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Local Information Service Office Project: A Custom-Tailored Approach to Client Service

The Department recognizes that how staff use information technology and information sources needs to be looked at more carefully. All employees need to be more knowledgeable about the new technology and about information sources and tools. The Information Resources Bureau (SKD) and the Information Systems Bureau (STD) have responded to these concerns by being pro-active and cultivating individual contact with clients to help them use the various desktop tools and products more effectively.

“Information and information systems are cornerstones for policy development and issue management”

In January 1996, SKD and STD will implement a joint venture called the Local Information Service Office or LISO (“LEE-so”) which will provide front-line information services specific to the client’s requirements. The concept is an innovative one that illustrates the perspective on client service developed by leading thinkers in information management. The LISO will be strategically located close to the client group, on a BICO site, and staffed by a small, integrated team of information specialists. As needed, the team will draw on the

expertise of STD and SKD. “The LISO will offer a wide-ranging set of services,” comments Camrose Burdon, Director of the Library Services Division (SKS), and co-director of the project, “but will be capable of adjusting quickly according to changing client needs.”

The LISO pilot will operate for approximately six months in two sites: a policy unit, the Economic Policy Bureau (EED), and a geographic unit, the P Branch. Client collaboration is key to the success of the pilot, and both client groups requested to be pilot sites. “Information and information systems are cornerstones for policy development and issue management,” says Philip Somerville, Director General of EED. “The systematic approach to information services which the LISO represents will help us to re-engineer our work effectively.” Denis Comeau, Director of the Japan Division (PJP) agrees with this assessment and states, “Our currency is information. The management of that information is the biggest challenge we’re facing. The custom-tailored, one-stop shopping approach to service makes good, practical sense to the client and also benefits those who provide the service as well.”

LISO: A single point of contact for information services

As noted, in broad terms, the purpose of the pilot is to bring the

services of SKD and STD closer to the client, and to offer a single point of contact for services offered by both bureaux. More specifically, LISO staff will facilitate clients’ use of the various desktop tools and products at their disposal; they will also support good information management practices among their clients to ensure that information resources are well managed from a corporate perspective.

“By dedicating ourselves to meeting client requirements, the Information Systems and Information Resources Bureaux will be able to serve them more effectively, and the business of the Department will be strengthened in the process. Such collaborations define our future.”

As the staff will have a good working knowledge of the business objectives of their client group, they will also be able to

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