

Qualitative Benefits of the Joint Portal

Qualitative Benefit	Quality Improvement	Cost Avoidance / Savings	Labour Reduction ¹	Capacity Creation
Customer Service				
Improved quality of service, including: • Personalized access to information and services • Improved constituent choice of service delivery channel • Improved client access to services	√			√
• Enable self-service for constituents	√	√		√
• Faster response to citizen inquiries	√			√
• Improved communication of available services	√			√
• Better customer service agent performance	√	√		√
• Increased employee satisfaction	√	√		
• Improved employee consultation	√	√		
Improved Communication and Management Decision Making²				
• Improved coordination of services between departments	√	√		√
• Improved coordination of services between municipalities	√	√		√
• Improved coordination of services between municipalities and other levels of government	√	√		√
• Improved coordination of services between municipalities and community agencies	√	√		√
• Improved coordination of between municipalities and businesses	√			
• Reduced undetected workplace issues	√	√	√	
Increased Citizen Engagement				
• Enhanced public awareness of local government	√			√
• Improved community reporting	√			√
• Enhanced community-building	√			√
• Enable citizens and businesses to access information anywhere, anytime	√		√	√
• Faster deployment of municipal information online	√	√	√	√
Operational Efficiency				
• Reduce knowledge requirements for employees to access common applications or information	√	√	√	√
• Improved flexibility to expand services	√		√	√
• Improved targeting of training	√	√		√
• Reduced paperwork for portal-enabled processes			√	

¹ "Labour Reduction" refers to reduced labour related to the stated benefit. It is not intended to refer to full FTE reductions.

² Most benefits listed here are of particular note since they are aligned with York's "Vision 2026" strategic plan.

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• Improve workflow for portal-enabled processes	√	√		√
• Reduced errors through reduced duplication/re-keying	√	√	√	√
• Higher degree of automation across the enterprise value chain		√		√
• Improved accountability	√			√
• Employee time savings • Reduced travel • Reduced call times in call centres • Reduced time searching for information • Enable work from home	√	√		√
IT-Specific Efficiencies • Reduced printing costs (e.g., paper, toner, printers, etc.) • Reduced internal IT delivery service costs • Improved compatibility and reusability of components (i.e., SOA compatibility) • Achieve economies of scale in capital and ongoing costs and through reusable processes	√	√	√	√
Communications Improvements • Better targeted and more timely communications • Increased internal collaboration • Enables content authors to update information more quickly	√	√		√
Demonstrates Municipal Leadership				
• Demonstrated commitment to partnerships and cost sharing	√	√	√	
• Demonstrated ability to cooperate and/or partner with other levels of government	√	√	√	
• Demonstrated municipal leadership through shared service partnership	√	√	√	