

ENVIRONICS

RESEARCH

GCdocs Enterprise Program Management Office 2017-2018 Client Satisfaction Survey

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Summary

What is the GCdocs EPMO

The GCdocs Enterprise Program Management Office (EPMO) was created in 2012 based on the Government of Canada (GC) IM Strategy Framework to provide an enterprise-wide coordinated approach and business transformation best practices. It assist organizations in their standardization, consolidation, and re-engineering of electronic document and records management (EDRM) practices, and helps fills IM gaps that hinder the broad deployment of standardized EDRM. The efforts of the EPMO focus on an active engagement with organizations looking to adopt GCdocs. The EPMO provides IM tools, templates, and best practices while assisting organizations in their deployment of GCdocs.

GCdocs is the official enterprise document and records management (EDRM) solution of the Government of Canada for saving, managing and sharing electronic information. It replaces the Enterprise Document and Records Management (EDRM) tool at PSPC.

The GCdocs Centre of Excellence provides GCdocs service to all PSPC Branches and Regions. GCdocs licenses are provided to Government of Canada departments and agencies by a central entity within Public Services and Procurement Canada (PSPC) called the Enterprise Program Management Office (GCdocs EPMO).

Background and Purpose

GCdocs EPMO conducts regular research to measure client satisfaction, the results of which inform GCdocs EPMO's performance indicator reporting requirements. The 2017-2018 Client Satisfaction Survey is a continuation of this ongoing research.

The purpose of this wave of the survey is to assess the satisfaction of other government department project authorities with the GCdocs EPMO's program delivery.

Methodology

EnviroNics conducted an online survey with 27 clients of GCdocs EPMO, from February 20 to March 16, 2018. As this was an attempted census, no margin of sampling error is calculated. The initial survey invitation was broadcast to 97 contacts provided by GCdocs EPMO. 27 responses were received, for a calculated response rate of 30%.

The qualifying population was defined as representatives of client departments and agencies who are members of the various Governance Committees and Working Groups administered by the GCdocs Enterprise Program Management Office (EPMO) - referred to in this report as GCdocs.

All research work was conducted in accordance with the professional standards established by the MRIA, as well as applicable federal legislation (PIPEDA) and to the Privacy Act and Treasury Board and PSPC privacy policies, directives and standards. The survey was registered with the National Survey Registration System.

A more detailed description of the methodology appears as Appendix A to this report.

Using the Results

The survey results will be distributed to Branch management for information and reference and for arranging follow up as warranted, to identify opportunities for improving service.

Cost of Research

The cost of this research was \$8,392.00 (HST included).

Key Findings

Clients of GCdocs EPMO generally identify the same service aspects as being very important to them: work being done correctly, getting what they need, and having their needs understood. GCdocs clients are largely satisfied, but the survey results indicate performance does not always closely align with expectations.

Political Neutrality Statement and Contact Information

I hereby certify as a Senior Research Associate of Environics Research Group that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.

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