



# Evaluation summary: Canada Pension Plan Service Improvement Strategy (CPP SIS)



## About the CPP SIS

The CPP SIS implemented a number of information technology (IT) and non-IT service improvement initiatives between March 2017 and June 2022. Those initiatives aimed at addressing the overall delivery of the CPP program.

CPP SIS was the Department's initial concerted effort to improve the overall delivery of the CPP Program. There is a recognized need for continuous improvements to increase automation and claim processing speed of service.



## Key findings and observations

The CPP SIS was implemented and delivered within the expected scope and budget.

### Expected outcomes

Overall, CPP SIS efforts contributed to:

- Improvement of client service. For instance, CPPD online application volume exceeded the expected level by 50% in 2021–22;
- The Program's performance and results through increased speed of service, reduced waiting times and better adherence to service standards; and,
- Excellence in Program Stewardship.



## Looking ahead and observations

Building on activities implemented under the CPP-SIS the following should be considered to continue strengthening the delivery of the CPP program:

- CPP Disability (CPPD) clients were still experiencing difficulties in assessing services and applying for benefits; and,
- Continued barriers to accessibility (digital and non digital).

From these findings, the following two observations are drawn:

- Innovative methods and approaches, such as user-centred design, could contribute to identify and reduce barriers for CPPD clients and vulnerable populations; and,
- Improved performance metrics on cost savings, productivity tracking and reporting could better support project decision-making.

The full Evaluation of the Canada Pension Plan Service Improvement Strategy is now available.

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