

2008/09 Service Plan Checklist - Minimum Information Requirements

Information Included in Service Plan	Comments
<ul style="list-style-type: none"> • Concise and readable <ul style="list-style-type: none"> ○ less than 30 pages in length ○ Web-links or references for additional information ○ Form and language accessible to general reader 	
<ul style="list-style-type: none"> • Government logo 	
<ul style="list-style-type: none"> • International Standard Serial Number 	
<ul style="list-style-type: none"> • Signed Message from Board Chair to Minister Responsible (incorporating Accountability Statement) <ul style="list-style-type: none"> ○ Overview of organization's significant activities ○ Planning focus for upcoming year ○ Major changes since last Service Plan or expected in coming year ○ Market and industry issues ○ Significant risks and opportunities, successes and challenges ○ Future outlook ○ Accountability statement 	
<ul style="list-style-type: none"> • Table of Contents 	
Overview of the Organization	
<ul style="list-style-type: none"> • Enabling legislation 	
<ul style="list-style-type: none"> • Legislated mandate 	
<ul style="list-style-type: none"> • Benefit or service provided to the public 	
<ul style="list-style-type: none"> • Direction from government including that contained in most recent SLE 	
<ul style="list-style-type: none"> • Overview of core business areas 	
<ul style="list-style-type: none"> • Any significant shifts in business areas or program delivery and why occurring 	
<ul style="list-style-type: none"> • Principal partners, clients and stakeholders 	
<ul style="list-style-type: none"> • Location of operations 	
<ul style="list-style-type: none"> • How services are delivered 	
Corporate Governance	
<ul style="list-style-type: none"> • The role and membership of the Board of Directors 	
<ul style="list-style-type: none"> • The purpose and membership of each Board Committee 	
<ul style="list-style-type: none"> • The names and job titles of senior management 	
<ul style="list-style-type: none"> • The organization's governance principles 	
<ul style="list-style-type: none"> • Disclosure of governance practices in compliance with Board Resourcing and Development Office's Guidelines 	
Strategic Context	
<ul style="list-style-type: none"> • Internal operating environment • Economic and industry factors, trends, opportunities and challenges 	

<ul style="list-style-type: none"> • Significant risks and opportunities <ul style="list-style-type: none"> ○ likelihood and potential impact ○ what effect they might have on planned results ○ how the organization plans to monitor, address or mitigate them 	
<ul style="list-style-type: none"> ○ current capacity to meet planned results ○ plans to increase or retain capacity ○ any adjustments required to deal with capacity issues 	
Goals, Objectives, Key Strategies, Measures and Targets	
<ul style="list-style-type: none"> • Why these goals, strategies and measures are critical to organization 	
<ul style="list-style-type: none"> • Any significant changes to goals, objectives or measures from previous year and why they were made 	
<ul style="list-style-type: none"> • Goals 	
<ul style="list-style-type: none"> • Strategies 	
<ul style="list-style-type: none"> • Performance Measures 	
<ul style="list-style-type: none"> • Targets, including how and why the specific targets included in the plan were selected 	
<ul style="list-style-type: none"> • Risk and capacity issues related to achieving specific goals or targets 	
<ul style="list-style-type: none"> • Benchmarks 	
<ul style="list-style-type: none"> • Performance Management Systems <ul style="list-style-type: none"> ○ Sources of data ○ How and when data is collected ○ Any limitations to accuracy of data ○ What management does to ensure data is accurate and reliable 	
Summary Financial Outlook for the Service Plan Period	
Note: all financial information should be provided for 2006/07, forecast for 2007/08, and budget/forecast for 2008/09 - 2010/11	
<ul style="list-style-type: none"> • Total revenue by core business area • Total expenses by core business area • Major sources of revenue • Major sources of expenses • Net income or loss 	
<ul style="list-style-type: none"> • Debt 	
<ul style="list-style-type: none"> • Retained earnings 	
<ul style="list-style-type: none"> • FTEs by core business area 	
<ul style="list-style-type: none"> • Capital expenditures 	
<ul style="list-style-type: none"> • Budget information agrees to funding approved by Ministry 	
<ul style="list-style-type: none"> • Forecast information fully consistent with fiscal plan 	
<ul style="list-style-type: none"> • Key assumptions • Financial risks • Sensitivity analysis 	

<ul style="list-style-type: none"> • Future financial outlook 	
Capital Plan and Major Capital Projects <ul style="list-style-type: none"> • Status of any major capital projects • General description of other capital initiatives planned 	
Information on Subsidiaries and Operating Segments (where relevant)	
Subsidiaries <ul style="list-style-type: none"> • subsidiary name • primary business • governance structure, including Board members • previous years' actual, current year's forecast and budgeted future years' revenues and expenses and net income • any capital expenditures 	
Operating Segments <ul style="list-style-type: none"> • previous years' actual, current year's forecast and budgeted future years' revenues and expenses and net income • any capital expenditures 	
Other Requirements <ul style="list-style-type: none"> • An explanation for any confidential information excluded from the Service Plan 	
<ul style="list-style-type: none"> • Contact information 	