

ServiceOntario Content Inventory

Content	Description	Format	Doc. Type	Source	Existing Arch.
Textual Information	Pages on serviceontario.ca that delivers information on services that is offered by ServiceOntario.	HTML page	Text	Various departments in Government of Ontario	Across all service description pages
Online Forms	Downloadable interactive pdf or word document. It is a replica of hardcopy forms that are readily available at a branch.	MS Word, MS Excel, Adobe PDF	Forms	Various departments in Government of Ontario	Central Forms Repository
Publication	Government of Ontario publications can be ordered for by telephone, mail, in-person (limited) and Publications Ontario eCommerce site as part of Service Ontario. They are available online in pdf or print versions which will be delivered in mail.	Adobe PDF, Books	Publication catalogue, Guides, Regulations, Books, Handbooks, Resource Kits	Various departments in Government of Ontario	Publications Home (Central Publications Repository)
Contacts/ Locations / Google Maps	Google Map exists as an external link. Every branch has a unique link to Google Maps with its branch address plotted on the map.	HTML page	Addresses, Contact information	Google Map	Locations and Contact
Social Media	Link to Facebook, Twitter, YouTube of ServiceOntario's English and French channels.	Photos, Videos, Textual posts, Hyperlinks	Social Media Posts	ServiceOntario Public Relations	Footer
External Links	Serviceontario.ca is part of Ontario.ca. It contains links to other Ontario's subsites such as Ministry of Transportation and Service Canada for related services.	Hyperlinks	Text	Various departments in Government of Ontario	Across all service description pages

Mail / Emails	<p>Mail is generated and sent out to customers to inform them as a reminder to renew their government issued document. Mail is also sent out when the customer needs to receive the official document for a service that they completed online or in-person at a branch.</p> <p>Email is sent when a customer completes an application online.</p>	Printed letters, Email messages	<p>Receipts, Reminders, Shipping Info, Official documents / cards (e.g. license plate stickers, health card)</p>	Unknown	N/A
Printed Marketing Material	Marketing materials on some services such as organ and blood donation are available in the branch and some are mailed out as promotional material.	Textual document, Images	<p>Marketing Brochures, Pamphlets, Flyers, Posters</p>	Unknown	N/A
Payment Application Module	Some services can be completed entirely online. For eServices in which charges apply, a payment application module subsite is used to collect the fee for the service.	Software application	<p>Payment Module</p>	Interac Online	<p>Applicable eServices (Services that could be completed online)</p>
FAQ	Part of each service descriptions include FAQ. Most commonly answered questions are listed with a response in text and hyperlink.	HTML page, hyperlinks	<p>Frequently Asked Questions</p>	User feedback and research	<p>Across all service description pages</p>
Images (Icons)	Image files of symbolic icons of subjects are available on global navigation.	Image	<p>Representative Icons</p>	Unknown	<p>Across all service description pages</p>