

PSCIOC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSCIOC Meeting of September 2020.

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Administration: Nova Scotia	Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p> <ul style="list-style-type: none"> In partnership with the Canadian Digital Service (CDS), the Nova Scotia Digital Service (NSDS) launched the Government of Canada's notify service to enable text message reminders and check-in notification for Registry of Motor Vehicle in-person appointments at Access Nova Scotia Centres. From meeting with CDS to sending the first text was just 48 hours. <ul style="list-style-type: none"> As of August 6th – 17,682 messages & 12,897 reminder texts were sent throughout the province for appointment check-ins and walk-in counter availability. This equates to over 1,000 hours of employee burden reduction in making phone calls since June 24th. <p>Pandemic Response initiatives:</p> <ul style="list-style-type: none"> With the increased number of public servants working remotely across the Province due to COVID-19, the NSDS worked quickly to assess and provide new tools that would allow public servants to meet and collaborate from anywhere, safely and securely. Two corporate solutions were delivered very quickly with teams from across the public service, Cisco WebEx and Microsoft Teams. With MS Team, the planned corporate rollout schedule was expedited to meet the unique opportunity presented by the rapid transition to work from home for many employees. Service Desk - Working remotely during the Pandemic was a key step for the Nova Scotia Public Services and our healthcare workers. By the end of April, government transitioned approximately 70% of its workforce out of the office. Key to this success was: <ul style="list-style-type: none"> ensuring staff that were supporting critical government services were the priority working with our Business Continuity Program to develop processes that ensured these employees had what they needed to support their service areas access to IT hardware such as laptops, smartphones, webcams and headsets, enterprise-wide VPN services, scalable infrastructure, and consistent stable office productivity tools such as Microsoft Teams. <p>In healthcare, the NSDS also supported 30-40% of the daily workforce working remote when all non-essential healthcare services were put on hold. The NSDS worked in partnership with Nova Scotia Health and IWK to:</p> <ul style="list-style-type: none"> assess IT hardware and critical applications to ensure employees could be productive supported standing up a new cloud based Virtual Desktop solution 	<p>Arlene Williams Executive Director of Digital Platform Service Nova Scotia and Internal Services 902-240-7213 Arlene.Williams@novascotia.ca</p> <p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p>

	<ul style="list-style-type: none"> ○ deployed Zoom for Healthcare to support virtual care and the deployment of more mobile technologies. During this time, the teams were very flexible and responsive in modifying work practices and processes to meet the needs of our clients, such as extending Service Desk hours, implemented delivery of IT hardware to the home instead of offices, and supporting people remotely as they transitioned to their new work location. • COVID Assessment Centres – In partnership with Nova Scotia Health and IWK, NSDS supported setting up over 40 assessment centres across the province. The initial assessment centres were hospital-based, with several community-based assessment centers added, as well as mobile rapid deployment assessment centers that were established quickly in communities where there was increased COVID-19 activity. • In partnership with Nova Scotia Health and IWK, NSDS supported the Connecting Patients initiative, which involved the purchase and deployment of over 300 iPads used by patients to connect with healthcare professionals or with their families when visitations were not allowed. This was done by securing inventory during a global shortage, developing a customized image for the devices that was easy to use, and supporting the deployment within Healthcare. • NSDS partnered with Adsum House for Children and Women to provide surplus phones to those in need while in isolation. We were able to provide phones in good working order for clients that were used to call to a friend, attend a video appointment with a healthcare professional, or access the internet for news or other purposes. During a busy time, the NSDS team quickly worked to test phones to ensure they were working, unlocked devices that were locked, and coordinated the delivery and offered support along the way. • OpenShift Platform – Leveraging the OpenShift DevOps platform, that had security pre-approvals already in place, allowed us to quickly spin-up services such as the 811 Self-Assessment tool, Self-Declaration form and Business Assessment tool. 	
<p>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p> <p><i>The PSCIOC is particularly interested in jurisdictional</i></p>	<ul style="list-style-type: none"> • Securing our Foundations: The NSDS is working through a series of major initiatives that will address technical debt, stabilize systems and applications, replace outdated hardware, and create a program environment to support digital modernization efforts like platforms for digital identity, digital payment, and notifications. • SAP Modernization Update: Nova Scotia is moving forward with a multi-year effort to migrate the Province's SAP platform from the current ECC 6 version to S4 HANA. Preliminary planning efforts are underway and detailed implementation plans and costing will be presented to Executive Council for approval this fall. 	<p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p>

<p>information in the following areas:</p> <ul style="list-style-type: none"> • Digital Government • Cyber Security • Talent Management 	<ul style="list-style-type: none"> • Governance Modernization: Digital Standards, Service Manual and Technology Code of Practice. • Continued rapid delivery of user-centred services by empowered multi-disciplinary product teams. 	
<p>3. Issues and Needs: Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<ul style="list-style-type: none"> • Digital-era ways of working are perceived to be the domain of digital government and IT organizations across legislation-owning departments. This cultural incongruence poses a challenge in design and delivery of government services digitally. • Continued support from the Councils to collectively continue to deliver and advance the Digital Identity Priority in a concerted way. • Lessons learned on scaling the adoption of internet-era practices within traditional IT organizations. <p>Cyber Security and Risk Management Program:</p> <ul style="list-style-type: none"> • Shared procurement vehicles and processes to leverage combined FPT buying power. 	<p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p>
<p>4. Topics of Interest: Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<ul style="list-style-type: none"> • How are other jurisdictions managing their technology debt and demonstrating / building messaging around their 'applications at risk'? How are other jurisdictions communicating to Board/Deputy level on a range of key IT metrics? Any lessons learned and shared information would be of value when shifting the 'IT as a Cost Centre' conversation to one of 'Acceptable / Not Acceptable Risks' • What are the other jurisdictions working on with relation to Data? (Data Strategies? Data as a Service? How are you managing the growing demand for providing data extracts to support analytics with ensuring this data is properly managed and shared in accordance with supportive legislation / policy, etc. Any lessons learned would be of value. • How to effectively champion new ways of designing and delivering government services digitally across somewhat autonomous ministries? In particular, the need to quickly adapt to the raised expectations of citizens (and businesses) with the pace of cultural change within the public service. 	<p>Jeremy White Executive Director, Strategy Policy and Governance Service Nova Scotia and Internal Services 902-722-1340 jeremy.white@novascotia.ca</p>