

PSSDC Information-Sharing Template – January 2018

Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council

JURISDICTION: Saskatchewan		Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>The Saskatchewan's digital program initiative set out to establish a single website for citizens and establish a library of common digital platforms that could be leveraged across the enterprise.</p> <p>100% of legacy website content has now been migrated to t Saskatchewan.ca, a modern, more effective and dynamic website offering simpler, clearer and more usable online services for citizens. 2017 usability testing with citizens showed that 63% of citizens are satisfied with saskatchewan.ca com compared to 55% in 2014 and 11% in 2011.</p> <p>By investing in common digital platforms we avoid duplicative investment across ministry technology projects. My Government Online Services offers a single entry point for accessing government services. My Government Online Services offers an intuitive login and portal layer; ability to access other services from the same web account; enhanced profile management capabilities; improved login security with email verification replacing challenge questions; and elimination of stand-alone portals. Three government services are now using the platform for single-sign on for citizens and more are scheduled to integrate to single sign-on over the next six months.</p> <p>Enhancement of the platform is underway with development of single sign-on and profile management for businesses. This will save businesses' time interacting with government, reduces effort for government managing business registrations, and acts as a building block to use common business numbers for more seamless service.</p> <p>Email and text notifications and a single electronic inbox are also in development.</p> <p>We have partnered with Saskatchewan Government Insurance (SGI) to test a single, secure, and user-friendly way for citizens to validate their identity online. By simply entering in their driver's license number citizens can verify their information with SGI. This project will serve as a foundation for digital identity for citizens to access online services.</p>	<p>Lisa Raddysh lisa.raddysh@gov.sk.ca</p>
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<ul style="list-style-type: none"> • Accelerate integrating government services to single-sign on platform • Business single sign-on and profile management and notifications • Online identity validation • Modernizing business application using a platform approach and integration • Measuring against Service Standards • Enhancing citizen engagement and participation • Single view of government across tax programs for businesses and farmers for increased efficiency, enhanced customer service, and improved self-service capabilities. • Online application for income assistance 	

<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i></p>		
<p>4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<ul style="list-style-type: none"> • Open government value realization • Other perspectives on government's role as service enabler vs. service provider • Digital identity verification • Adoption of business number 	