

PSSDC Information-Sharing Template – February 2018

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

JURISDICTION: Nova Scotia		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>	<ul style="list-style-type: none"> • Launched the Business Start-Up Bundle in February 2017. The bundle was designed to make it easier for individuals to understand how to launch and operate a business in Nova Scotia. The practical lessons learned from this work will feed into the PSSDC Service to Business Community of Practice's Expedited Business Start project. • Partnered with the Department of Labour and Advanced Education to draft an Request for Proposal (RFP) that will widen access to quality, consistent, relevant and appropriate information and services through the development of a digital service with virtual career services. The Virtual NS Works initiative will result in the efficient delivery of career planning and employment services to Nova Scotians. SNS assisted in the development of the RFP to ensure a service design approach was applied to the initiative. • RFP Evaluations are underway for Digital Advisory Services, to obtain vendor support for a "Made in Nova Scotia" operating model for Digital Government and the development of an implementation plan for the model. • In partnership with our Internal Services Department, SNS is continuing to advance work related to the development of a digital program for NS. • Implemented an alpha version of a Service Measurement Dashboard that tracks the progress of key departmental metrics outlined in our Business Plan. • The Identity Management team from the Department of Internal Services (ISD) has co-located with the Digital Services Team at SNS. This move creates 'one front door' for departments to access supports for digital transformation. This move is an effort to bring the business and IT closer together to deliver on what users need. • SNS worked with the Department of Education and Early Childhood Development and the Council to Improve Classroom Conditions to apply client-centered approaches to a review of the iNSchool program, specifically TIENet and PowerSchool, the software systems used by teachers to manage and store student information. The project, Ask the User, applied a Human Centered Service Design approach to a policy problem, resulting in a number of recommendations aimed to help improve classroom conditions. • The Continuous Improvement Framework deployment is underway and engaging team members in training (Lean, 6S, Waste Walks, process mapping), project identification and execution. Successful projects will be showcased at SNS' inaugural Innovation Day in 2018. SNS has seven qualified LSS Green Belts working on program and process efficiencies. Completed a Lean Six Sigma (LSS) Project to review Residential Tenancies Agreement activities. A key project outcome will be the development of telephone hearings for RT issues, which will save time and resources. • SNS also completed a Lean Six Sigma (LSS) Project to reduce lead time to send Directives to business licensees across a range of sectors. The project increased inspection capacity. 	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>

	<p>This will protect consumers in the market place, facilitate timely compliance, and reduce public and/ or business risk.</p> <ul style="list-style-type: none"> • Participated on Financial Management sub-committee of Housing and Homelessness Partnership to identify and resolve issues in obtaining identification required for cashing cheques. • Developed Privacy Impact Assessment (PIA) outlining the conceptual requirements and design of new online driver abstract service. • In the final stages of contract negotiations for the replacement of the Registry of Joint Stocks Companies system. This registry transformation project will modernize the Registry of Joint Stocks IT system. • Implemented a new central issuance Registry of Motor Vehicles (RMV) photo license system that will transition the issuance of photo identification cards and driver's licenses from over the counter to central issuance. • Implemented a Greeter Desk Pilot project in our Access Centres to operationalize the role our Welcome Desk plays at these locations. The intention of this project is to both ensure that clients have been properly triaged prior to getting to the front counter and also to provide clients with a warm welcome from the time they enter the Access Centre as part of achieving Customer Service Excellence. • Implemented changes to our Qmatic numbering system in our Access NS Centres to include enhancements such as the use of more plain language, addition of an accessibility option, and presentation in both French and English. • Piloting an initiative for our In-Person Channel that is aimed at hiring the “right fit” for positions. This initiative is utilizing new tools to assess candidates for various skills and traits as part of the initial screening process. These skills and traits have been identified as key success factors in the role of a front-line customer service representative. • To continue our efforts to deliver accessible and easy to use services, iPads now exist in all of our In-Person Access NS Centres to facilitate ‘translation services’ when language barriers are an issue, as well as promoting the use of our online services. • Continued to advance our strategy to elevate our Client Experience by launching ‘name badges’ in all In-Person Access NS Centres. • Continue to consistently meet service level targets in our In-Person Channel of serving 80% of our clients within 20 minutes or less. <p>Engagement/Consultation</p> <ul style="list-style-type: none"> • Continue to focus efforts on raising internal awareness about the importance of human-centered service design. Planning and executing research at an early stage in any project will contribute to understanding user behaviours, discovering (not just validating) user needs and uncovering insights that can be used to inform the end solution design. 	
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	<ul style="list-style-type: none"> As a follow-up to the Ask the User project, SNS completed qualitative discovery research, with parents and students, on the Program Planning Process, identifying ways to streamline the process. The findings were reported to The Commission on Inclusive Education. Launched a Usability Lab in the fall of 2016 and in recent months have executed the following usability testing: <ul style="list-style-type: none"> Partnered with the Department of Information, Communications and Technology Services (ICTS) to conduct usability testing on their help desk ticketing system. Assisted with advancing the province's innovation agenda by conducting usability testing on a draft Innovation Policy with civil servants. SNS partnered with the Public Service Commission (PSC), to conduct usability testing of an alpha prototype for an internally facing service known as "The Hub". 	
<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"> Governance and mandate as it relates to a Nova Scotia Digital Program. Establishment of a Digital Program for Nova Scotia. Advancement of key enabling common platforms for Nova Scotia (e.g. Identity, Notification and Payment) <ul style="list-style-type: none"> Investigating LOA 2 / 3 for citizen identity Streamlining ease of use and integration for the digital identity platform Engagement / consultation re: notification and payment Continue to advance the Registry Transformation initiatives (Joint Stocks, Vital, Motor Vehicles, and Land). As part of Our Excellence Journey, SNS achieved Bronze certification in the Excellence Innovation and Wellness Standard (Bronze) in 2017. Our Internal Services Department (ISD) was also successful in achieving Bronze certification. This year, SNS and ISD are preparing for a submission for the EIW Standard (Silver). SNS will continue to advance our Voice of the Customer work, which is a critical part of Our Excellence Journey to actively engage with our customers. Implement an online motor vehicle dealer service that will enable electronic exchange of information for some common vehicle requests and incorporates electronic funds transfer as the payment option. Design a 'becoming a newly licensed driver' service that will deliver a modern solution to a younger demographic who are used to accessing simple, streamlined digital services. Partner with Dalhousie University as well as the Public Service Commission and the Department of Internal Services to pilot a Centre for Digital Service Innovation. The work will include an innovation/design lab pilot, development of a digital innovation pilot course as well as conducting an open data research project. SNS has partnered with the Department of Justice to include Restitution Payments, and the ability to pay via NS's payment platform, to our online service. 	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>

	<ul style="list-style-type: none"> • Conduct user experience research and apply behavioural insights to improve the design and delivery of our current Online Vehicle Permit Renewal service to increase digital uptake. • Partner with the Department of Natural Resources and the Department of Fisheries and Aquaculture in the delivery of digital Wildlife and Fishing e-licenses. • Develop and deliver customer service soft skills training. • Continue to support the Department of Community Services social program transformation. • Implement a digital solution that will enable Nova Scotian's to easily apply for ticket lottery permit with a prize value of less than \$4,000. • Implement a digital offering to provide the ability for clients to see online the In-Person Access NS Centre wait times. 	
<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>	<ul style="list-style-type: none"> • The Heating Assistance Rebate Program (HARP) helps with the cost of home heating for low-income Nova Scotians who pay for their own heat. The initial launch of the program in October 2016, applied a human centred service design approach to transformation and implemented key program and service changes along with a digital service. Key highlights included: <ul style="list-style-type: none"> - Extensive up-front user research, prototype and beta usability testing with vulnerable populations. - Included working with jurisdictional partners (i.e. CRA) on income verification. - Including a 'status checker' created efficiencies in service delivery by reducing the calls received by the contact centre (e.g. 99% of all status checks occur online). • The HARP program continued to evolve and iterate for the October 2017 launch. Key changes made this year include: <ul style="list-style-type: none"> - Increasing income thresholds to help more Nova Scotians qualify for the program. - The online application opened a week before the launch date to speed up application turnaround times. These applications were processed when the program launched in October 2017. - Applicants are required to provide an e-mail address. The program notifies applicants by e-mail once their rebate is direct deposited, and notifies applicants by e-mail if any follow-up documentation is required. - Applicants may now submit follow-up documentation by e-mail (with the exception of confidential information that is handled through a secure method of transmission). • In 2017, the digital service received significant uptake in the first week of the program being available, key highlights include: <ul style="list-style-type: none"> - Over 3,220 applications submitted within the first week. In previous years, applicants would still be waiting for their paper application to arrive in the mail. - 43% of all online applications to date have been submitted via a mobile device. 	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>

	<ul style="list-style-type: none"> • Business Start Up Bundle (BSB) was designed to make it easier for individuals to understand the requirements and process to start a business in Nova Scotia. Launched in February 2017, the BSB service is part of NS Online and builds upon previous work launched in 2015 for the Restaurant & Accommodation and Convenience Store bundles. It educates users on the requirements that apply to all or most businesses. The Bundle aims to: <ul style="list-style-type: none"> - Improve existing information on business start-up to make the process clearer and easier. - Includes information on the remaining in-scope components identified by the Expedited Business Start-Up Task Group, including links to HST Registration and Payroll Account Registration. - Help create the Expedited Business Start-Up Blueprint that other Canadian jurisdictions can reference in developing a similar service. 	
<p>4. Issues and Needs: 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"> • Operationalizing the responsibility for corporate digital government (e.g. clarity on mandate and authority, and roles and responsibilities). • Digital service delivery privacy concerns, including: <ul style="list-style-type: none"> - Clarity on what information qualifies as personal information, and the management of personal information and use of third party service providers. Nova Scotia has leveraged Google Analytics for analytics and service measurement, the use of the IP Address and management within Google continues to be raised as a risk. A collaborative Canadian approach to mitigating this risk could benefit all jurisdictions. - Approach and compliance to privacy legislation and best practices when engaging the public during service design (e.g. insights research and usability testing) to ensure services are built to meet the needs of users. • Recruitment and/or contracting of service designers – limited resources in the marketplace. 	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>