

PSSDC Information-Sharing – February 2018

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

| JURISDICTION: NEWFOUNDLAND AND LABRADOR | | Contact Roxie Wheaton, ADM Government Services Branch 709-729-3056 |
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| 1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months. | <p><u>Customer Flow Management (CFM)</u></p> <p>The Provincial Government implemented an enhancement to the CFM System at Motor Registration Division (MRD) in April 2017. It included the online appointment booking that minimizes disruption to personal schedules and a text messaging option to allow clients to leave the registration office and conduct other business if the queue size indicates there will be a substantial wait time. The enhancements have improved customer flow and have been well received by the public.</p> <p><u>Service Standards</u></p> <p>In The Way Forward, the Provincial Government committed publishing service standards for major programs and services by 2018-2019. As part of the Government-wide initiative, Service NL's Government Services Branch has established seven service standards across several program areas. Service standards have been established for request for electrical inspection; request for private sewage system backfill inspection; application to install or alter a pressure vessel; request for pressure vessel inspection; application for drivers' licence and photo ID; school bus inspection; and online application for birth, marriage and death certificates. Compliance with the service standards will be monitored during 2018-2019 and reported publically at year-end.</p> <p>In 2018-2019, Service NL will examine the expansion of service standards to the Regulatory Affairs Branch of the Department.</p> <p><u>Online Services</u></p> <p><i>The Way Forward</i> states: "By 2022, our Government will increase the number of services delivered online by 50 per cent." In the past year, new services have been put online including Court Record Checks and Payments, Domestic Cutting Permits, Motor Registration Division's Customer Flow and Queueing System, PeopleSoft Self-Service Leave, PeopleSoft OHS,</p> | |

Lean Initiatives

Service NL introduced various LEAN process improvements such as: implementing an automated system in Residential Tenancies Division to eliminate repeat office visits for clients; implementation of a new electronic records management and advanced workflow system to enhance access to Occupational Health and Safety programs; streamlining the electrical contractors' application process; and transitioning from paper to electronic filing in MRD's Driver Records and Medicals area.

Mobile Inspections

Service NL reviewed inspection processes including the implementation of a new or upgraded mobile inspection solution for key inspection programs including commercial vehicle safety; fire and life safety; public safety; environmental protection and environmental health.

Consumer Affairs

Service NL completed an initiative to integrate with Government's online payment portal. The ability to accept all fees and payments for various programs improves access to services and reduces the need for clients to visit offices for payments.

BizPaL Expansion

Service NL continues to make progress on engagement of municipalities in the BizPaL program, the on-line information service for business that consolidates the permitting and approval requirements for businesses from all three levels of government. In October 2017, NL agreed to participate in a Restaurant Bundling Pilot Project. The purpose of the project is to examine, design and implement full service restaurant industry oriented interface, building functionalities and design to support business fluidity. The pilot is designed to enhance the client experience and provide improved service for businesses.

Apprenticeship Harmonization

The Government of Newfoundland and Labrador is working with the other Atlantic provinces and Manitoba to develop a harmonized apprenticeship system. The system will offer: enhanced reporting capabilities; extended functionality to

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| | <p>apprentices, training providers and employers including online forms and payment processing; and flexibility to effectively respond to current and emerging labour market needs and training requirements.</p> <p>The project commenced April 1, 2017. All participating provinces are assisting in the development of the core product after which the new system will be rolled out. NL is second in the implementation plan, and is anticipating the new system to roll out in early 2019.</p> | |
| <p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p> | <p><u>Digital-by-Design Roadmap</u> <i>The Way Forward</i> states “Our Government will become digital-by-design.” Since the last reporting period, Government created a Digital-by-Design Project Team that identified areas of service delivery that could be redesigned to provide the ability to use the services they require when they want and how they want. The Digital-by-Design Project Team delivered a digital roadmap and six prioritized business cases.</p> <p><u>Death Notification Working Group.</u> The Government of Newfoundland and Labrador is working with the Death Notification Working Group (DNWG) as a pilot group to review and implement electronic death registration and notifications as per the DNWG blueprint</p> <p><u>EProcurement</u> The new solution is expected to be web based, allowing tenders, exception, and bids to be viewed online. It should also manage the tender lifecycle, store tender and aware information, manage supplier accounts, manage bids, etc that will replace two outdated tendering websites and associated processes</p> | |

Single Business Number

Service NL has received approval to undertake a process to examine the costs and benefits of partnering with the CRA to adopt provincial use of the Single Business Number.

Driver Licence Photo ID – Central Issuance

The Atlantic Provinces entered into a contract with Gemalto Inc. for the production of driver's licences utilizing a central issuance model. The contract provides citizens of the province with a tamper proof, highly secure, laser engraved card. The Province is investigating using the card as a multi-functional card for citizens. The province issued its first Driver's Licence with the new system in November 2017 and completed implementation in all locations in December 2018.

Eliminating Renewal Notices

The Province has built the capacity to capture e-mail addresses in its Motor Registration System. Service NL intends to phase out paper renewal notices by offering citizens e-mail notification April 2018.

Adjusting Vehicle Renewal Dates

Service NL's Motor Registration Division intends to align the vehicle renewal date with the owners' month of birth in rather than the date of vehicle purchase. This is intended to balance client volumes throughout the year and alleviate high demand in Spring/Summer based on client vehicle purchasing patterns. This work will be done in conjunction with the print on demand. Alan

On Demand Solution for Vehicle Registration Documents and Validation Stickers

Newfoundland and Labrador intend to implement a print on demand solution for vehicle registration documentation and validation stickers. NL and the Atlantic Provinces are currently evaluating the ability to implement a solution with off the shelf technology. If off the shelf technology is cost prohibitive NL intends to enter into a Request for Proposals with the Atlantic provinces in 2017/18 to pursue a print on demand solution. The Province anticipates that this solution will allow it to realize long term savings by reducing inventory management requirements while protecting revenue by continuing to issue validation stickers.

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| | <p><u>New Management Information System – Printing and Micrographics Division</u></p> <p>In accordance with value stream mapping initiatives, Service NL acquired a Management Information System that it plans to implement in 2017-18 which will further streamline the business process and lead to online ordering for printing services in the future. Once implemented, customers will be able to order online and track print jobs.</p> <p><u>Upgrade of AMANDA application for Permits and Licences</u></p> <p>The Office of the Chief Information Officer upgraded the AMANDA information management system from version 4.4 to the newest version 7.2. Benefits of the upgrade include simplified access management for end users and more robust reporting capabilities. The upgrade will allow for significant enhancements such as inspections utilizing mobile devices and an online public portal. The enhancements will be rolled out in 2018-2019.</p> | |
| <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> | See Priorities section. | |
| <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> | <p>Additional information on the following would be appreciated from the PSSDC:</p> <ul style="list-style-type: none"> • service bundling initiatives and programs and services for families, business services and immigrants • implementation challenges and costs associated with: <ul style="list-style-type: none"> ○ Single Business Number | |

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| | <ul style="list-style-type: none">○ building capacity to include technical expertise to support shift to Digital-by-Design | |
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