

PSSDC Information-Sharing – September 2018

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

JURISDICTION: NEWFOUNDLAND AND LABRADOR		Contact Alan Doody, ADM Government Services Branch 709-729-3056
<p>1. <u>Accomplishments:</u></p> <p>Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Online Nudging</p> <p>Service NL have set up a Kiosk solution in the highest volume transaction office of the Motor Registration Division to encourage clients to use online services. Staff assist clients in completing their transaction and encourage them to sign up for e-mail notification. Approximately 25% of the clients that visited the office took advantage of the service. The Motor Registration Division have 80 percent of their clients renewing their vehicle online in the greater St. John's region.</p> <p><u>Lean Initiatives</u></p> <p>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.</p> <p><u>Mobile Inspections</u></p> <p>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.</p> <p><u>Consumer Affairs</u></p> <p>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.</p> <p><u>Apprenticeship Harmonization</u></p>	

	<p>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 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 Summer 2019.</p> <p><u>Digital-by-Design Strategy and Roadmap</u></p> <p><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. In December 2017, the Digital-by-Design Project Team delivered a digital roadmap and six prioritized business cases.</p> <p>In 2018 the Digital-by-Design Project Team has been preparing for the implementation of the six initiatives.</p> <p><u>Eliminated Motor Vehicle Renewal Notices</u></p> <p>The Province has built the capacity to capture e-mail addresses in its Motor Registration System. Service NL eliminated paper renewal notices in April 2018 by offering citizens e-mail notification.</p>	
<p>2. <u>Priorities:</u></p> <p>Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p><u>Digital Government Program</u></p> <p>Work has begun on deploying early versions of the final projected highest value initiatives. The Digital Government Program began implementation September 2018 using Agile Scrum methodology – a new development approach for the Government of Newfoundland and Labrador.</p> <p><u>Death Notification Working Group</u></p> <p>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. A business case, scope and high level estimate has been prepared. This project is awaiting Federal funding approval.</p> <p><u>EProcurement</u></p>	

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. The RFP was released in September 2018.

Single Business Number

Continue with the business case and cost benefit analysis in-conjunction with the department of Service NL for the implementation of the Single Business Number. Provincial jurisdictional scans and departmental workshops have been completed. A draft Cabinet Paper is in progress.

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. Service NL are working with the apprentice program under the Department of Advanced Education Skills and Labour to leverage the same card stock as part of their solution.

Align 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.

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 have tested an internal solution and are preparing to implement no later than January 2019. 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.

New Management Information System – Printing and Micrographics Division

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

	<p>implemented, customers will be able to order online and track print jobs. Project expected to be complete Fall 2018.</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>The AMANDA program is also developing online application forms that automatically integrate with the database to increase online services for citizens and business and increase efficiency for the Government.</p>	
<p>3. <u>Showcase/Sharing:</u></p> <p>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?</p> <p><i>(This information will help in agenda planning for future meetings.)</i></p>	See Priorities section.	
<p>4. <u>Issues and Needs:</u></p> <p>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 ○ building capacity to include technical expertise to support shift to Digital-by-Design 	