

## **PSSDC Information-Sharing Template – February 2019**

*Information Sharing is collected for the purpose of the PSSDC Meeting of February 2019.*

*Information contained in this document cannot be shared without the approval of the member jurisdiction (author).*

<b>JURISDICTION:</b>		<b>Contact</b>
<b>1. Accomplishments:</b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b>	Over the past 12 months... <ul style="list-style-type: none"> <li>• Rolled out a new secure Driver's License to NB in partnership with the other three Atlantic Provinces.</li> <li>• Centralized our Land Registry Office to St Stephen, NB.</li> <li>• Concluded the consolidation of 44 Contact Centres across GNB.</li> <li>• Concluded the negotiation for a new Contact Centre solution for GNB.</li> <li>• Changed legislation to accept electronic documents for Land Registry and for Residential Tenancy to make it easier for clients to communicate.</li> </ul>	Rob Horwood Rob.horwood@snb.ca
<b>2. Priorities:</b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b>	Over the new six months... <ul style="list-style-type: none"> <li>• Rolling out new safety procedures for front-line staff.</li> <li>• Rolling out a new App for the booking of DL testing appointments.</li> <li>• Re-designing our largest Service Centre with a focus on customer self-serve activities.</li> <li>• Installing a new contact centre technology solution (OMNI Media) across GNB.</li> </ul>	Rob Horwood Rob.horwood@snb.ca
<b>3. Showcase/Sharing:</b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i>	We will showcase our new "Emergency Protocol Guide" and we are also willing to share our experience procuring a new OMNI-media platform for our GNB Contact Centres.	Rob Horwood Rob.horwood@snb.ca
<b>4. Issues and Needs:</b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.	We look forward to re-starting dialogue with Service Canada on joint service opportunities in rural New Brunswick.	Rob Horwood Rob.horwood@snb.ca