

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).

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"> • In partnership with our Internal Services Department (ISD), Service Nova Scotia (SNS) is continuing to advance work related to the development of a Digital Program for NS. <ul style="list-style-type: none"> ◦ SNS partnered with Public.Digital to help develop a Digital Strategy for Nova Scotia and develop requirements for a digital program to support the delivery of the strategy. • Partnered with the Department of Labour and Advanced Education to provide service design expertise and guidance on the development of a virtual career service – NS Works Digital Service. • Implemented an alpha version of a Service Measurement Dashboard that tracks the progress of key departmental metrics outlined in our Business Plan. • SNS has partnered with Enterprise Registry Solutions to modernize the Registry of Joint Stocks Companies IT system. • Continue to consistently meet service level targets in our In-Person Channel of serving 80% of our clients within 20 minutes or less. • Completed a Green Belt project to improve efficiencies related to issuance of 30-day temporary vehicle registrations. Resulting in over 2200 annual hours of internal efficiencies and opportunity for over 3400 annual hours of external efficiencies for motor vehicle dealers. • Amended the RMV program requirements to support legislative changes for drug-impaired driving offences. • Attended Halifax Connects one-day event organized to assist vulnerable citizens access some basic services and support. Provided 83 photo IDs and 44 birth certificates. <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. • 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 	

	<p>streamline the process. The findings were reported to The Commission on Inclusive Education.</p> <ul style="list-style-type: none"> Executed the following usability testing in our Usability Lab: <ul style="list-style-type: none"> SNS partnered with the Public Service Commission (PSC), to conduct usability testing on their Health and Safety Incident Management System. SNS partnered with SNS's Alcohol and Gaming Division to conduct usability on our new Ticket Lottery Permit (\$under \$4,000). Partnered with the Department of Justice to conduct usability on a Victim Services Portal as well as their Maintenance Enforcement service. Worked with our In-Person Services team to test the Online Motor Dealer Service with 10 dealerships from around the Province. Worked with our Program Modernization division to conduct usability testing on the recent changes made to the Heating Assistance Rebate Program (HARP 3.0) service. 	
<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. Implementation of the actions outlined in the Nova Scotia Digital Strategic Action Plan. 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). 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. 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. 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 the ability to capture and display French characters within given and surname of driver licences and photo identification cards. Implement the ability to capture and display longer given names and surnames (40 to 96 characters) on RMV documents including photo cards. 	

	<ul style="list-style-type: none"> Investigate potential mobile photo capture solutions for driver licences and photo identification cards. 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 a digital offering to provide the ability for clients to see online the In-Person Access NS Centre wait times. Investigate potential implementation of bar code readers within RMV offices and bar codes on serialized inventory and documents (i.e. plates, permits and stickers) for transaction input efficiencies and data quality. SNS, as members of Nova Scotia Government Senior Officials' Table on Service Excellence, will help create and deliver a shared vision of service excellence and an improved citizen experience for Nova Scotians interacting with the Province. Nova Scotia updated the Vital Statistics Act to introduce X as an option for gender identity on the Nova Scotia birth certificate and make the display of the sex field optional. 	
<p>3. Showcase/Sharing: 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>Our Excellence Journey</p> <ul style="list-style-type: none"> SNS will continue to advance our Voice of the Customer work, which is a critical part of Journey to actively engage with our customers. SNS has rolled out a four-pillared Voice of the Customer strategy, which includes: a Client Experience Plan, an annual Employee Insight survey, a quarterly Citizen and Business survey (transactional and reputational surveying), and a Client Feedback Framework. SNS recently received its first quarterly data from the Client and Business Feedback survey. Key drivers of client satisfaction have been identified and a Client Satisfaction Index has been established. In addition, the organization has published the results its second annual Employee Insight survey, which provides Voice of the Employee on Client Experience and service issues. SNS is currently developing a policy and framework for systematic management of its client feedback. The culture of continuous improvement is becoming embedded within SNS, through the deployment of the Continuous Improvement Framework. An emphasis in training, project execution and engagement of front-line staff in Awareness, White Belt, 5S + S, Process Management and Yellow Belt training is impacting the culture. Successful projects were showcased at SNS' second Innovation Day in February 2019. Projects are focused on enhancing the client experience and red tape reduction. A Community of Practice is being developed to assist in promoting the culture and to share best practice. 	

	<ul style="list-style-type: none"> Investment in continuous improvement courses and Lean Six Sigma has led to increased employee engagement and improved client satisfaction. 	
<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"> Operationalizing the responsibility for corporate digital government (e.g. clarity on mandate and authority, and roles and responsibilities). Digital service delivery privacy concerns - 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 and product managers – limited resources in the marketplace. Contact Centre Strategy – best practice as it relates to digital service delivery (e.g. digital assist) Accessibility and Inclusive Service Design: <ul style="list-style-type: none"> Guidance, standards and best practice for embedding inclusion and accessibility into digital services design processes to ensure an inclusive and accessible by design approach Building awareness and knowledge, in the public sector, of the need to design services that are both accessible and inclusive. 	