

PSSDC Information-Sharing – February 2019

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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><u>On Demand Solution for Vehicle Registration Documents and Validation Stickers</u></p> <p>Newfoundland and Labrador implemented a print on demand solution for vehicle registration documentation and validation stickers in 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.</p> <p><u>Online Nudging</u></p> <p>Service NL have expanded Kiosk Services to an Office in Central NL to encourage clients to use online services. Staff assist clients in completing their transaction and encourage them to sign up for e-mail notification. In January 2019, Service NL expanded its Kiosk Service in one office of the Department of Advanced Education Skills and Labour (AESL) and the intent is to place these services in all AESL offices. AESL have several offices in rural communities where Service NL have no presence. The goal is extend on-line access to citizens in rural communities and encourage on-line usage.</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</p>	

	<p>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>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> <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.</p> <p><u>Single Business Number</u></p> <p>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 Cabinet Paper has been submitted.</p> <p><u>Align Vehicle Renewal Dates</u></p> <p>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.</p>	

	<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. Project expected to be complete Spring 2019.</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 	

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