

PSSDC Information-Sharing Template – September 2019

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

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

JURISDICTION:	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> <p>Operating Model Advancements:</p> <ul style="list-style-type: none"> The merger of Service Nova Scotia and the Department of Internal Services, along with the creation of the Chief Digital Officer role, will have a significant impact on the advancement of service transformation in Nova Scotia. Bringing together these two departments will create a more unified, coordinated approach to service excellence, the technology and processes that support a great client experience, and the delivery of critical public services to Nova Scotians. <p>Digital Program:</p> <ul style="list-style-type: none"> Nova Scotia will continue to advance work related to the development of a Digital Program. <ul style="list-style-type: none"> SNS partnered with Public.Digital to develop a Digital Strategic Action Plan for the next 18 to 24 months. The Action Plan identifies key areas of focus and identified 16 Actions to advance the program. Secured funds to continue advancing the actions outlined in the Digital Strategic Action Plan. <p>Platform Services:</p> <ul style="list-style-type: none"> Nova Scotia continued to invest in advancing a Digital Identity for Nova Scotians. <ul style="list-style-type: none"> In the fall of 2018, we conducted Discovery Research with the public and programs in government for Digital Identity to get feedback on various options being considered. From this we developed high-level requirements to help us advance to a higher level of assurance for digital identity. We are now formalizing next steps to continue to advance higher levels of assurance. Nova Scotia is also working to provide product and service teams with a seamless transition to a modern, cost-effective and sustainable digital Payment Platform. In July of 2019, an RFP was released to help government modernize this platform. 	<p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p>

Digital Transformation Initiatives:

- Implemented an **Online Motor Vehicle Dealer service** that enables electronic exchange of information for some common vehicle requests and incorporates electronic funds transfer as the payment option. Resulting in approximately \$760K annual savings to motor vehicle dealers.
- Implemented a digital solution that enables Nova Scotian's to easily apply for a **Ticket Lottery** permit with a prize value of less than \$4,000.
- Worked with the Department of Community Services to implement an **Income Estimator**. This tool simplifies complex legislation and helps clients on Income Assistance or those receiving support from the Disability Support Program, determine their monthly income.

In-Person Services:

- Continue to consistently meet service level targets in our **In-Person Channel** of serving 80% of our clients within 20 minutes or less.
- Implemented the ability to capture and display **French characters** within given and surname of driver licences and photo identification cards.
- Implemented the ability to capture and display **longer given names and surnames** (40 to 96 characters) on RMV documents including photo cards.
- Implemented **Gender X** and undisclosed gender on driver licences and photo identification cards.
- Expanded delivery of the **International Registration Plan** (IRP) service to provide regional accessibility to the trucking community. Resulting in approximately \$126K annual savings to regional trucking community.
- Expanded the use of **Percipio e-learning** for frontline staff to include focus on Service, Leadership, Change & Communication, Project Management and Empathy/Wellness.
- Implemented a new **licence plate distribution model** that enables our manufacturer to distribute plates directly to various Access Nova Scotia/Registry of Motor Vehicles offices across the province. Resulting in internal efficiencies and reduced square footage.

Registry Transformation:

- Continue to work with Enterprise Registry Solutions to modernize the **Registry of Joint Stocks Companies** IT system.

	<ul style="list-style-type: none"> Partnered with Axiell Group to modernize the Vital Statistics Registry. The implementation of Vitalware will help lay the foundation for service improvements as well as future Death Notification work. <p>Engagement/Consultation</p> <ul style="list-style-type: none"> Continue to focus efforts on raising internal awareness about the importance of service transformation and human-centered service design. We continue to plan and execute research at early stages of our projects to better understand user behaviours, discovering (not just validating) user needs and uncovering insights that can be used to inform the end solution design. <p>Other Initiatives:</p> <ul style="list-style-type: none"> SNS-IS leads the Nova Scotia Government Senior Officials' Table on Service Excellence, which is working to create and deliver a shared vision of service excellence and an improved citizen experience for Nova Scotians interacting with the Province. After a successful first year of activity, the Table has identified some "Characteristics of Service Excellence", which will contribute to the development of appropriate training in service, and also build service competences which will contribute to recruitment and selection activities. The next step is to test the characteristics with staff across government and ensure employee buy-in to key concepts. 	
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Digital Program:</p> <ul style="list-style-type: none"> Nova Scotia is continuing to transform how government operates in a digital era so it is easier, more convenient and efficient for citizens and businesses to access the information and services they want and need. Planned activities for this year include: <ul style="list-style-type: none"> Delivering an exemplar digital service which demonstrates new ways of working Advancing tools and guidance on new ways of working to help scale digital in our province (e.g. Service Manual) Advancing Common Platform Services for Nova Scotia Advancing a plan to deliver accessible digital services as per commitments in the Nova Scotia Accessibility Plan 	<p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p>

Digital Transformation Initiatives:

- Nova Scotia has passed legislation that will repeal the Tourist Accommodations Act and replace it with the Tourist Accommodations Registration Act. The **Register Accommodation** team will use a client centered approach, the SNS-IS will design a simple, easy to use online service for tourism operators by 2020 – a soft launch is expected in December 2019.
- To support Nova Scotia's new Mortgage Regulation Act & Regulations, SNS-IS will design and deliver a new **Mortgage Licensing Service** that is user centered, sustainable, straight forward and support compliance.
- 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.

In-Person Services:

- Implement **mobile photo capture solution** for photo identification cards within various vulnerable communities and universities.
- Implement a digital offering to provide the ability for clients to see online the In-Person Access NS Centre **wait times**.
- Implement **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.
- Pilot **EDOs** (Earned Days Off) within frontline Halifax Access Nova Scotia office.
- Investigate **expansion of speciality services** (i.e. hours and locations for fine payments, knowledge testing, IRP, etc) within Access Nova Scotia offices.

Registry Transformation Initiatives:

- Continue to advance our Registry Transformation initiatives. Currently in year 3 of our 6-8-year Registry Transformation initiative to modernize four major registries – Registry of Joint Stocks, Vital Statistics, Registry of Motor Vehicles and Land Registry.
 - New IT solutions supporting the RJSC and Vital Statistics registry will be operational in FY 2019/20.
- Modernizing our registries will:
 - Enable us to re-design business processes to be user-centric;

	<ul style="list-style-type: none"> ○ deliver high-quality service experiences for businesses, citizens and staff; and, ○ leverage enterprise-wide design standards and common service platforms. <p>Other Initiatives:</p> <ul style="list-style-type: none"> • SNS-IS is working with the Public Service Commission to implement a diversity and inclusion strategy which, among other goals, will support the department to better reflect the communities that we serve, at every level of the organization. A key objective will be to develop strategies to recruit more team members from specific African Nova Scotian communities, First Nations and Acadian communities. In addition, SNS-IS is very involved in the implementation of the Province's commitment to be fully accessible by 2030. 	
<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>	<p>Our Excellence Journey</p> <ul style="list-style-type: none"> • SNS-IS achieved Silver certification in the Excellence Canada Excellence Innovation and Wellness standard in May 2019. The verifiers stated that SNS-IS were national leaders across a range of issues, including employee engagement and listening to our clients. • SNS-IS is working to implement the final phase of its 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-IS recently received its second 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 is working with Proof, a young company located in Halifax' Innovation District at Volta, to develop a solution for systematic management of its client feedback. A pilot team comprising Proof staff and SNS-IS team members has completed discovery work and built a Minimum Viable Prototype. The MVP is being tested in five locations over the summer, and iterations will continue through the life of the project. A more comprehensive solution will be tested in Winter 2020. 	<p>Lorraine Glendenning Director, Strategy & Performance Service Nova Scotia and Internal Services 902-424-2568 Lorraine.Glendenning@novascotia.ca</p>

<p>4. Issues and Needs: 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"> • 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. • How do you build in privacy and security by design? How do you build out these services areas to scale? • Recruitment and/or contracting of internet-era developers and product managers – limited resources in the marketplace. • Contact Centre Strategy – best practice as it relates to digital service delivery (e.g. digital assist) • The development and implementation of service excellence standards through training, particularly in regional offices • 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. 	<p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p>
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