

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: Northwest Territories		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<ul style="list-style-type: none"> Continued to advance Service Innovation Strategy initiatives, including online service and governance / organizational transformation projects coming out of the Transform ICT recommendations (2016). Transform ICT involved an independent review of the entire ICT function across government, identifying areas for both cost and service optimization. 	Dawn Curtis dawn_curtis@gov.nt.ca
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<ul style="list-style-type: none"> Work with partner departments on Enterprise Licence and Permitting Project. This includes and issuing an RFP for an enterprise eServices platform to manage 40+ online licenses and permits (new services). The platform is intended to be extendable for use by other GNWT departments, and for other service types. Continue work on broader GNWT eServices portal architecture, service directory improvements, and improvements to the GNWT's homepage. Continue engagements with GNWT departments to understand service transformation priorities and design next wave of online services. Complete work on an appropriate service support model for online services; Continue to offer Certified Service Professional (CSP) and Certified Service Manager (CSM) training across the NWT. Continue to participate in BF and CF national satisfaction surveys Continue to participate in GNWT planning for Open Data, Engagement and Government. NWT is exploring Business Number adoption, Initial work on assessing use of identifiers with business clients is underway. 	

	<ul style="list-style-type: none"> NWT is participating in Service Network Collaboration pilot project – delivering NWT and Service Canada services out of 3 small communities, staffed with Government Service Officers (Fort Liard, Fort Providence and Tuktoyaktuk). Transform ICT – development of IS Shared Service function to better serve business areas, including developing capacity for an enterprise applications support team and/or digital services team. 	
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>	N/A	
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.	N/A	