

PSSDC Information-Sharing – September 2019

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JURISDICTION: NEWFOUNDLAND AND LABRADOR		Contact Alan Doody, ADM Government Services Branch 709-729-3056
1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<u>Management Information System – Printing and Micrographics Division</u> <p>In accordance with value stream mapping initiatives, Service NL acquired a Management Information System that went live on February 22, 2019. The new system allows for printing workflow management using PrintSmith Vision (PSV) software and for the online electronic submission of print jobs using Digital StoreFront (DSF) software. PSV software is used by internal staff at the Queen's Printer and allows for the recording, scheduling and tracking of print jobs. DSF software allows Queen's Printer clients to place printing orders online, upload the associated documents to be printed, review a virtual proof, create documents such as business cards / letter heads, view associated cost of the print order and provide necessary requisition approvals. DSF software also provides the ability for "Fulfillment Requests Online"; this functionality allows healthcare agencies such as doctors, ambulance providers, etc. to view a list of their applicable pre-defined documents to order for printing (e.g., pre-natal forms) and to see what documents are in inventory.</p> <u>Online Electrical Permits</u> <p>This is the first online service delivered as part of the Permits & Licensing Program (AMANDA) and helped define the standard for online applications and the collection of payments under the program. Launched in August 2019, the online services offered as part of this project include:</p> <ul style="list-style-type: none"> • Electrical Contractor's Application Annual Renewal • Application for Electrical Permit (For Registered Electrical Contractors Only) <p>This system provides electrical contractors with the ability to complete, submit and pay for annual certificate renewals and permit applications online, as well as receive application confirmation, certificates and permits electronically via email.</p>	

Insurance Validation Program / Electronic Insurance Verification

Newfoundland and Labrador drivers are required to carry auto insurance. While drivers can present their policy number at the time of registration/renewal (in-person, by mail or on-line), without access to insurance data MRD cannot verify whether the policy is current/valid. Discussions with the Insurance Bureau of Canada (IBC) have commenced to assist in identifying requirements to allow electronic verification between the province and IBC to identify invalid/cancelled policies.

Mobile Inspections

The Permits and Licensing (AMANDA) Program – Inspections is working to create a framework to deliver inspections capabilities with a streamlined, consistent design and development approach using the existing AMANDA/SmartGuide technology platform. Business requirements for existing inspections processes for SNL, FES and Crown Lands are being reviewed to determine development standards and a proof of concept has been developed using Commercial Vehicle and Bus Inspection processes.

Digital Government Program

Launched online services with:

- myGovNL at www.gov.nl.ca/digitalgovernment with myProfile, motor registration status, and notifications; and
- Smart applications at myapplications.gov.nl.ca with lottery licences.

Began migrating departmental websites to a content management system that allows departments to manage their own content.

Apprenticeship Harmonization

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 employers including online forms and payment processing; and flexibility to effectively respond to current and emerging labour market needs and training requirements. The project team has been engaged with Service NL concerning the possible use of the driver's licence / id card for apprentices and journey persons.

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 2020.

	<p><u>Upgrade of AMANDA application for Permits and Licences</u></p> <p>The Office of the Chief Information Officer has 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 also forms the foundation needed to increase online services for citizens and increase efficiency for the Government through AMANDA enhancements. The Permits & Licensing Program was established in 2018 to develop the guidelines, procedures, shared infrastructure and re-usable models for future AMANDA deployments and enhancements, including online applications and inspections utilizing mobile devices. The first online application developed under the Program, SNL Online – Electrical Permits, went live in August 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>EProcurement</u></p> <p>An RFP was released in September 2018 to procure a web-based solution that would allow tenders, exceptions, and bids to be viewed online. It should also manage the tender lifecycle, store tender and award information, manage supplier accounts, manage bids, etc. to replace two outdated tendering websites and associated processes.</p> <p>The outcome of the RFP process will see the implementation of the MERX e-Procurement Solution.</p> <p>The new electronic notifications system will allow modernized publishing of open calls for bids online, awards, and will provide the functionality for robust reporting and output information.</p> <p>The new system will allow the Government of Newfoundland and Labrador to meet legislative requirements, and is scheduled to launch in December 2019.</p> <p><u>Plate to Owner</u></p> <p>Service NL has initiated a review of the requirements needed to assign the licence plate to the individual instead of the vehicle.</p> <p>Initial findings indicate a possible replacement of the current motor registration application/system will be required to facilitate this functionality. An analysis of requirements to replace this system is scheduled to begin in the Fall of 2019.</p> <p><u>Digital Government Program</u></p> <p>Add more myGovNL services and smart applications as outlined in the strategy (e.g., self-registration).</p>	

	<p>Migrate more departmental websites.</p> <p>Implement an identity and access management solution.</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>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>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>	<p>See Priorities section.</p>	

<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 ○ building capacity to include technical expertise to support shift to Digital-by-Design 	
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