



Jurisdiction: Province of New Brunswick (GNB)

## **PSSDC Information-Sharing Template – September 2016**

<p><b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b></p>	<p><b>Smart Province Initiative</b>  <i>Open Data:</i> The Province hosted the Canadian Open Data Conference in Saint John and announced the GNB Open Data License and Policy. An RFP was released for an Open Data Portal which we hope to begin work on this Fall. Request for Data sets are currently being taken and reviewed by government.  <i>Digital Lab:</i> The Province opened the Digital Lab physical facility in May and began screening prospective applicants. The first project is currently being on boarded.  <i>Digital ID:</i> The Province is currently in contract negotiations to secure an authentication service which will be used in a Proof of Concept and Pilot Projects spring of 2017. The pre-work is under way to scope requirements on back-end databases to be used to form the NB ID and which partners will be the first test cases with the new ID.</p> <p><b>New SNB: Common Services Centralization</b>          There is a mandate to eliminate duplication by centralizing functions common across all departments of government, and to contribute to savings of up to \$30 million a year. In May 2015 Government announced the creation of Service New Brunswick by merging the New Brunswick Internal Services Agency, FacilicorpNB, Government Services, and the existing Service New Brunswick. The centralization continues on an aggressive timeline with recent successes in IT centralization.</p> <p><b>DNR Online</b>          We have transitioned most hunting and fishing licenses to our online channel including further automation of the moose draw including an IVR option for clients.</p> <p><b>Assessment Modernization</b>          Property Assessment Modernization's achievements to date include: the introduction of electronic data capture devices and processes designed to increase the efficiency of property data collection; the development of assessment spike protection mechanisms for property owners; the introduction of desktop review technologies and processes using high-resolution aerial imagery; and the release of a map-based online assessment and sales system for public users.</p> <p><b>Consolidation of Business Centres</b>          As part of strategic program review, we undertook a review of all GNB contact centre assets. Government approved the consolidation of 74 separate centres to 4 business centres.</p>	<p>Contacts:</p> <p><b>Alan Roy</b>  <a href="mailto:Alan.roy@snb.ca">Alan.roy@snb.ca</a></p> <p><b>Rob Horwood</b>  <a href="mailto:rob.horwood@snb.ca">rob.horwood@snb.ca</a></p>
---	--	---



<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Smart Province Initiative</b></p> <ul style="list-style-type: none"> <li>• Support and host for the Canada 2020 Open Dialogue</li> <li>• Expansion of SNB Digital Services</li> <li>• Support for Smart Government pillars: Open Data, Digital ID and Digital Lab</li> </ul> <p><b>Common Services Centralization – final transition</b> Continuing transition work with a focus on the centralization of HR activities.</p> <p><b>Enterprise Resource Planning (ERP) Implementation</b> The Government of New Brunswick needs to invest in Enterprise Resource Planning (ERP) solutions to modernize corporate administrative systems and processes. Modernization of these systems will enable informed decision-making, savings through efficiencies, standardization and controls, and improved service quality and timeliness to internal clients. SNB is seeking government approval of a business plan for these investments. The business plan includes the purchase and implementation of systems for Financial Resource Management, Human Resource Management and Payroll, Collections and Procurement/Supply Chain.</p> <p><b>Alternate Service Delivery</b> GNB continuing to explore ASD opportunities in multiple areas.</p> <p><b>Consolidation of Business Centres</b> Project launched with three separate streams including a facilities review, the issuance of an RFP for a world class OMNI communication solution and the consolidation of 40 contact centres in phase one of the consolidation.</p>	<p><b>Alan Roy</b> <a href="mailto:Alan.roy@snb.ca">Alan.roy@snb.ca</a></p> <p><b>Rob Horwood</b> <a href="mailto:rob.horwood@snb.ca">rob.horwood@snb.ca</a></p>
<p><b>3. <u>Issues and Needs:</u></b> Briefly describe any <b>service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>		



**4. Planning for**

**Council Meetings:**

Please **identify topics of particular interest** to your jurisdictions for future Council Meetings. *(Please provide a brief description for each item.)*

--	--