



PSSDC Information-Sharing Template – September 2016

JURISDICTION: Nova Scotia		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>	<ul style="list-style-type: none"> Significant progress has been made on the Business Start-up Bundle project. This next “bundle” is planned to be released in the fall of 2016. The practical lessons learned from this work will feed into the PSSDC Service to Business Task Group’s Expedited Business Start project. The Wildlife and Fishing e-Licensing solution RFP has been finalized and is ready to be released to the vendor community for feedback. Service Nova Scotia (SNS) is now fully Payment Card Industry (PCI) compliant. The PCI Data Security Standard (DSS) is a set of 12 requirements designed to protect cardholder data. Workforce Management Strategy - In preparation for the 2016/17 fiscal year, significant analysis was conducted to prepare In Person Services to meet established service level targets of serving clients within 20 minutes. The analysis resulted in the hiring a seasonal workforce to handle increased client volumes during the peak summer period and a plan to move towards a desired staffing model (full-time and part-time) in order to meet client demand outside the peak period. Access Nova Scotia Goes Wireless - During the 2015/16 fiscal year all Access Nova Scotia Centers were equipped with wireless internet service to improve customer satisfaction rates as Nova Scotians wait for service and provide them with an opportunity to complete online transactions as an alternative to waiting. 	



- **Lean Six Sigma Projects Reduce Wait Times at Access Nova Scotia Centres** - In Person Services has undertaken two Lean Six Sigma projects to streamline processes, reduce wait times, and maximize the time a counter customer service representative is available to serve the customer.
- The **Alternate Service Delivery** review of SNS's registries (Land, Motor Vehicle and Joint Stock Companies Registries) has been completed. The decision was made to continue with a government-led model.
- Completed the **Land Registry facility plan** that moved from 18 regional offices to 5. This move was made possible based on the high submission rate of electronic applications.

Engagement/Consultation

Engagement with stakeholders continues to inform work on Nova Scotia's online services for business and individuals.

- Through in-person workshops, SNS solicited input and feedback from business associations and recently registered business owners on the business start-up process in Nova Scotia to support the development and implementation of a **Business Start-up Bundle**.
- Significant engagement and consultation has been completed for the **Heating Assistance Rebate Program** (HARP) to understand how the service could be better delivered by leveraging the digital channel.
- Engagement with **motor vehicle dealer community** on the development of requirements for a new online dealer service.
- Engagement with employers of **motor vehicle commercial carriers** on the development of a new online driver abstract service.

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2. Priorities:

Briefly describe what your organization sees as its **top service delivery priorities/initiatives over the next 12 to 36 months.**

- Integrate NS Online with Nova Scotia's **identity, credential and access management solution** (Signet project) and continue to leverage the solution to deliver more digital services.
- Continue the development of **digital policy** to clearly establish the role of digital in government service delivery and the authority to make decisions related to the digital channel.
- Implement a digital solution that will enable Nova Scotians to easily apply to the **Heating Assistance Rebate Program (HARP)** and create efficiencies for government.
- Continue to expand the implementation and use of the **analytics tool** to increase the range of information that is collected and used to inform decisions related to on-going improvements to the digital channel.
- Implement an **online motor vehicle dealer service** that incorporates electronic funds transfer as the payment option.
- Design and implement 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.
- Implement modernized **contact center capabilities** to support all service delivery channels including NS Online.
- Selection of vendor for an **Atlantic Canada RMV photo licence system** to enable the continued issuance of photo identification cards, driver's licence, transitioning from over the counter to central issuance.
- Update and issue the RFP for the replacement of the **Registry of Joint Stocks Companies** system.

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3. 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.

- Social media strategy
- Mobile technology strategy
- Digital policy
- Interactive, modernized client support strategy
- Sustainable, efficient and repeatable engagement and user experience (UX) strategy

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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.)*

Digital Transformation:

- **Digital Governance** – Current government structures are a barrier to digital transformation. There is a need for clear digital leadership, authority and accountability.
- **Service Delivery Model** - The transformation to a Digital Government needs a defined service delivery model that clearly outlines, to all departments, how to access, create, support, and fund their digital services.
- **Organizational Structure/Culture vs User Expectations** - Clients are expecting digital interactions – it is how they now interact with the world...it is their “norm”. Being digital requires government to be agile. Current structures and processes exist in the silos of a traditional government which are not conducive to being “Agile”.
- **Education and Skills Training** - There are specific skill sets that are required within our organization to affect and lead digital transformation.
- **Policy and Legislation** - Our current legislation, regulations and policies (for the most part) were created without any thought to the digital environment. Existing legacy requirements (like wet signatures) hamper the transformation to a truly digital government.

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