

PSSDC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2020.

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

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction: Nova Scotia	Contact
<p>1. <u>Priorities & Accomplishments:</u></p> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p>Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca</p> <p>Gillian Latham Executive Director, In Person Service Delivery Service Nova Scotia and Internal Services 902-424-6592 Gillian.Latham@novascotia.ca</p> <p>Daniel Gautreau Director of Transformation Service Nova Scotia and Internal Services 902-233-5145 Daniel.Gautreau@novascotia.ca</p> <p>Josh Lee Executive Director Service Design & Delivery Service Nova Scotia and Internal Services 902-497-6944 Josh.Lee@novascotia.ca</p>

registry, that was established as part of the Tourist Accommodations Registration Act.

- Implemented a digital service to allow landlords and tenants to easily upload and share evidence with all parties (landlord, tenant, and residential tenancy officer). This work supports the use of telephone hearing for **Residential Tenancy** disputes that was introduced in August 2018.

In response to COVID-19, the following digital services were developed & launched:

- In partnership with the Department of Transportation and Infrastructure Renewal, launched the **Online Drivers Licence Renewal** service for those holding a regular, motorcycle or farm tractor driver licence. This new service provides clients with an easy-to-use option to renew their driver's license online and drive immediately.
- Implemented **appointment option** by telephone for in-person RMV transactions.
- Implemented **Government of Canada notify** service to enable text message reminders and check-in notification for Registry of Motor Vehicle in-person appointments at Access Nova Scotia Centres.
- A self-assessment tool to help Nova Scotians know when they should call 811 about COVID-19. It was designed, built, launched, and iterated in just 48 hours. The code for this service is available on GitHub.
- Developed and launched the **811 Employer Assessment** service. This service helped business owners determine if they could be open during early days of the pandemic in Nova Scotia. The service was updated on several occasions as the guidelines evolved.
- In partnership with the Department of Fisheries and Aquaculture, NSDS launched the **Apply for a Sportfishing Licence** service. This new service allows residents and non-residents to apply for general or salmon fishing licences quickly and easily online; once the transaction is completed a copy of their licence is sent to them via email.
- Designed and developed an online **Travel Declaration** service, for individuals outside of the Atlantic bubble, to make it easier when visiting Nova Scotia.
- To ease pressure on our Provincial Contact Centre, an online checker was developed to allow citizens to figure out what Registry of Motor Vehicle services were available online, over the phone or if they needed to book an appointment for an in-person visit.

<p>2. Showcase Opportunity:</p> <ul style="list-style-type: none"> List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<p>Online Drivers Licence Renewal (ODLR) is an easy-to-use digital service that allows eligible drivers to renew their licence online and drive immediately. The service was launched on August 4, 2020, in only 8 weeks, using an expediated human-centred approach that was designed to:</p> <ul style="list-style-type: none"> Help reduce traffic in the Access Centres and call centers Provide an alternative, safer option for drivers to renew their licence Allow drivers with a class 5, 6, or 8 licence that expires before Dec 31st without any outstanding fines, privilege reinstatement fees, or suspensions to use this service Provide drivers with a temporary renewal letter upon payment so that they can drive immediately Launch a minimum viable solution that was driven by: research, prototype and beta usability testing, and a private Beta/soft launch prior to go live <p>ODLR has seen significant uptake in the first week of the service being available, with over 5500 drivers renewing their licence online, accounting for 67% of all driver licence renewals during that period. Citizen feedback through social media channels and surveys have been very positive with themes of how easy-to-use, clear, concise, and convenient the service is and how much time it saves not having to drive to an Access centre and wait in line. Approximately 30 minutes required to present.</p>	<p>Rhonda McNally Senior Product Manager Service Design & Delivery Service Nova Scotia and Internal Services Rhonda.McNally@novascotia.ca</p>
<p>3. Issues / Needs:</p> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 	<ul style="list-style-type: none"> Online booking for in-person services. Shared open source platforms and services. 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 Developing a comprehensive performance measurement system to determine the impact our work is having on our clients and help drive internal decision-making. 	<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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