

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:	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>PRIORITIES</p> <p><u>Digital Program</u></p> <p>Online Driver Permit Testing - Creation of an online testing portal to allow users to complete the exam required to obtain a drivers permit in Newfoundland and Labrador. Requirements gathering is ongoing and wireframes are under development.</p> <p><u>Electronic Death Notifications</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 have been prepared. Federal funding is approved and the project has begun.</p> <p>The solution entails building an interface to an existing Newfoundland and Labrador Vital Statistics system to allow for the direct entry of information into the system (vs current paper process and manual data processing). A series of future state and technical requirements sessions are being conducted.</p> <p><u>Motor Registration Division System Replacement</u></p> <p>Initial findings indicate a possible replacement of the current motor registration application/system will be required to facilitate plate to owner functionality. An analysis of requirements to replace this system is scheduled to begin in the Winter of 2020.</p> <p>Alan Doody, ADM, Service NL 709-729-3056</p>

Align Vehicle Renewal Dates

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.

ACCOMPLISHMENTS

Digital Program

- Service NL Motor Registration Division
 - Road Test Payment – Launched June 2020
 - Driver's Abstract – Launched June 2020
 - Vehicle Renewal – Launched February 2020
 - Driver's Licence Renewal – Launched February 2020
 - Real-time data – Launched November 2019
 - Change of Address – Launched November 2019
 - Notice of Sale – Launched November 2019

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, and preliminary technical work has been initiated.

Mobile Inspections

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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 have been reviewed to determine development standards and a proof of concept has been developed using Commercial Vehicle and Bus Inspection processes. The project is in the Execute stage with User Acceptance Testing underway.

Permits and Licences

Online applications for *Electrical Contractor's Application Annual Renewal* and the *Application for Electrical Permit (for Registered Contractors)* were completed in August 2019.

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 commenced April 1, 2017. The Core product is scheduled to be delivered to all five provinces in Fall 2020. UAT will start at that time and Newfoundland and Labrador is expected to go live in May 2021.

EProcurement

An RFP was released in September 2018 to procure a web-based solution that would allow tenders, exceptions, and bids to be viewed online, as well as manage the tender lifecycle, store tender and aware information, manage

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	<p>supplier accounts, manage bids, etc. to replace two outdated tendering websites and associated processes.</p> <p>The outcome of the RFP process saw the implementation of the MERX e-Procurement Solution.</p> <p>The new system launched in March, 2020, and will allow the Government of Newfoundland and Labrador to meet legislative requirements.</p>	709-729-3343
<p>2. <u>Showcase Opportunity:</u></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. 	None at this time.	
<p>3. <u>Issues / Needs:</u></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. 	<p>Additional information on the following would be appreciated from the PSSDC:</p> <ul style="list-style-type: none"> Solution for online appointment booking. 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. 	