

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: NWT		Contact
1. <u>Priorities & Accomplishments:</u> <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. 	<u>Online Service Program - Development</u> Priorities : <ul style="list-style-type: none"> Complete development of first round of services for online delivery. Continue engagements with GNWT departments to understand service transformation priorities and design future waves of online services. Complete work on an appropriate service support model for online services – a 3 person eSupport Service Team to act as service navigators/min-call centre for GNWT online services. Continue to offer Certified Service Professional (CSP) and Certified Service Manager (CSM) training across the NWT. Continue to participate in BF and CF national satisfaction surveys. Continue to participate in Working Groups for the various Councils to advance NWT initiatives. 	Linda Maljan Director, Governance Planning & Security Linda_Maljan@gov.nt.ca O: (867)767-9170 ext 15067 C: (867) 445-3590
2. <u>Showcase Opportunity:</u> <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. 	NA	
3. <u>Issues / Needs:</u> <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. 	<u>Data Management Framework</u> – GNWT needs to start developing a data management framework to support Governments objectives for open data – focusing on roles and responsibilities, metadata standards and publishing guidelines to support a new open data portal. If anyone has done this, or has documentation that might help – we'd appreciate hearing from you.	Linda Maljan Director, Governance Planning & Security Linda_Maljan@gov.nt.ca O: (867)767-9170 ext 15067 C: (867) 445-3590