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PSSDC Information-Sharing Template - February 2016

JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	Service Centre Closures Seven of the 39 Service Centre located around the province were closed during the last week of July, 2015. This was an initiative under the Government of New Brunswick's Strategic Program Review. Criteria used for closures included centres with fewer than 50,000 transactions a year, with focus placed on locations staffed by a single customer service representative and proximity to nearest service center.	Alan Roy alan.roy@snb.ca
	Hours of Service On September 14th, 2015, Service New Brunswick instituted standardized hours around the province. Week day service centre hours are now 9:00am to 5:00pm, with eight locations open from 9:00 to 12:00 on Saturday mornings. This change supports our strategy to deliver consistent, standardized and cost effective service and will result in cost savings to government.	Alan Roy
	Smart Province Service New Brunswick installed a new queue management system to manage the customer experience in 18 of our largest locations. The system queues customers to customer service representatives (CSR) with the skillset necessary for the required service; including language. Real time wait and service data is now available by service type, at the service centre and CSR level. This new data allows for resource optimization and identification of opportunities for improvement. Managers and senior executive have access to the data and associated performance dashboards.	Alan Roy
	New SNB: Common Services Centralization 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,	Alan Roy



	<p>Government Services, and the existing Service New Brunswick. Legislation supporting the creation of the new organization as a crown corporation was passed in June and proclaimed effective October 1. The Chief Executive Office was appointed in June and the senior management team was announced in late July. Baselining of all government departments and agencies has been completed to determine the final budget and positions to transfer to consolidate IT services, and to determine the service level commitments.</p>	
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Smart Province Initiative The Government of New Brunswick has a vision to create an open and secure digital society, to accelerate the promotion and integration of digital services and solutions to make every day things better and more efficient for New Brunswick citizens. Service New Brunswick is now leading a Smart Province initiative to enable this vision and drive toward the key objectives which include: shifting service delivery from 'in line' to 'online', services available anywhere, anytime and on any device, and to partner with the private-sector IT companies to develop a living lab for innovation in the digital public sector space. Planning and roadmap development are currently underway to create a digital lab, enable open data, and to explore options for digital identity to enable further services online.</p> <p>Common Services Centralization – final transition Transition the remaining positions and budgets into Service New Brunswick, to consolidate all IT professionals across all government departments into the one organization, as well as project management and data integrity staff. Standardization, process improvement and reaching savings targets will continue to be a focus area.</p> <p>Enterprise Resource Planning (ERP) Implementation 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</p>	<p>Alan Roy</p> <p>Alan Roy</p> <p>Alan Roy</p>



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	Management and Payroll, Collections and Procurement/Supply Chain.	
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.	<ul style="list-style-type: none"> • Strategic Program Review; and • Alternate Service Delivery 	