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PSSDC Information-Sharing Template - February 2016

JURISDICTION:	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> <p><u>NS Online Projects/Developments</u></p> <ul style="list-style-type: none"> Implemented the second industry sector bundle - Convenience Store Bundle - in October 2015 via Nova Scotia's online service for business. This bundle will provide prospective and current business owners with information about starting or operating a convenience store and enable them to complete several related transactions at the same time. NS Office of Immigration's NS Nominee Program application - In December 2015, Nova Scotia launched a new service that enables prospective immigrants (or registered representatives working on their behalf) to submit immigration applications digitally. To support the collection of information from individuals interested in applying under two new business focused immigration streams, Service Nova Scotia (SNS) and the Office of Immigration also partnered to create a new digital Expression of Interest (EOI) service that went live on January 1st, 2016. Department of Natural Resources' Crown Land online application: In November 2015 Nova Scotia launched a service that would allow clients to apply, and renew, various permits relating to activities taking place on Crown Land. Department of Justice / Service Nova Scotia– In December of 2015, Nova Scotia launched a fully integrated fine payment system that provides end to end integration of online DoJ and Registry of Motor Vehicles fine payments with the back office databases. The new solution significantly reduces the processing efforts for fine payments. <p><u>Engagement/Consultation</u></p> <p>Engagement with stakeholders continues to inform work on Nova Scotia's online services for business and individuals. Considerable progress was made in 2014/15 on the implementation of engagement plans, especially for milestone projects such as the industry sector bundle projects.</p> <p>The NS Digital Services Engagement and Facilitation Request for Proposal (RFP) was issued in October 2015 to procure a vendor to assist SNS with engagement/user research work until March 31st, 2017. The successful proponent will be in place by mid-January.</p>	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>



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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.**

NS Online Projects/Developments

- Significant progress has been made on the **Business Start-up Bundle** project. This next “bundle” is planned to be released in the winter of 2016. The practical lessons learned from this work will feed into the PSSDC Service to Business Task Group’s Expedited Business Start project.
- **Wildlife and Fishing e-Licensing project** – Finalize detailed requirements to be included in a Draft RFP to be issued in early February for vendor feedback. The final RFP is expected to be released March 2016.
- Leverage Nova Scotia’s **identity and access management solution** (Signet project) to deliver more services online.
- 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.
- Continue to support government becoming **Payment Card Industry (PCI)** Data Security Standard (DSS) compliance. PCI DSS is a set of 12 requirements designed to protect cardholder data. All Nova Scotia digital services have been PCI compliant for some time.
- Develop detailed requirements, design and planning for implementing an online motor vehicle dealer and vehicle driver abstract services. Develop detailed requirements, design and planning for implementing an electronic funds transfer payment option for online services.
- Investigate opportunities to improve the client service experience when becoming a Newly Licensed Driver. This will involve a client centered service design approach (in scope items are Drivers Handbook, Knowledge Tests, Road Tests, etc.)
- Implement modernized contact center capabilities to support all service delivery channels including NS Online.
- Develop and issue an Atlantic Canada RFP for the renewal of the Registry of Motor Vehicles photo card issuing system.
- Continue to Explore alternate service delivery opportunities for Land, Motor Vehicle and Joint Stock Companies Registries

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<p>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.</p>	<ul style="list-style-type: none"> • Social media strategy • Mobile technology strategy • Digital Governance (Digital Transformation Office) • Interactive, modernized client support strategy • Sustainable, efficient and repeatable engagement and user experience (UX) strategy 	<p> Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca </p>
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