

PSSDC Information-Sharing Template – February 2020

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

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

| Jurisdiction: Nova Scotia | Contact |
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| <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>Daniel Gautreau Director of Transformation Service Nova Scotia and Internal Services 902-233-5145 Daniel.Gautreau@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> |

Key Priorities:

- Continue to build-up the **Nova Scotia Digital Service (NSDS)**, a new branch within Service Nova Scotia and Internal Services (SNS-IS). With a mandate to apply internet-era ways of working to service delivery in the province, the first order of business is to fill key executive level positions that were announced as part of their new leadership structure. Areas of focus include scaling the Digital Strategy and advancing Platform Services (e.g. Identity, Payment, Notify, etc.) – how might we build/share/leverage platforms (i.e. CDS Notify), and continuing to design and deliver user centered services.
- Continue to advance our **Registry Transformation** initiatives. Currently in year 4 of our 6-8-year Registry Transformation initiative to modernize four major registries – Registry of Joint Stocks, Vital Statistics, Registry of Motor Vehicles and Land Registry. Modernizing our registries will enable us to; re-design business processes to be user-centric; deliver high-quality service experiences for businesses, citizens and staff; and, leverage enterprise-wide design standards and common service platforms.
 - The modernization of the **Registry of Joint Stocks Companies** IT system. The new system is scheduled to go live in Spring 2020.
 - Vital Statistics Registry** - The implementation of Vitalware will help lay the foundation for service improvements as well as future Death Notification work. The new system is scheduled to go live in Spring 2020.
- Continue to deliver an **Excellent Client Experience** at our Access NS Centres by:
 - Continuing to consistently meet service level targets in our **In-Person Channel** of serving 80% of our clients within 20 minutes or less.
 - Implement a digital offering to provide the ability for clients to see the In-Person Access NS Centre wait times online.
 - Implement expansion of fine payments within regional Access Nova Scotia offices (currently only available within 4 of 13).
 - Complete renovations within various Access Nova Scotia offices to enable provincial roll-out of Welcome Desk model.

Accomplishments:

- Creation of the **Nova Scotia Digital Service** (NSDS) and the roll-out of a new leadership structure including the creation of the following positions:
 - Executive Director Service Design and Delivery
 - Executive Director Platforms
 - Executive Director Strategy, Policy and Governance
 - Executive Director Transformation and Partner Services
 - Chief Technology Officer (CTO)
 - Executive Director Cyber Security and Risk
 - Executive Director Health Partnerships and Service Excellence
- The NSDS is responsible for:
 - Delivering excellent services, built around the needs of users
 - Providing public servants with the digital services and tools they need to enable collaboration, add value and be effective
 - Support and enable the Nova Scotia public service in how they can use new approaches to deliver better government in the digital era
- Completed the RFP Evaluation phase for a modernized **Digital Payment Platform** that will offer digital payment services to the Province and focus on no-cost service onboarding and continuous improvement of the platform.
- Completed a **Legislative and Privacy Review** to recommend strategies for interpretation of, changes to, or introduction of new legislation, regulations and/or policy instruments to advance the **Digital Identity Platform** to a high level of assurance. This work also delivered a prioritized actionable plan to implement the recommendations to allow Nova Scotia to deliver a high level of assurance that meets the requirements of the Verified Person specification.
- Nova Scotia has passed legislation that will repeal the Tourist Accommodations Act and replace it with the Tourist Accommodations Registration Act. The **Register Accommodation** team will use a client centered approach, the SNS-IS will design a simple, easy to use online service for tourism operators in 2020. This project is currently in the Beta Phase.
- To support Nova Scotia's new Mortgage Regulation Act & Regulations, SNS-IS will design and deliver a new **Mortgage Licensing Service** that is user centered, sustainable, straight forward and support compliance. This project is currently in the Alpha Phase.

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| | In-Person Services: <ul style="list-style-type: none"> Implemented a mobile photo capture solution for photo identification cards within various vulnerable communities and universities. Secured new contracts for production of re-validation stickers and licence plates. Implemented the ability to capture driver knowledge test results electronically. Implemented pilot expansion of driver knowledge testing services during evening hours within various regional offices. Piloting the use of historical customer volumes to predict future daily volumes within scheduling tool for frontline staff. | Gillian Latham Executive Director, In Person Service Delivery Service Nova Scotia and Internal Services 902-424-6592 Gillian.Latham@novascotia.ca |
| 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. Please provide a brief description of the item(s) to profile, time required and any other relevant information. | <ul style="list-style-type: none"> SNS-IS is working to fully implement its Voice of the Customer strategy, which includes: A Client Experience Plan, an annual Employee Insight survey, a quarterly Citizen and Business survey (transactional and reputational surveying), and a Client Feedback Framework. SNS-IS is working with Proof, a young company located in Halifax' Innovation District at Volta, to develop a solution for systematic management of its client feedback. A pilot team comprising Proof staff and SNS-IS team members tested a Minimum Viable Prototype in Summer/Fall 2019 and testing of a more comprehensive solution was recently completed. | Lorraine Glendenning Director, Strategy & Performance Service Nova Scotia and Internal Services 902-424-2568 Lorraine.Glendenning@novascotia.ca |
| 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. | <ul style="list-style-type: none"> 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. | Natasha Clarke Associate Deputy Minister and Chief Digital Officer Service Nova Scotia and Internal Services 902-424-8625 natasha.clarke@novascotia.ca |