

## PSSDC Information-Sharing Template – October 2017

JURISDICTION: Saskatchewan		Contact
<b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<p>The Saskatchewan.ca initiative set out to establish a single website for citizens and establish a library of common digital tools that could be leveraged across the enterprise. The purpose is to replace many old government websites with a modern, more effective and dynamic website that more accurately reflects the Saskatchewan advantage. It provides simpler, clearer and more usable online services for citizens as the delivery of government services becomes increasingly more digitally orientated. 93% of legacy website content has been migrated to saskatchewan.ca.</p> <p>By investing in common digital tools we avoid duplicative investment across ministry technology projects. <a href="#">Single sign-on</a> allows citizens to sign-in to government online services easily and securely and manage their interactions with a global dashboard. A notification platform through the citizen global dashboard allows government to notify citizens about their service status via email or text.</p> <p>We have partnered with Saskatchewan Government Insurance (SGI) to test a single, secure, and user-friendly way for citizens to validate their identity online. By simply entering in their driver's license number citizens can verify their information with SGI. This project will serve as a foundation for digital identity for citizens to access online services.</p> <p>We have also developed and launched a beta version of common set of standards and a framework for ministries to use in developing public-facing online services to ensure we consistently design and develop services for and with the public.</p> <p style="text-align: center;">—</p> <p>Ministry of Economy has launched the Integrated Resource Information System (IRIS) is an online business system that supports the development and regulation of Saskatchewan's energy and resources industry. Through IRIS, the oil and gas industry completes regularly performed business activities and regulatory tasks with the province online. During 2016-17, 689 enhancements and two business initiatives were introduced to IRIS through five releases.</p> <p style="text-align: center;">—</p> <p>The Ministry of Justice worked with Ministry of Finance on the adoption and integration of the Common Business Identifier (CBI) for businesses to simplify their interactions with government. This work included developing a plan to adopt the CBI as a standard part of all new Ministry IT systems and projects that interact with businesses.</p> <p style="text-align: center;">—</p> <p>Ministry of Justice has engaged in an alternative service delivery arrangement to build out a portfolio of online citizen services using micro applications, which are stored in a library and reused. This approach has allowed the Ministry to deliver intuitive online services in an accelerated way.</p>	<p>Lisa Raddysh  <a href="mailto:lisa.raddysh@gov.sk.ca">lisa.raddysh@gov.sk.ca</a></p>
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<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<ul style="list-style-type: none"> <li>• Establishing and measuring against Service Standards</li> <li>• Enhancing citizen engagement and participation</li> <li>• Business single sign-on and profile management and notifications using SMS as well as email communication with citizens and business</li> <li>• Online identity validation</li> <li>• Single view of government across tax programs for businesses and farmers for increased efficiency, enhanced customer service, and improved self-service capabilities.</li> <li>• Online application for income assistance</li> <li>• Red tape reduction</li> </ul>	
<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i></p>		
<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<ul style="list-style-type: none"> <li>• Open government value realization</li> <li>• Other perspectives on government's role as service enabler vs. service provider</li> <li>• Digital identity verification</li> <li>• Adoption of business number</li> </ul>	