

PSSDC Information-Sharing Template – October 2017

JURISDICTION: Nova Scotia	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> <ul style="list-style-type: none"> • Launched the Business Start-Up Bundle in February 2017. The bundle was designed to make it easier for individuals to understand how to launch and operate a business in Nova Scotia. The practical lessons learned from this work will feed into the PSSDC Service to Business Community of Practice's Expedited Business Start project. • Service Nova Scotia (SNS) is working with the Department of Education and Early Childhood Development and the Council to Improve Classroom Conditions to apply client-centered approaches to a review of the iNSchool program, specifically TIENet and PowerSchool, the software systems used by teachers to manage and store student information. This is the application of Human Centered Service Design to a policy problem. • As part of Our Excellence Journey, SNS achieved Bronze certification in the Excellence Innovation and Wellness Standard (Bronze) in fiscal year 2017/18. The organization achieved above average scores across all six EIW standard drivers. Our Internal Services Department was also successful in achieving their Bronze certification. • Continuous Improvement Framework deployment underway. SNS is deploying a continuous improvement framework that will engage team members across the organization in training (Lean, 6S, Waste Walks, process mapping), project identification and execution, and a significant process-mapping exercise in Year 1. • Completed a Lean Six Sigma (LSS) Project to review Residential Tenancies Agreement activities. A key project outcome will be the development of telephone hearings for RT issues, which will save time and resources across Nova Scotia. • Participated on Financial Management sub-committee of Housing and Homelessness Partnership to identify and resolve issues in obtaining identification required for cashing cheques. • Developed Privacy Impact Assessment (PIA) outlining the conceptual requirements and design of new online driver abstract service. • Implemented an integrated online service for the collection of Registry of Motor Vehicles (RMV) reinstatement fees for late payment of fines. • In the final stages of negotiations of a Request for Proposal (RFP) for the replacement of the Registry of Joint Stocks Companies system. Nova Scotia is looking to secure a vendor to help modernize the Registry of Joint Stocks IT system. <p><u>Engagement/Consultation</u></p> <ul style="list-style-type: none"> • Continue to focus efforts on raising internal awareness about the importance of human-centered service design. Planning and executing research at an early stage in any project will contribute to understanding user behaviours, discovering (not just validating) user needs and uncovering insights that can be used to inform the end solution design. 	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>

	<ul style="list-style-type: none"> Launched a Usability Lab in the fall of 2016 and in recent months have executed the following usability testing: <ul style="list-style-type: none"> Partnered with the Department of Information, Communications and Technology Services (ICTS) to conduct usability testing on their help desk ticketing system. Assisted with advancing the province's innovation agenda by conducting usability testing on a draft Innovation Policy with civil servants. 	
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<ul style="list-style-type: none"> Governance and mandate as it relates to a Nova Scotia Digital Program. Implement an online motor vehicle dealer service that will enable electronic exchange of information for some common vehicle requests and incorporates electronic funds transfer as the payment option. Design a 'becoming a newly licensed driver' service that will deliver a modern solution to a younger demographic who are used to accessing simple, streamlined digital services. Conduct user experience research and apply behavioural insights to improve the design and delivery of our current Online Vehicle Permit Renewal service to increase digital uptake. Implement a new central issuance RMV photo license system that will transition the issuance of photo identification cards and driver's licenses from over the counter to central issuance. Partner with the Department of Natural Resources and the Department of Fisheries and Aquaculture in the delivery of digital Wildlife and Fishing e-licenses. Develop and deliver customer service soft skills training. Partner with the Department of Labour and Advance Education to widen access to quality, consistent, relevant and appropriate information and services through the development of a digital service with virtual career services. The Virtual NS Works initiative will result in the efficient delivery of career planning and employment services to Nova Scotians. Continue to support the Department of Community Services social program transformation. Implement a digital solution that will enable Nova Scotian's to easily apply for ticket lottery permit with a prize value of less than \$500. 	Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca
3. Showcase/Sharing: Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i>	<ul style="list-style-type: none"> The Heating Assistance Rebate Program (HARP) helps with the cost of home heating for low-income Nova Scotians who pay for their own heat. Rebates range from \$100 to \$200 and Nova Scotia issues between 40-50k rebates each program year. In October 2016, Nova Scotia used a human centered service design approach during the implementation of the online application: <ul style="list-style-type: none"> The human centered service design approach included extensive up front user research, prototype and beta usability testing with vulnerable populations. Included working with jurisdictional partners (i.e. CRA) on income verification. The online service received significant uptake in the first week of the program being available, with over 1500 applications submitted within the first 2 days. In previous years, applicants would still be waiting for their paper application to arrive in the mail. Over half of all online applications to date have been submitted via a mobile device. 	Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca

	<ul style="list-style-type: none"> - Including a 'status checker' created efficiencies in service delivery by reducing the calls received by the contact centre (e.g. status checking online is four times higher than that by phone). • Business Start Up Bundle (BSB) was designed to make it easier for individuals to understand the requirements and process to start a business in Nova Scotia. Launched in February 2017, the BSB service is part of NS Online and builds upon previous work launched in 2015 for the Restaurant & Accommodation and Convenience Store bundles. It educates users on the requirements that apply to all or most businesses. The Bundle aims to: <ul style="list-style-type: none"> - Improve existing information on business start-up to make the process clearer and easier. - Includes information on the remaining in-scope components identified by the Expedited Business Start-Up Task Group, including links to HST Registration and Payroll Account Registration. - Help create the Expedited Business Start-Up Blueprint that other Canadian jurisdictions can reference in developing a similar service. 	
<p>4. <u>Issues and Needs:</u> 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"> • Operationalizing the responsibility for corporate digital government (e.g. clarity on mandate and authority, and roles and responsibilities). • Digital service delivery privacy concerns, including: <ul style="list-style-type: none"> - Clarity on what information qualifies as personal information, and the management of personal information and use of third party service providers. Nova Scotia has leveraged Google Analytics for analytics and service measurement, the use of the IP Address and management within Google continues to be raised as a risk. A collaborative Canadian approach to mitigating this risk could benefit all jurisdictions. - 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. • Recruitment and/or contracting of service designers – limited resources in the marketplace. 	<p>Natasha Clarke Office of Service Nova Scotia 902-424-8625 natasha.clarke@novascotia.ca</p>