

## PSSDC Information-Sharing – October 2017

<b>JURISDICTION: NEWFOUNDLAND AND LABRADOR</b>		<b>Contact</b> <b>Roxie Wheaton,</b> <b>ADM Government</b> <b>Services Branch</b> <b>709-729-3056</b>
<b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b>	<p><b><u>Customer Flow Management (CFM)</u></b>          Phase 2 of a new CFM System was introduced for Motor Registration Division (MRD). It includes the introduction of online appointment booking that minimizes disruption to personal schedules and a text messaging option to allow clients to leave the registration office and conduct other business if the queue size indicates there will be a substantial wait time.</p> <p><b><u>Service Standards</u></b>          The Provincial Government has committed (in <i>The Way Forward</i>, its policy platform document from March 2017) to have all departments publish service standards for major programs and services by 2018-19. Service NL continues to evaluate the possible expansion of its internal service standards across several programs (vital events, driver licensing/vehicle registration, permitting programs, and enforcement).</p> <p><b><u>Lean Initiatives</u></b>          Service NL introduced various LEAN process improvements such as: implementing an automated system in Residential Tenancies Division to eliminate repeat office visits for clients; implementation of a new electronic records management and advanced workflow system to enhance access to Occupational Health and Safety programs; streamlining the electrical contractors' application process; and transitioning from paper to electronic filing in MRD's Driver Records and Medicals area.</p> <p><b><u>Mobile Inspections</u></b>          Service NL implemented a mobile inspection solution for key inspection programs including occupational health and safety, fire and life safety, and environmental health.</p> <p><b><u>Consumer Affairs</u></b>          Service NL completed an initiative to integrate with Government's online payment portal. The ability to accept all fees and payments for various programs improves access to services and reduces the need for clients to visit offices for payments.</p> <p><b><u>BizPal Expansion</u></b>          Service NL continues to make progress on engagement of municipalities in the BizPal program, the on-line information service for business that consolidates the permitting and approval requirements for businesses from all three orders of government.</p>	

	<p><b><u>Open Data</u></b>  In <i>The Way Forward</i>, it states: “By 2022, our Government will increase the number of services delivered online by 50 per cent.” In the past year, new services have been put online including Court Record Checks and Payments and Domestic Cutting Permits. As well, the Motor Registration Division’s Customer Flow and Queueing System was launched enabling online appointments.</p> <p><b><u>Digital-by-Design Approach</u></b>  <i>The Way Forward</i> states “Our Government will become digital-by-design.” In the past year, Government has drafted the <i>Business Case for Change</i>, the first step in its digital transformation and promoted digital literacy education sessions for its senior officials.</p> <p><i>The Way Forward</i>, March 2017 states “In 2017-18, our Government will create a Digital-by-Design Project Team to identify areas of service delivery that could be redesigned to provide the ability to use the services they require when they want and how they want.” The Office of the Chief Information Officer has recently closed a Request for Proposals for the Project Team, selected a vendor, and is working with them on the statement of work and contract details. It is anticipated the Project Team will be in place by mid-September 2017 to begin work on a strategy to enhance service delivery government-wide.</p> <p>Upgrades to existing online services, such as the MRD Online Portal, were recently completed in July 2017. The purpose of this project was to upgrade the MRD online vehicle portal components to ensure application supportability, stability and security.</p>	
<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>	<p><b><u>Single Business Number</u></b>  Service NL has received approval to undertake a process to examine the costs and benefits of partnering with the CRA to adopt provincial use of the Single Business Number.</p> <p><b><u>Driver Licence Photo ID – Central Issuance</u></b>  The Atlantic Provinces entered into a contract with Gemalto Inc. for the production of driver's licences utilizing a central issuance model. The contract provides citizens of the province with a tamper proof, highly secure, laser engraved card. The Province is investigating using the card as a multi-functional card for citizens. The card will be implemented in November 2017.</p> <p><b><u>Eliminating Renewal Notices</u></b>  The Province has built the capacity to capture e-mail addresses in its Motor Registration System. Service NL intends to phase out paper renewal notices by offering citizens e-mail notification. and the alignment of renewals with their month of birth.</p> <p><b><u>Adjusting Vehicle Renewal Dates</u></b>  Service NL’s Motor Registration Division is evaluating the feasibility of aligning all vehicle renewals with the owners’ month of birth rather than the date of vehicle purchase. This is intended to balance</p>	

	<p>client volumes throughout the year and alleviate high demand in Spring/Summer based on client vehicle purchasing patterns.</p> <p><b><u>On Demand Solution for Vehicle Registration Documents and Validation Stickers</u></b>  Newfoundland and Labrador intends to enter into a Request for Proposals with the Atlantic provinces in 2017/18 to pursue a print on demand solution for vehicle registration documents and validation stickers. The Province anticipates that this solution will allow it to realize long term savings by reducing inventory management requirements while protecting revenue by continuing to issue validation stickers.</p> <p><b><u>New Management Information System – Printing and Micrographics Division</u></b>  In accordance with value stream mapping initiatives, Service NL acquired a Management Information System that it plans to implement in 2017-18 which will further streamline the business process and lead to online ordering for printing services in the future. Once implemented, customers will be able to order online and track print jobs.</p> <p><b><u>Apprenticeship Harmonization</u></b>  The Government of Newfoundland and Labrador is working with the other Atlantic provinces and Manitoba to develop a harmonized apprenticeship system. The system will offer: enhanced reporting capabilities; extended functionality to apprentices, training providers and employers including online forms and payment processing; and flexibility to effectively respond to current and emerging labour market needs and training requirements.</p> <p><b><u>Upgrade of AMANDA application for Permits and Licences</u></b>  The Office of the Chief Information Officer is working with government departments to upgrade the version of AMANDA applications from 4.4 to the newest version 7.2. Benefits include simplified access management for end users and more robust reporting capabilities. The upgrade will allow for additional services such as mobile inspections and an online public portal.</p>	
<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>	See Priorities section.	

<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>	<p>Additional information on the following would be appreciated from the PSSDC:</p> <ul style="list-style-type: none"> <li>• service bundling initiatives and programs and services for families, business services and immigrants</li> <li>• implementation challenges and costs associated with: <ul style="list-style-type: none"> <li>○ Single Business Number</li> <li>○ building capacity to include technical expertise to support shift to Digital-by-Design</li> </ul> </li> </ul>	
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