

Service Transformation and Collaboration

November 14, 2007



Agenda

- Access Nova Scotia
 - Operating model
 - Shared accountability
- Mission and Vision
- Integrated Service Delivery
- Successes and Opportunities
- Challenges
- Benefits

Service Nova Scotia and Municipal Relations

- Municipal Relations
 - UNSM relationship, grants, municipal support
- Assessment Services
 - Moving to a separate agency
- Program Management and Corporate Service
 - Includes financial services and human resources
 - Audit and enforcement, gas tax, tobacco,
 - Program management, consumer protection
- Access Nova Scotia

Access Nova Scotia

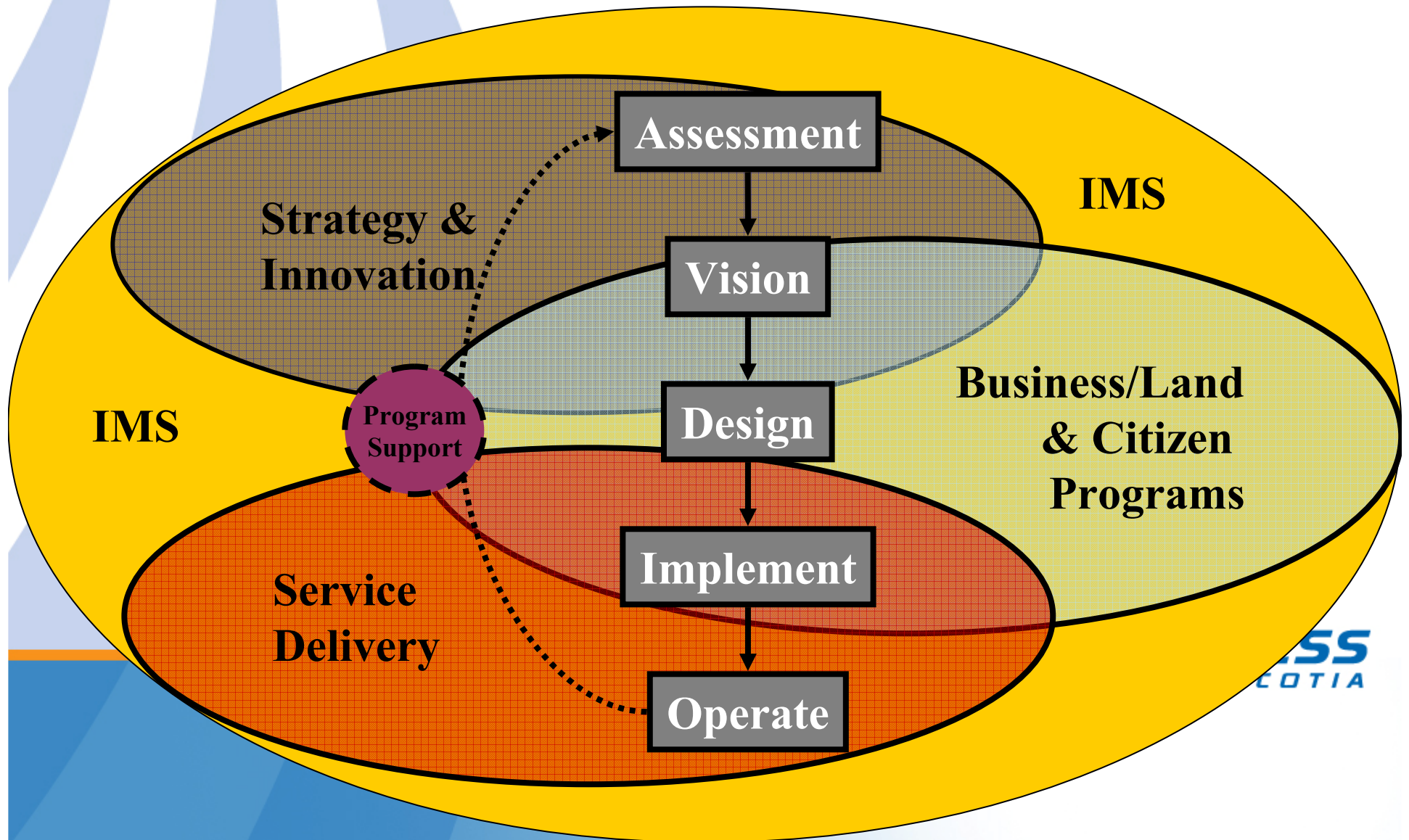
- Service offerings include:
 - business oriented programs, such as joint stocks, business registry, many licenses and registrations from other departments;
 - consumer programs, such as motor vehicle, driver licensing, vital statistics, residential tenancies;
 - land programs, such as land registration, deeds, geomatics, mapping, civic address

Access Nova Scotia

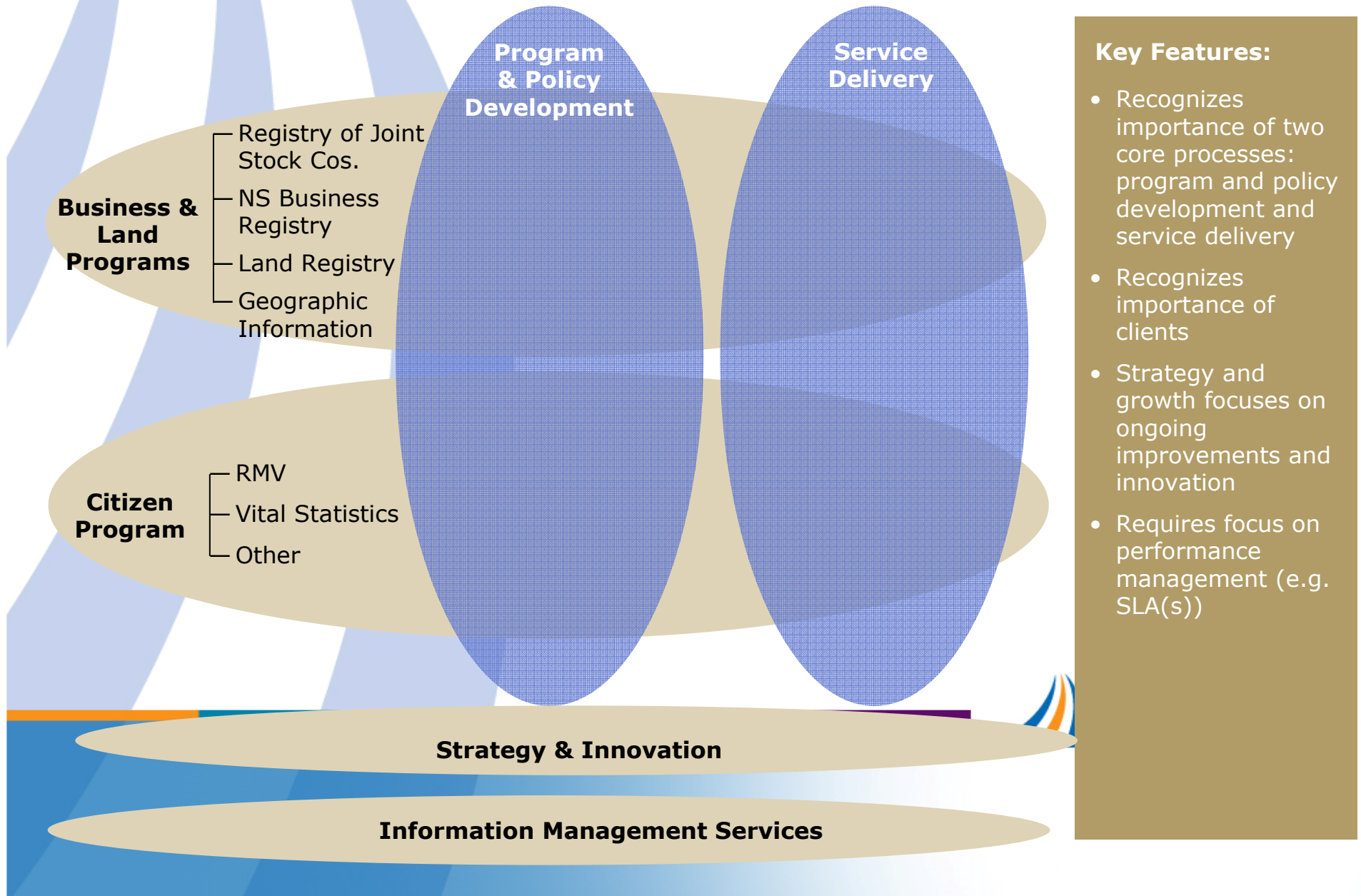
- Four Divisions – Assistant Deputy Minister
 - Service Delivery: channels and people
 - Corporate Registries: legislative and program
 - Information Management Services
 - Strategy and Innovation
- 13,000 external client interactions per day
- 58 physical locations, call centre, web access
- 665 employees



Interdependence (Shared Accountability)



ANS Branch –Organizational Design Model



Mission and Vision

- **Mission**

- To protect citizens interests and safety (what)
- To make it easier for citizens and businesses to interact with government (how)

- **Vision**

- To become a recognized leader in service excellence
- To become a model in the development and delivery of client-centric programs, services and information that protect public interests and safety.

Our Vision

PRINCIPLES

QUALITY OF SERVICE

- A leader in client focused, service delivery;
- Accessible and easy to interact with;
- A leader in the facilitation and provision of e-services.

WORKING TOGETHER

- A partner in the provision of information and access to services for citizens and businesses;
- A government service and information provider offering a flexible range of service delivery support services including: Service Delivery Model Design, Navigation, Selection, Payment, Fulfillment, Posting, and Reporting
- Effective in ensuring that program owners' requirements are met.

STRATEGIC DIRECTIONS

Improve service to business and facilitate business interaction with government

Improve client-centric access to government programs, services and information.

Improve data collection/sharing capacity, simplify application processes and enable shared services

Build awareness of SNS as leader in client-centric program design and delivery

Strengthen SNS' role in facilitating and partnering in development and implementation of client-centric models

Strengthen SNS' internal capacity to execute the mission and vision

PRINCIPLES

WHOLE OF GOVERNMENT VIEW

- A team player, supporting government wide initiatives;
- A willing partner in stream lining access to government information and services.

ACCOUNTABILITY

- A strong administrator of the public interest and safety;
- A source of high quality information and services that protect client interests and safety;
- A facilitator that reduces the burden of red tape for businesses and citizens;
- Efficient and cost effective;
- Accountable for results.

Integrated Service Delivery

1. We provide the people, processes and infrastructure (technology and facilities) to link services with clients through a common service experience by the channel of choice.
2. The design and delivery of information and services are based on what makes most sense from the perspective of the citizens and businesses that require them.

The Integrated Service Delivery plan and strategy is the blueprint for making this happen and is directly aligned with SNSMR's mission of providing seamless, easy access to government information and services.

Working Across Boundaries



- Nova Scotia Business Registry
- BizPaL



- Personal Property Registry
- GeoNova



- Hunting Licences
- Energy Rebate program



- BizPaL
- GeoNova

Successes and Opportunities

- BizPaL – June 2007 – on-going (bizpal.gov.ns.ca)
 - 3 orders of government
 - Organized by business sector
- Better Regulations Initiative
 - My Business Account – integrate NSBR
 - Forms rationalize and reduce
 - Business leader consultation
 - Measurement – service standards

Successes and Opportunities

- Other levels of government
 - Service Canada
 - Potential co-location opportunities
 - Service Canada College – best practices
 - Defining the client experience – client centricity
 - Potential for integrated transactions – life events
 - Vital Statistics – data sharing
 - HRM
 - BizPaL
 - Co-location
 - Parking ticket payment
 - E-government Joint Venture (municipalities)

Successes and Opportunities Building Partnerships

- The academic community
- PSSDC and the ICCS
- Service New Brunswick
- Chamber of Commerce, Greater Halifax Partnership
- Municipalities
- Canadian Revenue Agency
- Worker's Compensation Board

Challenges

- Keeping up with clients demands and expectations
- Helping policy catch up with technology
- Maintaining and recruiting staff
- Common understanding of integrated services

Challenges in Inter-jurisdictional service and collaboration

- Different administrative and political cultures
 - Different regulatory regimes
 - Protection of data, privacy issues
- Building trust and partnerships
- Different goals, objectives and priorities
- Different standards, processes and timelines
- Different cost/benefit mix

Benefits

Inter-jurisdictional service and collaboration

- For Clients
 - Easier to do business with government
 - Provide information once/share with many
 - A more level playing field is created
- For Government
 - Technology investments are leveraged
 - Overall administrative costs are reduced
 - Compliance is improved

Success happens when...

- We invest in the relationship
 - Open communication
 - Build trust
- We Establish Shared Goals & Objectives
 - Understand the big picture (client-centric view)
 - Remain flexible to support an ‘Us’ Focus (provider-centric views)
 - Commitment to Win/Win/Win - Our Client/You/Me
- We clarify governance, expectations, and accountability
 - Formalize agreements in MOU’s and SLA’s

Questions & Discussion