

Public Sector Service Transformation

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Agenda

- Introductions
- About the Barrington Consulting Group
- Case Study: Access to Business
- Case Study: Motor Vehicle Authority in Trinidad
- Question



Presentation Objectives

- Provide information on the transformation Nova Scotia has undergone and continues to under-go in the delivery of business services.
 - Case Study: Access to Business Case Study
- Discuss how the success of Nova Scotia's technology modernization and public sector transformation has led to partnerships in other jurisdictions and the creation of exportable government programs.
 - Case Study: Motor Vehicle Authority in Trinidad and Tobago

The Barrington Consulting Group



Barrington Consulting Group

- Founded in 2004 as a private company in Halifax, Nova Scotia
- Many of our professionals are accredited in their fields of expertise and come from diverse industry backgrounds (healthcare, government, insurance, manufacturing, and telecommunications)
- Barrington has developed a reputation for exceptional delivery of professional Business and Information Technology Consulting services and serves primarily public sector organizations
- In support of its growth, Barrington has established offices in Fredericton, New Brunswick, Canada and Port of Spain, Trinidad and Tobago

Services and Areas of Expertise

- Barrington delivers a breadth of business and information technology consulting services to public sector clients.

Capabilities

Management Consulting

Project Management

Change Management

Business Analysis

System Analysis

Technology Consulting

Industry Expertise

Government Registries

Public Sector Service Delivery

Healthcare

Education

Services

Business/Program Transformation

Strategic/Program Planning

**Business Case/
Feasibility Study Development**

Governance and Organizational Design

Process Improvement

Privacy Impact Assessments

**System Requirements and Solution
Identification**

System Implementation and Integration

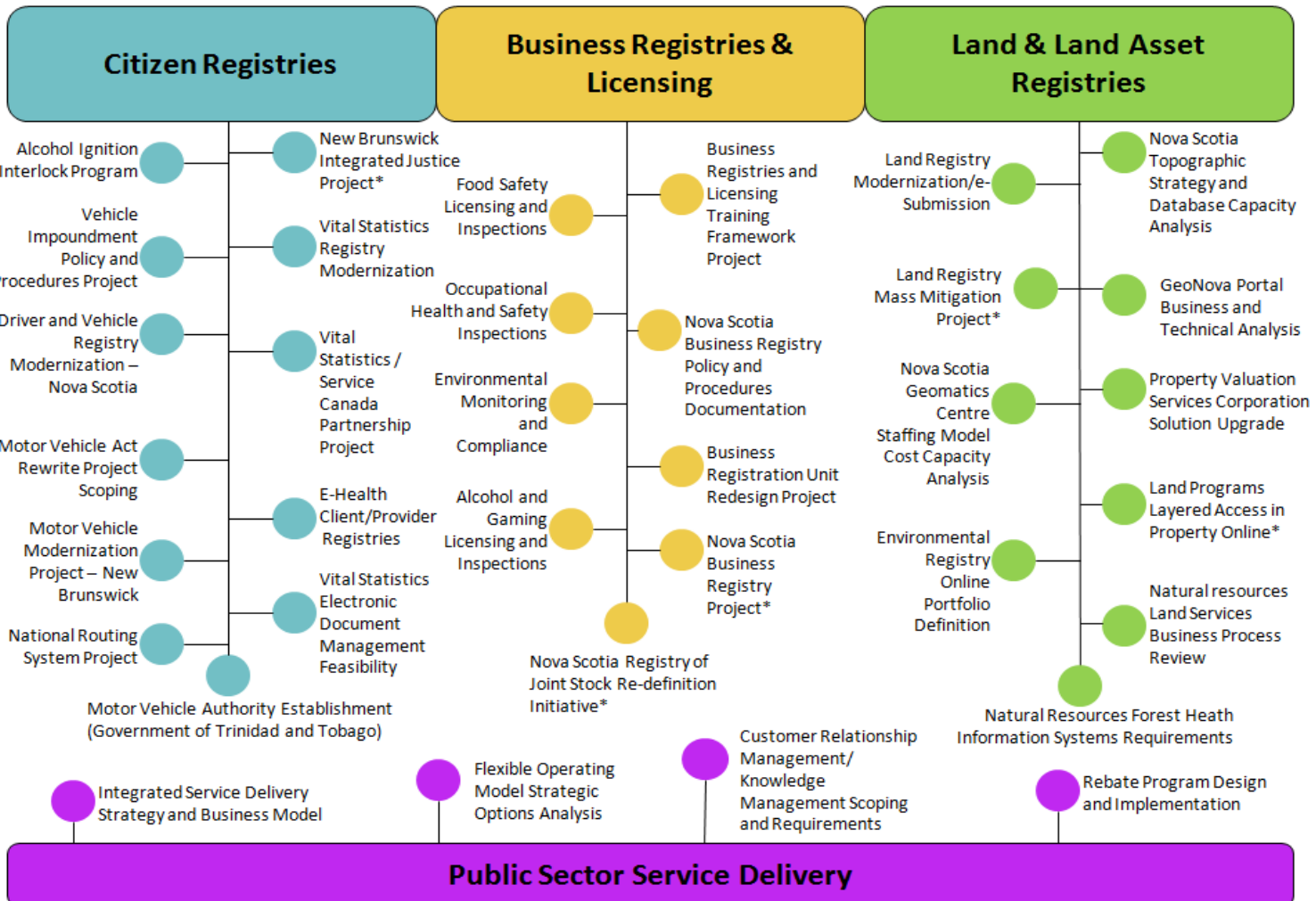
IT Architecture and Infrastructure

Quality Assurance and Testing

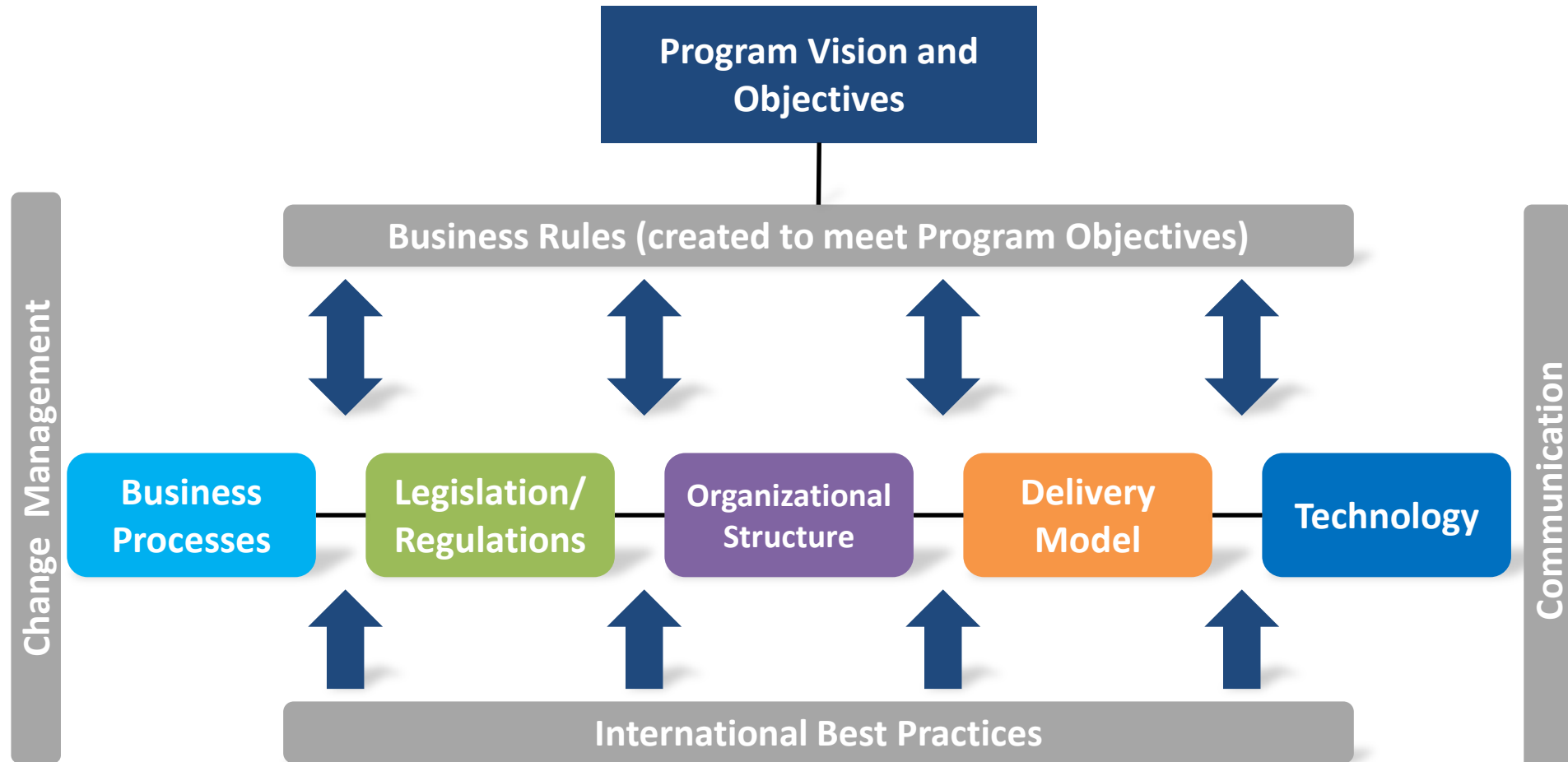
Software Development

Government Registries and Service Delivery

Barrington practitioners have delivered numerous projects in the areas of government registries and public sector service delivery.



The Transformation Approach



Case Study: Access to Business

Julie Grant

Service Nova Scotia

Mission

SNS delivers services to citizens, businesses and municipalities and administers a diverse range of programs for the public good.

Vision

SNS is a client-focused organization that makes a valued difference in the lives of Nova Scotians.

Departmental Aims

1. To achieve the highest quality program outcomes
2. To make it simple for citizens, businesses and municipalities to interact with government
3. To make SNS a great place to work
4. To continuously improve the efficiency of programs and services

Service Nova Scotia Continued

- SNS has organized the delivery of its programs/services into logical, client focused groupings

Business Programs

- Registry of Joint Stock Companies
 - Nova Scotia Business Registry (inc. licenses and permits)
 - Tax Commission and Business Rebates
 - BizPaL
-

Citizen Programs

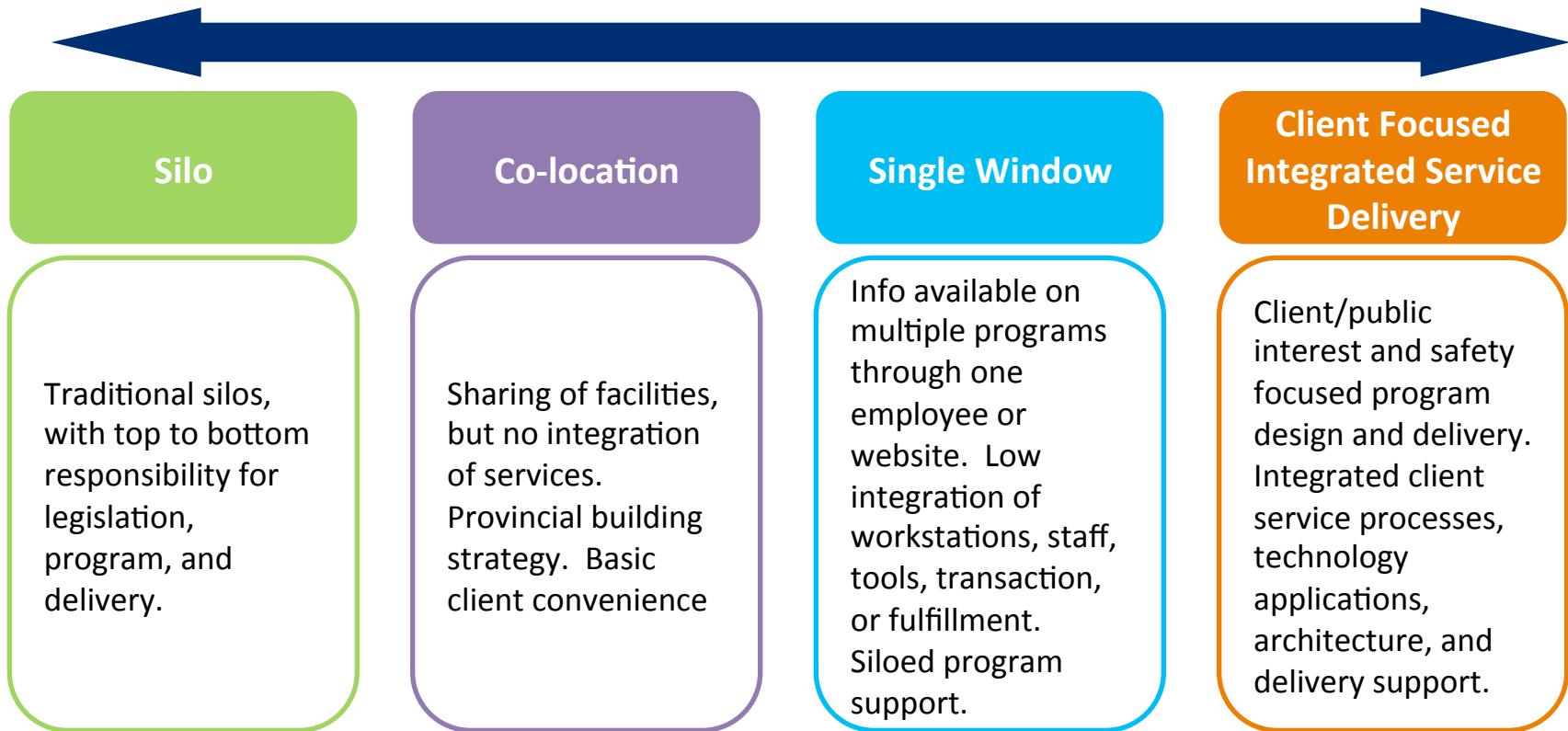
- Registry of Motor Vehicles
 - Vital Statistics
 - Residential Tenancies and Debtors Assistance
 - Rebates (Keep the Heat, YERP, HARP, New Home Construction)
 - Consumer Protection Programs
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Land/Property Programs

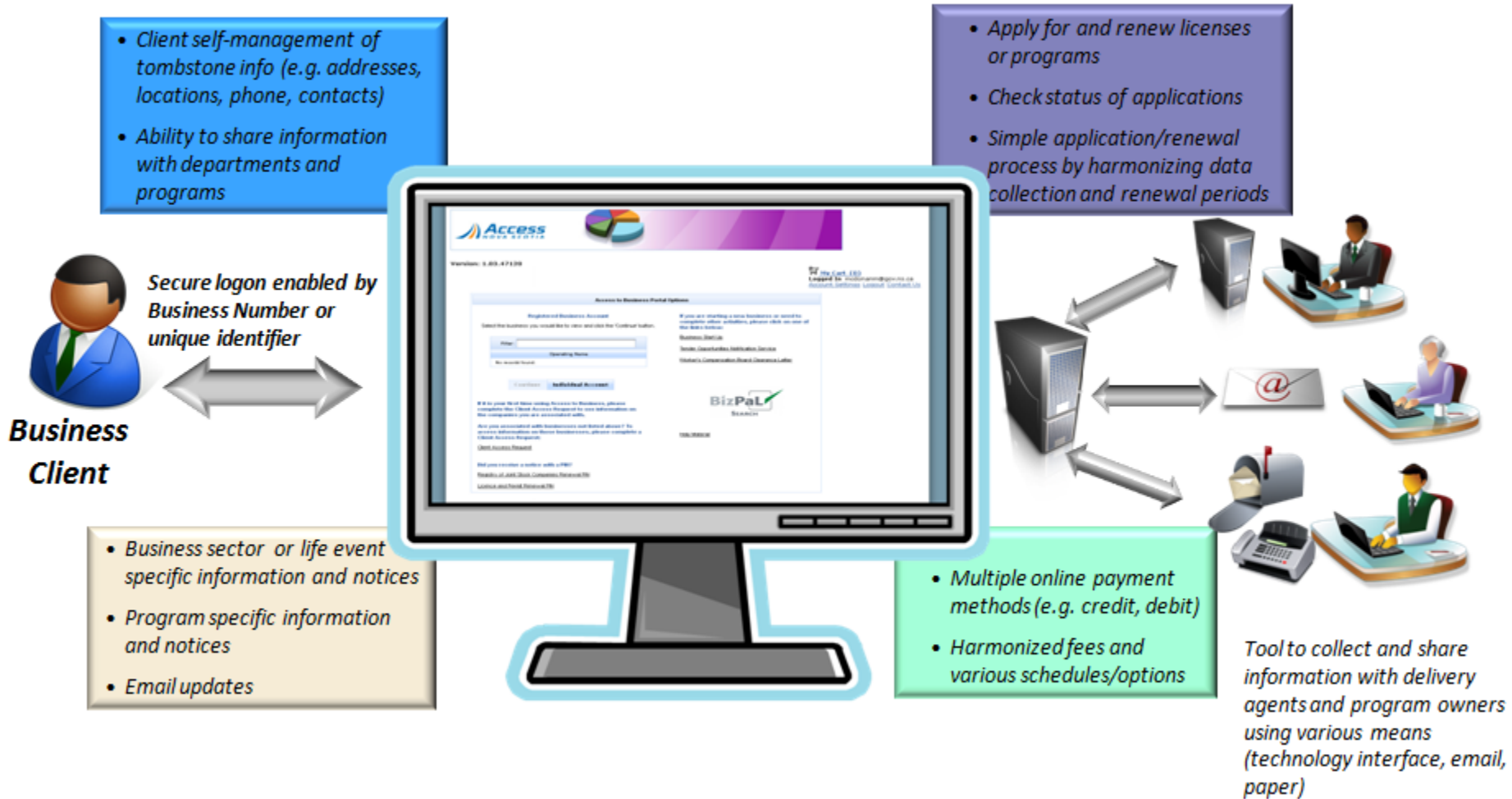
- Land Registry
- GeoNova/Geomatics
- Personal Property Registry

Integrated Service Delivery (ISD)

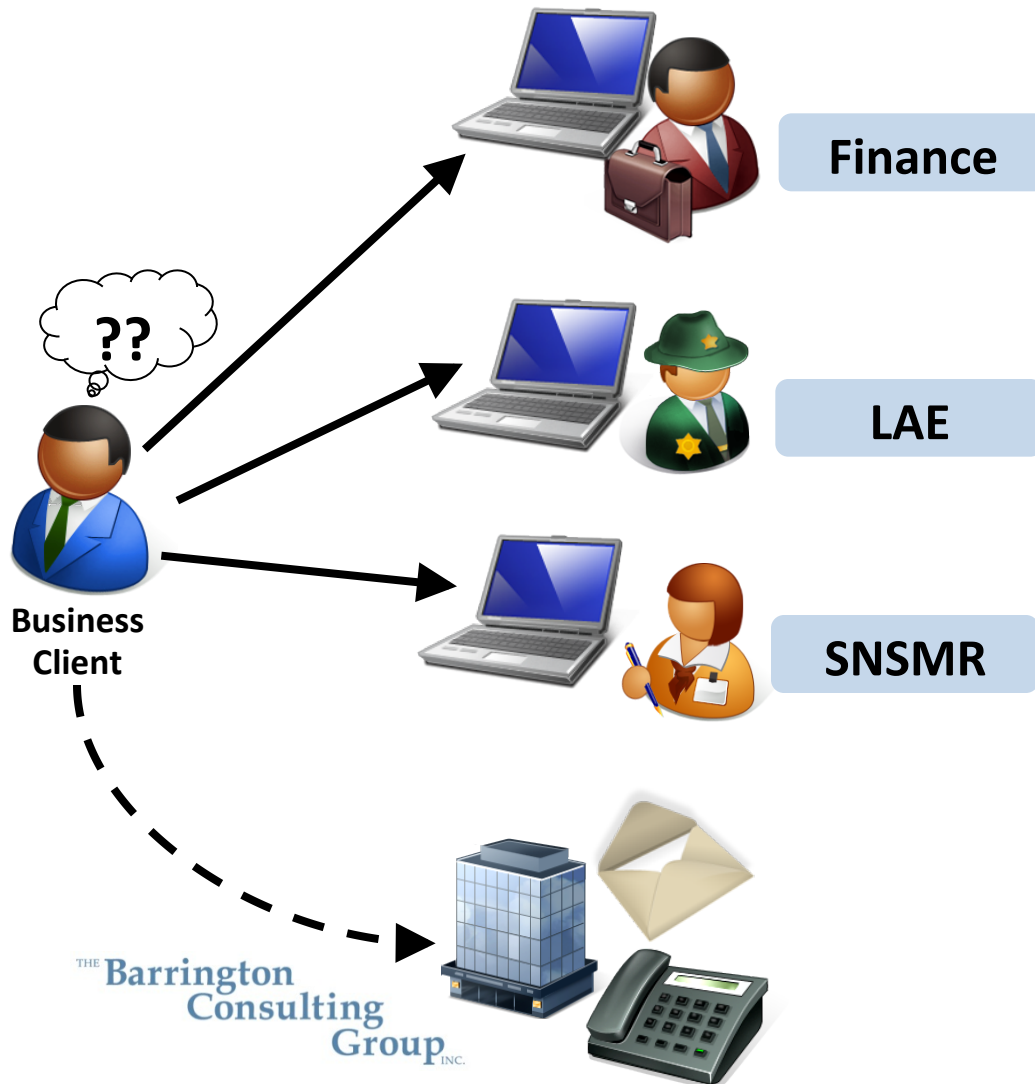
- SNS's path to seamless, easy access to information and services is achieved through the pursuit of Integrated Service Delivery (ISD).



Access to Business Strategy



Key Challenges Driving Change



- Siloed systems, delivery channels and “identity” information on clients
- Little to no integration across departmental systems, channels and client information
- Lack of data sharing and coordinated delivery of business services
- Increased burden placed on client (in particular, small and medium-sized businesses)
- Increased cost to government

Access to Business: Project Objectives

Objective: Transform how services are delivered to Nova Scotia business clients

Client Service Improvements

- Reduced turnaround times
- Reduced administrative burden
- Improved access to information

Efficiency Improvements

- Reduction of processing workload
- Reduction in operational costs

Infrastructure Improvements

- Ability to leverage investment to enhance the delivery of other services

- **Priority #1** – Implement enough LPRCs to accommodate operational savings
- **Priority #2** – Replace existing online service channel

- **Priority #3** – Maximize business client service improvements
- **Priority #4** - Build foundation for future growth

Access to Business: Transformation Approach

Objective: Transform how services are delivered to Nova Scotia business clients

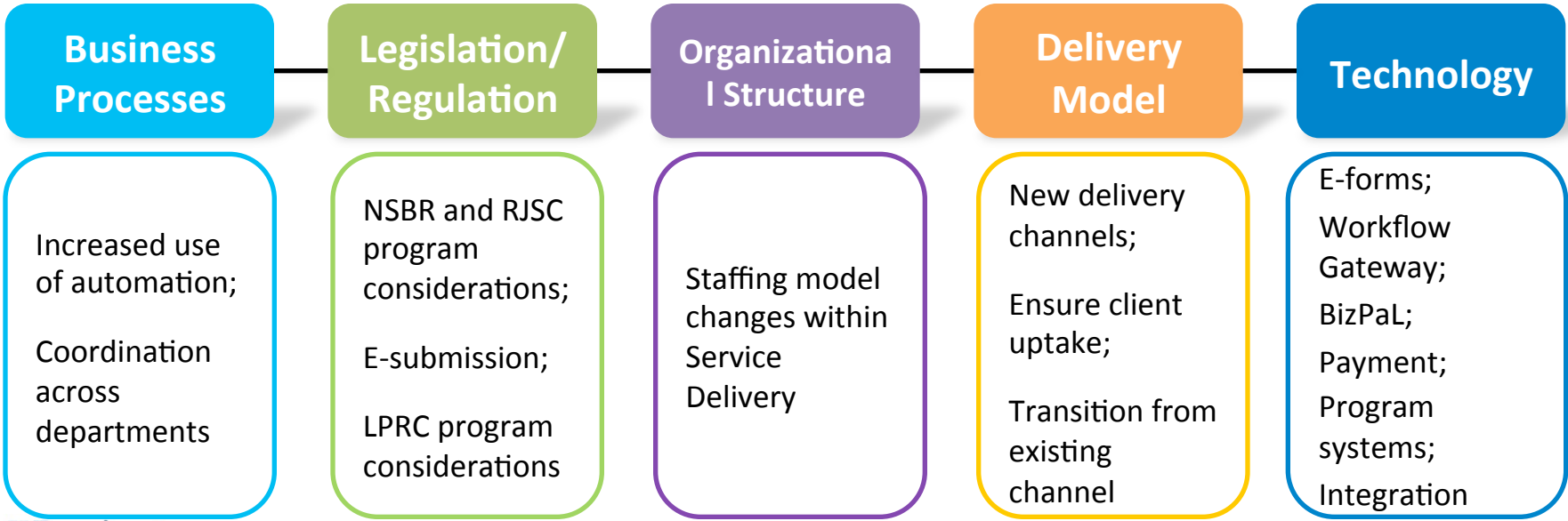
Client Service Improvements

Efficiency Improvements

Infrastructure Improvements

Change Management

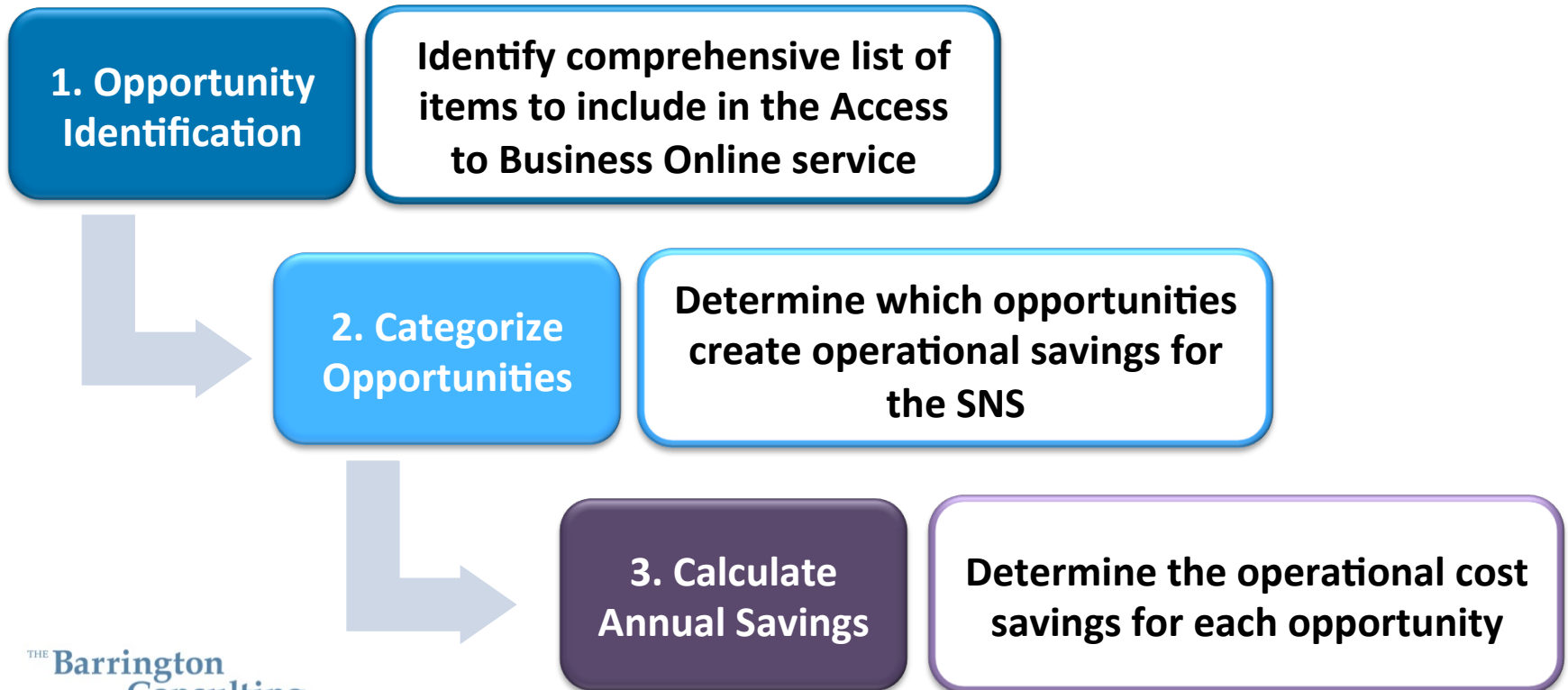
Communication



Business Process Transformation



Workload Assessment Approach

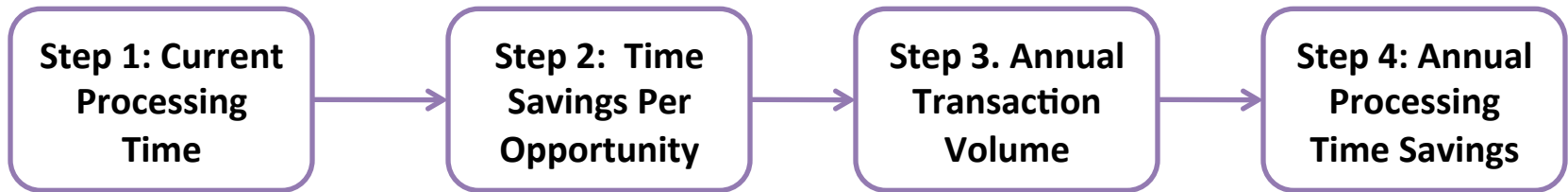


Business Process Transformation

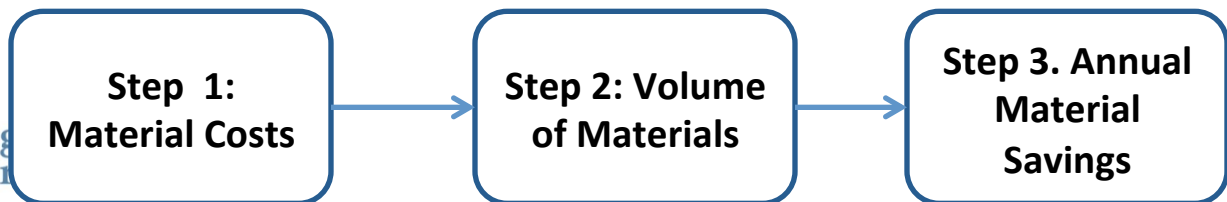


Annual Cost Savings Calculation Approach

Processing Time Reduction



Overhead / Material Costs Reduction



Project Approach



Purpose

- Finalize project parameters
- Identify stakeholders
- Conduct Project Kick-Off
- Confirm project structure
- Determine reporting requirements and format of deliverables
- Develop charter

- Review legislation and regulations
- Conduct workshops and interviews
- Develop form conversion strategy
- Draft form requirements
- Design forms and workflow

- Conduct workshops and interviews
- Define portal requirements
- Define integration requirements
- Develop technical blueprint
- Develop technical design specification
- Develop integration design
- Develop Phase 2 Detailed Plan

- Develop application software and interfaces
- Develop additional A2B Portal functionality
- Develop forms
- Develop SOA Suite

- Design test plan and test cases
- Create and build test data
- Conduct system testing
- Conduct performance testing
- Conduct UAT

- Develop training materials
- Conduct test training session
- Update training materials
- Conduct training workshops

- Deploy and configure production environment
- Deploy solutions to production
- Support during burn-in period

PROJECT MANAGEMENT, CHANGE MANAGEMENT AND COMMUNICATION

The Solution & Achievements

Business Start-up / Registration



BizPaL



Secure Authentication



Apply for / Renew Licences, Permits, ...



View and Manage Business Information

Info

Notifications



Online Payment



TONS Subscription & WCB Clearance Letter



Achievement Highlights

- Initial release launched in December 2012
- Replaced existing online solution with modernized technology platform
- Creation of one access point for government
- Foundation to further enhance service delivery for businesses
- Reduced administrative burden



Challenges and Learnings

- Through this journey, SNS has an excellent understanding of the issues and barriers that exist.
 - ***Operational complexity*** through flexibility on delivery options
 - Negotiation involving the transition of ***delivery resources***
 - Potentially ***overburdening program requirements***
 - Cautiousness to ***share information***
 - Inconsistent ***data quality and accuracy***
 - Limiting ***information technology*** infrastructure

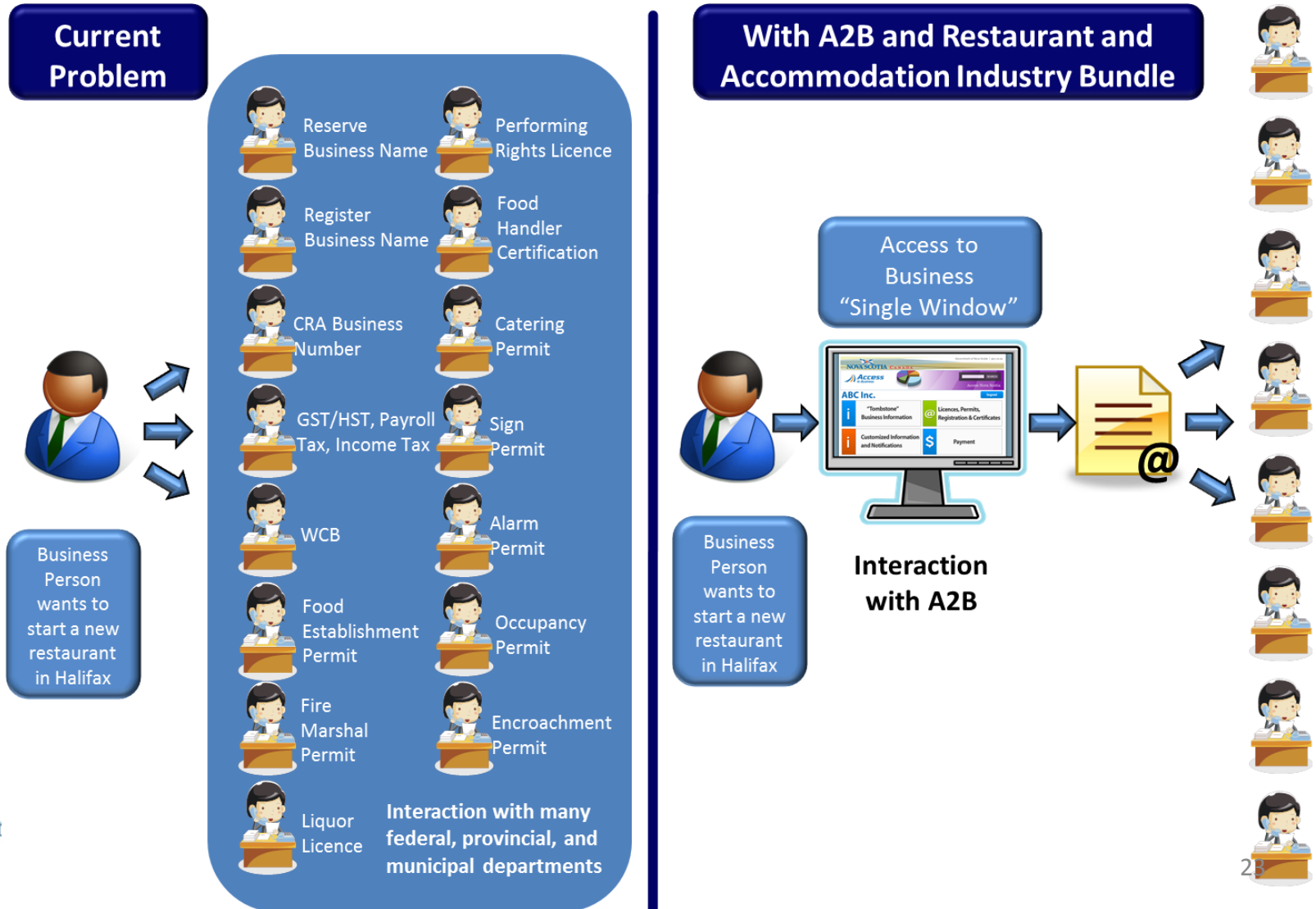


What's going on now?

- SNS continues to enhance the service offering of Access to Business, focusing on the following projects:
 - Service Bundling – Restaurant and Accommodation Industry Sector Bundling Project
 - Client engagement and feedback
 - Usability and Layout Enhancements
 - Forms Standardization Project
 - Addition of high volume licences, permits and services

Industry Focused Service Bundling

Business Problem and Solution: "Starting a Restaurant"



Usability and Layout Enhancements

The screenshot displays the 'Access to Business Home' page. At the top left is the 'Access NOVA SCOTIA' logo. To its right is a 3D pie chart with five segments in blue, green, yellow, red, and purple. In the top right corner, there is a shopping cart icon labeled 'My Cart (0)', a 'Logged In' status for 'cornwallis@farms.com', and links for 'Account Settings' and 'Logout'.

The main content area is titled 'Access to Business Home' and is divided into two columns. The left column contains a 'Renewals by PIN' section with a 'Renewals' button and a link 'Did you receive a renewal notice with a PIN?' leading to a 'Renewal PIN' link. Below this is a 'Registered Business Account' section with the instruction 'Select the business you would like to view and click the 'Continue' button.' It features a search filter box and a table of business names: CHIGNECTO CENTRAL REGIONAL SCHOOL BOARD, CORNWALLIS FARMS LIMITED, and THE PORT WILLIAMS PLANTER. At the bottom of this section are 'Continue' and 'Individual Account' buttons.

The right column contains several informational sections. The first is 'If you are starting a new business or need to complete other activities e.g. Name Reservation Request, please click on one of the links below:' with links for 'Business Start Up', 'Workers' Compensation Board Clearance Letter', and 'Nova Scotia Foreign Worker Registration'. The second section is 'Have you requested access to your business?' with a link to 'Client Access Request'. The third section is 'Tender Opportunities Notification Service' featuring the 'TONS' logo. The final section is 'Apply for Licences and Permits' featuring the 'BizPaL SEARCH' logo.