



BUSINESS ***PLAN***

2024-25

Service Nova Scotia

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Budget 2024-25: Business Plan
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Service Nova Scotia

2024-25 Priority Actions in Support of Government's Business Plan

At the Department of Service Nova Scotia (SNS), we are committed to putting Nova Scotians at the centre of everything we do. In May 2023, the Nova Scotia Digital Service Branch of the Department of Service Nova Scotia and Internal Services (SNS-IS) was established as its own Department of Cybersecurity and Digital Solutions (CSDS). SNS remains dedicated to delivering quality and responsive programs and services that are meaningful to Nova Scotians.

Contributing to Nova Scotia's "Action for Health" Strategic Plan

SNS is a staunch supporter of our province's health care modernization initiative. By partnering with the Department of Health & Wellness (DHW), Nova Scotia Health (NSH), the Department of Seniors & Long-Term Care (SLTC), the Department of Public Works (DPW), and Build Nova Scotia (BNS), SNS will:

- Continue to work with SLTC to plan and execute procurements for the building, expansion, and renovation of long-term care facilities;
- Initiate work to implement electronic death records to streamline process for physicians and medical professionals and enable more efficient delivery of death notification to programs and services;
- Continue to work with DHW to provide data visualizations that reflect government's progress on the "[Action for Health](#)" strategic plan;
- Continue to work with BNS, DPW, and NSH to plan and execute procurements for building new health care facilities as well as expansion and renovation of existing facilities; and
- Implement tobacco and alcohol policy that supports Nova Scotians' health and well-being, in collaboration with DHW's Public Health Branch. This relates to Solution 6 of the "[Action for Health](#)" strategic plan, which addresses the social determinants of health.

Programs and Services Modernization

The imperative to modernize our programs and services stands as a crucial pillar in fostering sustainability, transparency, and meeting Nova Scotians' expectations. At SNS, we not only keep pace with the rapidly changing needs of Nova Scotians, but also work proactively to position ourselves as leaders in the service industry. In 2024-25, SNS will:

- Continue the multi-year Registries Transformation and Modernization Initiative, with focus on Land, and Registry of Motor Vehicles (in partnership with DPW and CSDS);
- Modernize the Residential Tenancies Program through the implementation of improved business processes, updated legislation, and a new Residential Tenancies case management system that ensures the delivery of quality services to both tenants and landlords;
- Continue to modernize and enhance protection of information and privacy practices and awareness across government, balanced with citizens' rights to access government information;

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- Support the work of the Department of Justice in reviewing and modernizing the Freedom of Information and Protection of Privacy (FOIPOP) Legislation;
- Enhance the government business continuity management framework by implementing lessons learned from recent disruptive events;
- Continue our collaboration with the Office of Regulatory Affairs and Service Effectiveness (ORASE) in conducting business impact assessments as well as developing, measuring, and reporting on red tape reduction initiatives;
- Continue the multi-year initiative of the Trunked Mobile Radio 2 network fleet replacement to maintain the effectiveness of public safety agencies, first responders, and Public Works providers;
- Collaborate with the Accessibility Directorate at the Department of Justice to develop and implement modern accessibility standards for the delivery of goods and services;
- Improve access to government services for deaf and hard-of-hearing Nova Scotians through enhanced sign language service options, such as video remote interpreting;
- Continue to modernize Liquor Licensing policies to ensure safe alcohol service. This supports cross-government initiatives to improve public health and community safety; and
- Monitor new charitable gaming rules that give Nova Scotians unique access to new charitable fundraising opportunities.

Maximizing the Economic Impact of Public Procurement

Effective public procurement goes beyond the acquisition of goods and services; it serves as a powerful lever for economic development. By aligning procurement practices with broader socio-economic goals, we can stimulate innovation, foster local industries, and promote sustainable practices. In 2024-25, SNS will:

- Reduce procurement complexity, increase purchasing autonomy, and provide sustainable procurement options for Departments by contributing to the Government's efforts in maximizing the economic and sustainable benefit of public procurement, as well as collaborate with the Department of Economic Development (DED), Invest Nova Scotia, and NSH's Innovation Hub to explore new pathways towards innovative procurement, investment attraction opportunities, and supporting the start-ups vendor community,
- Continue to enhance public procurement practices that incorporate environmental and social factors in bids' evaluation criteria, and
- Continue to advise public sector entities to consider certification and inclusive apprenticeships in all sectors as per Nova Scotia Apprenticeship Agency's (NSAA's) apprenticeship policy and to provide NSAA with information on tenders to be included in their compliance and reporting.

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Financial Summary

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	2023-2024	2023-2024	2024-2025
	Estimate	Forecast	Estimate
Program & Service Area	(\$ thousands)	(\$ thousands)	(\$ thousands)
Departmental Expenses:			
Senior Management	548	566	573
Corporate Services	11,325	11,268	11,098
Government Services	33,891	57,228	36,317
Internal Audit	2,923	2,776	2,807
Financial Services	14,612	13,943	14,854
Citizen Services	34,452	37,150	36,196
Procurement	10,110	10,058	10,538
Program Modernization	45,508	120,058	69,074
Total Departmental Expenses	153,369	253,047	181,457
Additional Information:			
Ordinary Recoveries	9,681	9,741	9,901
TCA Purchase Requirements	2,279	1,122	4,018
Funded Staff (Net FTE's)	1,006.0	987.8	1,014.0