

**BUSINESS
PLAN**
2022-23



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Budget 2022-23: Business Plan
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Message from the Minister and Deputy Minister



Thank you for your interest in the annual business plan for the Department of Service Nova Scotia and Internal Services (SNS-IS). This is our opportunity to explain to you our role within government and what you can expect from us in 2022-23. We're excited to share with you our priorities for the year ahead and the difference it will make.

As with any business plan for any organization, the plan for next year is based on the hard work and the many successes of the previous year. The past year has not only been challenging for our team both personally and professionally as we work through the COVID-19 pandemic, it has also been a year where they have repeatedly demonstrated their resilience and solid commitment to deliver services to the people of our province with excellence. We are incredibly proud of the SNS-IS team and thank them for the work they do each and everyday.



Looking ahead to the new year, SNS-IS will continue to provide a large variety of services to citizens and businesses of Nova Scotia from the work we are doing to modernize the provincial registries to assisting people at the counter in our Access Nova Scotia Centres. Helping other government departments to provide quality services and deliver on their priorities is another key role for us, in particular, our work with the Department of Health & Wellness. Another exciting part of our work is how our team is leading digital transformation across all departments. Did you know you can now renew your driver licence online? Renew your vehicle permit? Apply for a ticket lottery license? Buy a fishing license? A lot of time and effort is being spent on making it easier and faster for you and all Nova Scotians to access the government services you want and need.

SNS-IS aims to deliver inclusive, high-quality, accessible programs and services across multiple channels. Our business plan is a great resource for you to learn the details. Thank you again for your interest and taking the time to learn more about us and our priorities for 2022-23.

Thank you,

Original signed by
The Honourable Colton LeBlanc
Minister of Service Nova Scotia and Internal Services

Original signed by
Joanne Munro
Deputy Minister, Service Nova Scotia and Internal Services

Advancing our Mandate

Service Nova Scotia and Internal Services (SNS-IS) is committed to meeting the priorities in its ministerial mandate letter and supporting departments and agencies across government to achieve their priorities through its role as a key enabler across government.

Actions

In 2022-2023, SNS-IS will:

- Support health care modernization and improve access to care for Nova Scotians by continuing its role as a key supporting and enabling partner for the Department of Health & Wellness (DHW), Nova Scotia Health (NSH), and the IWK Health Centre (IWK), as well as helping all healthcare partners (Department of Seniors & Long-Term Care, Office of Addictions & Mental Health, etc.) achieve their goals. Specifically, SNS-IS will:
 - Support expansion of telehealth program and explore virtual care support,
 - Support the planning and execution of a procurement process for the expansion and renovation of long-term care accommodations,
 - Deliver strategic digital transformation across government,
 - Support the secure delivery of virtual care,
 - Work collaboratively with the health sector on research and innovation opportunities, and
 - Continue to support the Minister of Health and Wellness' mandate to deliver the "One Patient One Record" initiative.
- In collaboration with the Department of Labour, Skills, and Immigration (LSI), SNS-IS will, where appropriate, add a component to tenders, which considers bidders' employment/participation in apprenticeship programs.

Fulfilling our Legislative Mandate

SNS-IS provides a vast array of services to citizens and businesses of Nova Scotia. We also provide the services, tools, and supports that enable other government departments and public sector entities to focus on providing quality services and deliver on their priorities.

Actions

In 2022-2023, SNS-IS will:

- Continue to lead and champion government's digital transformation by designing and delivering excellent services based around the needs of citizens, enhance efforts to reach underserved communities, and focus on diversity, inclusion, and accessibility,
- Lead the development of a digital strategy for government to enable safer, faster, and easier services for Nova Scotians, and promote internet-era ways of working across government,
- Develop a data strategy for government and help departments use disaggregated data to advance racial equity and understand how various groups are differently impacted,
- Evolve digital governance to enable a modern digital organization and publish a digital standards manual which provides guidance for using digital tools, and begin to evaluate digital services based on the guidance provided,
- Enhance and add to digital platform offerings, build with reusable components to deliver consistent user experiences, and ensure enabling, scaling, and sustaining of digital services,
- Invest in communications and digital productivity tools for government and health care,
- Continue the multi-year SAP Modernization project,
- Continue enhancing our cyber security measures, including cyber security awareness training for government and health sector IT employees to ensure better protection of systems, data, and information,
- In collaboration with the Department of Seniors and Long-Term Care, SNS-IS will work with the Canada Revenue Agency (CRA) to develop and implement an adjudication process, and create digital services pertaining to the Seniors Grant Program,
- Modernize legislation, regulations, and programs including Residential Tenancies, Vital Statistics, Condominiums, and Ticket Lottery regulations,
- Implement the affordable housing commission recommendations as well as provide tenants and landlords with efficient and cost-effective services to settle disputes through the Residential Tenancies program, and
- Modernize the International Fuel Tax Agreement (IFTA) system.

Core Responsibilities

SNS-IS is focused on listening to the needs and expectations of Nova Scotians and aims to deliver inclusive, high-quality, accessible programs and services across multiple channels.

Actions

In 2022-2023, SNS-IS will:

- Continue the multi-year Registries Transformation and Modernization Initiative, including Registered Joint Stock Companies, Vital Statistics, Land, and Registry of Motor Vehicles (in partnership with Public Works),
- Provide government-wide services including financial services, internal audit and fraud reporting services, procurement services, continuous improvement and innovation, physical security, insurance and risk management, business continuity management, and printing and mailing services,
- Provide consumer protection services to help consumers make informed decisions and to regulate businesses where necessary and appropriate,
- Provide processing services for obtaining licences, permits, registrations, certificates, refunds, and rebates,
- Provide contact centre and access services to citizens and businesses; acting as a single point of contact (via telephone and email) for information related to all provincial government programs and services,
- Support and enable the Nova Scotia public service on how they can use new approaches to deliver better government in the digital era through digital strategy, modern digital governance, digital identity, notifications, emerging platforms, and internet-era ways of working,
- Support the Office of Regulatory Affairs and Service Effectiveness (ORASE) in meeting their burden reduction target,
- Foster innovation in procurement and seek new ways to utilize government procurement in a way that supports the economic, environmental, and social impacts of purchases,
- Maintain and expand the open data portal,
- Recover debt owed to the province and some municipalities, universities, and Health Authorities,
- Work to ensure the enhanced protection of personal information and data under the care and control of government, by continuing to modernize and enhance privacy practices and awareness across government, balanced with citizens' rights to access government information,
- Provide sustainable geographic solutions to support planning and informed decision making,

- Provide licensing and compliance functions for a broad range of provincial commodity tax programs (including fuel, tobacco, and vaping), as well as corporate capital taxes, while ensuring that the sale of contraband products are minimized, and
- Provide reliable public safety communication services.

Responding to COVID-19

SNS-IS will continue to play a pivotal role in assisting government with the COVID-19 pandemic. Maintaining necessary services and information channels for Nova Scotians while protecting the safety of the public and our teams will remain a highest priority.

In 2022-23, SNS-IS will continue to:

- Develop sustainable approaches for temporary services delivered during COVID-19 that are now being made permanent, such as online booking and secure remote work,
- Maintain, improve or plan retirement of COVID-19 response products for proof of vaccination, testing, tracking and border management tools, like NS Safe Check-in, as needed throughout 2022-23,
- Build public facing dashboards to provide COVID-19 and immunization data to Nova Scotians,
- Amend requirements for in-person Annual General Meetings, and
- Enforce the Health Protection Order on behalf of the Department of Health & Wellness (DHW), as required.

Financial Summary

Service Nova Scotia and Internal Services			
	2021-2022	2021-2022	2022-2023
	Estimate	Forecast	Estimate
Program & Service Area	(\$ thousands)	(\$ thousands)	(\$ thousands)
Departmental Expenses:			
Senior Management	440	398	447
Government Services	31,754	35,377	32,524
Internal Audit Centre	2,768	2,271	2,727
Financial Services	13,635	12,977	13,399
Citizen Services	32,213	39,113	33,749
Nova Scotia Digital Services	182,234	173,526	209,723
Procurement	9,873	8,855	9,954
Program Modernization	55,568	55,712	57,047
Total Departmental Expenses	328,485	328,229	359,570
Additional Information:			
Ordinary Recoveries	17,155	17,466	17,090
TCA Purchase Requirements	11,086	9,421	16,631
Funded Staff (Net FTE's)	1,655	1,572	1,722