



# **Business Plan**

**2023-24**

**Service Nova Scotia  
and Internal Services**

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Budget 2023-24: Business Plan  
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## Service Nova Scotia and Internal Services

### 2023-24 Priority Actions in Support of Government's Business Plan

Service Nova Scotia and Internal Services (SNS-IS) is committed to meeting its mandated priorities and supporting other departments and agencies to achieve their strategic objectives through its role as a key enabler across government.

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

- Improve access to care for Nova Scotians and support health care modernization by partnering with the Department of Health & Wellness (DHW), Nova Scotia Health (NSH), the IWK Health Centre (IWK), Office of Healthcare Professional Recruitment, Office of Addictions and Mental Health, and the Department of Seniors & Long-Term Care (SLTC):
  - Continue to support DHW with the expansion of the telehealth program as well as the secure delivery of accessible and equitable virtual care. Telehealth is a subset of virtual care, which includes phone consultations with healthcare providers, while virtual care includes those consultations, plus the integration of video consultations, biomedical devices, and interactions among practitioners. In this space, SNS-IS will continue to support its healthcare partners on a working group and in piloting and implementing solutions,
  - Continue to work with SLTC to plan and execute a procurement process for the expansion and renovation of long-term care facilities,
  - Support DHW and NSH in delivery of the One Person One Record program, and
  - Design, build, install and maintain new technology requirements, including those related to clinical systems, cybersecurity, and accessibility, to support operations at new healthcare sites. SNS-IS is supporting continued deployment of Care Coordination Centre (C3) to manage patient flow and Digital Front Door to allow citizens to access health information and services.
- Continue to work with Build Nova Scotia, Department of Public Works (DPW) and NSH to plan and execute equipment procurement for the expansion and renovation of health care facilities.

#### Encouraging Student Apprenticeships in the Tender Application Process

- Continue to develop processes to direct public sector entities to consider certification and inclusive apprenticeship in all sectors, and incorporate these apprenticeships in tenders' evaluation criteria,
- Ensuring that minimum targets for percentage of hours worked by apprentices in skilled trades are properly implemented as part of our workforce development, and
- Identifying workforce needs in the construction sector and executing the expansion of workforce development for construction projects.

#### Program and Legislative Modernization

- Continue the multi-year Registries Transformation and Modernization Initiative, including Vital Statistics, Land, and Registry of Motor Vehicles (in partnership with DPW),
- Pursue amendments in the Sustainable Procurement Policy that require public sector entities to consider environmental and social factors when evaluating bids and, where applicable, engage successful bidders to enter into inclusive community benefits agreements,

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- Modernize the Vital Statistics Act to reflect the many ways in which families are comprised in Nova Scotia and the diversity of our people,
- Launch 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,
- Ensure 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,
- Continue our collaboration with the Office of Regulatory Affairs and Service Effectiveness (ORASE) in developing and measuring red tape reduction initiatives which reduce regulatory burden on businesses and citizens,
- Modernize the International Fuel Tax Agreement (IFTA) system including the implementation of an online portal for tax filing for IFTA carriers, and
- Support Nova Scotia's regulated petroleum marketplace with ongoing collaboration and consultation in alignment with the new federal and provincial low-carbon initiatives.

### Digital Transformation and Cybersecurity

- Deliver simple, secure online public services and information:
  - Partner with departments across government to design and deliver digital products and services that are secure, reliable, and responsive to user needs,
  - Build and support adoption of re-usable platform components that can be used in digital service contexts, e.g., digital identity, notifications, simple forms, novascotia.ca,
  - Improve accessibility and inclusion of digital products and services using digital standards,
  - Advance a digital strategy and modern digital governance approaches to guide and enable service delivery, and
  - Provide and enable access to modern productivity tools and infrastructure.
- Reduce risk in old technology:
  - Modernize legacy technologies that underpin priority digital services while redesigning them,
  - Continue the multi-year SAP Modernization project.
- Enable accessible data for better services and decision making:
  - Advance a data strategy and data governance models that guide and enable the responsible and effective use of data, and
  - Strengthen data analytics capacity and enable public value creation with data within and beyond government.
- Secure government services and people's information:
  - Continue to expand trusted, privacy respecting online interactions and verified credential services,
  - Deliver cyber security awareness training for government and health sector IT employees,
  - Enable modern and secure digital infrastructure for digital service delivery

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- Prepare government for a digital future by investing in training and digital literacy, championing modern approaches to digital investment, as well as attracting, retaining, and cultivating diverse talent.

#### Financial Summary

<b>Service Nova Scotia and Internal Services</b>			
	<b>2022-2023</b>	<b>2022-2023</b>	<b>2023-2024</b>
	<b>Estimate</b>	<b>Forecast</b>	<b>Estimate</b>
Program & Service Area	(\$ thousands)	(\$ thousands)	(\$ thousands)
<b>Departmental Expenses:</b>			
Senior Management	447	487	548
Corporate Services	11,263	11,024	11,325
Government Services	34,233	56,042	33,891
Internal Audit Centre	2,727	2,626	2,923
Financial Services	13,399	13,749	14,612
Citizen Services	33,749	36,778	34,452
Nova Scotia Digital Services	208,909	198,484	229,149
Procurement	9,954	9,207	10,110
Program Modernization	44,889	185,973	45,508
<b>Total Departmental Expenses</b>	<b>359,570</b>	<b>514,370</b>	<b>382,518</b>
<b>Additional Information:</b>			
<b>Ordinary Recoveries</b>	<b>17,090</b>	<b>19,974</b>	<b>18,958</b>
<b>TCA Purchase Requirements</b>	<b>16,631</b>	<b>15,983</b>	<b>77,640</b>
<b>Funded Staff (Net FTE's)</b>	<b>1,722.6</b>	<b>1,592.9</b>	<b>1,764.5</b>

