



Business Plan

2019–20

Service Nova Scotia



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Message from the Minister

As Minister of Service Nova Scotia, I am pleased to present the 2019-20 Business Plan.

The diverse programs and services we provide Nova Scotians offer the team at Service Nova Scotia a tremendous opportunity to make a positive difference in the lives of many.

We are dedicated to improving services to our clients including individuals, families and businesses. Modernizing the registries - registry of joint stock companies, motor vehicle, land and vital statistics - and building a digital strategy are excellent examples of our focus on making it easier for Nova Scotians to interact with their government.

Reducing red tape for businesses is another priority for us. We were very pleased this year when the Canadian Federation of Independent Business gave the province an A for all that is being done to reduce red tape for small businesses. One of the key changes cited was our move to introduce the lowest incorporation fee in the country.

Our annual business plan is our opportunity to be accountable to Nova Scotians. It's a chance to update you on our work to design and deliver programs and services to meet your needs and the public good through a culture of excellence.

Thank you for your interest in Service Nova Scotia.

The Honourable Geoff MacLellan
Minister, Service Nova Scotia

Message from the CEO

At Service Nova Scotia, our job is to focus on service excellence, program modernization and reducing red tape for businesses. Our annual business plan gives us the chance to share some of our success stories and to set the stage for the future.

Service Nova Scotia is a team of more than 700 people. We are a highly visible doorway to government services, deeply embedded in our communities, with over five million client interactions a year across multiple channels – in-person at the Access Centre, by phone through the Contact Centre, online at novascotia.ca and by mail.

As we say, Service Nova Scotia is with you whenever it's important.

We are here to help you start a business, register the birth of your child, issue your marriage licence, rent an apartment or buy a condominium, and help with paperwork after losing a loved one. You can even call us about liquor licences, lotto permits and to learn about your consumer rights.

We administer dozens of programs, legislation and regulations. We maintain the provincial registries of vital events, land, and businesses, and help deliver services relating to driver licences, and vehicle permits through the registry of motor vehicles.

We are looking forward to the year ahead that will see us continue to ensure we are providing you the services you need, when and where you need them all while providing you with excellent service in accordance with our Client Experience Commitment. We will work with you to be sure any new digital service we plan to introduce is easy to use. Achieving an accessible Nova Scotia will be another priority in the years ahead.

I continue to be very proud of the Service Nova Scotia team and the difference they are making in our province. Thank you for taking the time to read our business plan for 2019-20.

Original Signed By
Joanne Munro
CEO, Service Nova Scotia

Service Nova Scotia Mandate

The Office of Service Nova Scotia interacts with every citizen, business and municipality in Nova Scotia. Everything the Office does is focused on providing excellent client service and public protection. Service Nova Scotia does this through being responsive to the needs and expectations of Nova Scotians and delivering high-quality, accessible programs and services across multiple channels, as well as the administration of a wide range of legislation and regulations. Service Nova Scotia's activities include:

- Maintaining the provincial registries of vital events, land, and businesses;
- In partnership with the Department of Transportation and Infrastructure Renewal, providing services relating to drivers and vehicles;
- Processing services for licences, permits, registrations, certificates, and refunds and rebates;
- Empowering consumers and regulating Nova Scotia's consumer marketplace, balancing the need to protect citizens and ease of compliance for businesses;
- Licensing and regulation of alcohol and gaming;
- Administering a range of provincial commodity tax programs, including audit and compliance activities relating to fuel and tobacco taxes;
- Undertaking compliance and enforcement activities related to fuel and tobacco licensing;
- Collecting debts on behalf of the Crown and the Municipalities, Universities, School Boards, and Hospitals (MUSH) sector.

Service Nova Scotia's mission is to design and deliver programs and services to meet the needs of our clients and the public good through a culture of excellence. Service Nova Scotia's vision is to be a recognized leader in service and public protection that delivers trusted, accessible, modern programs, and contributes to Nova Scotia as a safe and desirable place to live, work and do business.

Priorities

Service Nova Scotia is committed to excellence in all our programs and services through continuously improving and finding new and better ways, big and small, to provide positive client experiences across all channels. The Office strives to make it simple and fast for our clients to interact with government for the good of all Nova Scotians.

Actions

The Office will continue the multi-year Registries Transformation Initiative to improve the way in which these services are delivered to Nova Scotians. In 2019-20, Service Nova Scotia will:

- Complete the implementation of new IT solutions for the Joint Stock Companies (RJSC) and Vital Statistics (VS) registries.
- Continue preparation work for the modernization of the registries of Land and, in partnership with the Department of Transportation and Infrastructure Renewal, Motor Vehicles (RMV).

Service Nova Scotia is leading the transformation of digital services across government. Focusing on the understanding user needs, Service Nova Scotia is leading a collaborative effort across government to develop of best practices and standards to create a consistent client experience. In 2019-20, Service Nova Scotia will:

- Continue to lead digital transformation and move more government services online.
- Demonstrate new ways of delivering digital services.

Service Nova Scotia strives to listen and understand the needs of its clients to provide services to meet their needs. In 2019-20, in partnership with Corporate Research Associates, Service Nova Scotia will continue to implement the Citizen and Business Feedback Strategy. This strategy ensures Service Nova Scotia collects the necessary feedback from citizens, businesses, agents and stakeholders to improve service delivery, support operational decision-making, reduce red-tape, and inform program and service design.

Service Nova Scotia will continue to work in collaboration with the Office of Regulatory Affairs and Service Effectiveness to achieve government's commitment to reduce red tape and reduce the regulatory burden on businesses. In 2019-20, Service Nova Scotia will continue its focus on reducing the compliance burden in the Office's programs and services through service enhancements and process improvements.

Core Responsibilities

Service Excellence is at the heart of everything Service Nova Scotia does. The Office has identified three key focus areas to guide our efforts to become a recognized leader in service excellence. This focus will ensure that Service Nova Scotia is:

- Accountable financially, managing our resources responsibly.
- Responsive to citizens and businesses, with a client-centric focus.
- An agile organization, with an engaged team, responding to evolving needs and making evidence-informed decisions.

Actions

- Continue to provide processing services for licences, permits, registrations, certificates, and refunds and rebates, as well as provide contact centre services to clients across the Government of Nova Scotia.
- Review, modernize, and update legislation, regulations and programs to meet the evolving needs of citizens and business balanced with the public good.
- Ensure the client is at the heart of every transaction by delivering on our Client Experience Commitment of being respectful, fair, responsive and inclusive.
- Continue to administer and introduce service delivery efficiencies to the Heating Assistance Rebate Program (HARP) and Property Tax Rebate for Seniors (PTRS).
- Continue Our Excellence Journey in partnership with Excellence Canada to achieve silver level certification in the Excellence Innovation and Wellness Standard.

Service Nova Scotia Strategy Map

Strategic Outcomes



MISSION

Service Nova Scotia designs and delivers programs and services to meet the needs of our clients and the public good through a culture of excellence.

VISION

Service Nova Scotia is a recognized leader in service and public protection that delivers trusted, accessible, modern programs, and contributes to Nova Scotia as a safe and desirable place to live, work and do business.

INTERNAL AND CLIENT

Responsive

We are committed to understanding the needs of our clients and balancing them with the public good. Our team members are efficient, helpful and fair.

Client-centric

Program and service design is focused on a positive client experience across all channels. A focus on continuous improvement drives excellence in our systems and processes. We collaborate effectively with government and external partners to achieve strategic goals.

LEARNING AND GROWTH

Engaged Team Members

We are inspired and empowered to deliver excellence every day. Our team is diverse, well-supported, and accountable.

Agile Organization

Our culture is client-centered and supports evolving client needs.

Relevant Information

The organization collects the information relevant to evidence-informed decision-making.

FINANCIAL

Accountable

We will manage our finances responsibly, contributing to Nova Scotia's fiscal sustainability.

Financial Summary

Office of Service Nova Scotia			
	2018-2019 Estimate	2018-2019 Forecast	2019-2020 Estimate
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
CEO Chief Executive Office	387	374	378
Strategy and Corporate Services	10,402	11,108	9,807
Client Experience	38,882	40,151	39,631
Program Modernization	30,688	30,476	39,297
Total Program Expenses	80,359	82,109	89,113
Ordinary Recoveries	1,525	382	1,201
TCA Purchase Requirements	3,718	5,319	1,081
Provincial Funded Staff (Net FTEs)	654.5	640.6	659.0

Performance Measures

	Baseline 2014/15	Target 2019/20
Percentage of in-person clients served within 20 minutes	72%	80%
Percentage of calls answered within 20 seconds	46%	70%
Annual percentage increase in online transactions	n/a ¹	5%
Percentage of digital uptake for online vehicle permit renewal services	32.3%	40%
Percentage variance of period 10 budget forecast to year-end actuals	1.5%	<2%

Note(s):

1. Baseline data not available due to change in calculation and tracking.

