

Shared Services Update

September 2015

Colleagues,

Over the past several months, many people have been working together to determine the fairest and most common sense approach to achieving our shared services vision to better serve Nova Scotians.

Some of you may not yet feel the impact of this work, while others may find yourselves working from a new location, getting used to new processes and building relationships with new colleagues.

This update will provide you with a brief overview on what has happened in the last several months and what's ahead.

The scope of the shared services project is huge and I'm pleased with the progress we've made to date. We are meeting our timelines in most areas -- and I appreciate the effort it takes on everyone's part to stay on track.

I want to thank you for your support and commitment during this time of change and opportunity.

Sincerely,

Jeff Conrad
Deputy Minister
Internal Services

Sharing Services is a vision to better serve the people of Nova Scotia. It will be achieved by streamlining internal support and administrative services across government departments, Nova Scotia Health Authority, IWK Health Centre, school boards and select Crown corporations (Innovacorp, Nova Scotia Business Inc., Trade Centre Limited and Waterfront Development Corporation). Shared Services Streams and Sectors include:

- Procurement/supply chain
- Information, Communications and Technology Services
- Building Asset and Infrastructure Management (BIAM)
- Major Construction Projects
- Public Works
- Financial Services
- Human Resources

What's Been Happening

On April 1, 2015, four-hundred government IT, strategic sourcing and financial transaction services employees moved from various government departments into the Nova Scotia Department of Internal Services. Also, several building infrastructure and asset management staff throughout government moved to Transportation and Infrastructure Renewal to work on major capital projects. The department supports various functions of government, focuses on identifying efficiencies across the public sector and leads the shared services initiative.

In mid-July, twelve Nova Scotia Health Authority employees engaged in strategic procurement activities transitioned to the Internal Services strategic sourcing team. Some of these employees moved to the Centennial Building in Halifax while others located outside of Metro Halifax did not physically move. On August 28, the strategic procurement team located on Young Street in Halifax joined their colleagues in the Centennial Building.

The Shared Services

Secretariat is the Shared Services' project management team.

At present, the Secretariat supports the implementation of services by providing project, change, financial and benefits management support to the service lines, and monitoring and reporting on the overall project performance.

The Secretariat manages the governance process, including the escalation of risks and issues to the Advisory Committee for review, direction and/or decision making as appropriate.

What's Been Happening

Government's new strategic sourcing team is working to improve procurement services within the public sector and will continue to focus on streamlining and improving procurement processes, practices and technology.

As part of this effort, in September, government departments, Nova Scotia Health Authority and the IWK Health Centre will begin using the SAP Ariba tools for sourcing contracts. A training session has recently been conducted. We also expect to roll out the SAP Ariba tool to school board procurement staff over the coming year.

The Major Capital Projects team is now in place and working on key health and education projects -- from building expansions and renovations to construction of new schools.

The new Financial Services Division is also up and running and is focused on developing processes and procedures that will help them improve client service delivery and existing processes.

The **Shared Services Advisory Committee** continues to guide the shared services work and provide critical direction and feedback. This committee is chaired by Jeff Conrad, Deputy Minister of Internal Services.

It includes representatives from:

- Select crown corporations (Innovacorp, Nova Scotia Business Inc., Trade Centre Limited and, Waterfront Development Corporation)
- Departments of Education and Early Childhood Development, Health and Wellness and Internal Services
- Nova Scotia School Boards
- Nova Scotia Health Authority

What's Ahead

SHARED SERVICES

NS Departments of Internal Services / Transportation and Infrastructure Renewal will manage the following areas for Government, NSHA/IWK, School Boards and some Crown Corporations:

- Procurement/ Supply Chain excluding warehousing
- Information Technology excluding health clinical applications
- Major Construction Projects (over \$1M)

NSHA/IWK will continue to be responsible for (no impact from Shared Services):

- Financial Services
- Human Resources
- IT Health Clinical applications
- Supply Chain Warehousing
- Building Asset and Infrastructure Management (including projects under \$1M)

School Boards will continue to be responsible for (no impact from Shared Services):

- Financial Services
- Human Resources
- Building Asset and Infrastructure Management (including projects under \$1M)

Province will be responsible for departments and some Crowns:

- Financial Services
- Human Resources
- Building Asset and Infrastructure Management (including projects under \$1M)

The Shared Services Initiative's next phase focuses on transitioning IWK and Health Infrastructure and Technology Services (HITS) IT staff and the Nova Scotia Health Authority (NSHA) IT staff to Internal Services. Work is now underway to make this happen and the transition is expected to take place in fall/winter.

There is significant discussion happening on this transition and staff at all four organizations (Internal Services, Health and Wellness, NSHA and IWK Health Centre) are working closely together to ensure that roles and responsibilities are clearly identified and that staff assignments are appropriate. In addition, discussions on shared services continue with the school boards.

As we work through these changes there will continue to be thoughtful as to where resources will be most effective and where staffing changes may be required.

Your input continues to be important as we move forward.

Please contact your manager if you have questions.

You can also send your thoughts and ideas to sharedservices@novascotia.ca.