

# ***Service Nova Scotia and Municipal Relations*** **Government's e-Service Action Plan**

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Municipal e-Government Seminar  
October 16, 2001

## **Agenda**



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- **Service Nova Scotia Today**
- **e-Service Objectives, Principles and Role**
- **Key e-Service Issues**
- **Examples & Learnings**
- **Looking Ahead**
- **Questions**

Service Nova Scotia ([www.gov.ns.ca/snsmr](http://www.gov.ns.ca/snsmr))

## Service is Our Business

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### *90% Customer Satisfaction*

- **Information Services**
- **Counter Services**
- **Telephone & Fax**
- **Mail**
- **e-Services**
- **Express Internet Kiosks**

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## Where We are Today

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### *2.5 Million Customer Interactions per Year*

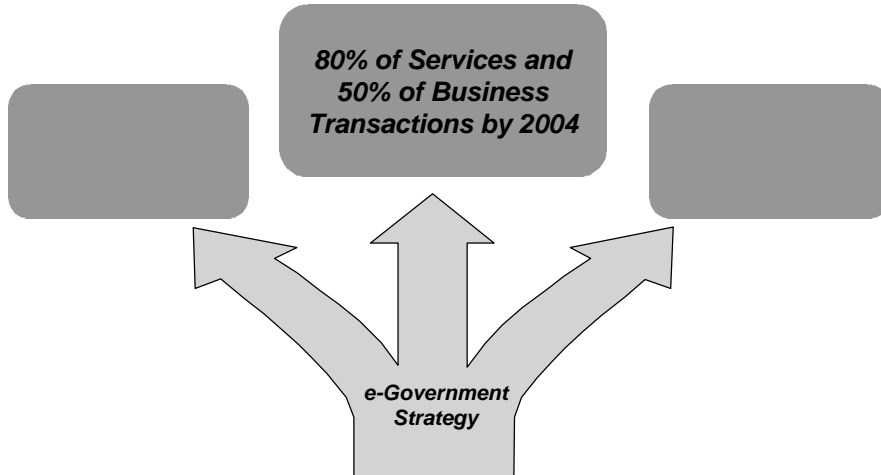
- **90% of government transactions\***
- **Pioneering e-commerce solutions**
- **Online registries & services**
- **Innovative access methods**

\* - exclusive of Education and Health

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## e-Service Objectives

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## Key e-Service Principles

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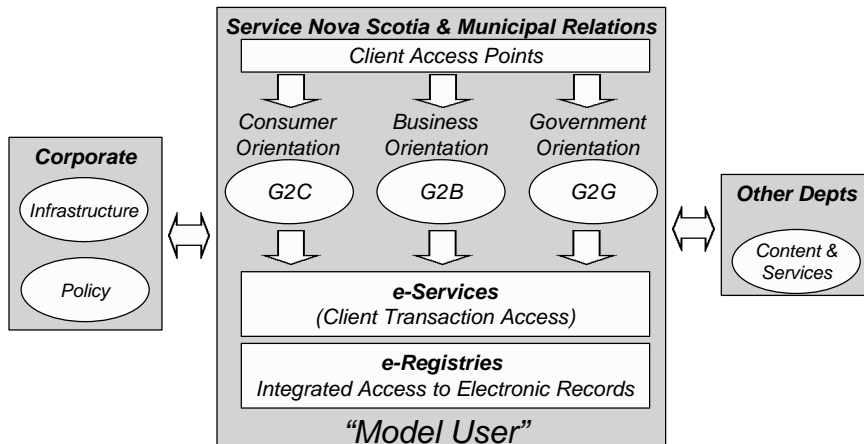
### ***Citizen-centred Vision***

- **Maximize benefits**
- **Ensure security of information and privacy of clients**
- **Fairness to regions**
- **Utilize existing partnerships**
- **Foster cooperation with key stakeholders**

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## Our e-Government Role

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## Key e-Service Issues

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- **Client needs & adoption rates**
- **Process evolution**
- **Authentication & security**
- **Privacy & client confidence**
- **Transaction integrity & auditability**
- **Employee communication & involvement**
- **Measurement**

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# Payment Processing

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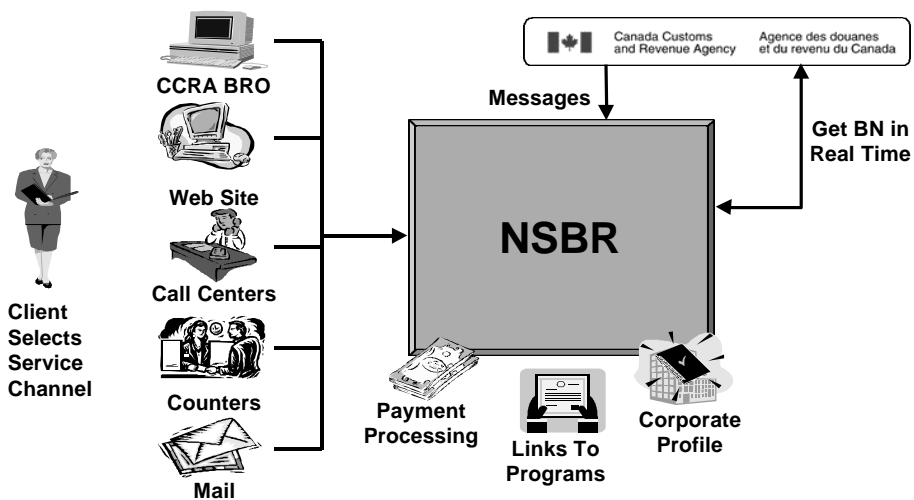


- **Anonymous Clients**
  - Credit Card or Cheque
- **Subscriber Clients**
  - As above +
  - Positive balance accounts
  - Monthly invoice
- **Back-office functions critical**

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# Putting it Together... Business Registry

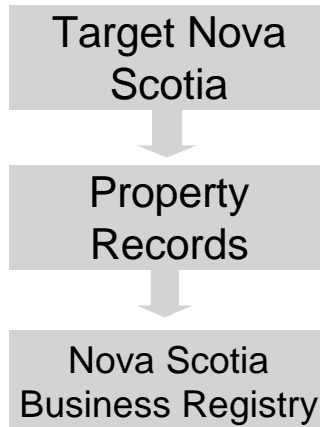
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## Economic Development

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## Citizen Services

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### ***Putting Customers in the Driver's Seat***

- **Registry of Motor Vehicles On-line**
  - Vehicle registration renewal
  - Change of address
- **Vital Statistics requests**
- **Government publications**
- **Geographic Initiatives (Data Sharing & Civic Address)**

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## And more...

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- **Education**
  - Student Assistance Applications
  - Curriculum guides
  - Book Bureau
- **Communications**
  - Interactive web announcements
  - Legislative sessions (internal)

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## Looking Ahead

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- **Continued roll-out of Business Registry**
- **On-line fine payments**
- **Learner's and road test payments**
- **Enhanced portal for government programs and services**
- **Vehicle Lien Check**
- **Virtual Map Store**
- **Registry 2000**
- **The future....**

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## Conclusion

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- **Strong capability with solid baseline of e-service offerings**
- **Established partner relationships**
- **Applying learnings to future initiatives**
- **SAP's strategic importance as part of our e-service solutions**
- **Customers see the difference!**

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**??? Questions ???**

Seminar website :

**[www.gov.ns.ca/snsmr/muns/info](http://www.gov.ns.ca/snsmr/muns/info)**

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