

AMA Conference Municipal Provincial Joint Venture for e-Government

November 6th, 2003



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Why e-Government?

- Customer satisfaction with service integration
- Single portal providing a range of packaged and single services that make sense to customers
- Branding a municipality as a model user and bringing its citizens into the digital world
- Putting the municipality ahead of its class, and so increasing its competitive position for attracting trade and investment
- Government concern for service delivery improvements, customer choice and convenience



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Customer Perspective

- Citizens want services to be more accessible: at times and places (weekends and evenings) convenient to them
- The service experience is expected to be more responsive: knowing where to start, who to see, getting action on their request
- Citizens want service to be delivered in a way that saves them time



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Council Perspective

- Improve the relationship between citizens, elected officials and staff
- Increase customer participation, provide better and more information to customers, make transactions more efficient and easier for citizens
- Provide delivery methods that citizens have experienced with the private sector



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E-Government Seminar

- Joint AMS, UNSM, SNSMR e-Government seminar on October 16, 2001 in Sydney, prior to the UNSM Conference
- Municipal administrators and elected municipal officials



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Seminar Goals

- Review types of e-government functions
- Review e-Government provided by Canadian Municipalities
- Determine Nova Scotia's position
- Collaborate and share discussions and insights on implementing e-Government and electronic services within the municipal sector.



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Speakers



Saint Mary's
University

Halifax, Nova Scotia, Canada



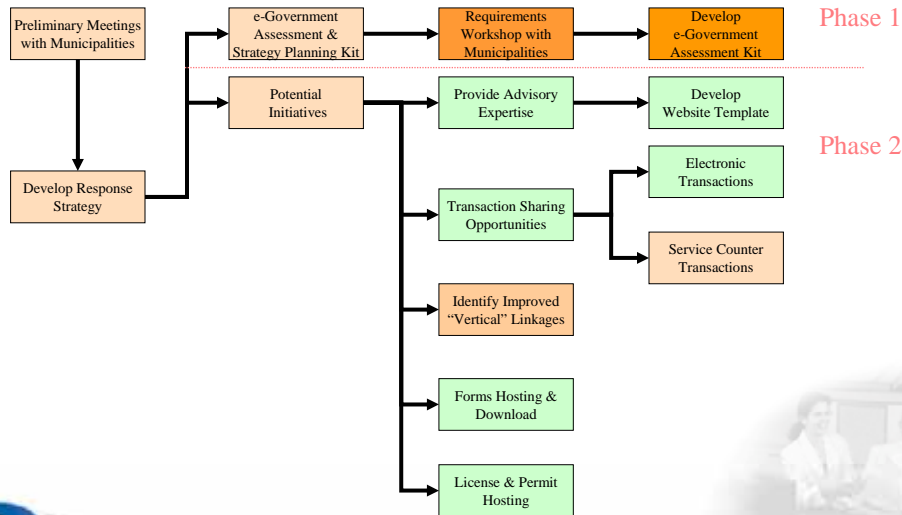
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Aftermath of Seminar



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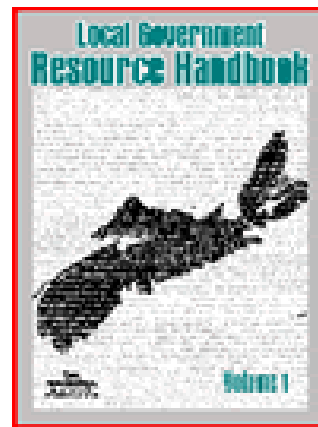
e-Gov Planning Roadmap



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Joint Venture: Phase 1

- “Transition to Single-Window Government (e-Government)” Section 6.4 of the *Local Government Resource Handbook*
- SNSMR website



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Joint Venture: Phase 2

- 14 municipalities and AMA expressed an interest to the next phase
- Gordon Kyle of Partnering & Procurement Inc. to develop:
 - Readiness assessment
 - Overall project objectives
 - Procurement process
 - E-Implementations by benefit cost ratio
 - Contract out vs. leveraging existing contracts



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Current Practices

- Tourism and general community info
- Forms
- Recreation registration
- RFP's
- General information request
- Job postings
- Auctions
- Minutes of council and committees
- Financial based transactions (e.g. parking tickets)



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Overall Project Objectives

- Identify, establish or enhance a service delivery environment
- Enhance electronic linkages
- Develop a broader single-window e-government
- Enhance client service
- Maximize existing and emerging tools and knowledge



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Overall Project Objectives

- Develop transaction infrastructure
- Develop standards and best practices
- Integration of municipal and provincial e-services



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Objective Realization

- Strike formal committee with municipal and provincial co-chairs
- Leverage existing contracts
- Conduct needs survey
- Invite UNSM to committee



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Existing Contracts



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Ask Joe Howe



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Web Page Template

Welcome to 
Cape Breton Regional Municipality



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Where do we go from here?

- Downloading of forms
- Recreation registration
- Financial transactions
- Results from survey



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Thanks

AMA Truro Port Hawksbury
Windsor Wolfville
CBRM Town of Yarmouth Berwick
Argyle HRM
UNSM Municipality of Colchester
Municipality of Yarmouth New Glasgow
Municipality of Annapolis



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