



Integrated/Shared Service Delivery at Service Nova Scotia & Municipal Relations

**Municipal Cooperation and
Partnership Seminar**

November 4, 2003



Agenda

- Purpose
- Partnership Opportunities
 - Licensing Services
- Next Steps



Challenge...Opportunity...Response

Challenges

- Reduce/Maintain Expenditures
- Improve Access to Services
- Demographics

Opportunities

- Maximize Infrastructure Use
- Operational Efficiencies
- Strategic Utilization of Resources

Response

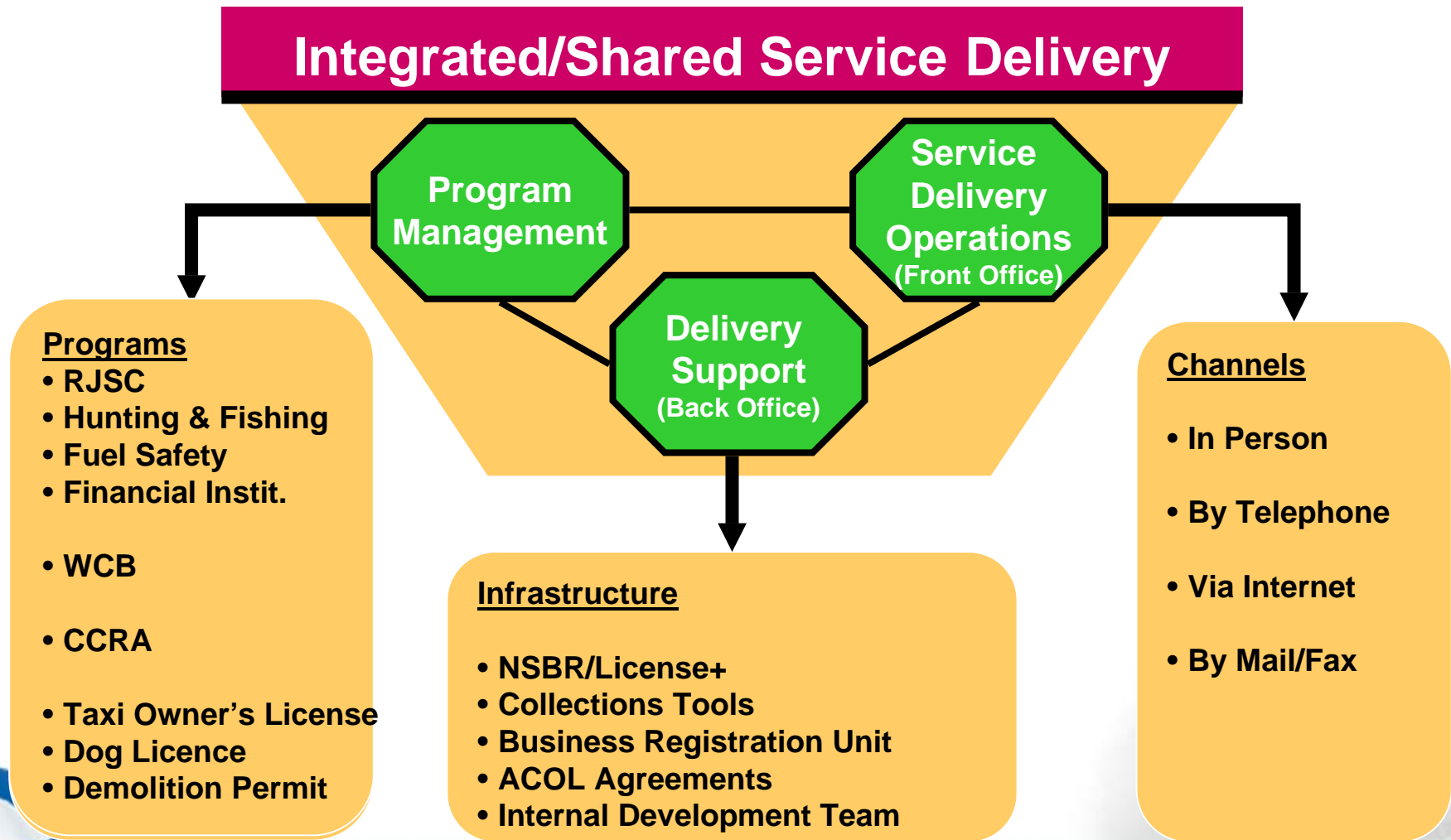
Partnerships for Integrated/Shared Service Delivery

- between provincial departments
- between province and municipalities



Integrated/Shared Service Delivery

Conceptual Model



Provincial Licensing Profile

Departments	No. of L/P/R/C		No. of Transactions	
DEL*	86	28%	65,000	7%
SNSMR*	80	26%	800,000	81%
DNR*	71	23%	19,000	2%
DAF*	26	9%	78,000	8%
TPW	13	4%	8,600	1%
DoJ	11	4%	6,200	1%
Others	16	5%	6,015	1%
Total	303		982,815	

*SNSMR currently delivers some services on behalf of department.

Source: PAAL -- Totals are approximations from 2000 data.



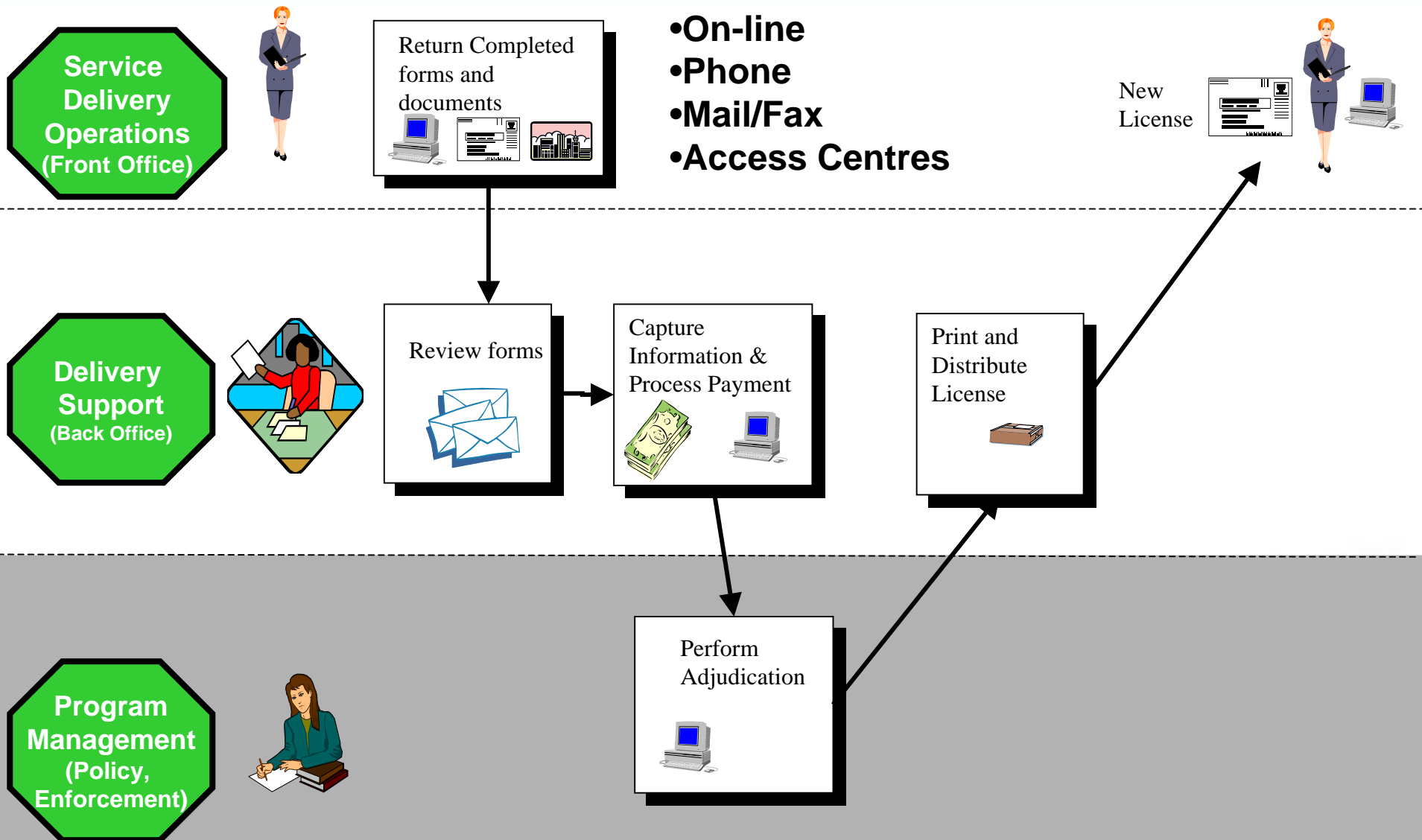
Municipal Licensing

- Development Permit
- Fence Permit
- Demolition Permit
- Occupancy Permit
- Footing Permit
- Building Permit
- Development Permit
- Sewer Connection Permit
- Heritage Property Registration
- Auctioneer's Licence
- Circus Permit
- Peddler's Licence
- Photographer's Licence
- Solid Waste Collector's Licence
- Vendor's License
- Taxi Vehicle Owner's Licence
- Taxi Owner's Licence
- Refuse Collection Licence



Licensing

A Typical Application/Renewal Process



Licensing

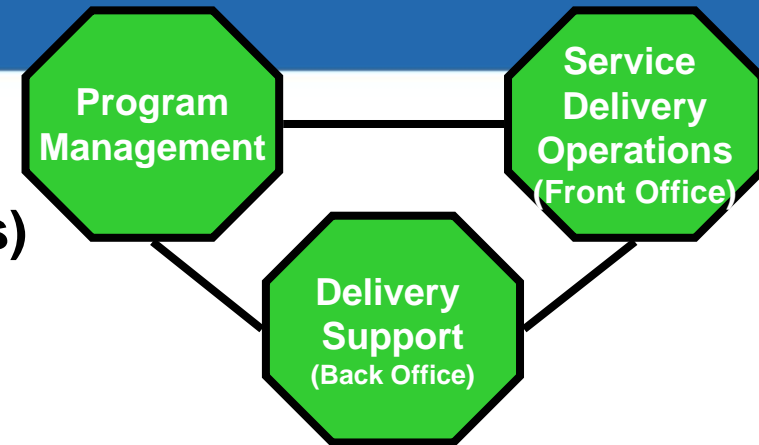
Possible SNSMR Roles

- **Service Delivery Operations (Channels)**

- Information, Inquiry and Intake Services
 - Internet, Call Centre, Access Centres

- **Delivery Support**

- Business and Consumer Registration Section (Back Office)
- Licensing Systems
 - Licence+/Nova Scotia Business Registry
 - Manages workflow.
 - Single window access.
 - One registry for common data.
 - Integration of program data using a common identifier.
 - Integration with SAP.
 - Program Specific Applications



Licensing

Benefits of Partnering

- For the client...
 - New access points and service options.
 - A single point of contact for information and services.
 - Improved service quality.

- For the partners...
 - Efficiency and reduced cost.
 - Improved compliance.
 - Clear roles & responsibilities.
 - Programs focus on policy, adjudication, enforcement, compliance.
 - SNSMR can focus on service delivery and/or support activities.



Next Steps

- Identify potential partnership opportunities.
- Investigate & evaluate opportunities.



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