Service Innovation Strategy

Connecting people, information and services

2014
What is service innovation strategy?

The Service Innovation Strategy will improve the delivery of programs and services by using technology and a coordinated approach to online service delivery.

Much of the work is behind the scenes, as we improve our information management practices, systems and infrastructure.

At the same time, we’re identifying residents’ and businesses’ priorities for online services. We’re finding out how satisfied they are with the services they already receive, and looking for ways to improve how those services are delivered. We’re also putting that knowledge to work – introducing new services like online payment options, a service directory that quickly connects people with information and services, and new training for our front-line service professionals to make our government more efficient and effective.

Over the next three years we’ll continue to build our online approach, making it easier than ever to find the information and services you need.

A Message from the Minister of Finance

The people of the Northwest Territories don’t want to spend their time standing in line anymore; they want to access more government programs and services online.
What is the Service Innovation Strategy?

The Service Innovation Strategy is the GNWT’s plan to use information and communication technology (ICT) to improve program and service delivery. The Strategy will result in a coordinated approach to online service delivery across the GNWT.

The Service Innovation Strategy is the GNWT’s commitment to expanding access to GNWT services for NWT residents and businesses. It also focuses on the work that needs to be done behind the scenes to use ICT resources wisely.

The strategy at a glance

The Service Innovation Strategy includes seven initiatives, each designed to support improved service delivery through technology. These initiatives focus on:

1. More eServices
2. Building the foundation
3. Organizing for Success
4. Information Management
5. Tools and Processes
6. Governance
7. Measuring Performance

IM + IT + IS = ICT

ICT, or information and communication technology, is a term used to describe all of the technology we use to deliver government programs and services. It includes information management (IM), information technology (IT) and information systems (IS).
At your eService...

Rather than standing in line, NWT residents and businesses want to access more programs and services online. That’s why we’re innovating and moving to the web. eService does not replace in-person, telephone or services received through the mail. It creates new ways for residents and businesses to access programs and services, and makes it easier to find the information they need – online.

There are two priorities for this initiative:

Opening a new channel

Offering online services isn’t as easy as flipping a switch. We must make sure that online services are stable, secure and easy to use. The eService Foundations project sets the stage for online service delivery – providing advice and guidance for moving services online and establishing common online services that all GNWT departments can use.

Improving the online experience

- An improved GNWT website with a focus on service. The OneWeb project will also provide a consistent user experience – making it easier for users to navigate all GNWT websites;
- An easy-to-use “services” feature on every GNWT website with information on over 375 services;
- Secure sign-on options for the growing number of GNWT online services, designed with your convenience and privacy in mind, and;
- Secure online payment options.

These are public focused activities intended to directly benefit NWT residents and businesses. Expect to see the list of online services grow from Driver Registration renewals, Court Registry searches, campsite reservations and online payments into new areas – bringing you new ways to access the services you need.
Building the foundation

Good houses are built on strong foundations. Whether it’s an online service or not, it’s critical that the GNWT have a practical plan for introducing, supporting, enhancing and retiring the technology behind our programs and services.

The Enterprise Architecture project will identify the technology and applications the GNWT currently uses, as well as developing a plan for the new solutions needed to support better service delivery.

A technology roadmap will guide the GNWT’s technology investments and improve service delivery for businesses and residents in a way that is efficient and cost-effective.
We know that every person counts, and in this day and age when ICT skills are needed to support the business of government, it’s more important than ever to offer challenging and satisfying work. It’s a great way to recruit and retain the skilled ICT staff that the GNWT needs.

The Service Innovation Strategy includes two projects that will look at the way ICT resources are organized and delivered. We’re looking for ways to improve efficiency while meeting the needs of our program departments.

Organizing ICT resources

The ICT Org Review project will review how we’re organized, and look for ways to organize ourselves that use our ICT resources most effectively. We’ll also be looking at talent management – the best ways to recruit, grow and retain a skilled labour force.

Enhancing the Technology Services Centre

The Technology Service Centre, or TSC, provides technology infrastructure support services to the entire government. It’s been operating for over a decade and is critical to supporting the GNWT’s business. The TSC+ project will focus attention on the TSC to ensure that its service management processes and service offerings are developed and maturing as planned. This will allow TSC staff to continuously improve the IT infrastructure and support services the government needs.
Good decisions require good information.

The Plan IM project will result in a common approach to information management across the GNWT. The information management framework that is developed will include:

- assessing information resources and gaps;
- identifying and cataloguing corporate and departmental information assets;
- continuing to improve on how we manage both paper and electronic records; and
- establishing pilot projects to test the framework.

The goal is to establish a robust information management program that delivers the right information, to the right people, at the right place and time.

Effective information management will help the GNWT make good decisions on GNWT programs and services to residents and businesses.
5 Tools and Processes

The Service Innovation Strategy’s success depends on putting tools and processes in place to manage and support its implementation.

Project management support
A Project Management Office (PMO) will serve as a centre of excellence, promoting and supporting the planning and management of ICT projects and building project management capacity across the GNWT.

Strategic sourcing
The Strategic Sourcing project will establish and implement best practices for ICT procurement and vendor management.

Communications
Raising awareness of new online services and best practices, as well as understanding northerners’ expectations for online service delivery, will help the GNWT provide the programs and services residents and businesses need.

6 Governance

To manage our technology resources, we need the right structures (committees, review and advisory boards) in place to make decisions.

The Refine Governance project will review our approach to ICT priority setting, decision-making and information-sharing. It will review how decisions are made, the authorities and groups that are involved, and the relationships between them. We’ll simplify processes and clarify roles, responsibilities, and mandates.
It’s one thing to put a plan into action. It’s an entirely different thing to know whether or not that plan is working. Appropriate metrics will let us know if the Service Innovation Strategy is achieving the results we think it should, including seeing more services online.

Our plans will take feedback from residents and businesses into account. We’ll be asking for comments through:

- Taking Care of Business – a national survey conducted every two years that asks businesses how satisfied they are with public-sector services. NWT businesses are included in this survey.
- Citizen First – a national survey conducted every two years that asks Canadians how satisfied they are with public-sector services. NWT residents are included in this survey.
- GNWT online services survey – what are your priorities for online services? We’ll be asking Northerners for input.

You can also expect to see an annual Service Innovation Strategy report card that tracks Strategy progress over the next three years.
For more information, please contact the Office of the CIO at ocio@gov.nt.ca or by calling 867-920-8664