

Digital Government and Service NL

Strategic Plan

2020 - 2023



Contents

Minister's Message.....	1
Departmental Overview.....	2
Staff and Budget.....	4
Issue One – Enhanced Program and Service Delivery.....	5
Issue Two – Enhanced Consumer Protection and Public Safety.....	7
Annex A: Strategic Directions.....	9
Annex B: Inactive Entities.....	12

Minister's Message

It is my pleasure to present Digital Government and Service NL's Strategic Plan for the three-year period 2020-23. This plan was prepared under my direction in accordance with government's **Transparency and Accountability Act**. I am accountable for the preparation of this plan and for the achievement of the specific goals and objectives contained herein.

This Strategic Plan identifies the key strategic goals and objectives to be accomplished during the fiscal period 2020-23. The goals and objectives included in this plan were prepared in consideration of the strategic directions detailed in Annex A. Better Living achieved through enhanced program and service delivery as well as consumer protection and safety, are the principal areas of focus over the next three years. Identification and implementation of better service delivery options, increasing access to online services to transition to a government that is digital-by-design, and strengthening provincial safety regulations are key priorities for fulfilling the outcomes of this plan.

As Minister, I look forward to working with departmental staff, the public, industry partners and other government departments in implementing this plan and achieving its important goals and objectives.



Sarah Stoodley, MHA

Minister of Digital Government and Service NL

Departmental Overview

Digital Government and Service NL (DGSNL), formerly Service NL, provides accessible, responsive services in the areas of public health and safety, environmental protection, occupational health and safety, consumer protection, and in the preservation of vital events and commercial transactions. It also provides printing services to government as a whole. Digital Government is responsible for leading, defining, and delivering the overall government-wide digital strategy and service delivery change for residents and businesses. The Digital Government initiative aims to meet the evolving needs of government's clients, provide better services through shared services, contributing to better outcomes for all Newfoundlanders and Labradorians, while supporting the commitment of a more efficient public sector.

There are five lines of business: enforcement of legislative requirements; licensing, permitting, inspecting and registrations; conflict resolution; printing services; and, building the capacity of the Government of Newfoundland and Labrador to deliver services in French.

The department derives the authority to carry out its functions from over 175 pieces of legislation and related regulations, standards, and codes of practice. The department enforces legislated requirements of public health and safety, occupational health and safety, environmental protection, provincially-regulated financial services, and consumer protection.

DGSNL provides licences, permits, inspections, and registration services throughout the province for public safety activities, in addition to regulating financial services, securities, pension plans, real estate, mortgage brokers, prepaid funeral services, consumer protection, and commercial registration activities. The department also regulates motor vehicle activities such as driver licensing and vehicle registrations, and commercial vehicle inspections. DGSNL also provides vital statistic activities such as

marriage, birth, and death registrations and certificates, legal name changes, adoptions, and gender changes.

The department provides conflict resolution services for disputes such as residential tenancies, and issues related to legislative compliance with respect to the provincially-regulated financial services industry, occupational health and safety, building accessibility, consumer protection, and public safety.

DGSNL provides printing and microfilming services for government departments and agencies, along with publishing the Newfoundland and Labrador Gazette, through the Office of the Queen's Printer. The Queen's Printer book store makes available Provincial Government legislation and various reports to the public for purchase. Purchasing information, as well as select documents for free download, are available on the Queen's Printer website.

The Office of French Services (OFS) is responsible for building the capacity of the Government of Newfoundland and Labrador to deliver services in French and to contribute to the development and vitality of the province's Francophone community. The OFS also provides support to the Minister Responsible for Francophone Affairs.

More information about the department's two branches and their respective divisions and operational units is available online at: <https://www.gov.nl.ca/dgsnl/Department/>.

Staff and Budget

Digital Government and Service NL has offices across the province with the majority of employees at the Confederation Building in St. John’s, and the Motor Registration Building in Mount Pearl. For specific contact details for offices please see <https://www.gov.nl.ca/dgsnl/department/contact/>

Division	Number of Employees
Minister’s Office	3
Executive Support Services	15
Government Services Branch	284
Regulatory Affairs Branch	110
Office of French Services	4
Totals	416

As per the Estimates of the Program Expenditure and Revenue of the Consolidated Revenue Fund for Fiscal Year 2019-20, the total net expenditure for the Department of Digital Government and Service NL for fiscal year 2019-20 is \$22,187,002.

Issue One – Better Living through Enhanced Program and Service Delivery

Providing Better Living by enhancing access to the services provided by the Department of Digital Government and Service NL is a major priority for the department. The initiative coincides with the Strategic Direction (outlined in Annex A) to enhance service delivery overall and specifically through a digital-by-design approach. Digital Government and Service NL recognizes the importance of citizens receiving the best possible program and service delivery. The department will focus on service delivery capacity by increasing the availability of information and offering more online services for the people of Newfoundland and Labrador.

Goal:

By March 31, 2023, Digital Government and Service NL will have enhanced delivery of its programs and services.

Indicators:

- Increased the number of government services delivered online by 75 per cent.
- Streamlined business processes.
- More accessible information to better align with service needs.
- Built capacity to deliver services in French.

Objective 1:

By March 31, 2021, Digital Government and Service NL will have initiated activities to enhance program and service delivery.

Indicators:

- Advanced the Shared Services Initiative.
- Expanded service offerings under MyGovNL.
- Increased the number of applications and forms available online.
- Streamlined business processes.

Objective 2:

By March 31, 2022, Digital Government and Service NL will have continued to lead the modernization of government service delivery by harnessing a digital-by-design approach, reducing manual paper-based processes by increasing the number of services delivered online by 50 percent, and reducing paper-based processes.

Objective 3:

By March 31, 2023, Digital Government and Service NL will have advanced the modernization of government service delivery by harnessing a digital-by-design approach, reducing manual paper-based processes by increasing the number of services delivered online by 75 percent, and taken steps to consolidate shared services to deliver efficiency and savings.

Issue Two – Better Living through Enhanced Consumer Protection and Public Safety

Digital Government and Service NL is mandated to protect the public and enhance the safety of workers and the general public. The establishment of well-defined and up-to-date standards and enforcement practices are the foundation for creating consumer protection and compliance providing Better Living for residents of the province. The department regulates Newfoundland and Labrador's consumer marketplace by administering modern legislation that protects the public interest. The department also works to enhance worker and public safety through legislation and enforcement measures.

Goal:

By March 31, 2023, Digital Government and Service NL will have improved measures to protect consumers and enhance safety for workers and the general public.

Indicators:

- Identified opportunities to improve legislative frameworks.
- Improved enforcement activities.
- Improved accessibility of information for the public.

Objective 1:

By March 31, 2021, Digital Government and Service NL, will have initiated activities to protect consumers and enhance safety for workers and the public.

Indicators:

- Recommended changes to the **Credit Union Act, 2009; Highway Traffic Act; Radiation Health and Safety Act;** and regulations under the **Real Estate Trading Act, 2019;** and, **Occupational Health and Safety Act.**

- Completed a review of the **Motorized Snow Vehicles and All-Terrain Vehicles Act** and Regulations.
- Recommended new regulations to improve highway safety.
- Assessed legislation under the department's purview to develop priorities for the upcoming year.
- Initiated the development of ways to alert consumers about bad business practices.
- Implemented a process for insurance company notifications of automobile policy cancellations to MRD.

Objective 2:

By March 31, 2022, Digital Government and Service NL will have continued to review and propose legislative amendments to: protect consumers, enhance the safety of workers and the public, improve accessibility to public buildings, and make our roads and trails safer.

Objective 3:

By March 31, 2023, Digital Government and Service NL will have advanced the modernization of legislation to: protect consumers, enhance the safety of workers and the public, improve accessibility to public buildings, and make our roads and trails safer.

Annex A: Strategic Directions

Strategic directions are the articulation of a desired physical, social or economic outcome that would normally require action or involvement of more than one government entity. These directions are a way for government to communicate its high-level priorities to the public and are generally communicated through election platform documents, Speeches from the Throne, budget speeches, policy documents, and other official communication. The Act requires government entities to take strategic directions into account in the preparation of their multi-year performance-based plans. This consideration helps ensure that all entities are moving forward on key commitments.

The Government of Newfoundland and Labrador has identified the following strategic directions for the 2020-2023 planning cycle. These themes should be considered, as appropriate and applicable, to each government entity in the development of the entity's plan.

- A Better Economy
- Healthier People
- Better Living
- A Bright Future
- A More Efficient Public Sector

The **Transparency and Accountability Act** requires departments and public bodies to take into account these strategic directions in the preparation of their performance-based plans. This action will facilitate the integration of planning practices across government and will ensure that all entities are moving forward on key commitments.

Digital Government and Service NL plans to implement the Strategic Direction of Better Living through enhanced program and service delivery and through consumer protection and safety as provided below. They are comprised of several focus areas that are addressed in this strategic plan.

1. Title: Better Living through Enhanced Program and Service Delivery

Outcome: Improvement of services and delivery through a digital-by-design roadmap.

This direction is addressed through the following focus areas:

1. Support the delivery of better services for the people of our province and expand the digital service offerings of government.
2. Transition to a government that is more digital-by-design.
3. Take steps to consolidate Shared Services for Back Office Functions.
4. Build the capacity of the Government of Newfoundland and Labrador to deliver services in French.
5. Contribute to the development and vitality of the province's Francophone community.

2. Title: Better Living through Consumer Protection and Safety

Outcome: Enhanced Consumer Protection and Safety

This direction is addressed through the following focus areas:

1. Bring forward necessary amendments for the **Credit Union Act, 2009** and regulations.
2. Review the **Motorized Snow Vehicles and All-Terrain Vehicles Act** in consultation with stakeholders, and advance amendments that will modernize and strengthen the safety provisions of the legislation.
3. Review and strengthen legislation related to accessibility to public buildings.
4. Oversee the introduction of amendments to the **Radiation Health and Safety Act** and related regulations to enhance safety for radiation workers and others.

5. Oversee the continued implementation of a modernized automobile insurance system and real estate regulation regime.
6. Work towards enabling the use of traffic cameras and evaluating a plate-to-owner policy.
7. Make our roads safer through legislative changes.

Annex B: Inactive Entities

Radiation Health and Safety Advisory Committee

The Radiation Health and Safety Advisory Committee is established under Section 11 of the **Radiation Health and Safety Act**. The mandate of the Committee is to, at the request of the Minister, provide advice to the Minister on the administration of the Act and regulations; promote educational programs to those who may be exposed to radiation; advise the Minister with respect to non-ionizing radiation emitting devices; review professional qualifications of persons applying for appointment as inspectors; and any matter relating to radiation health and safety that the Minister has referred to the committee for its advice. The Radiation Health and Safety Advisory Committee is funded by Digital Government and Service NL. The committee is presently inactive but should it be reconstituted under the Act, the committee shall prepare an Activity Plan in keeping with the requirements of the **Transparency and Accountability Act**.

