



Service Management

Our Journey Towards Supporting Digital Service
Delivery

Introductions



Welcome from down east!



Your host:
Tracy Fiander Trask



Agenda



Introducing Nova Scotia



Digital in NS



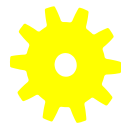
The Story of our CMDB and Reporting



Service Design and Support



Major Incident



Q&A

Snapshot of Nova Scotia

- Home of
 - Melmerby Beach
 - Hockey and Sidney Crosby
 - Peggy's Cove
 - The Blue Nose
 - George Canyon
 - Cabot Links



Snapshot of Nova Scotia

- Serving ~960,000 citizens
- 40,000 internal clients

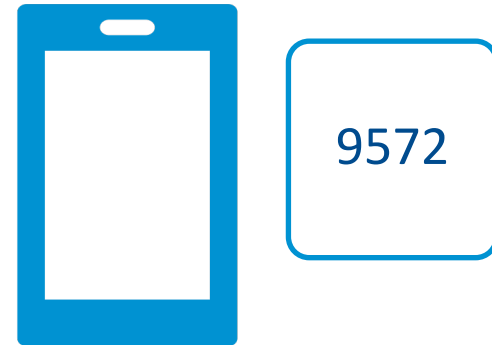


Asset Management in Nova Scotia

Computers



Mobile Devices



Active Users



Email Accounts



Client Service in Nova Scotia

Calls Answered



242,178

Emails Received



24,965

Self Service



124,007

Digital Government

- In the past five years, the Province of Nova Scotia has grown its digital footprint focusing on:
 - Designing and delivering Government Services with a citizen/user focus
- Client focused user experience
- Open Data
- Cloud adoption

Our Service Management Practice is evolving



What do we mean by Digital?



Tom Loosemore

@tomskitomski

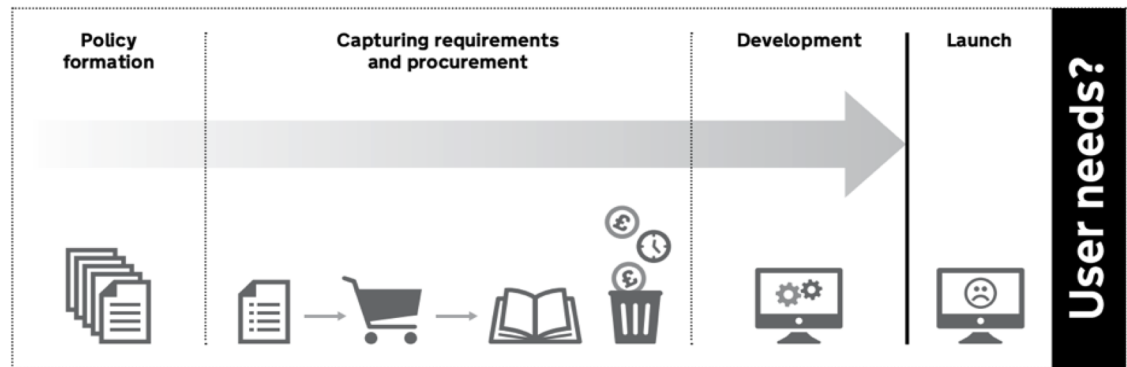


Following

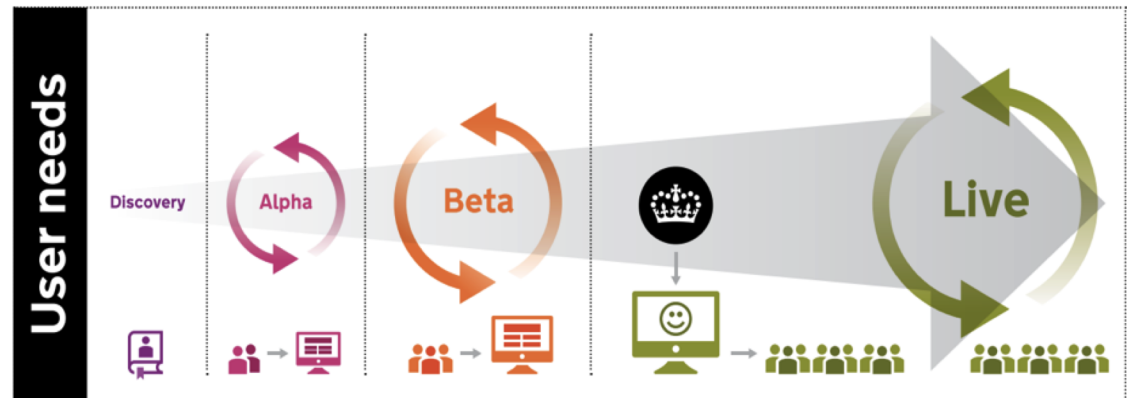
Digital: Applying the culture, practices, processes & technologies of the Internet-era to respond to people's raised expectations.

It means doing things differently

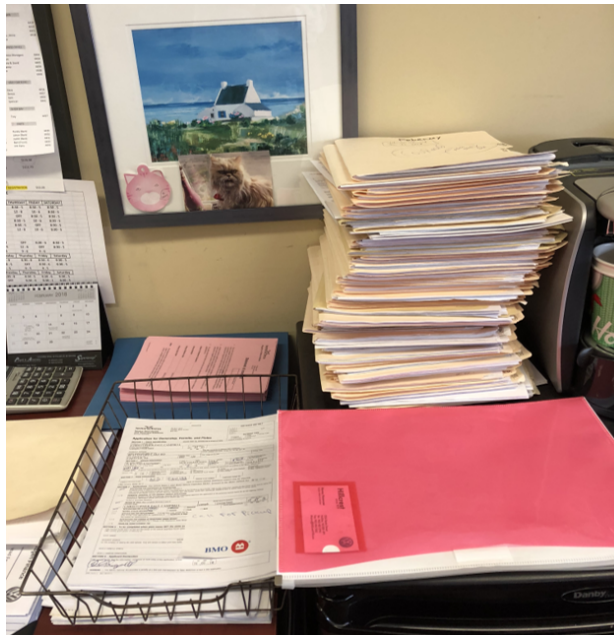
Not



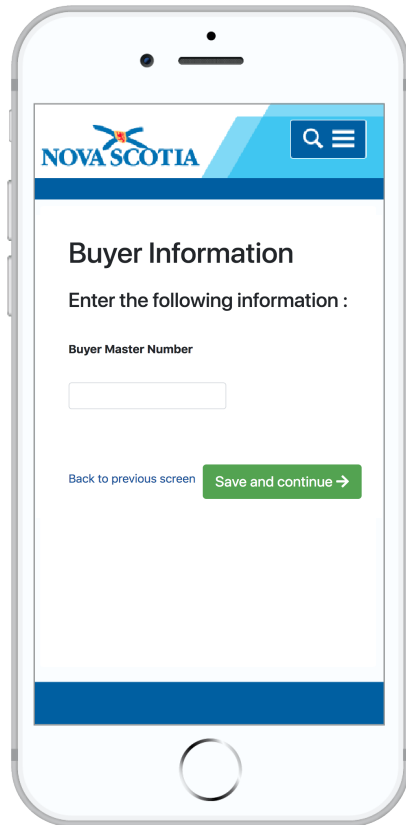
But



Online Dealer Service (from this...)

A photograph of a completed Nova Scotia "Application for Ownership, Permits, and Plates" form. The form is filled out with handwritten information. Key details include: Client Identification (Enterprise Rent A Car Canada Company), Vehicle Information (2009 Pontiac G6, 1871L, 1886012818), and Plate Information (1871L). The form is dated 10/10/10. The bottom section, "SECTION 5 - To be completed when plate owner NOT the same as vehicle owner," is also visible.

Online Dealer Service (to this)



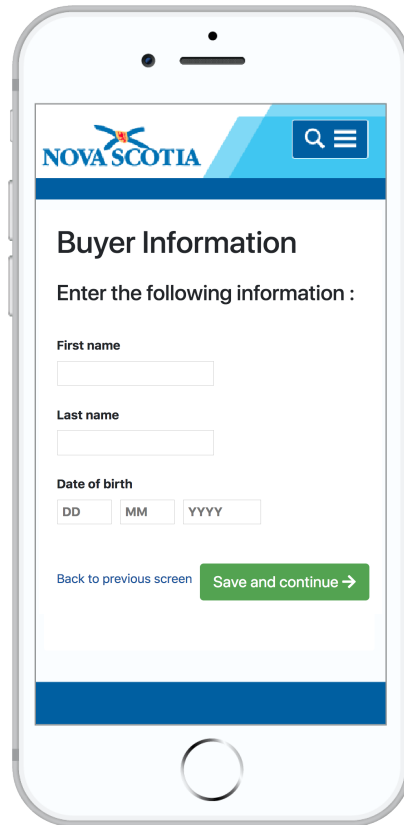
NOVA SCOTIA

Buyer Information

Enter the following information :

Buyer Master Number

[Back to previous screen](#) [Save and continue →](#)



NOVA SCOTIA

Buyer Information

Enter the following information :

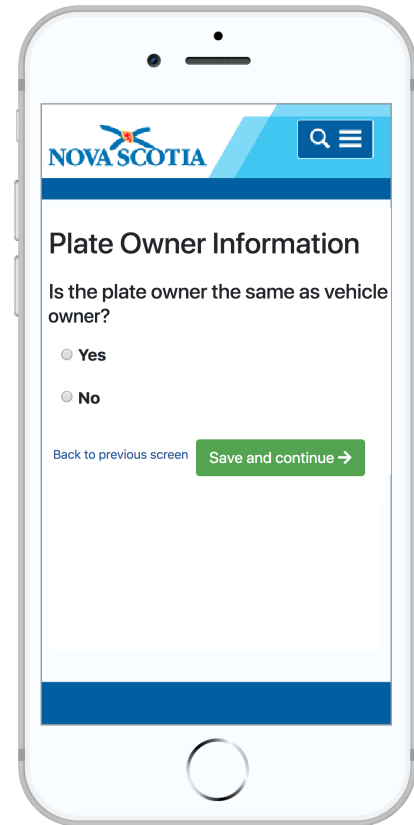
First name

Last name

Date of birth

DD MM YYYY

[Back to previous screen](#) [Save and continue →](#)



NOVA SCOTIA

Plate Owner Information

Is the plate owner the same as vehicle owner?

☐ Yes

☐ No

[Back to previous screen](#) [Save and continue →](#)

Ticket Lottery Permit (from this...)

NOVA SCOTIA CANADA Service Nova Scotia

[Government Home](#) > [Service NS Home](#) > [Nova Scotia Permits Directory](#) > Service Nova Scotia: Alcohol, Gaming, Fuel and Tobacco Division

GO

NS Permits Directory NS Government Français

[Service NS Home](#)
[NS Permits Directory](#)
[Disclaimer](#)
[About the Department](#)
[Online Services](#)
[Services en français](#)
[Forms and Applications](#)
[Office Locations](#)
[Contact Us](#)

Service Nova Scotia - Alcohol, Gaming, Fuel and Tobacco Division

Ticket Lottery Permit (Under \$4000)

Who Needs This Permit?

Any charitable or religious organization wanting to conduct a lottery draw for prizes valued under \$4000.

Please note
That there are two Ticket Lottery Permits, one for **under \$4000** and one for **over \$4000**. Please make sure that you have selected the correct permit.

Issuing Department / Agency:
[Service Nova Scotia](#)

[Nova Scotia Alcohol, Gaming, Fuel and Tobacco Division](#)

Where can you get this Permit and / or further information?

Phone: 902-424-6160 [Dartmouth Office]
902-563-3495 [Sydney Office]
1-877-565-0556 (toll-free in Nova Scotia)
Note: If you call after normal business hours, your call will be returned the next day.

Office Locations:

Dartmouth location:
780 Windmill Road
2nd Floor
Dartmouth, NS
Fax: 902-424-4942

Sydney location:
1030 Upper Prince Street
Sydney, NS
Fax: 902-563-3430

Hours: (Hours: Monday to Friday, 8:30 am to 4:30 pm)

E-mail: Licensing & Registration: agdlcense@novascotia.ca
Investigation & Enforcement: agdinvest@novascotia.ca

Website: novascotia.ca/sns/access/alcohol-gaming.asp

Write: Licensing Section
Alcohol, Gaming, Fuel and Tobacco Division
P.O. Box 645

NOVA SCOTIA CANADA

Online Application - Ticket Lottery Permit (under \$4000)

This online Permit application is for prizes not exceeding \$4000.00 in value (no licensing fee applicable).

To receive the confirmation of your online application, please ensure providing a valid email address on this application form. For information regarding licences or permits, please contact the Licensing Section of Alcohol and Gaming at: 902-424-6160.

In keeping with the privacy provisions of the *Nova Scotia Freedom of Information & Protection of Privacy Act*, Service Nova Scotia will only use personal information for the purpose for which the information was obtained or compiled, or for a use compatible with that purpose.

Secure Lottery Permit Application Form

1. Organization Information

Name of Organization:

Telephone Number: ext.

Address (Street, P.O. Box):

City / Town, County:

Postal Code:

2. Fundraiser Information

Purpose of Fundraiser:

Date of Draw: 2016

Name of the Location of the draw:
(Must NOT be a residence)

Ticket Lottery Permit (to this...)

NOVA SCOTIA

Ticket Lottery Permit for prize value \$4,000 and under

Retail value of the prize

Is the total retail value of your prize \$4,000 or under?

Yes No

NOVA SCOTIA

Ticket Lottery Permit for prize value \$4,000 and under

Tell us about your draw

What will the funds raised be used for?

- ☐ For a charitable organization
- ☐ For a non-profit organization
- ☐ For a religious organization
- ☐ For an educational organization
- ☐ For the community
- ☐ Other

Where is the draw being held?
(Must NOT be a residence)

Location name

NOVA SCOTIA

Ticket Lottery Permit for prize value \$4,000 and under

Your application for a Ticket Lottery Permit is approved.

A copy of this permit has been emailed to jamie.benoit@novascotia.ca and your organization.

Ticket Lottery Permit # AGD-100216-18

The permit number must be displayed on the printed tickets.

Issued on October 16, 2018 to **Dartmouth Minor Baseball** for a draw to be held October 26, 2018 at Maritime Center 1505

What does Digital Mean for ITSM?

We are using data
to build from where
we are today.

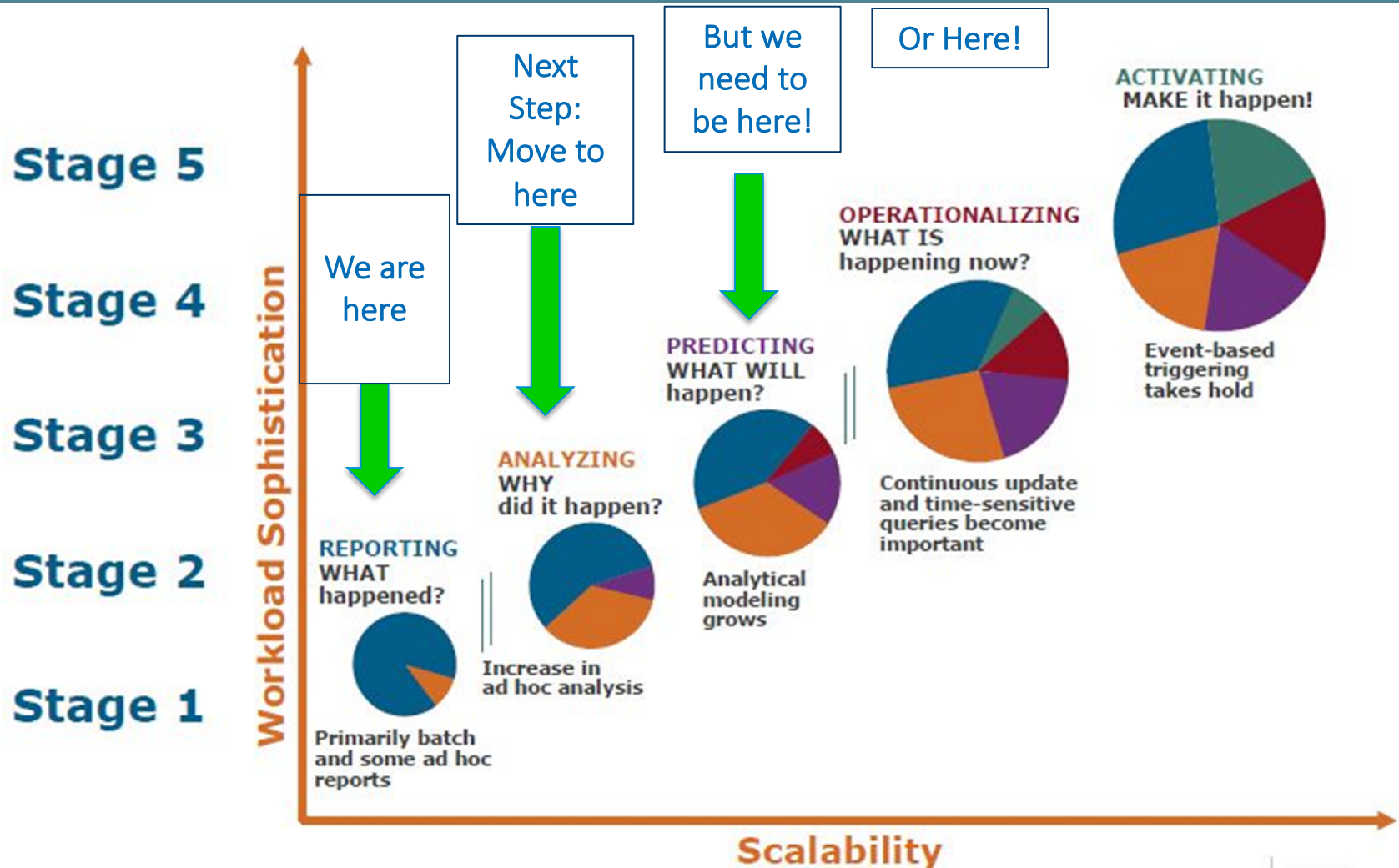
Our Current Footprint



Taking Stock

- In the Spring 2018, we did an assessment of our ability to:
 - Respond and report on our transforming service environment
 - Report to our stakeholders
 - Report on Service Level Agreements with clients
 - Provide strong data to our operational managers

Reporting Capability



Deep Dive into Our Data

- How does our data quality look?
 - We know we had to compromise data quality to get implemented
 - Our CMDB was less than perfect. Could we save our CMDB?
- What tools do we need for impactful reporting?
- What do our clients need vs want?
- Do we have the right skill set?

Debunking our CMDB?

- Changing language from Configuration Management Database (*CMDB*) to a Decision Support tool
- We figured out it is real...
- We did a complete redesign in the Summer of 2019



The State of our Data

Application Data

Component of the application portfolio including government and NSHA/IWK

Disaster Recovery

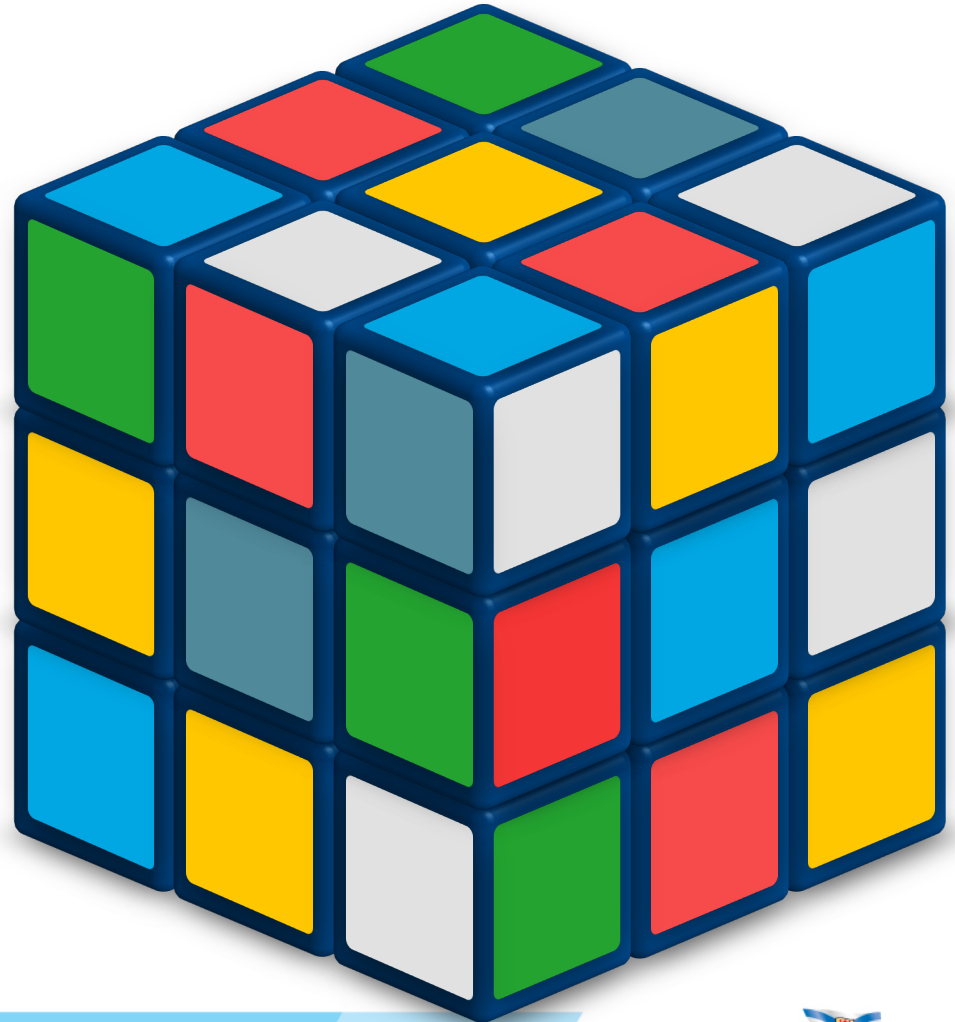
IT Service Continuity RTO and RPO

Data required for Major Incident

SMEs for each application, mapping applications and servers to impacted clients

Asset Management

IT Asset Management to track government IT assets



Assessed Skill Sets for the Team

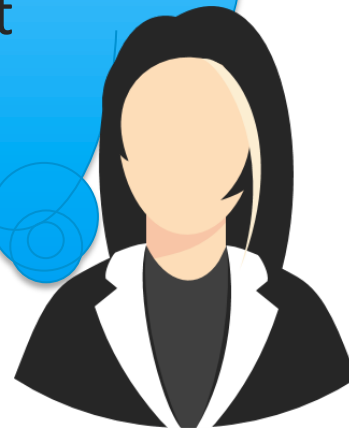
Service Delivery/ Integration

- Escalations
- Asset/Application and ticket data
- Performance Reporting



Process Ownership

- Incident
- Change
- Service portfolio and reporting
- Major Incident
- Problem
- Audit
- Etc.



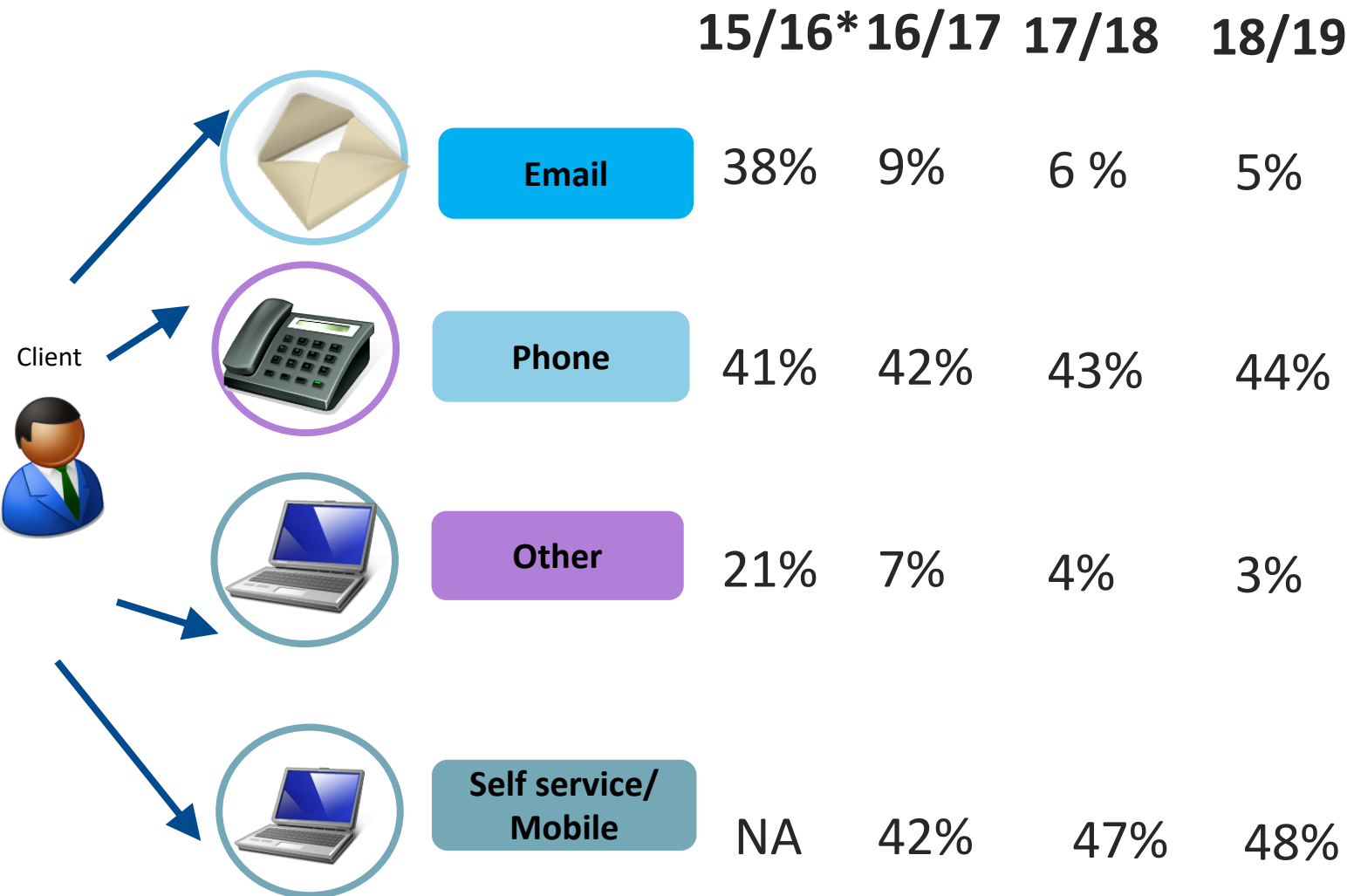
Administration

- Axios assyst
- ODCC

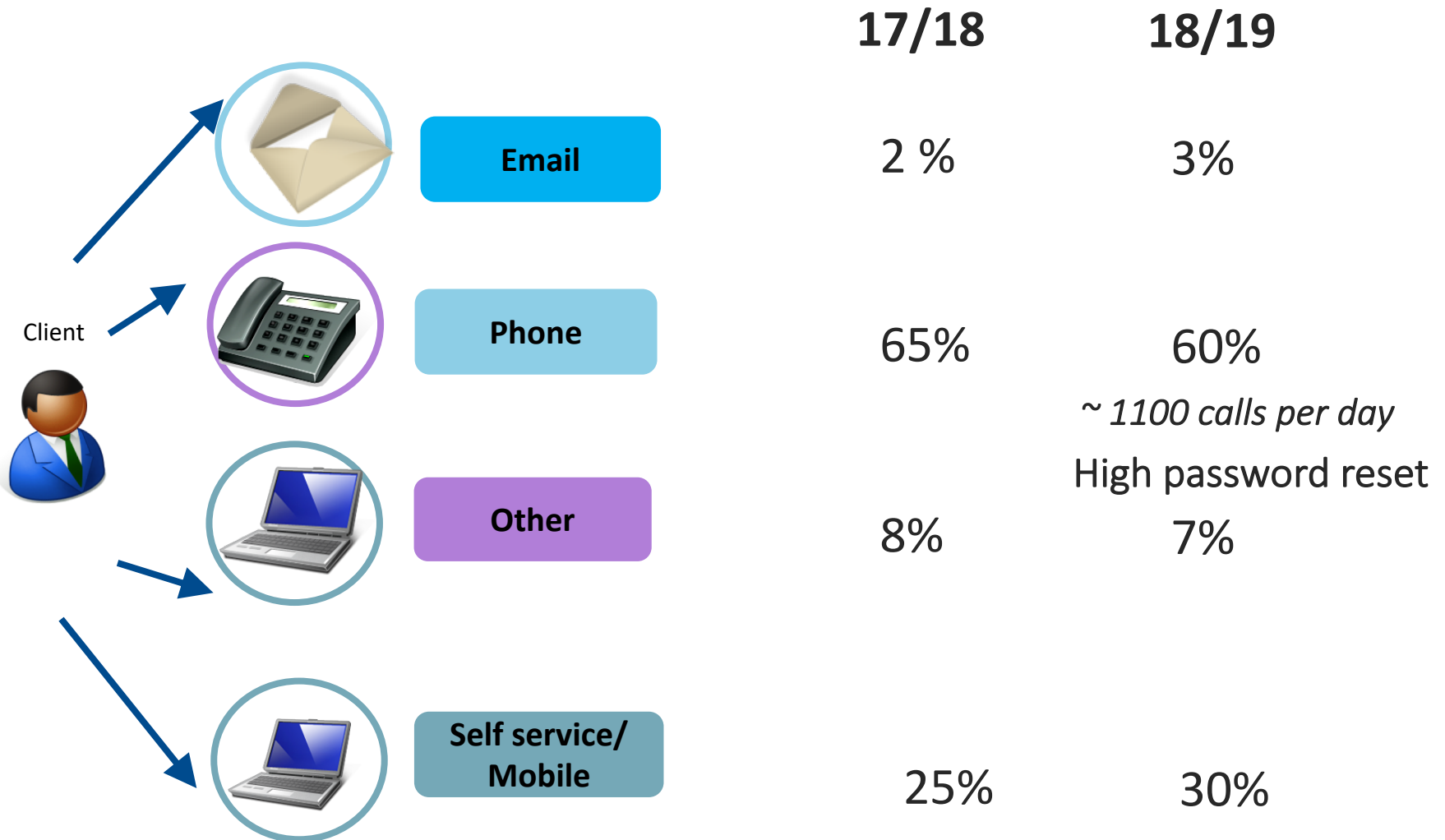


Just Start!

Government Channel - Ticket Creation



Health Channel - Ticket Creation



Process Owner (across sectors)

As **process owner**, ESM is **responsible for:**

- managing and overseeing the objectives and performance of a **process** through Key Performance Indicators (KPI).
- Has the authority to make required changes related to achieving **process** objectives



Process Owner (across sectors)

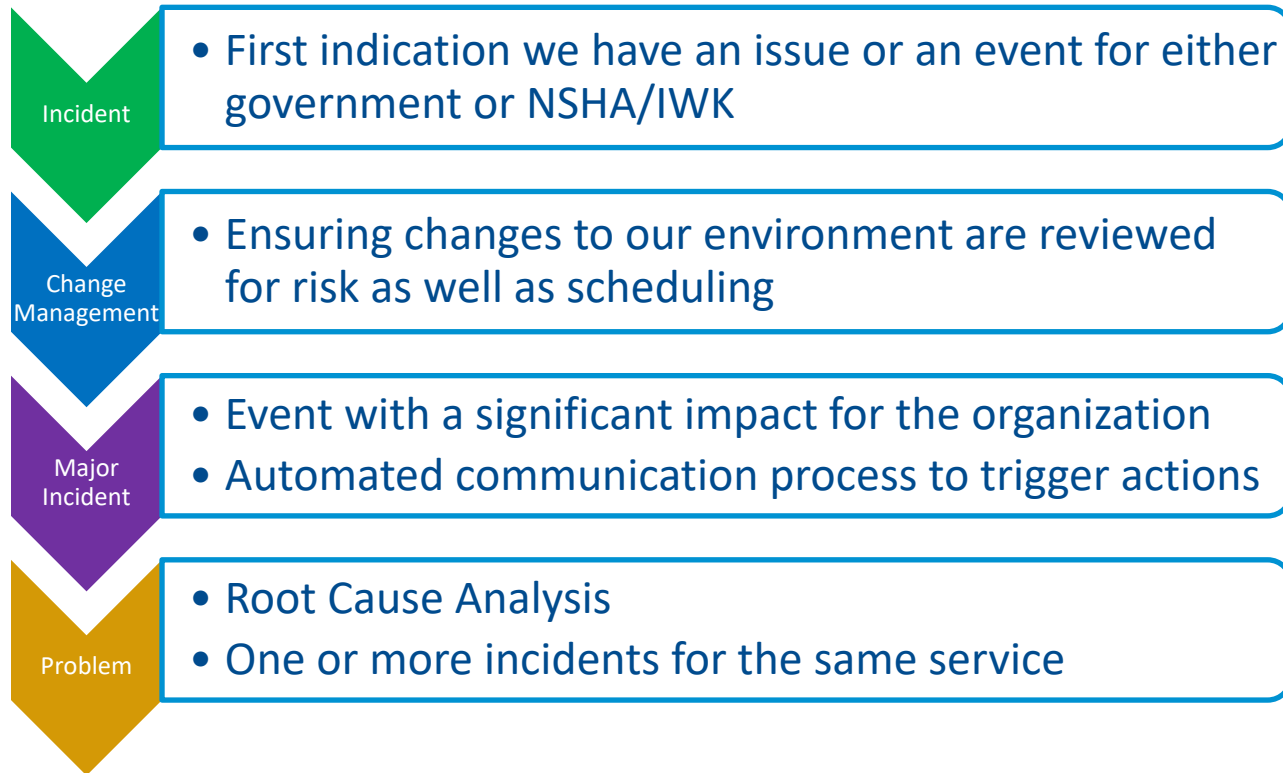
Incident Management*
Request Fulfillment
Change Management*
Major Incident*
Knowledge Management
IT Asset Management*
Service Level Management*
Change Management*
Problem Management*

*Processes with frequent audits

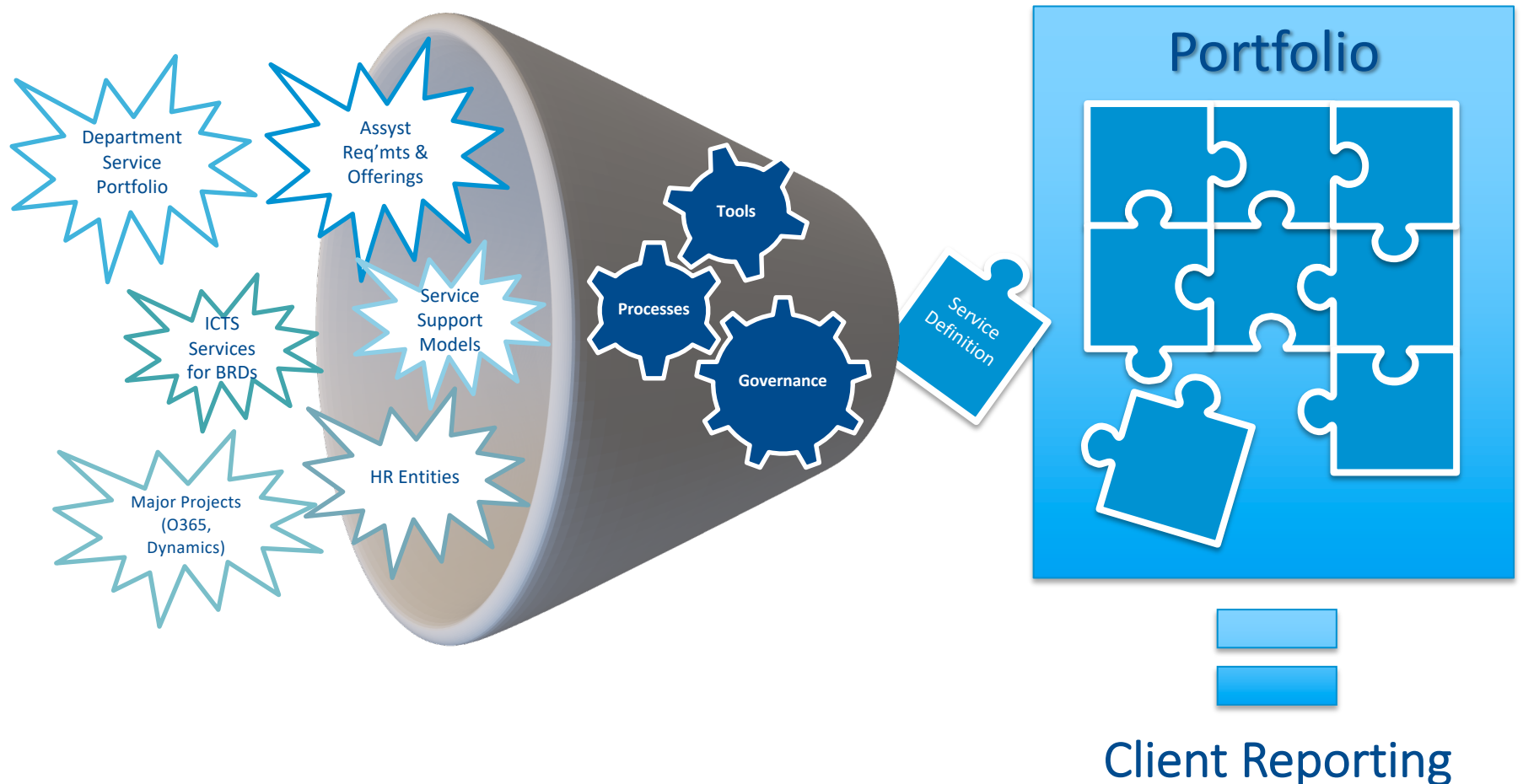


Process Integration

Solid process design and data is allowing us to recognize and drive value from our Service Management Processes. Each process feeds into the next – For example....



Service Portfolio and Ownership



Service Categories

32



Accounts and Access

- Active Directory Administration (E)
- Application Access (B)
- Identity Management (E)
- Internet Site Access (B)
- Network Accounts (B)
- Networking and Wi-Fi Hardware (B)
- Nova Scotia Login Service (E)
- Onboarding/ Offboarding




Communications and Collaboration

- Collaboration (SharePoint) (B)
- Desk Phones/Land Lines (B)
- Digital Signage (B)
- Email (B)
- Mobile Phones and Devices (B)
- O365 Administration (E)
- Personal Drive (One Drive) (B)
- Self-Supported Applications




Applications and Software

- Application Development (B)
- Application Help/Training (B)
- Application Reporting/Data Analysis (B)
- Application Specific Actions (B)
- Desktop Software (B)
- SAP ERP Environment (B)



Computers and Printers

- Computers and Accessories (B)
- Non-standard Hardware (B)
- Printers and Scanning (B)




Strategy, Design and Transformation

- Architecture and Design (E)
- Business Analysis (E)
- Business Continuity and Disaster Recovery (E)
- Business Relationship Management (E)
- Change Management (E)
- Program/Project Management (E)




Client Services

- Contact Centre (B)
- Enterprise Service Management (E)
- IT Asset Management (E?)
- IT Procurement and Contract Management (E)
- IT Service Desk (E)
- Postal Services (B)
- Queen's Printer (B)




Enterprise Information Management

- Geographic Information Services (B?)
- Information Access (B)
- Privacy (B)
- Records Management (E?)



Cybersecurity and Risk Management

- Antispam for email (Health only) (E)
- Compliance reporting (E)
- Cyber security incident management (non-clinical data and systems) (E)
- Cyber security monitoring and notifications (E)
- Endpoint anti-



Technology Management

- Applications (E)
- Data Recovery (B)
- Databases (E)
- Facilities (E)
- Integration and Interfaces (E)
- Networks (E)
- Servers (E)
- Storage (E)

Standardized Support Models

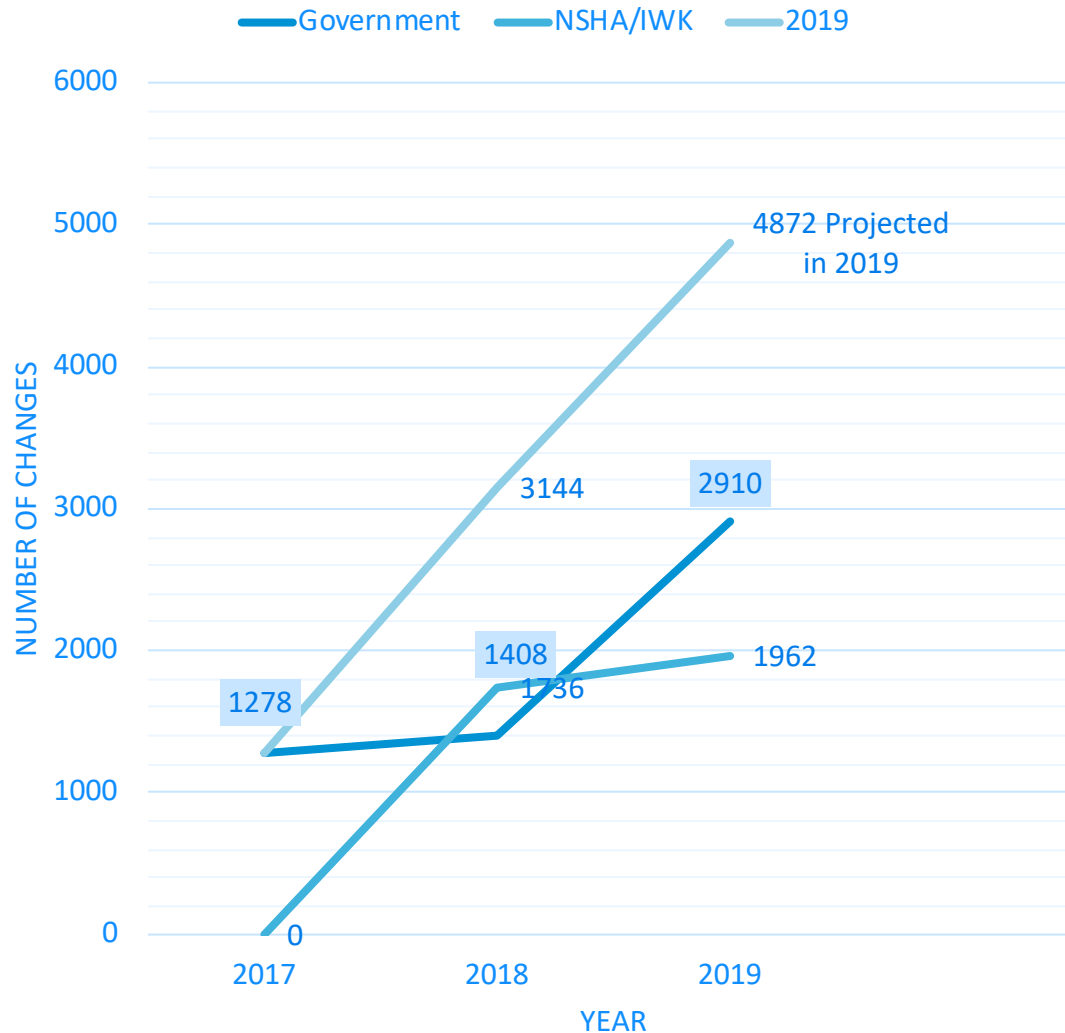


- Ensure clients experience seamless support for their business solutions
- Delivery expectations are understood between clients and ICTS
- Citizens have a clear path to IT support
- Clear door into ICTS without wondering who to call
- Prompt response as everyone knows roles and responsibilities
- Clear expectation of service response timing

Controls Around Our Technical Environment

IT Changes

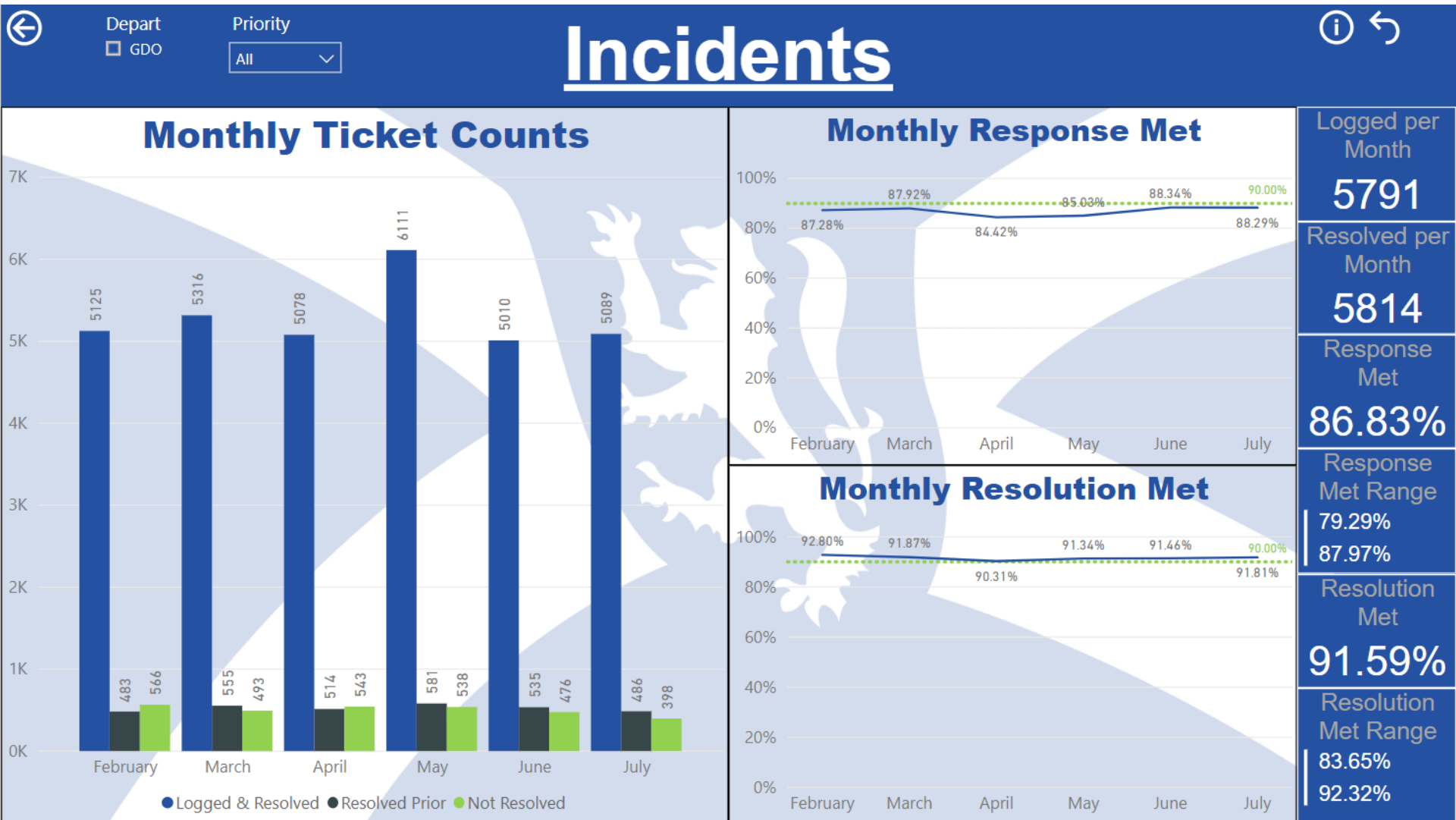
Very
mature
process



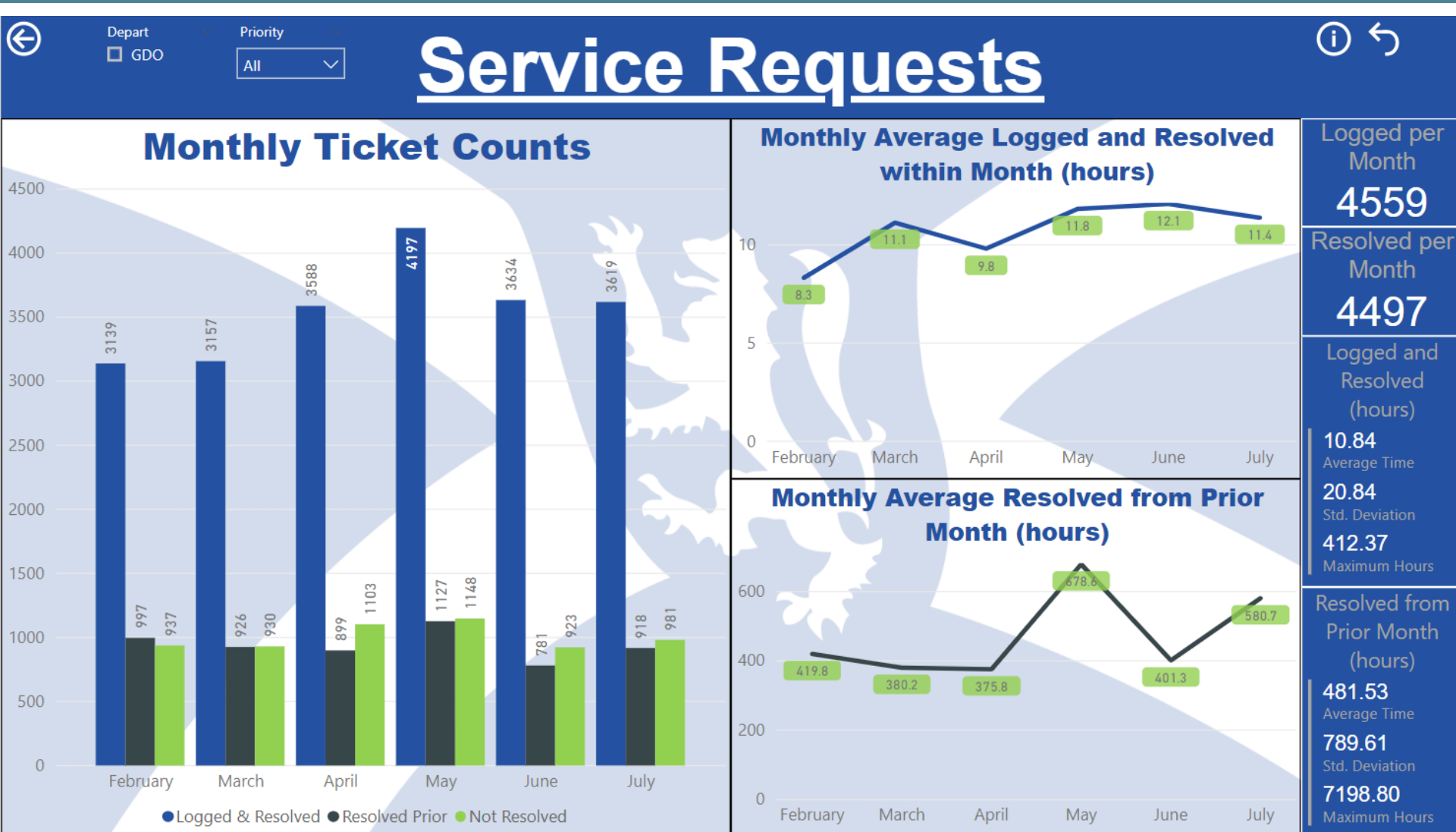
Executive Reporting

- Point in time reporting
- Aimed at management decision making and client communications
- Used to do monthly reports for our clients
- Pulse check

Executive Reporting



Executive Reporting



Executive Reporting



Depart
GDO

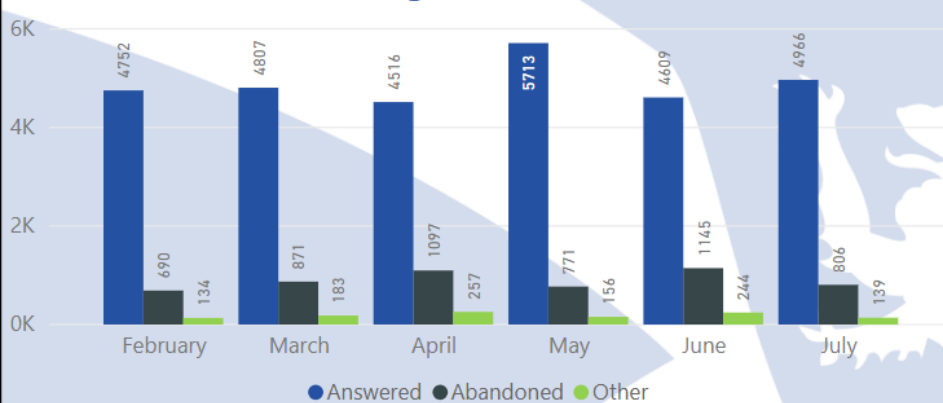
Skillset

All



Service Desk

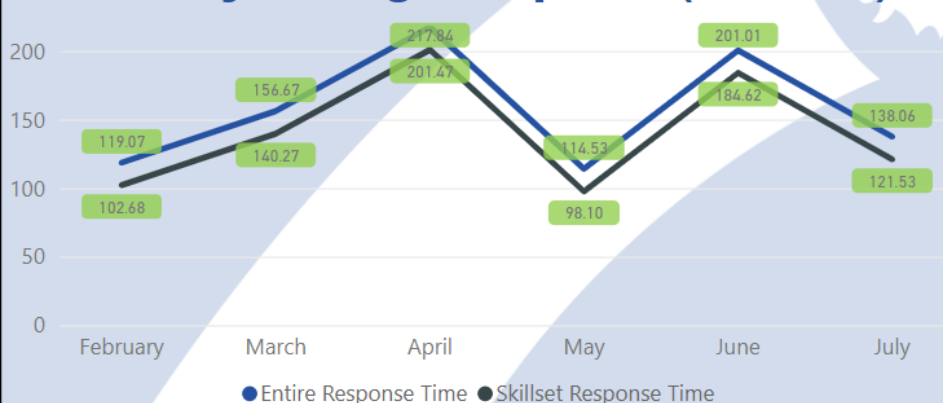
Monthly Call Volume



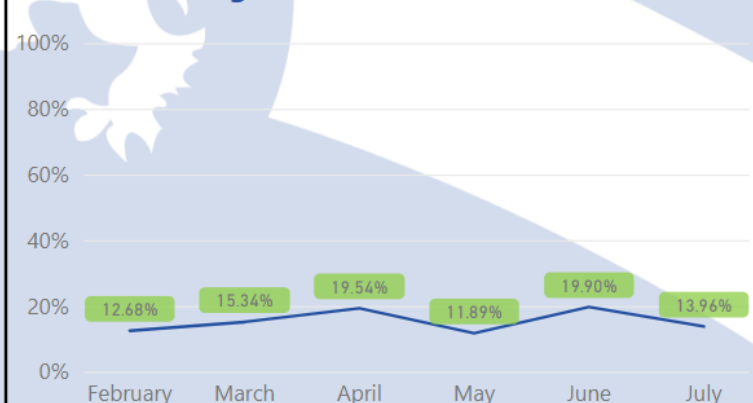
Monthly Response <30 Seconds



Monthly Average Response (seconds)



Monthly Abandonment Rate



Offered per Month

5976

Answered per Month

4894

Average Entire Time

155.60

Average Skillset Time

139.19

Average Menu Time

16.42

Response <30 seconds

50.93%

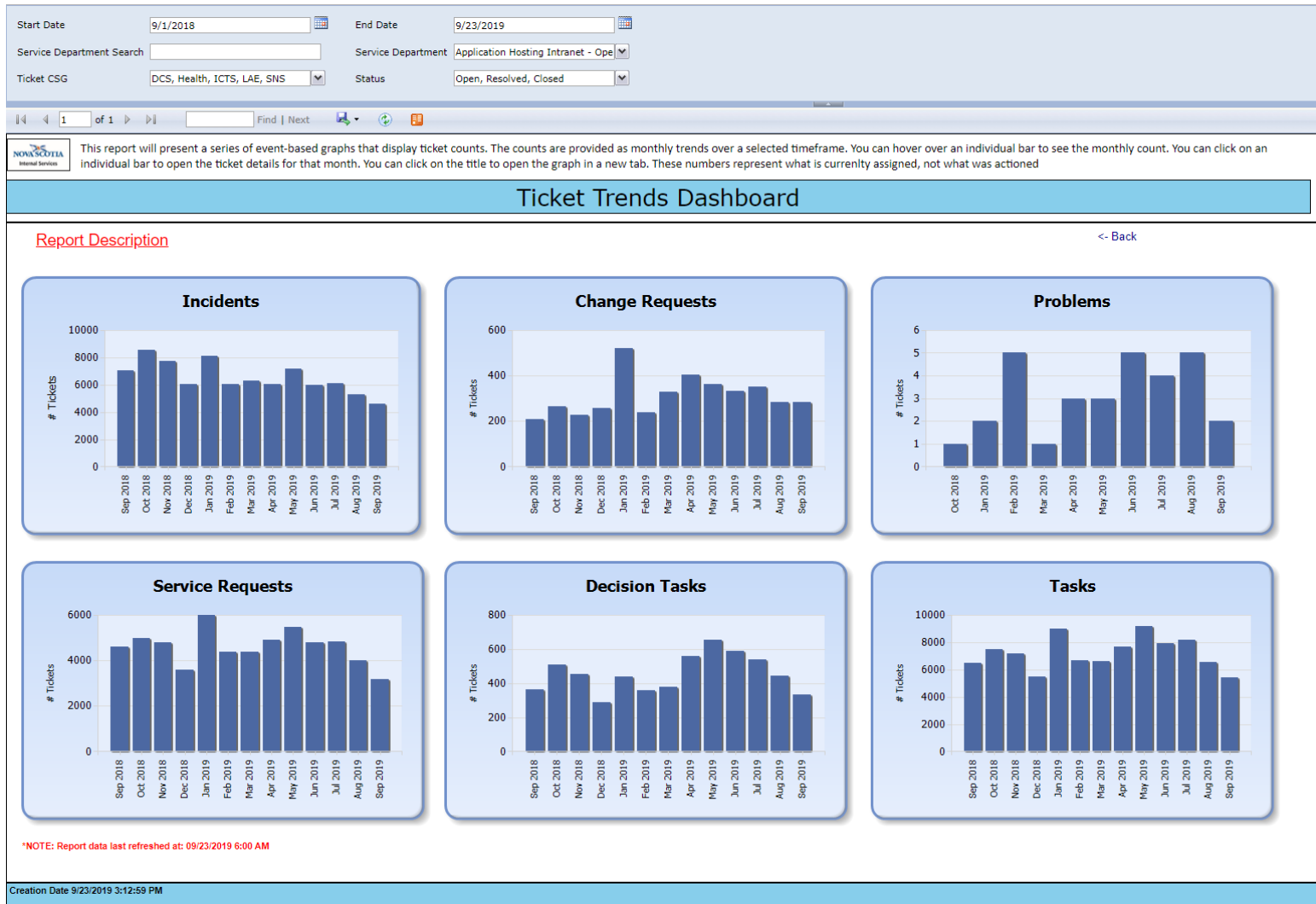
Abandonment Rate

15.49%

Operational Reporting

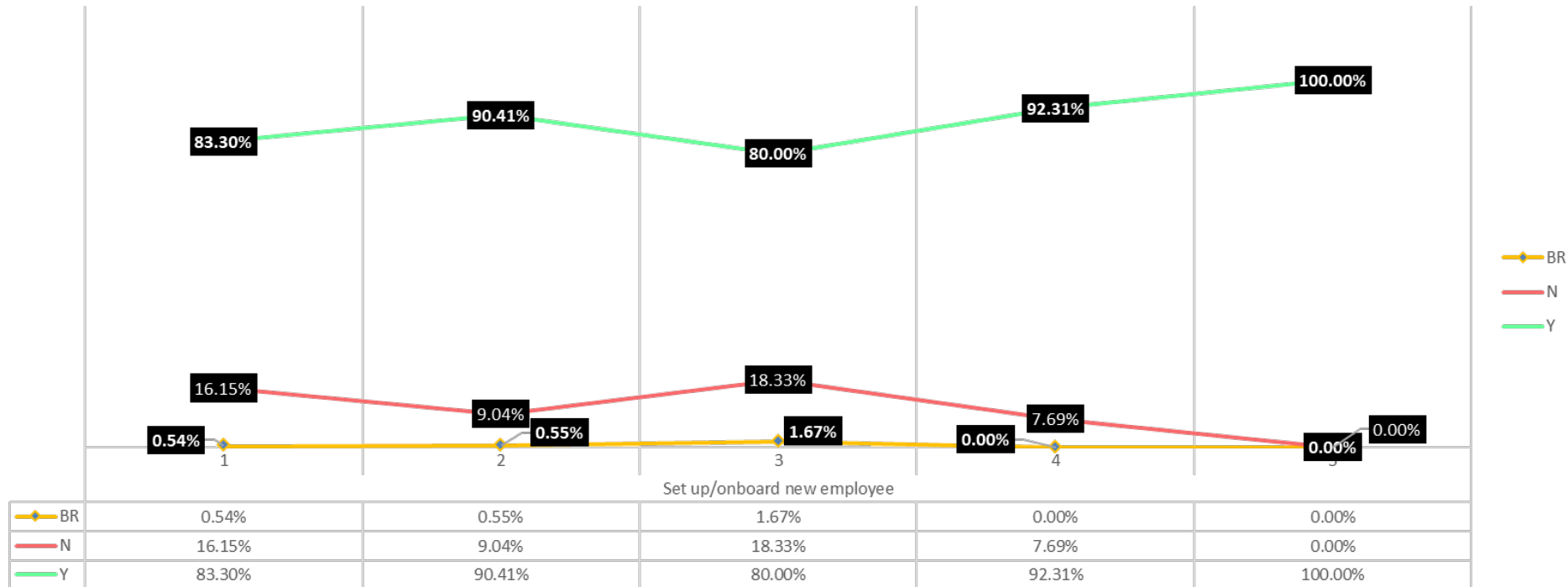
- Real time data
- Allows managers to work with their teams to manage workload
- Identifies gaps in our processes for continual service improvement

Operational Reporting



Operational Reporting

SLA Overall Compliance



Major Incident

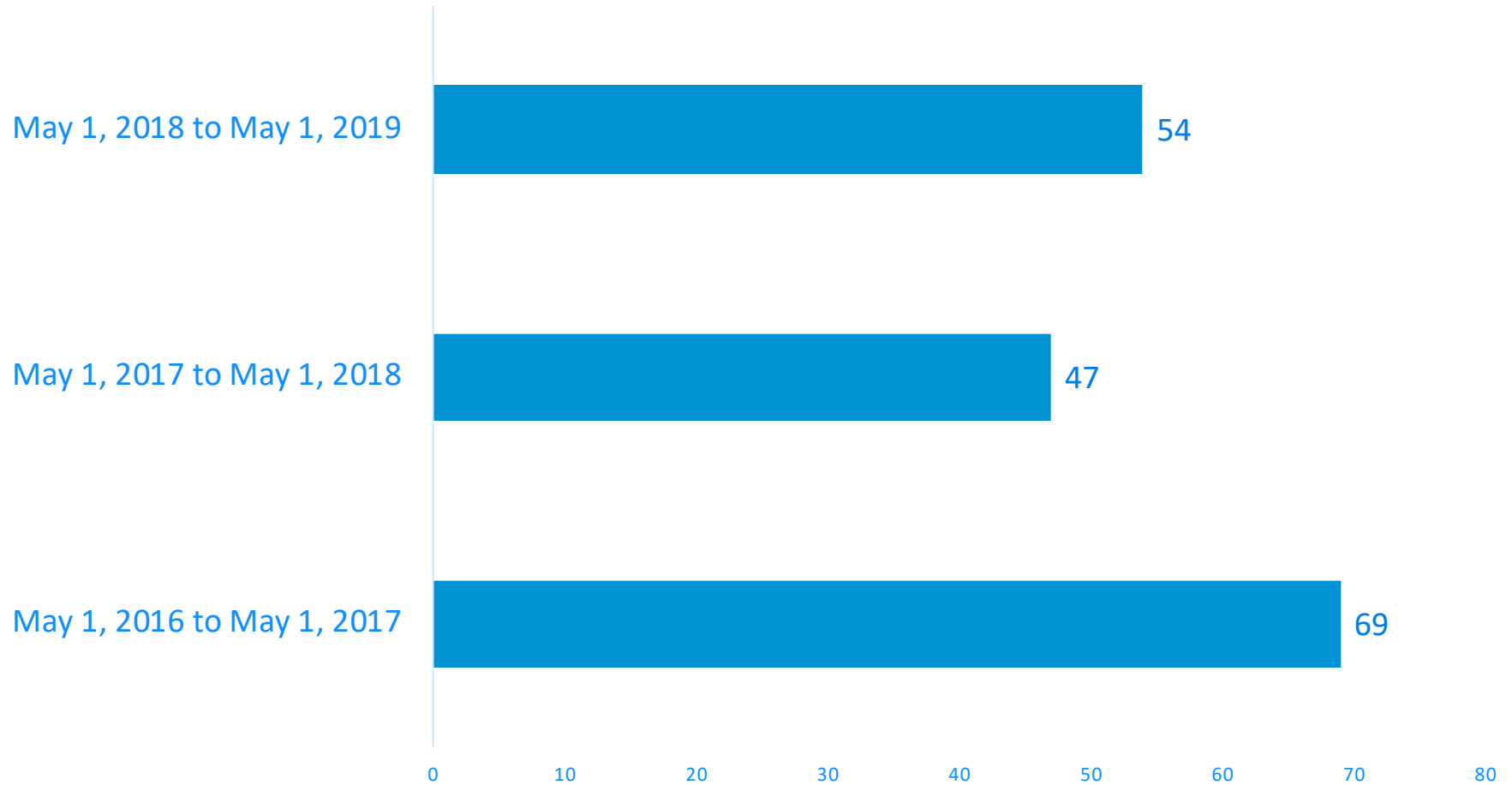
A major incident is defined as an event that *has* significant impact or urgency for the **business/organization** and which demands a response beyond the routine incident management process.

This includes:

- Interruption to a business critical service
- Degradation to a business critical service
- *Increased risk to a business critical service*

**MAJOR
INCIDENT**

Trends



Putting MI to the Test



Hurricane Dorian

- 23 MI's in 72 Hours
- Challenges in communications
- Tired employees
- Health system under incredible stress



CTV News

MI's During Hurricane Dorian

- 23 MI's **resolved** in 72 hours
- Process stood up under stress
- We learned from our data and knew our strengths and where we needed supports

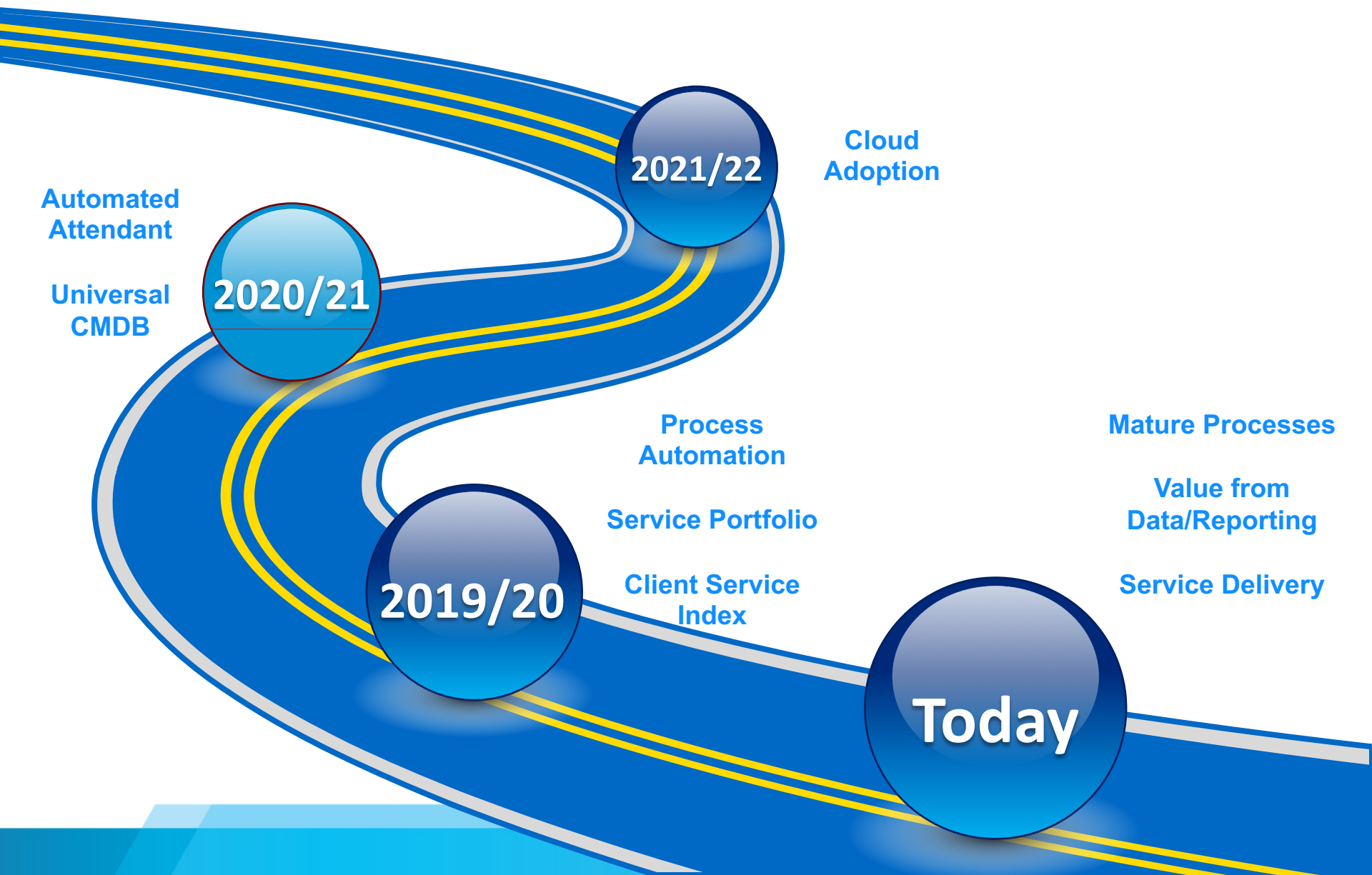


CTV News

In a Perfect World

- In 2015, we would have:
 - Developed our CMDB Strategy before entering the first data point
 - Populated our CMDB in a more purposeful way; only entering data required for Service Management purposes
 - Defined our services upfront so that our platform design allowed for easy reporting at the service level
 - Better understood our reporting requirements and the strengths and limitations in our tool
 - Communicated over and over about the need for quality data

ESM Roadmap





For further information on:

Enterprise Service Management, Tracy.Fiandertrask@novascotia.ca

Digital Services, Arlene.Williams@novascotia.ca

Reporting, Colin.Andrews@novascotia.ca

Department of Service Nova Scotia & Internal Services