

Response to Applicant – Full Disclosure

April 26, 2019



**Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act* [Our File #: OCIO/008/2019]**

---

This is to confirm that on Wednesday, February 13, 2019, the Office of the Chief Information Officer received your request for access to the following records/information:

***“Any messaging or draft messaging prepared for the Department or Minister since January 1st, 2019. In addition, any benchmarks/status updates/lists outlining levels of completion of “The Way Forward” initiatives.”***

I am pleased to inform you that a decision has been made by the Chief Information Officer (CIO) in accordance with your request, the appropriate copies of records have been enclosed.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact me by telephone at 729-0467 or by email at [reneependergast@gov.nl.ca](mailto:reneependergast@gov.nl.ca).

Sincerely,



Renée Pendergast  
ATIPP Coordinator, OCIO

## Government Strategic Directions Tracking

Action Title, Deliverable and Target Completion Date	Lead Dept	Milestones (Timelines)	Performance Indicators	Self-Assessment	Authorities Needed to Implement	Need to Engage Public/ Stakeholders	Planned Public Announcements	Current Status of Action	Internal Description of Progress	"What We've Accomplished" (Text for WF Website)
<p><b>Going Digital by Design</b></p> <p>By 2022, our government will increase the number of services delivered online by 50 per cent.</p> <p>Target Completion Date: 2022</p>	OCIO	Continued to increase online service delivery for departments and agencies under its mandate. (March 31, 2019)	Increased the online service delivery count by adding two new online services	On Schedule	Deputy Minister	No		Significant Progress	Fiscal Year 2018/19 performance indicators are met: AESL: Provincial Nominee Program & TCII: Tourism Operator Portal (TOP)	<ul style="list-style-type: none"> <li>•On April 24, 2018, the Provincial Government released a five-year plan to enhance government services for residents and businesses by making services "digital-by-design".</li> <li>•To date, government has increased the number of online services by 10, which is 31 per cent of the committed 50 per cent increase. For example: <ul style="list-style-type: none"> <li>•Motor Registration Division (MRD) in Mount Pearl is now offering enhanced services for clients. Clients are now able to book appointments online in advance for in-person service. Clients who arrive without an appointment can opt to receive a text message alert, allowing them to attend to other tasks and return for service when they receive a text telling them their turn is near. These new services build on a number of recent improvements such as online driver's licence renewals, and 10 year driver's licence photo validity. These improvements enhance customer flow at the MRD Mount Pearl location, reducing wait times for all clients.</li> <li>•A new driver's licences and Photo ID system went live in December 2017. This system will help protect Newfoundlanders and Labradorians against identity theft, fraud and forgery.</li> <li>•In June 2018, MRD launched a pilot project to encourage clients to avail of eServices and take advantage of online discounts. This new service option will reduce customer wait times and improve efficiency.</li> <li>•Diverting clients from regular counter services has an immediate impact on wait-times; this pilot project was successful in diverting 60 to 100 clients daily to online completion of their services.</li> </ul> </li> </ul>
<p><b>Going Digital by Design</b></p> <p>In 2018-19, our government will focus human resources and financial supports to implement the first year of this Digital by Design roadmap.</p> <p>Target Completion Date: 2018-19</p>	OCIO	Implemented the first year of the Digital by Design Roadmap. (March 31, 2019)	Selected, re-designed and deployed one online service application. Identified an existing or off the shelf notifications service. Identified an Identity and Access Management (IAM) Solution. Consolidated existing secure online GovNL services into a single portal destination. Identified a key existing service to pilot.	On Schedule	Minister	Yes	Date TBD - the OCIO is currently exploring opportunities to build familiarity with digital services and announcement opportunities in collaboration with the Departments of Finance and Service NL	Significant Progress	Currently on schedule Creating an end-to-end digital solution for Service NL Lottery License applications (MyApplications) Creating a Dashboard; which will provide a single, secure place for drivers license and vehicle renewals (MyGovNL) Beginning to consolidate all government websites starting with Education and Early Childhood Development and implementing a digitally managed content management system (WordPress)	