

Nova Scotia, Canada

How Nova Scotia is Building a Resident-centric Government with Technology

~30

government programs are managed on Amanda

>1,400

Nova Scotia government employees use the platform

>500

types of licenses, permits, inspections, and more are managed with Amanda

~400,000

transactions worth >C\$500 million are processed annually

OVERVIEW

To support the provincial economy, the government uses technology to make operations more efficient, increase compliance with regulatory requirements, and improve services to residents and businesses. Nearly 20 years ago, the Nova Scotia government began to implement a shared services approach across all departments and started using the govService Amanda platform to manage business licensing. Since 2012, Nova Scotia has used Amanda as an enterprise platform to manage new business programs that require a permit or license – this has driven their efforts to be more resident-centric.

SITUATION

The province needed to improve the competitiveness of its economy. Beginning in 1999, the Canada Revenue Agency, the Workers Compensation Board, and the Department of Service Nova Scotia (SNS) created the Nova Scotia Business Registry (NSBR) using the Amanda platform. This allows participating agencies to share common business information and processes across the government.

SOLUTION

According to provincial government estimates, implementing multiple standalone tools would have required about 15 different point solutions. The province is saving C\$5.5 million annually by not having to secure, patch, upgrade, and maintain a series of disparate tools. Beyond cost savings, the province also benefits from the enhanced ability to exchange data between departments, and from the value of the business activity data generated.

IMPACT

This focus on expanding the functions managed with Amanda further benefits residents and businesses in the province. Single data records are used even more broadly, creating more efficiency. The resulting data can be analyzed to spot trends, helping the provincial government more quickly serve residents, meet new needs, remain economically competitive, and find new opportunities for tax revenues.

MUST HAVE SOLUTION

govService
Amanda