

Meeting Note
Department of Digital Government and Service NL
and the Office of the Chief Information Officer
FPT Symposium on Digital Trust and Cybersecurity
September 17-18, 2024
St. John's, NL

Attendees: Hon. Elvis Loveless, Minister of Digital Government and Service NL (DGSNL)
Hon. Terry Beech, Minister of Citizens' Services, Government of Canada

Purpose of Meeting: Minister Beech requested a one on one with Minister Loveless to discuss shared priorities on digital enablement, as well as service excellence and how to organize to deliver service excellence

Background:

- Digital enablement is:
 - Using digital technologies to help people, businesses, organizations, and government achieve their goals more effectively.
 - Done by building digital capabilities into operations, processes, and strategies for better outcomes and efficiencies.

Agenda Item 1 – Current and Planned Activities

Recent:

- Updated Motor Registration Division (MRD) / Medical Care Plan (MCP) Drivers Medical Coverage to align with program changes.
- Upgraded and replaced the Medical Transportation Assistance application.
- Upgraded our Human Resource Management System (PeopleSoft).
- Implemented software applications for various departments including Comprehensive Curriculum, Immigration Pathways, and Provincial Attestation Letters.
- Started preliminary work with verifiable credentials (specifically around age verification).
- Added new functionality to MRD Dealer Web for legislative compliance and alignment with OCIO's technical standards.

Upcoming:

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s.34(1)(a)
s.34(1)(b)
s.35(1)(d)

s. 35(1)(d)

Annex A

MyGovNL List of Services

FY2020-21

- MRD Driver's Abstract – Launched June 2020
- MRD Road Test Payment – Launched June 2020
- MRD Online Driver Permit Testing – Launched November 2020
- MRD Demerit Points – Launched January 2021
- MRD Online Appointment Booking (static link) – January 2021
- HCS MCP Organ Donor: Launched May 2020
- HCS MCP Renewal: Launched July 2020
- HCS MCP Dependent Renewal - Launched October 2020
- FFA Domestic Cutting Permits - Launched December 2020
- Various support enhancements
- Migration of remaining of GNL websites to Wordpress

FY2021-22

- COVID forms (Static links) – April 2021
- NLVaxPass Linkage – October 2021
- Various support enhancements & maintenance
 - Security email changes
 - Broken/outdated links in MyGovNL MRD Bundle
 - Update text on linking MRD
 - Providing possible ineligibility reasons when a citizen is ineligible to renew DL or Vehicle online
 - Update to FFA Wood Cutting maps in preparation of the January 2022 renewal period
 - Updated/corrected contact information on MyGovNL which increased support requests for Digital team
- MRD New Website (Customer Experience) – August 2021
- Migration to Vivvo Citizen Platform – March 2022

FY2022-23

- MRD Offroad Vehicles – May 2022
- MRD Insurance Verification – November 2022

FY2023-24

- MRD Registration Reprint – May 2023
- HCS Personal Health Record - Pilot launch in July 2023

FY2024-25

- MRD Offroad Safety Testing – May 2024
- EDU Early Learning Gateway – May 2024
- MRD Vehicle Transfer – June 2024
- HCS Digital Front Door – July 2024
- [REDACTED] s. 31(1)(l), s. 35(1)(d)
- [REDACTED] s. 35(1)(d)