

# digital

NEW BRUNSWICK



Summary Document



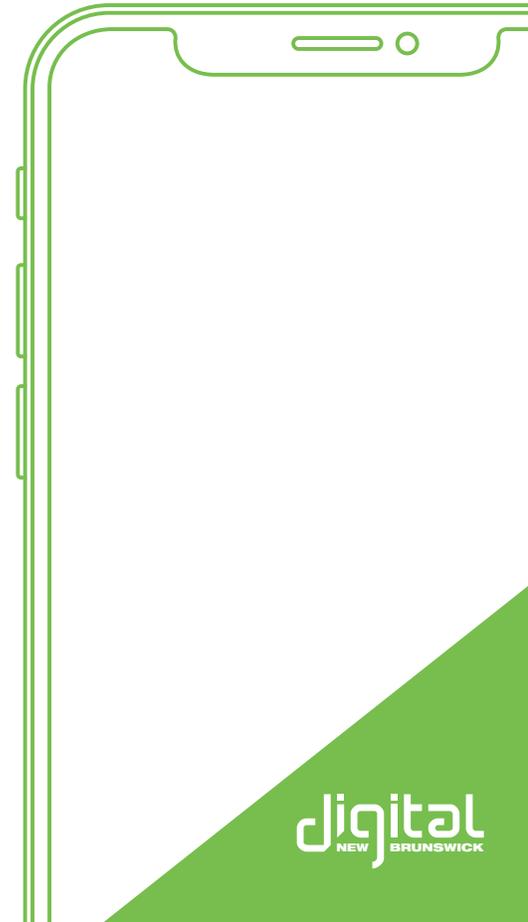
- We've never been more connected than we are now. It's become easy and lightning quick to share information and talk to people around the world.

# VIRTUALLY EVERYTHING HAS MOVED ONLINE



Think shopping, dating, and booking travel, to banking, paying bills, and much more. Instant access, up-to-the-minute information, and ease of use have become the new normal.

Imagine checking your phone in the morning to see where the plow is in your neighbourhood, or how far away the school bus is. Wouldn't it be so much simpler if you were able to schedule your doctor's appointment in a few easy clicks on your phone? How great would it be to renew your driver's licence while sipping a coffee on your back porch?







■ New Brunswick has always been one of the best places to work, live, and raise a family. Soon, we will also be one of the most connected societies in North America. Through consultation of more than 7,000 New Brunswickers, our province has developed **Digital New Brunswick**, an innovative and comprehensive plan to ensure New Brunswick is leading the way toward easily accessible government services.

## SEVEN MAIN AREAS THAT WILL ADDRESS NEW BRUNSWICK'S MOST PRESSING NEEDS

### **Redesigned services and programs:**

We're improving access to government services and programs in order to put citizens and businesses at the centre of the action.

### **People-powered:**

This transformation is made possible because of the culture, skills, and experience available to us within the workforce.

### **Information as a game-changer:**

Information is power, and equal access to information allows for greater ease of use, higher convenience, and enhanced access to content.

### **Business and technology modernization:**

Modernization of business processes, standards, and technology are being specifically designed to better serve citizens and businesses.

### **Enterprise Risk Management (ERM):**

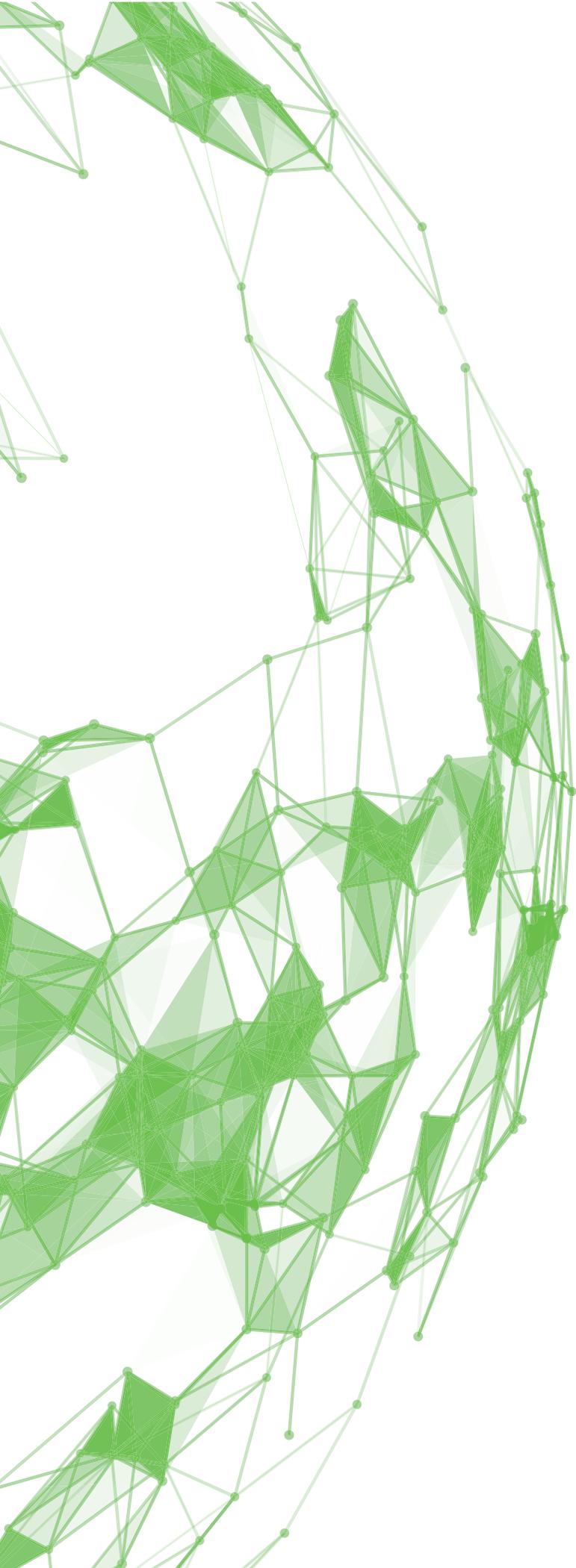
Substantial changes requires taking risks, but these risks must be balanced with safety. ERM is the practice of balancing safety with progress.

### **CyberSafe:**

Clearly, security is of the utmost importance. It is critical for us to provide innovation and growth that continually meet the information security needs of the Province, while at the same time supporting economic growth.

### **Success through leadership:**

Our continual success and growth as a Digital Society depend on strong leaders from both within and outside government.



■ It's important to understand that this is not just about technology. Technology will constantly evolve and change. Rather, **Digital New Brunswick** is about doing things differently by putting people and businesses at the centre of information. It's about making a fundamental change to how people think, how processes are developed and implemented, and how information is accessed, shared, and stored, as well as creating a culture of leadership and empowerment.

## **PUTTING CITIZENS AND BUSINESSES AT THE CENTRE OF INFORMATION**

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With **Digital New Brunswick**, we will be offering a more connected online presence that is simpler to use. Accessing government services will be as easy as updating your social media status or paying a bill online. Things are improved for those who can take advantage of it, but there will also be off-line options for those who prefer them or who lack access.

# WHAT YOU NEED TO KNOW

Digital New Brunswick will allow for interactions with government to be **easier, faster, and more convenient.**



Digital New Brunswick will succeed by **working together and listening to New Brunswickers.** Access to services is decided by what's most convenient for the user - not the government.



This is a strategy by and for the people to **improve the lives of all New Brunswickers.**



**This journey is already underway.** We will be constantly making improvements and updates to ensure we are always staying current.



By completely connecting government services, **New Brunswick will be a leader in innovation.**



Government services will be accessible **24/7 on all devices.**



**Cyber-security and privacy** are our biggest priorities.



# HOW THINGS ARE CHANGING

Imagine a world where you can access all these services from the comfort of your **home or mobile device**. Now, you don't have to imagine. It's happening.



Scheduling doctors' appointments



Renewing your driver's licence



Ability to check on construction areas and alternative driving routes



Notifications concerning late school buses and snow plow routes



Registering for a wedding licence



Registering your business



Accessing information in real time



Having the ability to give your opinion on pressing current issues



Setting reminders for upcoming services and adding them to your calendar



Accessing medical results



Rebate information sent to you directly based on your qualification



Ability to make more informed decisions



Easily update your personal information



Searching property assessments



Requesting a birth certificate

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