

## QUESTIONS AND ANSWERS (Clients and Customers)

### New Brunswick Government announces the Creation of a New Common Services Corporation

#### 1. What is the new common services corporation?

After many months of collaborative effort, the government is introducing legislation that will redefine the way services are delivered. By October 2015, a new Crown Corporation will be created and provide common services to Part I (departments and agencies), Part III (health entities), and the public. The new Corporation will also be able to provide services to all parts of Government.

#### 2. Why is the Government creating this new common services corporation?

By bringing common services under one organization, we will streamline and modernize the way we do business as well as provide a standard and consistent level of service throughout the province. This will generate real financial savings that will contribute to balancing the budget.

#### 3. Who will be part of the new Corporation?

Service New Brunswick (SNB), the New Brunswick Internal Services Agency (NBISA), the Department of Government Services (DGS) and FacilicorpNB will be merged into the new Crown Corporation. The new organization will include all services currently delivered by these four organizations. The new organization will also consolidate and encompass the functions of Information Technology, Supply Chain and some components of Finance for Part I and Part III.

#### 4. What is the name of the new organization?

With its head office located in Fredericton, this new Part I Crown Corporation will take the name of Service New Brunswick and will provide services in both official languages.

#### 5. What will be the impact of that change on my organization and the services I receive?

At this time the clients and the public of the four merged organizations will continue to receive the same services from the same providers. There will be no disruption to services currently provided. Changes will be phased in and communicated before they take place.

The new corporation will assume all existing agreements and contracts involving Service New Brunswick, the Department of Government Services, the New Brunswick Internal Services Agency and FacilicorpNB.

By bringing common services under one organization, we will streamline and modernize the way we do business as well as provide a standard and consistent level of service throughout the province while remaining responsive to client and customer needs.

#### 6. Why is this good for my organization?

Reducing four entities into one will enable us to streamline services and gain efficiencies resulting in improved service delivery. Service Level Agreements will be collaboratively developed and will ensure clear accountabilities and expectations for both clients/customers and the new organization.

**7. How will quality of existing services be maintained?**

Service standards have been established for services to the public and are monitored daily. This will continue. If services are not meeting these standards, mitigating measures will be put in place. The same will apply to services being provided to other departments and agencies. With daily monitoring, action will be taken accordingly, if required.

**8. Will clients and customers have to pay more to get services from the new Corporation?**

As indicated, the new Corporation will assume all existing agreements and contracts involving Service New Brunswick, the Department of Government Services, the New Brunswick Internal Services Agency and FacilicorpNB.

**9. How will my voice be heard if I have concerns or questions?**

Concerns or questions will be handled the same way they are today. Clients and customers are encouraged to contact service providers as they do today.

**10. How and when will the transition to the new organization take place?**

Creating this new corporation is a complex process and it will take time to transition, transform and merge all aspects of these four organizations. Changes will be phased in to minimize the impacts. At this time, we anticipate the new corporation will be in place as of October 2015.

Proposed Timelines:

By October 2015	<ul style="list-style-type: none"> <li>• Establishment of new Service New Brunswick</li> <li>• All NBISA, SNB, DGS and FacilicorpNB employees will report to the new Service New Brunswick</li> </ul>
By April 2016	<ul style="list-style-type: none"> <li>• Part I Information Technology and Supply Chain employees will report to the new Service New Brunswick</li> </ul>
	<ul style="list-style-type: none"> <li>• Some components of Part I Financial Services employees will report to the new Service New Brunswick</li> </ul>
	<ul style="list-style-type: none"> <li>• The majority of Part I departments and agencies Human Resources services will report to the Department of Human Resources</li> </ul>
After January 2019	<ul style="list-style-type: none"> <li>• Some components of Part III Human Resources and Financial Services employees will report to the new Service New Brunswick</li> </ul>

**11. Where will the savings come from?**

With the merger of these government functions and creation of the corporation, it is anticipated that the Province will begin to see an annualized net operating benefit of more than \$30 million by the year 2020. These savings will be achieved primarily through the modernization of technology, systems and business processes associated with Information Technology and Supply Chain, Procurement and position reduction.