



# NavPoint Consulting Group Inc.

## RESULTS AND PEOPLE DRIVEN CONSULTING

NavPoint was founded in 2006 and has since served over 40 public and private sector clients. We are passionate in helping our clients succeed. We do this by understanding their business problems and helping them navigate to new horizons. We help architect solutions that are agile and performance focused. We bring a multi-disciplinary team with extensive experience, industry expertise and proven processes and methodologies to support our clients' needs.

**Learn more about how we created value and delivered quantifiable results for our government client in the attached case study.**

**[WWW.NAVPOINT.CA](http://WWW.NAVPOINT.CA)**

# The Challenge



Aboriginal Affairs and  
Northern Development Canada

Aboriginal Affairs and Northern Development Canada (AANDC) was faced with a major challenge when the Government of Canada (GoC) introduced Bill C-3 into Parliament, that once passed, would amend the Indian Act and immediately make more than 45,000 individuals eligible to apply and register for Indian status. For a department that in the regular course of business processes about 8 to 10 thousand applications a year, this presented a huge challenge.

Similar legislation in the past provided the insight that most of these newly eligible individuals would submit applications for registration within the first 3 months of a Bill receiving Royal Assent. As eligibility for health and other benefits were tied to the completion of the registration process, AANDC needed to greatly enhance its application processing capabilities to keep up with the expected volumes of this new national registration initiative.

## How We Helped

NavPoint designed business processes, defined new IT requirements, coordinated the setup of a new facility and employee unit to process applications, and worked with AANDC business partners (Service Canada and Passport Canada) to plan the launch and support activities for the enhanced application processing capability.

NavPoint contributed to the development of procedures and job aids for the modernized registration process. Furthermore, liaising with the Office of the Indian Registrar (OIR), a number of innovations were introduced, not just for processing Bill C-3 applications, but also for standard AANDC operations such as more efficient technology for applicant correspondence and modernized registration policies.

NavPoint supported the integration of the Secure Certificate of Indian Status (SCIS) card into the Bill C-3 registration process, providing guidance and advice to the Director General (DG) and Associate Deputy Minister (ADM) on the risks and challenges of the integration.

NavPoint developed project plans, analysis documents, requirements study and use cases, test plans and scripts documentation according to the Department's set of best practices, standards and methodologies such as Project Management Framework and Rational Unified Process.

## The Results

The modernized registration process was integrated with the new Secure Certificate of Indian Status (SCIS); applicants were able to submit photographs and additional identification along with their applications and be issued an SCIS card to access benefits in a one-step process. Significant changes to the new application form, processes and procedures for application intake and document management were also implemented.

NavPoint supported the launch of the new application registration service offering, and remained one of AANDC's key partners during the stabilization phase of the project as applications began to come in, were accepted and processed using the newly implemented technology and processes. This included monitoring efficiency, and working with AANDC's business partners (Service Canada and Passport Canada) to support the launch of the program.