

**Elizabeth Smith-McCrossin**  
**MLA Cumberland North**



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**Députée Cumberland North**

**Nova Scotia Legislature**

January 27, 2025

The Honourable Jill Balser, M.L.A.  
Minister of Cyber Security and Digital Services  
Minister of Service Nova Scotia  
Service Nova Scotia and Internal Services  
Maritime Centre  
1505 Barrington Street  
P.O. Box 1523  
Halifax, Nova Scotia  
B3J 2Y3

Dear Minister Balser,

Thank you for agreeing to serve the people of Nova Scotia as Minister of Cyber Security and Digital Services and Minister of Service Nova Scotia. Your extensive experience and dedication to public service position you well to address the current challenges in your department. Cumberland County stands ready to collaborate with you to foster excellence in public service and cybersecurity.

Governing is about people. On November 26, 2024, Nova Scotians entrusted us with a mandate to shape a brighter future. We share a belief in the strength of our communities, the ingenuity of our industries, and the rich heritage that defines Cumberland County. Together, we will harness this potential to foster economic growth, improve healthcare, and elevate the quality of life for all residents.

Cumberland County stands on the precipice of tremendous opportunity. By investing in our people, supporting innovation, and ensuring sustainable development, we can unlock prosperity and lead Nova Scotia into a new era of progress. Our collective success hinges on collaboration, bold action, and a steadfast commitment to addressing the unique needs of our communities.

In your new role, your leadership will be pivotal in ensuring that Nova Scotians have access to secure, efficient, and innovative digital services. Your work will be integral in modernizing government services, improving cyber resilience, and enhancing the digital experience for residents and businesses across the province.

Specifically, I ask that you prioritize:

1. Focusing on the safe storage and access to personal data, ensuring robust systems to protect information while enabling transparency and accountability in cases of data leaks.
2. Strengthening Nova Scotia's cyber security infrastructure to protect sensitive data and maintain trust in digital government services. In line with this priority, I request you address the past cases of privacy breaches and increase funding to the Privacy Commissioner so that more staff can be hired to meet the demand of complaints in a more timely manner.
3. Modernizing Service Nova Scotia platforms to streamline processes and improve accessibility for all residents, including those in rural communities.
4. Supporting initiatives that encourage digital literacy and skills development, equipping Nova Scotians to thrive in a rapidly evolving digital landscape.
5. Enhancing collaboration with municipalities and private sector partners to develop innovative solutions that address local and regional challenges through digital transformation.

I would like to meet with you as soon as possible to discuss these important priorities and how we can collaborate to address Cumberland County's unique challenges and opportunities. Collaboration is key to ensuring that we deliver meaningful results for our communities.

I look forward to working with you to advance these goals and to create a stronger, more vibrant Cumberland County. Together, we will seize the opportunities before us and create lasting positive change for generations to come.

Sincerely,



Elizabeth Smith-McCrossin  
MLA for Cumberland North