



Joint Councils	
Working Group	Description
Canada Open Government (COG)	The Canada Open Government (COG) Community of Practice is a forum for multi-jurisdictional information sharing and collaboration on open government initiatives, tools and principles, including those on common open data, open information and public engagement across jurisdictions.
Client-Centric Services Design / Experience	<p>The community provides a forum for jurisdictional entities to work together to improve the overall service experience for Canadians through client centered service design. The scope of the community spans a range of service experience related topics, and will provide a forum to:</p> <ul style="list-style-type: none"> • Share expertise, challenges, lessons learned and success stories. • Co-create and arrive at a common understanding and vision for a One Canadian Citizen government service experience. • Socialize and promote the client-centered vision within member jurisdictions and report on efforts to achieve the vision. Take a pulse check from across jurisdictions to understand different states of readiness to adopt the vision. • Identify challenges experienced by CoP members in designing client-centered services and collectively develop strategies to promote progress and remove barriers. • Identify specific areas of interest for more focused presentations from members.
Death Notification	The Joint Councils established the Death Notification Working Group (DNWG) to improve death registration and notification across Canada. The DNWG identifies options to: increase efficiencies and service times in the registration of death notices; facilitate rapid national access to death notifications for eligible F/P/T organizations; and improve client service experience for the reporting of deaths. The Death Notification has now transitioned to a Community of Practice.
Data Driven Intelligence DDI	Created to improve the client experience by leveraging Open Data and advanced data analytics to improve service delivery collaboratively. To act as a catalyst for DDI to gain insights into client needs and develop practical solutions by linking government services wherever possible. The activities of the working group will enable public services to be at the forefront of providing modern excellent services where the customer experience meets or exceeds the Canadian public and business community's expectations.
Digital Trust & Credentials Program	<p>The Joint Councils remain committed to accelerating the work to deliver trusted digital identity for Canadians. Citizens want quick, convenient access to online programs and services from both public and private sectors and to be assured that their personal information will be collected, use and disclose in accordance not only with the principles of privacy by design, but also in accordance with applicable laws and regulations. Digital trust is crucial to transforming government services.</p> <p>Doing so will:</p> <ul style="list-style-type: none"> • facilitate a seamless, convenient user experience across jurisdictions; • improve security by enabling real time validation of identity attributes across jurisdictions; • ensure that, even as jurisdictions work at different paces, we are all working towards a common understanding of identity management; • provide the foundation for uniform service levels online to residents of Canada no matter where a resident is located; and • realize operational efficiencies in our use of taxpayer dollars – by allowing residents who can/prefer to use online channels to do so rather than requiring they use more costly phone and in-person channels <p>Identity Management Sub-Committee (IMSC): A key accomplishment of the Joint Councils has been the development and evolution of the PCTF under the leadership of the IMSC. The IMSC brings together inter-jurisdictional collaboration from all orders of government and external stakeholders such as DIACC. Through the IMSC, the Joint Councils have been engaged in discussions on digital identity and government since 2008. Our emphatic support of digital identity stems from our belief that it is the key to the service outcomes that Canadians expect and need.</p>
Privacy Sub-Committee	<p>The mandate of the Privacy Sub-Committee is to:</p> <ul style="list-style-type: none"> • To provide a national forum for the exchange of information relating to access to information/Freedom of Information and privacy research, best practices, training, IT products, and other resources, in support of public sector programs and objectives; • To support the mission of the PSCIOC "to enable enhanced service to the Canadian public through collaboration across governments and demonstrated leadership in the management of information and technology"; and, • To support the mandate of the PSSDC to "share information, develop partnerships and facilitate potential solutions that can be used to improve public sector service delivery" by playing a leadership and coordination role in matters related to access to information and privacy protection.
Research Committee	Research Committee is responsible for the conduct of research, under the guidance of the Joint Councils, to support the public sector inter-jurisdictional CIO and service delivery communities. The PSSDC-PSCIOC Research Committee was established in 1998 and is focused on delivering research findings and results that will enable the PSSDC and PSCIOC members to design and implement their service improvement strategies for both external (client and citizen) and internal (employee and stakeholder) audiences.
Service to Business	<ul style="list-style-type: none"> • To share information and experiences and explore opportunities and challenges in improving public sector service delivery for business clients. • Specifically, identifying and implementing tangible service improvements that are based on inter-jurisdictional collaboration that results in improved service delivery and excellence to businesses across Canada
Open Source	The Open Source Working Group would provide a mechanism for federal, provincial, territorial and municipal jurisdictions to collaborate and learn from each other on the use of open source.

Public Sector Chief Information Officer Council (PSCIOC)	
Working Group/Community of Practice	Description
Cloud	The Public Sector Chief Information Officer Council Cloud Community of Practice (CoP) provides advice to the Government of Canada Cloud Steering Committee (GC-CSC) as it develops an industry consultation approach on how the public sector may successfully implement cloud services.
Microsoft Office 365	The Microsoft Office 365 Working Group was set up to understand the experiences of other jurisdictions that may have adopted Microsoft Office 365 (M365) in their IT environment. Specific interests included licensing, support services, corporate implementation and procurement.
Information & Communication Technology Policy (ICT Policy)	The FPT Information & Communication Technology Policy (ICT Policy) Community of Practice was established in 2014 at the direction of the Public Sector Chief Information Officer's Council (PSCIOC) representing all federal, provincial and territorial governments. The ICT Policy CoP enables participating governments to exchange information, policies and best practices related to ICT Policy.
Information Technology (IT) Procurement	<p>The IT Procurement CoP will assess opportunities for the Government of Canada, and provincial, territorial governments, and representatives from the Municipal Information Systems Association (MISA) to leverage existing and/or newly created IT agreements to the benefit of all participating governments and their citizenry.</p> <p>The intent of this collaborative effort is to take advantage of the collective spending power and influence of the federal, provincial and territorial governments and MISA to drive better procurement deals that will:</p> <ul style="list-style-type: none"> • reduce prices; • provide contractual terms and conditions that strike the right balance between protection for citizens and commercial reasonableness; • reduce administrative costs for governments by reducing duplication of effort across jurisdictions; and, • reduce the propensity of I&IT vendors to treat Canadian jurisdictions differently.
National CISO Committee on Information Protection	<p>The National CISO Committee on Information Protection enables participating governments to exchange information, policies, security awareness program practices and architecture initiatives related to information protection. This forum was established in 1998 at the direction of the Public Sector Chief Information Officer's Council (PSCIOC) representing all federal, provincial and territorial governments and the Municipal Information Systems Association (MISA).</p> <p>The objectives of the CISO Committee are:</p> <ul style="list-style-type: none"> • To exchange information, share best practices and recommend national and provincial goals, programs and priorities on Information Protection. • To jointly create, develop and support operational procedures and automated tools to insure that all jurisdictions in Canada maintain the highest standards of information infrastructure protection.
Public Sector Service Delivery Council (PSSDC)	
Working Group/Community of Practice	Description
Contact Centre Community of Practice	<p>The Contact Centre CoP industry is evolving at a rapid pace in response to citizen service expectations and rapidly evolving technology. The PSSDC identified a need to create a forum where federal, territorial, provincial, and municipal contact centre leaders can meet to share knowledge, cultivate best practice and foster innovation.</p> <p>The community provides a mechanism for jurisdictional entities to work together to improve contact centre service delivery across Canada.</p> <p>The scope of the community spans a range of contact centre related topics, including:</p> <ul style="list-style-type: none"> • Provide a forum to share expertise, lessons learned and examples of better practice • Forum to build partnerships either on research or solutions • Provide access to guest speakers who can offer different perspectives on contact centre service delivery • Provide insights and examples of innovation and service efficiency within the contact centre environment • Members will be asked to identify their specific areas of interest to assist in targeted meeting