

## Joint Councils

Public Sector Chief Information Officer Council  
Public Sector Service Delivery Council

## Conseils mixtes

Conseil des DPI du secteur public  
Conseil de la prestation des services du secteur public



**DRAFT – V.5**

**WEDNESDAY, FEBRUARY 22<sup>ND</sup>, 2017**

## **JOINT COUNCILS MEETING**

**8:30 A.M. – 4:30 P.M. EST**

## **CROWNE PLAZA GATINEAU-OTTAWA**

2 Rue Montcalm, Gatineau

**MEETING ROOM: SALON DES NATIONS (BALLROOM)**

7:30 a.m. – 8:25 a.m.- **BREAKFAST- Terrasse des Nations**

#	Time	<b><u>MEETING AGENDA</u></b> Topic	Lead
1.	8:30 – 8:40 a.m. (15 min)	<b>Welcome by Co-Chairs</b>  <b>Roundtable introduction of PSCIOC and PSSDC Members, and Observers</b>  <b><u>Administrative Matters:</u></b> <b>A) Approval of Record of Decision from September 14<sup>th</sup>, 2016 in-person meeting, Victoria, BC (TAB 1A) (<i>Decision Item</i>)</b>  <b>B) Acceptance of February 22<sup>nd</sup>, 2017 meeting agenda (TAB 1B) (<i>Decision Item</i>)</b>	<b><u>PSCIOC Co-Chairs:</u></b> <b>John Messina, TBS</b> <b>Bette-Jo Hughes, BC</b>  <b><u>PSSDC Co-Chairs:</u></b> <b>Natasha Clarke, NS</b> <b>Jacques Paquette, ESDC/Service Canada</b>
2.	8:40 – 9:25 a.m. (45 min)	<b><u>SHARED SERVICES (TAB 2)</u></b>  <b>Objective: Discussion on internal shared services as an emerging area that governments worldwide are exploring and/or strengthening.</b> A number of governments, including Ontario, are looking at ways to evolve the shared services model, in order to 1) Provide the best service and solutions possible to clients in an efficient, effective, relevant and sustainable way; 2) Investigate ways to move to more modern ways to deliver shared services, including self-service and digitization; 3) Utilize appropriate funding models, enterprise resource planning systems and structures to ensure long-term sustainability.  <b><u>Discussion points:</u></b> <ul style="list-style-type: none"> <li>Shared service arrangements that exist around the world – findings from a jurisdictional study</li> <li>Ontario's experience along a 19-year evolution in shared services (other provinces that may participate NB, MB, QC, BC)</li> <li>Dialogue to discuss items of shared interest/exchange of lessons</li> </ul>	<b><u>Presenters:</u></b> Kevin French, ADM, Ontario Shared Services  Scott Sinclair, ADM, Manitoba  Alan Roy, ADM, NB  Robert Devries, ON Judy Ross, NB Bernadette DeSouza, ON

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		<p>learned</p> <ul style="list-style-type: none"> <li>Discuss potential to set-up a national network on shared services</li> </ul>	
3.	<p>9:25 – 11:40 p.m. (120 min)</p> <p><b>BREAK</b> (10:30 – 10:45) (15 min)</p>	<p><b><u>Framework Working Group – (TAB 3) (Decision Item)</u></b></p> <p><i><b>Vision:</b> Providing Best in Class Public Services</i> <i><b>Call to Action:</b> Creating Best in Class Digital Government for Canadians</i></p> <p><b><u>Objectives:</u></b></p> <ul style="list-style-type: none"> <li><b><u>Presentation</u></b> on the <b>key findings and analysis</b> related to consultations with members including recommendations and next steps</li> <li><b><u>Review and discussion on revised Logic Model</u></b> based on jurisdictional feedback</li> <li><b><u>Workshop: review revised Roadmap</u></b> based on feedback from consultations and roundtable discussion on confirmation of Joint Councils' priorities</li> <li><b><u>Discussion on next steps</u></b> related to Joint Councils' priorities and roadmap</li> </ul>	<p><b><u>Framework Working Group Co-Chairs:</u></b></p> <p>Natasha Clarke, NS Sophia Howse, BC</p>
4.	<p>11:40 – 12:00 p.m. (20 min)</p>	<p><b><u>F-P/T Deputy Ministers' Table on Service Delivery (TAB 4)</u></b></p> <p><b><u>Objective:</u></b> Progress report on the work of the FPT DMs' Table as it relates to the work/priorities of the PSSDC-PSCIOC and discussion on engagement for better collaboration between the FPT DMs' Table and the Joint Councils moving forward.</p>	<p><b><u>FPT DMs' Table:</u></b> Leslie MacLean, COO, ESDC/Service Canada</p> <p>Joanne Munro, Chief Executive Officer, Service Nova Scotia (via teleconference)</p>
	<p>12:00 – 1:00 p.m.</p>	<p><b>Lunch – Terrasse des Nations</b></p>	
5.	<p>(60 min)</p> <p>1:00 – 1:20 p.m.</p> <p>1:20 – 1:35 p.m.</p> <p>1:35 – 2:00 p.m.</p>	<p><b><u>Identity Management (TABS 5A to 5C)</u></b></p> <p><b><u>Objective:</u></b></p> <p><b>A) Progress report on the current work of the Identity Management Sub-Committee (IMSC)</b> related to the Pan-Canadian Trust Framework and next steps related to acceleration of this priority.</p> <p><b>B) Progress report on the current work of DIACC</b> related to the Pan-Canadian Trust Framework and its continued collaboration with IMSC.</p> <p><b>C) Jurisdictional showcase on Alberta's Identity Management Program</b></p>	<p><b><u>IMSC Co-Chairs:</u></b> Rita Whittle, TBS Robert Devries, ON</p> <p><b><u>DIACC President:</u></b> Joni Brennan</p> <p><b><u>Presenter:</u></b> Jackie Stankey, Alberta</p>

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6.	2:00 – 2:45 p.m. (45 min)	<b>Canada's Digital Interchange – (TAB 6)</b>  <b>Objective:</b> <ul style="list-style-type: none"> <li>Progress report related to <b>CDI business case including “CDI proof of concept FPT pilots”</b> that will focus on testing CDI design elements with respect to exchange of information protocols. <i>Update on the pilots with Alberta and Nova Scotia.</i></li> <li>Presentation on <b>federal study of CDI benefits realization done by PricewaterhouseCoopers (PwC)</b></li> </ul>	<b>CDI Co-Chairs:</b> Robert Frelich, Service Canada
	2:45–3:00 p.m.	<b>BREAK</b>	
7.	3:00 – 4:00 p.m. (60 min)	<b>Death Notification Working Group – (TAB 7)</b>  <b>Objective:</b> <ul style="list-style-type: none"> <li>Update and seek approval of the Death Registration and Notification Blueprint Report.</li> <li>Seek concurrence to shift mandate of the Death Notification Working Group to be more client-centric.</li> <li>Present statement of work for phase II of project while seeking additional funding from PSSDC and/or PSCIOC.</li> </ul>	<b>Death Notification Working Group:</b>  Anik Dupont, Service Canada Steve Burnett, ON Ron Hinshaw, BC
8.	4:00 – 4:25 p.m. (25 min)	<b>Joint Councils' Research Committee (TAB 8)</b>  <b>Objective:</b> Review and confirmation of research priorities and funding request for members' approval related to dedicated resource for Research Committee and set-up of research repository <i>(for decision)</i>	<b>Research Committee Co-Chairs:</b> Guy Gordon, MB Richard Dalpé, TBS
9.	4:25 p.m.	<b>Other Business:</b>  A) Other Business arising from the meeting  B) Joint Councils Action Items from previous meetings (TAB 9A) <i>(Information Item)</i>  C) Update Reports from Joint Councils' sub-committees and working groups: <i>(Information Item)</i> <ul style="list-style-type: none"> <li>Privacy Sub-Committee (TAB 9B)</li> <li>Open Data and Information Working Group (TAB 9C)</li> <li>Service Mapping Sub-Committee <i>(update in Spring 2017)</i></li> </ul> D) Next in-person meeting of the Joint Councils: October 4 <sup>th</sup> , 2017, Charlottetown, PEI	<b>Co-Chairs</b>
	4:30 p.m.	<b>Adjournment of Joint Councils Meeting</b>	<b>Co-Chairs</b>
	5:50	<b>Delegates to meet in hotel lobby to board bus for dinner</b>	





p.m.

## OFFICIAL JOINT COUNCILS DINNER

**February 22<sup>nd</sup>, 2017**

**6:00 – 9:00 p.m. EST**

### **Courtyard Restaurant**

21 George Street | Byward Market | Ottawa, ON

Delegates to meet in the lobby of the Crowne Plaza Hotel at 5:50 p.m. to board bus

**Reception: 6:15 – 6:45 p.m.**

**Official Dinner: 7:00 – 9:00 p.m.**

**Welcome Remarks**

**TBC**

***Business Attire***

#### Historic Courtyard Restaurant

**Since 1827**, the building at 21 George Street has been a witness to history – and for much of its past, a home to hospitality. **1827** – First constructed as a log tavern that quenched the thirsts of the workingmen whose labour gave birth to Bytowne (Ottawa’s original name), an eventual addition transformed the building into the modest McArthur House Hotel. **1837** – By 1837, much of the original building was gone, and like many of the wooden shanties of the early city, it had been replaced by a structure made of locally quarried limestone. It was known briefly as the Ottawa Hotel, and later as “McArthur’s British Hotel”. **1865** – Construction for a new wing began and the building would eventually be leased to the newly minted federal government to house a garrison of 150 men charged with the task of protecting Governor General Lord Monck. **1875** – From 1875 to 1880, the building was refurbished and operated as the “Clarendon House Hotel”. Following this venture, 21 George served as headquarters for the Geological Survey of Canada, and later, a branch of the Mines department, until the middle of the Second World War. **1978** – After decades of sitting empty, the NCC began the renovations to transform 21 George into the Courtyard Restaurant. While the restaurant first opened in July 1980, just 5 weeks later a fire in an adjoining building caused the new restaurant to close for repairs. **2010** – The Courtyard Restaurant celebrated its 30th Anniversary.