



Draft - v.4

JOINT COUNCILS MEETING AGENDA


Wednesday, February 26 & Thursday, February 27, 2020
Radisson Admiral Hotel – Toronto Harbourfront

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WEDNESDAY, FEBRUARY 26, 2020

1:00 p.m. – 4:30 p.m. – Admiral Ballroom

Lunch: 12:00 P.M. - 1:00 P.M. – View Room

#	TIME	JOINT COUNCILS PRIORITY	OBJECTIVE	ACTION	LEADS
	1:00 p.m.	Welcome	Roundtable introduction of PSCIOC & PSSDC Members and Observers		PSSDC/PSCIOC Co-Chairs
1	1:05 – 1:15 p.m. (10 min)	Administrative Matters 	A) Approval of Record of Decision from September 25, 2019 in-person meeting, Winnipeg (TAB 1A) B) Acceptance of February 26 & 27, 2020 meeting agenda (TAB 1B) C) Joint Councils Action Items (TAB 1C) D) Joint Councils Bring Forward Agenda (TAB 1D)	For approval For approval For information For information	Heather Sheehy
Innovation and Best Practices Showcase					
2	1:15 – 1:35 p.m. 1:35 – 1:55 p.m. (40 min)	Showcase: ONTARIO	Ontario Digital Service (TAB 2A & 2B) <u>Objective:</u> <ul style="list-style-type: none"> Presentation of Ontario's Guide to Agile Delivery <u>Objective:</u> <ul style="list-style-type: none"> Presentation on TBC (details to follow) 	For information / discussion	Intro: Olivia Neal Presenters: ODS: tbc Tbc:
3	1:55 – 2:15 p.m.	Showcase: BRITISH COLUMBIA	Google Locations as a Pilot (TAB 3) <u>Objective:</u> Social Media: Citizens have come to expect to interact with government through social media	For information / discussion	Intro: Mark Burns Presenter:



	(20 min)		<p>channels to obtain information & referral services and provide feedback. Social media is widely used and accepted by connected citizens. Service BC has started work in this space by utilizing Google Locations as a pilot, to understand how citizens are finding and using web information about our physical presence and the services we render through the Service BC Centres across the province.</p> <p>Google Locations is a hybrid social media/search platform that allows citizens to find and review businesses, add them to lists such as “favourite” or “want to visit”, ask questions, and interact with a business online. Service BC has claimed all physical locations through Google in order to present accurate, current, and meaningful information to improve the experience for citizens using this search engine.</p> <p>The presentation would focus on lessons learned, best practices, resulting improvements and next steps.</p>		<p>Bev Dicks / Adriana Poveda, BC</p> <p>TBC</p>
	2:15 – 2:30 p.m.		BREAK – Admiral Foyer		
4	2:30 – 2:50 p.m. (20 min)	Showcase: ALBERTA	MyAlberta Evacuation Payment System - (TAB 4) Objective: <ul style="list-style-type: none"> • Presentation on MyAlberta Evacuation Payment System – jurisdictions may be interested in Alberta’s new approach to disbursing evacuation payments to impacted citizens during a disaster 	For information / discussion	<i>Intro: Tracy Wood</i> Presenter: Jackie Stankey\ Chantal Ritcey, AB TBC, AB (via WebEx)
5	2:50 – 3:10 p.m. (20 min)	Showcase: NEW BRUNSWICK	NB’s Motor Vehicle System (MVS) (TAB 5) Objective: <ul style="list-style-type: none"> • Demo of New Brunswick’s Motor Vehicle System (MVS) – After implementation in 2014, NB has invested four years in improving the system to the point that its ready to share the system with new potential users. It is impossible for all thirteen jurisdictions to maintain, upgrade and build every system that we need to serve our constituents. We need to capitalize on the best tools that each of us have in place and we have a new MVS system that may be of interest to many provinces and territories. 	For information / discussion	<i>Intro: Heather Sheehy</i> Presenter: Rob Horwood / Kim Newman, NB



6	3:10 – 3:30 p.m. (20 min)	Showcase: Veterans Affairs Canada	VAC – Agile approach to designing and delivering Pension for Life (TAB 6) Objective: <ul style="list-style-type: none"> • Presentation on the implementation of an Agile approach to designing and delivering Pension for Life which has allowed the department to further develop innovative solutions while also leveraging its expertise and maintaining flexibility. 	For information / discussion	<i>Intro: Mark Burns</i> Presenter: Jane Hicks, A/DG, VAC (via WebEx)
7	(40 min) 3:30 – 3:50 p.m. 3:50 – 4:10 p.m.	Showcase: Canada Revenue Agency (CRA) Immigration, Refugees and Citizenship Canada (IRCC)	Chatbots and Voice-Enabled Technologies (TAB 7A & 7B) Objective: <p>A) CRA is exploring the use of new Artificial Intelligence (AI)-powered technologies such as chatbots and voice-activated devices (e.g., Google Assistant, Amazon's Alexa). When integrated with existing service channels, they have the potential to respond to Canadians demands for better, faster, easier communications CRA launched its first cloud-hosted beta chatbot, Charlie, in March 2019 offering predefined responses to questions for the selected topic, initial results are promising. Charlie has answered over 40,000 questions since its initial launch, and feedback tells us that it anticipated the most common user questions.</p> <p>B) IRCC has implemented a chatbot, Quaid, which is trained to answer questions from our clients on Facebook. It is an artificial intelligence tool that uses machine learning to constantly improve its ability to respond, allowing social care agents to handle more complex client enquiries. Since its implementation in October 2018, Quaid has answered over 50,000 inquiries and handles close to 70% of all incoming questions online without any human intervention. Quaid is currently deployed on four of IRCC's Facebook pages in both official languages.</p>	For information / discussion	<i>Intro: Olivia Neal</i> Presenter: Silvano Tocchi, CRA Presenter: Alanna MacDougall, IRCC



8	4:10 – 4:30 p.m. (20 min)	Showcase: Treasury Board of Canada Secretariat	TBS – Digital Policy (TAB 8) <u>Objective:</u> <ul style="list-style-type: none">TBS would like to share the Policy on Service and Digital and the development process	For information / discussion	<i>Intro: Heather Sheehy</i> Presenter: Sonya Read, TBS
9	4:30 p.m.	Other Business	<u>Objective:</u> <ul style="list-style-type: none">Updates from Joint Councils Working Groups – for information:<ul style="list-style-type: none">Privacy Sub-Committee & GDPR Sub-Committee (TAB 9A)Research Committee (TAB 9B)Canada Open Government WG (TAB 9C)Announcement of the 2019 Award Winner of the ICCS Heintzman Leadership Award (<i>award presentation at the Official Dinner</i>)Joint Councils meeting resumes on Feb 27th at 8:30 a.m. in the Admiral Ballroom		Tracy Wood Dan Batista, ICCS, Executive Director
4:30 p.m.		Adjournment of Joint Councils Meeting – Day 1			
5:45 p.m.		<i>Delegates to meet in the lobby of the Radisson Admiral Hotel to board bus for Dinner.</i>			

OFFICIAL JOINT COUNCILS DINNER & PRESENTATION OF THE ICCS HEINTZMAN LEADERSHIP AWARD

The University Club of Toronto

Main Dining Room

(380 University Avenue, Toronto)

Pre-Dinner Reception: 6:10 – 6:40 p.m.

Welcome Remarks: 6:45 p.m.

ICCS Heintzman Leadership Award presentation: 7:00 p.m.

Official Dinner: 7:15– 9:00 p.m.

Business Attire




The University Club has been part of the Toronto scene since before the First World War. Its origins date back to 1906 and founded by a group of recent graduates from the University of Toronto. As the Club thrived and expanded, it has occupied a number of sites in the centre of Toronto, eventually moving to its current location on University Avenue in 1929. It was designed by the architects Mathers and Haldenby and was built by the firm of Jackson – Lewis. It is generally regarded as one of Canada's finest neo-classical buildings earning heritage status under the Ontario Heritage Act 1978. Over the years the University Club has acquired an outstanding collection of paintings and drawings by respected Canadian artists. These are on display throughout the house. Among the collection is at least one original painting by each member of the extended Group of Seven. Many contemporaries of the Group are also represented.






THURSDAY, FEBRUARY 27, 2020

8:30 a.m. – 4:00 p.m. – Admiral Ballroom



BREAKFAST: 7:30 A.M. – 8:25 A.M. – View Room

#	TIME	JOINT COUNCILS PRIORITY	OBJECTIVE	ACTION	LEADS
	8:30-8:35 a.m.	Welcome	Joint Councils Meeting – Day 2		JC Co-Chairs
10	8:35 – 9:15 (40 min)	Guest Presenter 	Canadian Centre for Cyber Security (TAB 10) <u>Objective:</u> <ul style="list-style-type: none"> ○ Presentation on the Canadian Centre for Cyber Security's mandate and activities ○ Sharing of lessons learned related to recent cyber security threats ○ Insights on what service design and delivery professionals need to know about cyber security and supports available to jurisdictions in dealing with threats ○ How can cyber security be integrated into service strategies and delivery approaches? 	For information / discussion	Intro: Mark Burns Canadian Centre for Cyber Security: Alexandra Underhill, Vice-Chair of NCSIP
11	9:15 a.m. – 10:15 a.m. (60 min)	JC Strategic Direction 	Joint Councils Strategic Direction (TAB 11) <u>Objective:</u> <ul style="list-style-type: none"> • Debrief of Joint Councils' Strategic Session on December 10th • Analysis of PSSDC and PSCIOC priorities and discussion on priority setting • Discussion on the Joint Councils' structure and governance (Councils, Working Groups and Communities of Practice) 	For discussion	Joint Councils Co-Chairs
	10:15 – 10:30 a.m.		BREAK		
12	10:30 – 12:00 p.m. (90 min)	Digital Identity 	Digital Identity Priority (TAB 12) <u>Objective:</u> <ul style="list-style-type: none"> • Pan-Canadian Digital ID Proposal for approval • IMSC: refreshed Terms of Reference and membership – future alignment of IMSC work (PCTF) to proposed Digital ID structure and governance • Report on jurisdictional scan on assessment to determine ability to issue digital identities • Update on funding proposal 	For discussion / feedback / approval	Intro: Tracy Wood Digital ID Co-Leads: Sophia Howse, BC Alex Bourque, TBS IMSC Co-Chairs:



			<ul style="list-style-type: none"> Report back on negotiation between ICCS and DIACC Update on partnerships with VSO, Registrars and Canada Health Infoway 		Marc Brouillard, TBS Rob Devries, ON
	12:00 – 1:00 p.m.		LUNCH – View Room		
1 3	1:00 – 1:30 p.m. (30 min)	Client Centre Services 	Client Centric Services Working Group - (TAB 13) Objective: <ul style="list-style-type: none"> Report back on testing and enhancements to the Intergovernmental Client-Centric Services Maturity Model Proposed next steps 	For discussion / feedback	<i>Intro: Heather Sheehy</i> CCS WG Co-Chairs: Bev Dicks, BC Wendy Birkinshaw Malo, ESDC
1 4	1:30 – 2:00 p.m. (40 min)	Data Driven Intelligence Working Group 	PSSDC's Data Driven Intelligence Working Group – (TAB 14) Objective: <ul style="list-style-type: none"> Report back on request (Sept 2019) by Joint Councils to develop a proposal and workplan for addressing legislative and data sharing barriers impeding the advancement of Joint Councils and PSSDC priorities. Funding requirement for approval 	For discussion and approval	<i>Intro: Olivia Neal</i> DDI Co-Chairs: Sonya Read, TBS Kelly Fuessel, SK Andrew Satterthwaite, York Region
1 5	2:00 – 2:30 p.m. (30 min)	Data Standards	Data Standards (TAB 15) Objective: <ul style="list-style-type: none"> Discussion on Data Standards – <i>details to follow</i> 	For discussion	<i>Intro: Mark Burns</i> Marc Brouillard, TBS CTO and IMSC Co-Chair
	2:30 – 2:45 p.m.		BREAK		
1 6	2:45 – 3:15 p.m. (30 min)	Death Notification Working Group 	Death Notification Working Group (TAB 16) Objective: <ul style="list-style-type: none"> Review and approval of future directions and work plan Review of Death Notification Working Group revised Terms of Reference Funding request for the hiring of a project manager to lead this work 	For discussion / feedback / approval	<i>Intro: Heather Sheehy</i> DNWG Co-Chairs: Jack Shewchuk, BC Natalie Tarkpea, IRCC Alena Lukes, MB
1 7	3:15 – 3:40 p.m.	Digital Strategy	Digital Strategy Working Group (TAB 17) Objective:		<i>Intro: Tracy Wood</i>



	(25 min)		<ul style="list-style-type: none"> Proposal and options related to the Joint Councils' pain points (follow up from September meeting) 	For discussion / feedback	Digital Strategy Co-Chairs: Natasha Clarke, NS Guy Gordon, MB
18	3:40 – 3:50 p.m. (10 min)	Broadband	Federal Investments in Broadband (TAB 18) Objective: <ul style="list-style-type: none"> Information on federal investments in broadband 	For discussion	<i>Intro: Olivia Neal</i> TBC: TBS
19	3:50 – 4:00 p.m. (10 min)	Partnerships 	FPT DMs' Table on Service Delivery (TAB 19) Objective: <ul style="list-style-type: none"> Agenda planning for June 2020 meeting 	For information / discussion	FPT DMs Table Secretariat: Heather Sheehy, ESDC Mark Burns, YT
20	4:00 p.m.	Other Business:	Objective: <ul style="list-style-type: none"> Next in-person meeting of the Joint Councils: Sept. 22-24, 2020, Québec City, Québec Upcoming JC Teleconferences: April / June / August PSCIOC & PSSDC EVALUATION FORMS (TAB 20A & 20B) 	For information Please complete evaluation form!	Tracy Wood
	4:00 p.m.		Adjournment of Joint Councils Meeting		