TUESDAY, FEBRUARY 21ST, 2017

CROWNE PLAZA GATINEAU-OTTAWA

2 Rue Montcalm, Gatineau
(819-771-4777)

WELCOME LUNCH

12:00 P.M. – 12:55 P.M. EST
TERRASSE DES CHUTES

LEARNING EVENT
Hosted by Government of Canada

1:00 P.M. – 5:00 P.M. EST
Showcase of Service Innovations with an emphasis on "Digital"
(Series of mini events by Federal Departments)

Venue: TBC

*Delegates to meet in lobby of the Crowne Plaza Hotel at **12:55 p.m.** to board bus*

WELCOME RECEPTION
6:30 P.M. – 8:30 P.M. EST

Crowne Plaza Hotel – Salon Châteauneuf

Business Casual

LEARNING EVENT AGENDA

12:55 p.m.	Delegates to meet in lobby of the Crowne Plaza Hotel to board bus.
1:00 p.m.	Depart Hotel and proceed to *TBC*
1:20 p.m.	**Welcome Remarks by Hosts**
1:30 p.m. – 4:45 p.m. *Refreshment Break - TBC*	**Potential Topics for Learning Event** – (4-5 presentations to be confirmed) **1. Design Thinking Techniques** *Presenter: Immigration Refugees and Citizenship Canada* In the past year ESDC and IRCC have experimented with using design thinking techniques to better understand client pain points and to better design systems that make sense for how people interact with the real world. This session will explore in particular how ESDC and IRCC used human centred design to make improvements to Canada's Old Age Security and Family Class Sponsorship programs. **2. Showcasing Service Innovations with A Focus on Digital** *Presenter: Canada Revenue Agency* CRA presentation will highlight the "digital/client centric" focus of the department. This includes two mini presentations under one blanket approach to "show and tell" and answer the 5W's, what we are doing, why we are doing it, who we involved, when we went into production and what our business outcomes have been. At a high level, this "showcase" will include the following digital services: • Electronic Mail Management • Electronic submission of documentation **3. Build In Canada Innovation Program** *Presenter: Public Services and Procurement Canada* Through the Build in Canada Innovation Program, using a competitive procurement process, the government buys innovative pre-commercial goods and services, and tests them in government departments and other partners. This program was made permanent in 2012. The Program is a win-win for both Canadian businesses and testing partners: • Businesses are better able to take the next step and sell their innovation on the marketplace • Partners test, assess and keep innovations that are not yet available in the market

4. The Digital Services Design Playbook
Presenter: Innovation, Science and Economic Development Canada

To increase productivity and competitiveness, Canadian businesses need to have access to government services that are designed around their needs and result in positive user experiences. To help meet client expectations, ISED is creating a Digital Services Design Playbook, which will guide the development of client-centric digital services for business. The Playbook includes guiding principles, best practices and tools to support managers and service providers as they develop new services and re-design existing services for the digital channel. The presentation will provide an overview of the beta-version of the Digital Services Design Playbook and offer PSSDC members the opportunity to share their ideas and contribute to the co-creation of the next iteration of the Playbook.

5. Innovative service partnership in Ontario Region (TBC)
Presenter: Service Canada Ontario Region
(Details to follow)

6. Optimizing existing technology to improve service delivery
Presenter: Service Canada Quebec Region

This pilot re-allocates excess resources virtually to another office that is having high transaction volume. This is done with existing technology (Microsoft Lync). A pilot project using Lync technology as a means of image transmission is currently being tested. The citizens as well as the service agents who are part of this pilot are very supportive of this new service model. (details to follow)

7. *Treasury Board Secretariat – TBC*

8. *Veterans Affairs Canada - TBC*

TBC	Networking – (presenters' display booths)
4:45 p.m.	Depart TBC
5:00 p.m. *approx.*	**Return to Hotel**