Ottawa 2017 FEBRUARY / FÉVRIER
ICCS
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

CANADA 150
1867-2017

DRAFT – V.8

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)

Canada's Agriculture and Food Museum
Three Sisters Hall, Learning Centre
901 Prince of Wales Drive, Ottawa, ON

*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

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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 the Canada's Agriculture and Food Museum.
1:20 p.m.	**Welcome Remarks by Hosts**
1:30 p.m. – 4:50 p.m.	**Topics for Learning Event**
1:30 – 1:50 p.m. **1:50 – 1:55 p.m. Q&A**	**1. Design Thinking Techniques - (TAB A)** *Presenters: Stephanie Jay-Tosh, Immigration Refugees and Citizenship Canada, and Tony Boonstra, Employment and Social Development 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. ***The presentation includes two short videos.***
1:55 – 2:15 p.m. **2:15 – 2:20 p.m. Q&A**	**2. The Canada's Revenue Agency's Digital Journey - (TAB B)** *Presenter: Silvano Tocchi, Canada Revenue Agency* In this session, participants will learn how the CRA delivers key programs securely online and they will explore the e-Interactions vision and strategy for end-to-end digital services. This discussion will also include an overview and history of certain CRA services: their development process, the assessment tools used, knowledge gained and how the CRA seeks to understand the needs of their clients.
2:20 – 2:40 p.m. **2:40 – 2:45 p.m. Q&A** *(Refreshments served in meeting room)*	**3. Build In Canada Innovation Program - (TAB C)** *Presenters: Chris Baird and Kenneth McMillan, Public Services & 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
2:45 – 3:05 p.m. **3:05 – 3:10 p.m. Q&A**	**4. Digital Services Design Playbook - (TAB D)** *Presenters: Suzanne MacDonald and Christopher Scipio, 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. This Digital Services Design Playbook is intended to guide managers and employees who must design or re-design a service for the digital channel. It includes guiding principles, best practices and toolkits for various stages of the service design process. The presentation will provide an overview of the beta-version of the Digital Services Design Playbook and offer members of the Councils the opportunity to share their ideas and contribute to the co-creation of the next iteration of the Playbook. ***A demonstration will be given.***

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3:10 – 3:30 p.m. 3:30 – 3:35 p.m. Q&A	**5. <u>Innovative service partnership in Ontario Region - (TAB E)</u>** *Presenters: Julie Garneau Ferris (Service Canada Ontario Region) and Steve Burnett (Partnerships & Business Development, ServiceOntario)* As client expectations continue to evolve, Service Canada and ServiceOntario have engaged in an active partnership to identify, recommend and implement collaborative service delivery arrangements in Ontario. Service excellence and client centricity are integral to what we do, and drive the program/policy – service delivery continuum. This presentation will provide a synopsis of the groundwork used as the basis of the collaboration, an overview of the current status of the cooperation and collaboration between ServiceOntario and Service Canada on a number of innovative key initiatives, and showcase the results and successes of the partnership.
3:35 – 3:55 p.m. 3:55 – 4:00 p.m. Q&A	**6. <u>Virtual Service Project / Project service virtuel - (TAB F)</u>** *Presenter: Stéphanie Hébert, Directrice Générale de la Direction des services aux citoyens et des programmes pour la Région du Québec, Service Canada* This project supports service innovation in line with the department's service strategy. It consists of virtual assistance, in both official languages at all times, from efficient technology at low cost (Lync and Webcam), between Service Canada Centers. It enables high volume Service Canada Centres to reduce wait times, by directing their clients to the next available "virtual agent" in designated smaller Service Canada Centres that have the capacity to assist. ***This presentation will include a short video.***
4:00 – 4:20 p.m. 4:20 – 4:25 p.m. Q&A	**7. <u>GCCollab – Digital collaboration with external associates – (TAB G)</u>** *Presenters: Nick Wise, Chris Allison, Jeff Outram, Treasury Board Secretariat* The presentation will speak to a new member of the GCTools suite – GCCollab, a platform that supports digital collaboration with individuals outside of the federal public service (academics, students, provinces etc.)
4:25 – 4:45 p.m. 4:45 – 4:50 p.m. Q&A	**8. <u>My VAC Account Online Services – (TAB H)</u>** *Presenters: Gary Graves, Lorna Bonvie, Kim Andrews, Veterans Affairs Canada* Canada's Veterans are extraordinary Canadians who reflect the breadth of Canada's contributions to world peace and security. Since launching My VAC Account in 2005, Veterans Affairs Canada (VAC) continues its channel shift towards digital service delivery by making improvements to meet the needs of Veterans and their families. This presentation will outline the current functionality available through My VAC Account and the vision to develop user friendly, end-to-end enhanced digital services. It will also highlight VAC's shift to the application of user-centric design, during the development process, to ensure that Veterans' needs are at the centre of enhancements made to My VAC Account.
4:50 – 5:00 p.m. **5:00 p.m.**	*Coat check and board bus* Depart the Canada's Agriculture and Food Museum
5:20 p.m. *approx.*	**Return to Hotel**