



*DRAFT – V.4*

## **PSSDC MEETING AGENDA**

**THURSDAY, OCTOBER 5<sup>TH</sup>, 2017**

**9:00 A.M. – 4:00 P.M. ADT**

**DELTA PRINCE EDWARD HOTEL**

*18 Queen Street, Charlottetown, PEI*

**MEETING ROOM: GRAY BALLROOM**

**BREAKFAST: 8:00 A.M. – 8:55 A.M. – STEEVES MCGEE**

#	TIME	PSSDC PRIORITY / TOPIC	OBJECTIVE	ACTION	LEADS
1	9:00 – 9:15 a.m.  (15 min)	<b>Administrative Matters</b>	<b>Welcome</b>  <u>Administrative Matters:</u> A) Approval of Record of Decision from February 23rd, 2017 in-person meeting, Ottawa, ON (TAB 1A)  B) Acceptance of October 5th, 2017 Meeting Agenda (TAB 1B)  C) PSSDC Financial Status Report (TAB 1C)	<ul style="list-style-type: none"> <li>• <i>For approval</i></li> <li>• <i>For approval</i></li> <li>• <i>For information</i></li> </ul>	<u>PSSDC Co-Chairs:</u> Natasha Clarke, NS  ESDC/Service Canada  Linda Maljan, PSSDC Treasurer
2	9:15 – 9:45 a.m.  (30 min)	<b><u>Client Centric Services</u></b>	Service Network Collaboration Working Group (TAB 2)  <u>Objectives:</u>	<ul style="list-style-type: none"> <li>• <i>For discussion /</i></li> </ul>	<u>SNC Working Group Co-Chairs</u>  Rob Horwood, NB



			<p>A) Discuss results of the pre-test of the Partnership Questionnaire with NB and ON and progress on the national launch and draft Partnerships Guide.</p> <p>B) Discuss and seek endorsement of next steps in the development and implementation of the Points of Service Geo-mapping Tool.</p>	feedback	Annette Vermaeten, ESDC/SC Steve Burnett, ON
3	9:45 – 12:00 p.m.  (120 min)  (Break 15 min)	<u>Client Centric Services</u>	<p><b>Service Network Collaboration WORKSHOP (TAB 3)</b></p> <p><b>“The Art of Possible” and Future Partnership Opportunities</b></p> <p><b>Objective:</b> To better understand “the art of possible” and begin developing a framework that could be used to guide and inform future partnerships. It is critical to think expansively about current and future possibilities along a continuum of collaboration ranging from shared offices, one-counter services, bundled services and integrated digital services to help us better serve citizens in the future.</p>	<ul style="list-style-type: none"> <li>For information / discussion</li> </ul>	<p><b>Intro:</b> Rob Horwood, NB Annette Vermaeten, ESDC/SC</p> <p><b>Facilitators:</b> ESDC Innovation Lab SNC Co-Chairs</p>
	12:00 – 1:00 p.m.		<b>LUNCH – Steeves McGee</b>		
4	1:00 – 2:30 p.m.  (90 min)	<b>Data Analytics</b>	<p><b>Data Driven Intelligence Panel Presentation and Discussion (TAB 4)</b></p> <p><b>Objectives:</b></p> <p>A) Demonstrate the value of FPTM collaboration on data analytics to improve service delivery, enhance capacity, and create value for citizens.</p> <p>B) Identify jurisdictions that want to collaborate on data analytics projects.</p> <p>This session showcases four interjurisdictional data projects to highlight the value of interjurisdictional collaboration on data</p>	<ul style="list-style-type: none"> <li>For information / discussion</li> </ul>	<p><b>Presenters (TBC):</b></p> <p>BC CRA ISED Open Data Working Group</p>



			analytics utilizing open data, cloud based synthetic data, and a case study to prevent long-term unemployment. This builds on work being done by FPT partners and the DDI task team. PSSDC members' will be invited to support interjurisdictional collaboration on data analytics and to identify problems on which to base future projects.		
	2:30 – 2:45 p.m.		<b>BREAK</b>		
5.	2:45 – 3:15 p.m. (30 min)	<b>Service to Business Community of Practice</b>	<b>Service to Business Community of Practice (TAB 5)</b>  <u><b>Objectives:</b></u>  Discuss jurisdictions willing to endorse the Call to Action and move into the project development phase as per the FPT DMs' Table ask in May.		<u><b>S2B CoP Co-Chairs:</b></u>  <b>Steve Burnett, ON</b> <b>Chris Laverdure, ISED</b>
6.	3:15 – 3:45 p.m. (30 min)	<b>Channel Shifting Working Group</b>	<b>Implementing the Channel Shifting Behavioural Insights Playbook (TAB 6)</b>  <u><b>Objectives:</b></u>  A) Discuss how ESDC's Innovation Lab can assist interested jurisdictions in implementing the Channel Shifting Playbook.  B) Update on Webinars and/or series of courses on behavioural insights currently being developed by the ICCS in collaboration with Deloitte.		<u><b>Presenters:</b></u>  <b>ESDC Innovation Lab</b>  <b>Dan Batista, ICCS</b>
7.	3:45– 4:00 p.m. (15 min)	<u><b>Administrative Matters</b></u>	<u><b>Other Business:</b></u>  <b>A) PSSDC Action Items from previous meetings (TAB 7)</b>  <b>B) Jurisdictional Information Sharing (TABS 8A to 8S)</b>	<ul style="list-style-type: none"> <li><i>For information</i></li> </ul>	<b>PSSDC Co-Chairs</b>



			C) PSSDC EVALUATION FORM – (TAB 9)		
			D) Next in-person meeting of the PSSDC: February 22 <sup>nd</sup> , 2018, Toronto, ON		
	4:00 p.m.		Adjournment of PSSDC Meeting		
	5:50 p.m.		Delegates to meet in the lobby of the Delta Prince Edward Hotel (short walk to venue)		

**October 5<sup>th</sup>, 2017**

**OPTIONAL DINNER**

**6:30 – 9:00 p.m. ADT**

**Lobster on the Wharf Restaurant**

***Casual Attire***

A dinner reservation has been made at the **Lobster on the Wharf Restaurant** (2 Prince Street) for 6:30 p.m. ADT. Should you wish to participate, please contact Stefania Silisteanu at [stefania.silisteanu@iccs-isac.org](mailto:stefania.silisteanu@iccs-isac.org) so that you can be added to the reservation list. (Dinner costs are to be paid by each attendee.)