


PSSDC MEETING AGENDA

(Draft v5)

MS TEAMS MEETING

THURSDAY, FEBRUARY 17, 2022

12:00 p.m. – 3:00 p.m. EST

#	TIME	PSCIOC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	12:00 p.m.	<ul style="list-style-type: none"> <i>For simultaneous interpretation: refer to information provided</i> <i>Members to respond to evaluation poll after each presentation</i> 			
	12:00 p.m.	Welcome	Welcome & Land Acknowledgement Rollcall of PSSDC Members and registered Observers in attendance		ICCS Secretariat
1	12:00 – 12:05 a.m. (5 min)	Secretariat	<u>Objective:</u> A) Approval of Record of Decision from October 28, 2021, meeting (TAB 1A) B) Acceptance of February 17, 2022, Meeting Agenda (TAB 1B)	<i>For approval</i> <i>For approval</i>	Catherine Bennett, PSSDC Co-Chair
2	12:05 – 1:05 p.m. (60 min)	CLIENT CENTRIC SERVICES 	<u>Priority #1: Modernization of Service Delivery Models (TAB 2)</u> <u>Objective:</u> <u>Digital Leadership</u> <ul style="list-style-type: none"> Insights on effective, responsive, informed leadership for next generation of service delivery. How to lead in the digital age and leverage digital solutions to create better digital tools and services for all clients, including vulnerable populations. How all levels of government can collaborate to provide better integrated service and support for clients. How to drive enterprise approach (whole of government) What best practices can organizations incorporate throughout and across to foster more open and accessible digital services. 	For information / discussion <i>Members to respond to evaluation poll after each item.</i>	<i>Lead: Catherine Bennett</i> <u>Public Digital:</u> Emma Gawen, Partner Emma is a Public Sector expert and lead in the Americas. She works primarily with senior government leaders, helping them to initiate and support the structural changes needed to support digital ways of working.

			<ul style="list-style-type: none"> How to measure success in addressing gaps in digital access and digital literacy. 		
	1:05 – 1:15 p.m.		Stretch Break		
3	1:15 – 2:15 p.m. (60 min)	CLIENT CENTRIC SERVICES 	<p><u>Priority #2 Client Experience Management (TAB 3)</u></p> <p><u>Objective:</u></p> <p>Interactive Workshop on Modernizing Client / Employee Experience:</p> <p>Introduction by Cody Dodd, PhD: Experiences from ICCS to Nielsen to the London School of Economics (5 mins)</p> <p>A) Strategic Data Management - Digital Literacy for Executives - Recognizing core taxonomy needed to navigate digital transformation: (15 min)</p> <ul style="list-style-type: none"> What is AI and what is it not APIs, Clouds, and databases User interfaces Q&A <p>B) Core Leadership Competencies - Core leadership competencies for successful digital management: (15 min)</p> <ul style="list-style-type: none"> Facilitation Digital strategy Practical Q&A <p>C) Teams, Tools and Use-Cases - Accessible options and 'no-code' automation - Common use-cases: (20 min)</p> <ul style="list-style-type: none"> Citizen / employee experience management Talent acquisition Process optimization Q&A <p>Wrap up and next steps (5 min)</p>	<p>For information / discussion</p> <p><i>Members to respond to evaluation poll after each item.</i></p>	<p><i>Lead: Mark Burns, PSSDC Co-Chair</i></p> <p>Cody Dodd, PhD, Researcher & Innovator on Digitization and Artificial Intelligence</p>
	2:15 p.m. – 2:20 p.m.		Stretch Break		
4	2:20 – 2:30 p.m.	Financial Report	<p><u>Objective:</u></p> <ul style="list-style-type: none"> PSSDC Financial Report (TAB 4A) 	For information	<i>Lead: Catherine Bennett</i>

	(10 min)		<ul style="list-style-type: none"> PSSDC Annual Contributions (TAB 4B) 		Linda Maljan, PSSDC Treasurer
5	2:30 – 2:45 p.m. (15 min)	Jurisdictional Service Delivery Priorities, Initiatives & Challenges	<p><u>Objective: (TAB 5A & 5B)</u></p> <p>Information Sharing Analysis: Overview of key service delivery accomplishments across the country, jurisdictional showcase opportunities on service delivery projects and overview of pan-Canadian service delivery issues for possible discussion / interjurisdictional collaboration.</p>	<i>For information / feedback</i>	<p><i>Lead: Mark Burns,</i> PSSDC Co-Chair</p> <p>ICCS Secretariat: Maria Luisa Willan</p> <p>Pavel Chernousov, Research Analyst</p>
6	2:45 – 2:55 p.m. (10 min)	Agenda Planning	<p><u>Objective: (TAB 6A & 6B)</u></p> <ul style="list-style-type: none"> PSSDC Bring Forward Agenda <ul style="list-style-type: none"> PSSDC bring forward agenda to ensure agenda items are aligned to Council's priorities. PSSDC Action Items 	<i>For information / feedback</i>	<p><i>Lead: Catherine Bennett</i></p> <p>ICCS Secretariat Maria Luisa Willan</p>
7	2:55 - 3:00 p.m. (5 min)	Other Business	<p><u>Objective:</u></p> <ul style="list-style-type: none"> PSSDC Group Update: Contact Centre CoP (TAB 7A) – Group seeking representation from NL, PEI, NU, and YT. Upcoming PSSDC Meetings: <ul style="list-style-type: none"> Tuesday, April 5th, 1:00 pm EDT Tuesday, May 3rd, 1:00 pm EST Monday, June 6th, 12:00 pm EDT Tuesday, July 12th, 1:00 pm EDT 	<i>For information</i>	<p><i>Lead: Mark Burns,</i> PSSDC Co-Chair</p> <p>ICCS Secretariat Maria Luisa Willan</p>
		Adjournment of PSSDC Meeting			