

Draft – v3

PSSDC MEETING AGENDA **MS TEAMS MEETING**

THURSDAY, FEBRUARY 25, 2021
12:00 p.m. – 3:00 p.m. EST

#	TIME	PSCIOC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	11:45 a.m. – 12:00 p.m.	<ul style="list-style-type: none"> <i>Set-up: Members/Observers to connect to MS Teams Meeting</i> <i>Participants: Refer to recommendations for the use of MS Teams</i> <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	Rollcall of PSSDC Members and registered Observers in attendance	PSSDC Co-Chairs: Catherine Bennett, ESDC Mark Burns, YT	
1	12:05 – 12:15 a.m. (10 min)	Administrative Matters	<u>Objective:</u> A) Approval of Record of Decision from September 24, 2020 meeting (TAB 1A) B) Acceptance of February 25, 2021 Meeting Agenda (TAB 1B) C) PSSDC Treasurer's Report <ul style="list-style-type: none"> PSSDC Financial Report – (TAB 1C) PSSDC Members' contributions for 2021/2022 – (TAB 1D) 	<i>For approval</i> <i>For approval</i> <i>For review</i>	Catherine Bennett ICCS Secretariat Linda Maljan, PSSDC Treasurer
2	12:15 - 12:45 – p.m. (30 min)	Showcase	<u>Objective:</u> Client Journey and Service Design: A) MSDO: Client Journey Mapping of the COVID-19 pandemic (TAB 2A)	For information and discussion <i>Members to respond to evaluation poll after each item.</i>	Intro: Catherine Bennett Michelle Herder Program Manager, Corporate Customer Service Strategy, York Region Raymond Martin, A/Director General, Service and Digital Partnerships Sector Digital Services Branch, PSPC
	12:45 – 1:15 – p.m. (30 min)		B) Public Services and Procurement Canada (PSPC): Framework developed to guide discussion on service journey related to improving accessibility, quality and timeliness of its services. (TAB 2B)		
	1:15 – 1:20 p.m. (5 min)		Stretch Break		

3	1:20 – 2:05 p.m. (45 min)	Citizen Experience, Satisfaction and Pain Points	Citizen Experience, Satisfaction and Pain Points (TAB 3) <u>Objective:</u> <ul style="list-style-type: none"> Strategic discussion on Citizen Experience, Satisfaction & Pain Points and the Citizen First (CF) Survey based on the Research Committee Executive Report (Jan 2021) Research Committee to provide insights to the PSSDC on way forward 	For discussion <i>Members to respond to evaluation poll after each item.</i>	<i>Intro: Mark Burns</i> Research Committee Co-Chairs: Richard Dalpé, TBS Tareq Al-Shumari, ON Sophia Jesow, Research Analyst
	2:05 – 2:10 p.m.		Stretch Break		
4	2:10 – 2:45 p.m. (35 min)	PSSDC Information Sharing New Format and Analysis	PSSDC Information Sharing New Format and Analysis (TAB 4A & 4B) <u>Objective:</u> <ul style="list-style-type: none"> Review of PSSDC Jurisdictional Information Sharing Analysis including emerging jurisdictional trends that can become priorities for the PSSDC or Joint Councils Overview of the new format for collecting the PSSDC information sharing reports. Seeking members' feedback on new format. 	For discussion / feedback <i>Members to respond to evaluation poll after each item.</i>	<i>Intro: Catherine Bennett</i> Sophia Jesow, Research Analyst Maria Luisa Willan, ICCS Secretariat
5	2:45 – 3:00 p.m. (15 min)	Other Business	<u>Objective:</u> <ul style="list-style-type: none"> PSSDC Action Items (TAB 5A) PSSDC Bring Forward Agenda (TAB 5B) PSSDC MS Teams Meetings: <ul style="list-style-type: none"> April 19, 2021 May 17, 2021 June 18, 2021 July 5, 2021 Aug 9, 2021 <p><i>Next PSSDC in-person meeting: TBC – September 22-24, 2021, Quebec City</i></p>	For information	Catherine Bennett ICCS Secretariat
	3:00 p.m.		Adjournment of PSSDC Meeting		