

Draft – v6

## **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"> <li>• <i>Set-up: Members/Observers to connect to MS Teams Meeting</i></li> <li>• <i>Participants: Refer to recommendations for the use of MS Teams</i></li> <li>• <i>For simultaneous interpretation: refer to information provided</i></li> <li>• <i>Members to respond to evaluation poll after each presentation</i></li> </ul>			
	12:00 p.m.	<b>Welcome</b>	<b>Rollcall of PSSDC Members and registered Observers in attendance</b>	<b>PSSDC Co-Chair: Mark Burns, YT</b>	
1	12:05 – 12:15 a.m.  (10 min)	<b>Administrative Matters</b>	<b><u>Objective:</u></b>  <b>A) Approval of Record of Decision from September 24, 2020 meeting (TAB 1A)</b>  <b>B) Acceptance of February 25, 2021 Meeting Agenda (TAB 1B)</b>  <b>C) PSSDC Treasurer's Report</b> <ul style="list-style-type: none"> <li>• PSSDC Financial Report – (TAB 1C)</li> <li>• PSSDC Members' contributions for 2021/2022 – (TAB 1D)</li> </ul>	<i>For approval</i>   <i>For approval</i>   <i>For review</i>	<b>Mark Burns</b>  <b>ICCS Secretariat</b>   <b>Linda Maljan,</b> PSSDC Treasurer
2	12:15 – 12:45 – p.m. (30 min)  12:45 – 1:15 – p.m. (30 min)	<b>Showcase</b>	<b><u>Objective:</u></b>  <b>Client Journey and Service Design:</b>  <b>A) MSDO: Client Journey Mapping of the COVID-19 pandemic (TAB 2A)</b>  <b>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)</b>	<b>For information and discussion</b>   <i>Members to respond to evaluation poll after each item.</i>	Intro: Mark Burns  <b>Michelle Herder</b> Program Manager, Corporate Customer Service Strategy, York Region  <b>Raymond Martin,</b> A/Director General, Service and Digital Partnerships Sector Digital Services Branch, PSPC  <b>Natalie Martel,</b> Director General, Information Management, Cyber Security and

					Innovation Services Digital Services Branch, PSPC
	1:15 – 1:20 p.m. (5 min)		Stretch Break		
3	1:20 – 2:05 p.m.  (45 min)	<b>Citizen Satisfaction Research</b>	<b>The Importance of Citizen Satisfaction Research (TAB 3)</b>  <u><b>Objective:</b></u> <ul style="list-style-type: none"> <li>Overview of Research Committee Executive Report related to citizen satisfaction research:               <ul style="list-style-type: none"> <li>An essential tool for public sector decision-making</li> <li>Spotlight on Citizens First 2020</li> <li>Examples of research conducted across Canada</li> <li>COVID-19 results in Citizens First 2020 (wave 2)</li> </ul> </li> <li>Research Committee to provide insights to the PSSDC on areas of focus related to service improvement</li> </ul>	<b>For discussion</b>  <i>Members to respond to evaluation poll after each item.</i>	<i>Intro: Mark Burns</i>  <b>Research Committee:</b>  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)	<b>PSSDC Information Sharing New Format and Analysis</b>	<b>PSSDC Information Sharing New Format and Analysis (TAB 4A &amp; 4B)</b>  <u><b>Objective:</b></u> <ul style="list-style-type: none"> <li>Review of PSSDC Jurisdictional Information Sharing Analysis including emerging jurisdictional trends that can become priorities for the PSSDC or Joint Councils</li> <li>Overview of the new format for collecting the PSSDC information sharing reports. Seeking members' feedback on new format.</li> </ul>	<b>For discussion / feedback</b>  <i>Members to respond to evaluation poll after each item.</i>	<i>Intro: Mark Burns</i>  Sophia Jesow, Research Analyst  Maria Luisa Willan, ICCS Secretariat
5	2:45 – 3:00 p.m.  (15 min)	<b>Other Business</b>	<u><b>Objective:</b></u> <ul style="list-style-type: none"> <li>PSSDC Action Items (TAB 5A)</li> <li>PSSDC Bring Forward Agenda (TAB 5B)</li> <li>PSSDC MS Teams Meetings:               <ul style="list-style-type: none"> <li>April 19, 2021</li> </ul> </li> </ul>	<b>For information</b>	<b>Mark Burns</b>  ICCS Secretariat

			<ul style="list-style-type: none"> <li>○ May 17, 2021</li> <li>○ June 18, 2021</li> <li>○ July 5, 2021</li> <li>○ Aug 9, 2021</li> </ul>		
	3:00 p.m.		<b>Adjournment of PSSDC Meeting</b>		