

PSSDC MEETING AGENDA (v6) **MS TEAMS MEETING**

THURSDAY, OCTOBER 28, 2021
12:00 p.m. – 3:00 p.m. EDT

#	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 – 12:10 a.m. (5 min)	Administrative Matters 	<u>Objective:</u> A) Approval of Record of Decision from February 25, 2021 meeting (TAB 1A) B) Acceptance of October 28, 2021 Meeting Agenda (TAB 1B)	<i>For approval</i> <i>For approval</i>	Intro: Mark Burns
2	12:10 – 12:50 p.m. (40 min)	DIGITAL IDENTITY 	<u>Objective: (TAB 2)</u> <ul style="list-style-type: none"> Update on Digital ID and work related to Proof of Vaccination (service delivery lens) 	<i>For information / discussion</i> <i>Members to respond to evaluation poll after each item.</i>	Intro: Mark Burns Peter Watkins, Digital ID Program Executive
	12:50 – 12:55 p.m.		Stretch Break		
3	12:55 – 1:25 p.m. (30 min)	RESEARCH & STRATEGIC INTELLIGENCE 	<u>Objective: (TAB 3)</u> Discussion on the importance of Citizen Satisfaction Research to inform and improve service delivery in the public sector: <ul style="list-style-type: none"> Key findings from Citizens First 2020 and possible actions to address findings. Recommendations on areas of focus/ action or further research for PSSDC as it relates to its mandate. 	<i>For discussion / next steps</i> <i>Members to respond to evaluation poll after each item.</i>	Intro: Catherine Bennett Research Committee Co- Chairs: Richard Dalpé, TBS Tareq Al-Shumari, ON <u>ICCS:</u> Dan Batista Michal Dziong

	1:25 – 1:30 p.m. (5 min)		Stretch Break		
4	1:30 – 2:10 p.m. (40 min)	PSSDC PATH FORWARD 	Objective: (TABs 4A & 4B) <ul style="list-style-type: none"> Re-imagine the PSSDC as the FPTM table driven by collaboration, innovation and data-analytics to enhance the efficacy of next generation of public sector service delivery. Empower the PSSDC to drive actionable outcomes for the next couple of years based on key priorities. Steer a PSSDC digital-first forward agenda based on key priorities and clients' needs. 	For discussion / next steps	PSSDC Co-Chairs PSSDC Members Roundtable
	2:10 – 2:15 p.m.		Stretch Break		
5	2:15 – 2:45 p.m. (30 min)	CLIENT CENTRIC SERVICES 	Objective: (TAB 5) Municipal showcase item <ul style="list-style-type: none"> Presentation on E-training or Virtual Classrooms. Q&A <p>More details to follow</p>	For information / discussion <i>Members to respond to evaluation poll after each item.</i>	<i>Intro: Mark Burns</i> MSDO: Michelle Orth Nicole Gittens, Community Connections, Peel Region
6	2:45 – 3:00 p.m. (15 min)	Administrative Matters 	Objective: <p>A) PSSDC P/T Co-Chair role (approval of a one-year extension for current P/T co-chair or confirm new co-chair)</p> <p>B) PSSDC Treasurer's Report</p> <ul style="list-style-type: none"> PSSDC Financial Report (TAB 6A) PSSDC Members' contributions for 2022/2023 (TAB 6B) <p>C) <u>PSSDC Information Sharing – for information only – TABs 6C & 6D</u></p> <p>D) <u>PSSDC Group Update – for information only:</u></p> <ul style="list-style-type: none"> Contact Centre CoP (TABs 6Ei, Eii, Eiii) 	For confirmation For information / feedback Request from CoP For information	<i>Intro: Catherine Bennett</i> Linda Maljan, PSSDC Treasurer ICCS Secretariat

			<p>E) PSSDC Action Items (TAB 6F)</p> <p>F) PSSDC Bring Forward Agenda (TAB 6G)</p> <p>G) Upcoming PSSDC Meetings:</p> <ul style="list-style-type: none"> • Thursday, November 4, 1:00 pm EDT • Thursday, December 2, 12:00 pm EST • Tuesday, January 18, 12:00 pm EST 		
	3:00 p.m.		Adjournment of PSSDC Meeting		