



DRAFT – V.4

PUBLIC SECTOR SERVICE DELIVERY COUNCIL (PSSDC)

THURSDAY, FEBRUARY 23RD, 2017

8:30 A.M. – 4:00 P.M. EST

CROWNE PLAZA GATINEAU-OTTAWA

2 Rue Montcalm, Gatineau

MEETING ROOM: SALON DES NATIONS

7:30 a.m. - 8:25 a.m. - BREAKFAST: Terrasse des Nations

Item	Time	<u>MEETING AGENDA</u>	Lead
1.	8:30 – 8:45 a.m. (15 min)	<p>Welcome</p> <p><u>Administrative Matters:</u></p> <p>A) Approval of Record of Decision from September 15th, 2016 in-person meeting, Victoria, BC (TAB 1A) (<i>Decision Item</i>)</p> <p>B) Acceptance of February 23rd, 2017 Meeting Agenda (TAB 1B) (<i>Decision Item</i>)</p> <p>C) PSSDC Financial Status Report (TAB 1C) – (<i>Information Item</i>)</p>	<p>PSSDC Co-Chairs: Jacques Paquette, ESDC/Service Canada Natasha Clarke, NS</p> <p>Linda Maljan, Treasurer</p>
2.	8:45 – 9:15 a.m. (30 min)	<p>Presentation from MSDO (TAB 2)</p> <p>211 Services in Ontario - Unlocking the Value of 211</p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> • Overview of 211 development in Ontario (establish, expand, transform and align) • State of the 211 System: <ul style="list-style-type: none"> ○ Built from the Community Up ○ Powered by Partnerships ○ Infrastructure Developments • Leveraging 211's Capacity 	<p>Presenter: Karin Milligan, 211 Executive Director</p>
3.	9:15 – 10:15 a.m. (60 min)	<p>Channel Shifting Working Group (TAB 3)</p> <p><u>Objective:</u> Presentation of “Behavioural Insights Playbook”</p> <p><u>Presentation will include:</u></p> <ul style="list-style-type: none"> • Overview of what Behavioural Insights is and how it can be applied by government service providers, specifically in a digital 	<p>Presenter: Janice Horne, Deloitte</p> <p>Channel Shifting Working Co-Chairs: Ron Hinshaw, BC Chris Laverdure,</p>



		<p>service delivery context;</p> <ul style="list-style-type: none"> • Key Behavioural Insights tools that may be leveraged in a digital context, in order to facilitate the modernization of online government services; • Behavioural Insights best practices and strategies to support digital service delivery; • Behavioural Insights lessons learned that may be applicable to digital service delivery; and, • Proven approaches for implementing Behavioural Insights concepts in a government context. • Discussion on use of Playbook across jurisdictions 	<p>ISED Steve Burnett, ON</p>
	10:15– 10:30 a.m.	<u>BREAK</u>	
4.	10:30 – 11:30 a.m. (60 min)	<p><u>Service to Business Community of Practice (TAB 4)</u></p> <p><u>Objectives:</u></p> <p>A) Presentation on the Service for Business Call to Action Strategy:</p> <ul style="list-style-type: none"> • Service for Business “ecosystem” in Canada, including key stakeholders and organizations/service providers, and major service for business initiatives (including those of the S2B CoP). • Call to Action Strategy to obtain endorsement at all levels of government to advance the work and initiatives with respect to the activities of the S2B CoP. • High-level Business Case for jurisdictional participation in Expedited Business Start, which will underpin the Call to Action for Service for Business • Recommendations on how to accelerate EBS, and/or other inter-jurisdictional service for business initiatives, including shorter term “wins”, while also advancing longer term, foundational enablers. 	<p><u>Presenter:</u> Mary Tate, Optimus SBR</p> <p><u>S2B CoP Co-Chairs:</u> Chris Laverdure, ISED Paul Pierlot, MB (TBC)</p>
5.	11:30 – 12:00 p.m. (30 min)	<p><u>Service Network Collaboration Working Group (TAB 5)</u></p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> • Progress report of Phase II related to Service Mapping Project • Progress report on Partnership Guide (in preparation for September meeting) 	<p><u>SNC Co-Chairs:</u> Steve Burnett, ON Annette Vermaeten, Service Canada</p>
	12:00 – 1:00 p.m.	LUNCH – Terrasse des Nations	
6.	1:00 – 1:30.m. (30 min)	<p><u>Sex/Gender Designations on Identity Documents</u></p> <p><u>Objective:</u></p>	<p><u>TBC – Jennifer Dawson</u></p>



		<ul style="list-style-type: none"> • Results of jurisdictional scan regarding 'gender identity'. At various levels of government, concerns have been raised on several fronts around the collection and use of gender identity information requiring governments to consider and implement new policies. (<i>follow up of Sept. 2016 PSSDC meeting</i>) • Presentation on federal efforts to develop a coordinated policy related to sex/gender designations on identity documents – recent provincial developments (i.e. Ontario Health Card and Driver's License changes), the impacts of related changes need to be monitored. 	
7.	1:30 – 3:30 p.m. (120 min) BREAK (15 min)	<p><u>Canada Café</u></p> <p><u>Objective:</u> Breakout sessions (<i>café-style</i>) on specific topics of interest to foster collaborative dialogue, active engagement, and constructive possibilities for action. (3-4 sessions / 30 minutes each)</p> <p><u>Sessions:</u> To be confirmed - under development</p>	TBC
8.	3:30 – 3:45 p.m. (15 min)	<p><u>Jurisdictional Information Sharing</u></p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> • Roundtable with members on the format and questions of the 	<u>PSSDC Co-Chairs / Members</u>

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