



DRAFT – v.5

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)	Welcome <u>Administrative Matters:</u> A) Approval of Record of Decision from September 15th, 2016 in-person meeting, Victoria, BC (TAB 1A) (<i>Decision Item</i>) B) Acceptance of February 23rd, 2017 Meeting Agenda (TAB 1B) (<i>Decision Item</i>) C) PSSDC Financial Status Report (TAB 1C) – (<i>Information Item</i>)	PSSDC Co-Chairs: Jacques Paquette, ESDC/Service Canada Natasha Clarke, NS Linda Maljan, Treasurer
2.	8:45 – 9:15 a.m. (30 min)	Presentation from MSDO (TAB 2) 211 Services in Ontario - Unlocking the Value of 211 <u>Objective:</u> <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 	Presenter: Karen Milligan, 211 Executive Director
3.	9:15 – 10:15 a.m. (60 min)	Channel Shifting Working Group (TAB 3) <u>Objective:</u> Presentation of “Behavioural Insights Playbook” <u>Presentation will include:</u> <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 	Presenter: Janice Horne, Deloitte Channel Shifting Working Co-Chairs: Ron Hinshaw, BC Chris Laverdure,



		<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</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 (TAB 6)</u></p> <p><u>Objective:</u></p>	<p>Annette Vermaeten, ESDC/Service Canada</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>) 	
7.	<p>1:30 – 3:30 p.m. (120 min)</p> <p>BREAK (15 min)</p>	<p><u>Canada Café (TAB 7)</u></p> <p><u>Objective:</u> The Canada Café is focused on advancing collaborative FPTM dialogue, active engagement, partnerships, and constructive possibilities for action. (4 sessions / 20-25 minutes each)</p> <p><u>Topics:</u></p> <ol style="list-style-type: none"> 1. Bundled Services 2. Service Integration 3. Digital Service Delivery 4. Vulnerable Populations 	<p><u>Presenters: TBC</u></p>
8.	<p>3:30 – 3:45 p.m. (15 min)</p>	<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 	<p><u>PSSDC Co-Chairs / Members</u></p>



		<p>current Information Sharing template and suggested changes for future PSSDC meetings.</p> <p><u>For Information Only:</u> Jurisdictional Information Sharing (TABS 8A to 8X)</p>	
9.	3:45 – 4:00 p.m.	<p><u>Other Business:</u></p> <p>A) Other Business arising from the meeting</p> <p>B) PSSDC Action Items from previous meetings (TAB 9) <i>(Information Item)</i></p> <p>C) PSSDC EVALUATION FORM – (TAB 10)</p> <p>D) Next in-person meeting of the PSCIOC: October 5th, 2017, Charlottetown, PEI</p>	<p><u>PSSDC Co-Chairs</u></p> <p>PLEASE COMPLETE</p>
	4:00 p.m.	ADJOURNMENT	

A dinner reservation has been made at the **Mill Street Brewery Ottawa** (55 Wellington Street) for 6:15 p.m. Should you wish to participate, please contact Linda Robins at linda.robins@iccs-isac.org so that you can be added to the reservation list. (Dinner costs are to be paid by each attendee.)

For those who have signed up, meet in the lobby of the Crowne Plaza Hotel at 6:00 p.m. (short cab ride)