



DRAFT – V.7

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)	MSDO - 211 Services - Unlocking the Value of 211 (TAB 2) <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 (TABS 3A & 3B) <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 service delivery context; • Key Behavioural Insights tools that may be leveraged in a 	Presenter: Janice Horne, Deloitte Channel Shifting Working Co-Chairs: Ron Hinshaw, BC Chris Laverdure, ISED Steve Burnett, ON



		<p>digital context, in order to facilitate the modernization of online government services;</p> <ul style="list-style-type: none"> • 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 	
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> 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 – 11:45 p.m. (15 min)	<p><u>Sex/Gender Designations on Identity Documents (TAB 5)</u></p> <p><u>Objective:</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>) 	<p><u>Presenter:</u> Anik Dupont & Annette Vermaeten ESDC/ Service Canada</p>
6.	11:45 – 12:00 p.m. (15 min)	<p><u>Jurisdictional Information Sharing</u></p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> • Discussion with members on the format and questions of the current Information Sharing template and suggested changes for future PSSDC meetings. <p><u>For Information Only:</u> Jurisdictional Information Sharing (TABS 6A to 6S)</p>	<u>PSSDC Co-Chairs</u>
12:00 – 1:00 p.m.		LUNCH – Terrasse des Nations	



7.	1:00 - 1:40 p.m. (40 min)	Service Network Collaboration Working Group (TAB 7) Objective: <ul style="list-style-type: none">Part I: Update on the service network collaboration initiative including innovative partnerships across CanadaPart II: Discussion on the Partnerships Guide Outline, Survey, and recommendations for next steps	SNC Co-Chairs: Rob Horwood, NB Steve Burnett, ON Annette Vermaeten, Service Canada																					
8.	1:40 – 3:50 p.m. BREAK (in between sessions)	Canada Café (TAB 8) Objective: The Canada Café is focused on advancing collaborative FPTM dialogue, active engagement, partnerships, and constructive possibilities for action. (PSSDC Members will circulate every 20-25 minutes between four tables/themes. Each table will have a lead to moderate the conversation, gather insights and report back to the larger group during the last 25 minutes)	Table Leads Glenn Brunetti, MSDO Linda Maljan, NWT Rob Horwood, NB Ron Hinshaw, BC Guy Gordon, MB																					
	1:40 – 2:05 Salon des Nations	<table><tr><th>Theme/Table</th><th>Key Objective</th><th>Table Lead/Facilitator</th></tr><tr><td>Bundled Services for Client Segments</td><td>Identify opportunities for bundled services by client segment e.g. seniors, employers etc.</td><td>Guy Gordon, MB</td></tr><tr><td>Service Integration</td><td>Identify strategic pilots leading to more integrated agent/Omni-channel service delivery.</td><td>Rob Horwood, NB</td></tr><tr><td colspan="3">BREAK (Salon des Nations)</td></tr><tr><td>Digital Integration</td><td>Identify elements of digital integration strategies to advance the digital conversation and build momentum and support.</td><td>Glenn Brunetti, MSDO</td></tr><tr><td>Vulnerable Populations</td><td>Share best practices/ lessons learned.</td><td>Linda Maljan, NT Ron Hinshaw, BC</td></tr><tr><td>Wrap up</td><td>Plenary session</td><td>Table Leads</td></tr></table>	Theme/Table	Key Objective	Table Lead/Facilitator	Bundled Services for Client Segments	Identify opportunities for bundled services by client segment e.g. seniors, employers etc.	Guy Gordon, MB	Service Integration	Identify strategic pilots leading to more integrated agent/Omni-channel service delivery.	Rob Horwood, NB	BREAK (Salon des Nations)			Digital Integration	Identify elements of digital integration strategies to advance the digital conversation and build momentum and support.	Glenn Brunetti, MSDO	Vulnerable Populations	Share best practices/ lessons learned.	Linda Maljan, NT Ron Hinshaw, BC	Wrap up	Plenary session	Table Leads	
Theme/Table	Key Objective	Table Lead/Facilitator																						
Bundled Services for Client Segments	Identify opportunities for bundled services by client segment e.g. seniors, employers etc.	Guy Gordon, MB																						
Service Integration	Identify strategic pilots leading to more integrated agent/Omni-channel service delivery.	Rob Horwood, NB																						
BREAK (Salon des Nations)																								
Digital Integration	Identify elements of digital integration strategies to advance the digital conversation and build momentum and support.	Glenn Brunetti, MSDO																						
Vulnerable Populations	Share best practices/ lessons learned.	Linda Maljan, NT Ron Hinshaw, BC																						
Wrap up	Plenary session	Table Leads																						
	2:05 – 2:30 Salon des Nations																							
	2:30 – 2:40																							
	2:40 – 3:05 Salon Chaudière																							
	3:05 – 3:30 Salon Chaudière																							
	3:30 – 3:55 Salon des Nations																							



9.	3:55 - 4:00 p.m.	<u>Other Business:</u> A) Other Business arising from the meeting B) PSSDC Action Items from previous meetings (TAB 9) C) PSSDC EVALUATION FORM – (TAB 10) D) Next in-person meeting of the PSSDC: October 5 th , 2017, Charlottetown, PEI	PLEASE COMPLETE
	4:00 p.m.	ADJOURNMENT	

Informal Dinner Event

A dinner reservation has been made at the **Black Cat Bistro, Ottawa** (428 Preston Street) for 6:30 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)