










3	9:00 – 9:30 a.m. (30 min)	<u>Client Centric Services</u> 	<u>Data Driven Intelligence Working Group (DDI) – (TAB 3)</u> <u>Objectives:</u> <ul style="list-style-type: none"> • Presentation of the draft Data Driven Intelligence Playbook <u>Expected Outcome:</u> <ul style="list-style-type: none"> • Opportunity for members to provide feedback on the draft DDI Playbook 	For discussion / feedback	<i>Intro: Heather Sheehy</i> DDI Co-Chairs: Guy Gordon, MB John Houweling, York Region Mary Tate, Optimus SBR
4	9:30 – 10:15 a.m. (45 min)	<u>Client Centric Services</u> 	<u>Service to Business Working Group (TAB 4)</u> <u>Objective:</u> <ul style="list-style-type: none"> • Progress on the implementation of the BN Playbook • Members' feedback on the use of the engagement strategy across jurisdictions • Discussion on areas to improve the Service to Business initiatives <u>Expected Outcome:</u> <ul style="list-style-type: none"> • Assess the use of engagement strategy across jurisdictions for BN adoption • Identify potential areas to improve the S2B initiatives 	For discussion / feedback	<i>Intro: Natasha Clarke</i> S2B Co-Chairs: Anne Matthews, ON Pirth Singh, ISED
	10:15 – 10:30 a.m.		BREAK		
5	10:30 – 11:10 a.m. (40 min)	<u>Emerging Client Needs</u> 	<u>Indigenous Services – (TAB 5)</u> <u>Objective:</u> <ul style="list-style-type: none"> • Report back on feedback received at the September meeting on what are the issues across Canada • Discussion on examples of innovative service delivery approaches <u>Expected Outcome:</u> <ul style="list-style-type: none"> • Report out on issues across Canada related to Indigenous services as per members discussion in September • Confirm next steps for follow up by PSSDC 	For discussion	<i>Intro: Heather Sheehy</i> ISC: Hillary Thatcher, Indigenous Services Canada



6	11:10 – 11:40 p.m. (30 min)	<u>Emerging Client Needs</u> 	<u>Service Provision in Non-Official Languages (TAB 6)</u> <u>Objective:</u> To profile recent research related to the delivery of services in non-official languages to immigrants and Indigenous people		<i>Intro: Natasha Clarke</i> Ginette Gervais, ESDC
7	11:40 – 12:00 p.m. & 1:00 – 1:25 p.m. (45 min)	<u>Client Centric Services</u> 	<u>Service Network Collaboration Working Group (TAB 7)</u> <u>Objective:</u> <ul style="list-style-type: none"> • Progress report on Service Partnerships Playbook Engagement Strategy • Update on Points of Service Mapping exercise and seek direction on next steps for the project • Share innovations in call centre service delivery being implemented by jurisdictions and seek direction on focus of future work on call centres • Seek direction on future focus of the working group. <u>Expected Outcome:</u> <ul style="list-style-type: none"> • Clear direction on next steps for working group activities, particularly as they relate to Points of Service Mapping and Call Centres 	For discussion / feedback	<i>Intro: Heather Sheehy</i> SNC Co-Chairs: Rob Horwood, NB Wendy Birkinshaw Malo, ESDC
	12:00 – 1:00 p.m.		LUNCH – Terrasse des Nations		
	1:00 – 1:25 p.m.	<u>Session Continues</u>	<u>Service Network Collaboration Working Group</u>		
8	1:25 – 2:25 p.m. (60 min)	<u>Strategic Discussion</u>	<u>Strategic Discussion (TAB 8)</u> <u>Objective:</u> <ul style="list-style-type: none"> • Discussion on how the work and mandate of the PSSDC working groups: SNC, S2B and DDI aligns with the work of the Councils and Logic Model 		<i>Discussion facilitated by PSSDC Co-Chairs</i> Cathy Kealey, JC Strategic Policy Analyst



			<ul style="list-style-type: none"> Discussion on how to leverage the work of these groups to better support current priorities and identify gaps. <p>Expected Outcome:</p> <ul style="list-style-type: none"> Understanding of how the work of the PSSDC aligns with the priorities (Logic Model) of the Joint Councils Gaps or areas for further collaboration with JC and PSCIOC groups 		
	2:25 – 2:40 p.m.		BREAK		
9	2:40 – 3:10 p.m. (30 min)	<u>Emerging Client Needs</u> 	<u>BC Pilot: Open Source (TAB 9)</u> <u>Objective:</u> Demo on BC pilot related to Open Source software around a customer flow system i.e. wait times, time to deliver, staffing, etc.	For information / discussion	<i>Intro: Natasha Clarke</i> Ron Hinshaw, BC
10	3:10 – 3:30 p.m. (20 min)	<u>Administrative Matters</u> 	<u>Other Business:</u> A) Call out for PSSDC P/T Co-Chair (September 2019) B) Jurisdictional Information Sharing – (TAB 10A to 10R) C) PSSDC EVALUATION FORM (TAB 11) D) Next PSSDC in-person meeting: September 26, 2019, Winnipeg, MB E) PSSDC Teleconferences: <ul style="list-style-type: none"> TBC – April 2019 TBC – May/June 2019 TBC – July/August 2019 	For consideration For information Please complete evaluation form For information	Natasha Clarke
	30 minutes open – Co-Chairs may want to consider holding as a buffer in the event that an item on the agenda requires more discussion at the meeting.				
	4:00 p.m.		Adjournment of PSSDC Meeting		
			<i>No evening event</i>		