










			Expected Outcome: <ul style="list-style-type: none"> Opportunity for members to provide feedback on the draft DDI Playbook 		Mary Tate, Optimus SBR
3	9:20 – 10:05 p.m. (45 min)	<u>Client Centric Services</u> 	<u>Service Network Collaboration Working Group (TAB 3)</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. Expected Outcome: 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
	10:05 – 10:20 a.m.		BREAK		
4	10:20 – 11:05 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 Expected Outcome: <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



5	11:05 – 11:45 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	11:45 – 12:00 p.m. (15 min)	<u>Partnerships</u> 	<u>FPT DMs' Table – (TAB 6)</u> <u>Objective:</u> <ul style="list-style-type: none"> Update on the work of the DMs' Table as it relates to the priorities of the Joint Councils and PSSDC 	For information / discussion	FPT DMs' Table Secretariat: Natasha Clarke, NS Heather Sheehy, ESDC
	12:00 – 1:00 p.m.		LUNCH – Terrasse des Nations		
7	1:00 – 1:30 p.m. (30 min)	<u>Emerging Client Needs</u> 	<u>Service Provision in Non-Official Languages (TAB 7)</u> <u>Objective:</u> To profile recent research related to the delivery of services in non-official languages	For information / discussion	<i>Intro: Heather Sheehy</i> Genette Gervais, ESDC
8	1:30 – 2:30 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 Discussion on how to leverage the work of these groups to better support current priorities and identify gaps. <u>Expected Outcome:</u>	For discussion / feedback	<i>Discussion facilitated by PSSDC Co-Chairs</i> Cathy Kealey, JC Strategic Policy Analyst



			<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 		
	2:30 – 2:45 p.m.		BREAK		
9	2:45 – 3:15 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: Heather Sheehy</i> Ron Hinshaw, BC
	3:15 – 3:40 p.m. (25 min)		TIME OPEN ON THE AGENDA		
10	3:40 – 4:00 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
	4:00 p.m.		Adjournment of PSSDC Meeting		
			<i>No evening event</i>		