

Draft - v.5

PSSDC MEETING AGENDA

THURSDAY, FEBRUARY 28, 2019

8:30 A.M. - 4:00 P.M. EST

Crowne Plaza Gatineau-Ottawa Hotel

MEETING ROOM: Salon des Nations

BREAKFAST: 7:30 A.M. - 8:25 A.M. EST - Terrasse des nations

#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	8:30 a.m.	Welcome	Roundtable introduction of PSSDC Members and Observers		PSSDC Co-Chairs
1	8:30- 8:50 a.m. (20 min)	Administrative Matters	Objective: A) Approval of Record of Decision from Sept. 27, 2018 in-person meeting, Whitehorse (TAB 1A) B) Acceptance of February 28, 2019	For approval	Natasha Clarke
			Meeting Agenda (TAB 1B) C) PSSDC Treasurer's Report PSSDC Financial Status (TAB 1Ci) Review of funding requests from working groups for 2019-2020 (TAB 1Cii) PSSDC Members' contributions for 2019-2020 (TAB 1Ciii)	For approval For review	Deb Bergey, PSSDC Treasurer
			D) Review of PSSDC Action Items from previous meetings (TAB 1D) E) PSSDC Bring Forward Agenda (TAB 1E)	For review For information	
2	8:50 – 9:20 a.m.	Client Centric Services	Data Driven Intelligence Working Group (DDI) – (TAB 2)		Intro: Natasha Clarke
	(30 min)		 Objectives: Presentation of the DDI Playbook framework (including case study selection) and preliminary design 	For discussion / feedback	DDI Co-Chairs: Guy Gordon, MB John Houweling, York Region



	0.00	Olivera O	Opportunity for members to provide feedback on the DDI Playbook framework		Mary Tate, Optimus SBR
3	9:20 – 10:05 p.m. (45 min)	Client Centric Services	Service Network Collaboration Working Group (TAB 3) Objective: 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	Intro: Heather Sheehy SNC Co-Chairs: Rob Horwood, NB Wendy Birkinshaw Malo, ESDC
		5 – 10:20 a.m.	BREAK		
4	10:20 – 11:05 a.m. (45 min)	Client Centric Services	Service to Business Working Group (TAB 4) Objective: 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: Assess the use of engagement strategy across jurisdictions for BN adoption	For discussion / feedback	Intro: Natasha Clarke S2B Co-Chairs: Anne Matthews, ON Pirth Singh, ISED



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			 Identity potential areas to improve the S2B initiatives 		
5	11:05 – 11:45 a.m.	Emerging Client Needs	Indigenous Services – (TAB 5) Objective:		Intro: Heather Sheehy
	(40 min)		 Report back on feedback received at the September meeting on what are the issues across Canada Discussion on examples of innovative service delivery approaches 	For discussion	ISC: Hillary Thatcher, Indigenous Services Canada
			 Report out on issues across Canada related to Indigenous services as per members discussion in September Confirm next steps for follow up by PSSDC 		
6	11:45 – 12:00 p.m. (15 min)	<u>Partnerships</u>	 FPT DMs' Table – (TAB 6) Objective: 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)	Emerging Client Needs	Service Provision in Non-Official Languages (TAB 7) Objective: To profile recent research related to the delivery of services in non-official languages	For information / discussion	Intro: Heather Sheehy Ginette Gervais, ESDC
8	1:30 – 2:30 p.m. (60 min)	Strategic Discussion	 Strategic Discussion (TAB 8) Objective: 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. 	For discussion / feedback	Discussion facilitated by PSSDC Co- Chairs Cathy Kealey, JC Strategic Policy Analyst



			 Expected Outcome: 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		
		0 – 2:45 p.m.	BREAK		
9	2:45 – 3:15 p.m. (30 min)	Emerging Client Needs	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	Intro: Heather Sheehy Ron Hinshaw, BC
	3:15 – 3:40 p.m.		TIME OPEN ON THE AGENDA		
10	3:40 – 4:00 p.m. (20 min)	Administrative Matters Matters	Other Business: 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: • TBC – April 2019 • Monday, June 10, 2019 • Wednesday, August 7, 2019	For consideration For information Please complete evaluation form For information	Natasha Clarke
	4:00 p.m.		Adjournment of PSSDC Meeting		
			No evening event		