












			<ul style="list-style-type: none"> <li>• Presentation of the DDI Playbook framework (including case study selection) and preliminary design</li> </ul> <p><b>Expected Outcome:</b></p> <ul style="list-style-type: none"> <li>• Opportunity for members to provide feedback on the DDI Playbook framework</li> </ul>		<p>John Houweling, York Region</p> <p><b>Mary Tate, Optimus SBR</b></p>
3	<p><b>9:20 – 10:05 p.m.</b></p> <p>(45 min)</p>	<p><b><u>Client Centric Services</u></b></p> 	<p><b><u>Service Network Collaboration Working Group (TAB 3)</u></b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>• Progress report on Service Partnerships Playbook Engagement Strategy</li> <li>• Update on Points of Service Mapping exercise and seek direction on next steps for the project</li> <li>• Share innovations in call centre service delivery being implemented by jurisdictions and seek direction on focus of future work on call centres</li> <li>• Seek direction on future focus of the working group.</li> </ul> <p><b>Expected Outcome:</b> Clear direction on next steps for working group activities, particularly as they relate to Points of Service Mapping and Call Centres</p>	<p><b>For discussion / feedback</b></p>	<p><i>Intro: Catherine Bennett</i></p> <p><b>SNC Co-Chairs:</b> Rob Horwood, NB Wendy Birkinshaw Malo, ESDC</p>
	<b>10:05 – 10:20 a.m.</b>		<b>BREAK</b>		
4	<p><b>10:20 – 11:05 a.m.</b></p> <p>(45 min)</p>	<p><b><u>Client Centric Services</u></b></p> 	<p><b><u>Service to Business Working Group (TAB 4)</u></b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>• Progress on the implementation of the BN Playbook</li> <li>• Members' feedback on the use of the engagement strategy across jurisdictions</li> <li>• Discussion on areas to improve the Service to Business initiatives</li> </ul> <p><b>Expected Outcome:</b></p>	<p><b>For discussion / feedback</b></p>	<p><i>Intro: Natasha Clarke</i></p> <p><b>S2B Co-Chairs:</b> Anne Matthews, ON Pirth Singh, ISED</p>



			<ul style="list-style-type: none"> <li>Assess the use of engagement strategy across jurisdictions for BN adoption</li> <li>Identify potential areas to improve the S2B initiatives</li> </ul>		
5	<b>11:05 – 11:45 a.m.</b>  (40 min)	<b><u>Emerging Client Needs</u></b>  	<b><u>Indigenous Services – (TAB 5)</u></b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Report back on feedback received at the September meeting on what are the issues across Canada</li> <li>Discussion on examples of innovative service delivery approaches</li> </ul> <b><u>Expected Outcome:</u></b> <ul style="list-style-type: none"> <li>Report out on issues across Canada related to Indigenous services as per members discussion in September</li> <li>Confirm next steps for follow up by PSSDC</li> </ul>	<b>For discussion</b>	<i>Intro: Catherine Bennett</i>  <b>ISC:</b> Hillary Thatcher, Indigenous Services Canada
6	<b>11:45 – 12:00 p.m.</b>  (15 min)	<b><u>Partnerships</u></b>  	<b><u>FPT DMs' Table – (TAB 6)</u></b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Update on the work of the DMs' Table as it relates to the priorities of the Joint Councils and PSSDC</li> </ul>	<b>For information / discussion</b>	<b>FPT DMs' Table Secretariat:</b> Natasha Clarke, NS Catherine Bennett, ESDC
	<b>12:00 – 1:00 p.m.</b>		<b>LUNCH – Terrasse des Nations</b>		
7	<b>1:00 – 1:30 p.m.</b>  (30 min)	<b><u>Emerging Client Needs</u></b>  	<b><u>Service Provision in Non-Official Languages (TAB 7)</u></b>  <b><u>Objective:</u></b> To profile recent research related to the delivery of services in non-official languages	<b>For information / discussion</b>	<i>Intro: Catherine Bennett</i>  <b>Ginette Gervais, ESDC</b>
8	<b>1:30 – 2:30 p.m.</b>  (60 min)	<b><u>Strategic Discussion</u></b>	<b><u>Strategic Discussion (TAB 8)</u></b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>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</li> <li>Discussion on how to leverage the work of these groups to better</li> </ul>	<b>For discussion / feedback</b>	<i>Discussion facilitated by PSSDC Co-Chairs</i>  <b>Cathy Kealey, JC Strategic Policy Analyst</b>





			<p>support current priorities and identify gaps.</p> <p><b>Expected Outcome:</b></p> <ul style="list-style-type: none"> <li>Understanding of how the work of the PSSDC aligns with the priorities (Logic Model) of the Joint Councils</li> <li>Gaps or areas for further collaboration with JC and PSCIOC groups</li> </ul>		
	<b>2:30 – 2:45 p.m.</b>		<b>BREAK</b>		
9	<b>2:45 – 3:15 p.m.</b>  (30 min)	<p><b><u>Emerging Client Needs</u></b></p> 	<p><b><u>BC Pilot: Open Source (TAB 9)</u></b></p> <p><b>Objective:</b> Demo on BC pilot related to Open Source software around a customer flow system i.e. wait times, time to deliver, staffing, etc.</p>	<b>For information / discussion</b>	<p><i>Intro: Catherine Bennett</i></p> <p><b>Ron Hinshaw, BC</b></p>
10	<b>3:15 – 3:45 p.m.</b>  (30 min)	<p><b>Future Directions in Service</b></p>	<p><b><u>Future Directions in Service (TAB 10)</u></b></p> <p><b>Objective:</b></p> <ul style="list-style-type: none"> <li>To share initial federal thinking on future directions in service and seek PSSDC members' feedback</li> </ul> <p><b>Expected Outcome:</b></p> <ul style="list-style-type: none"> <li>Consideration of future areas of opportunity for FPTM collaboration</li> </ul>	<b>For discussion / feedback</b>	<p><b>Catherine Bennett, ESDC</b></p> <p><b>Sonya Read, TBS</b></p>
11	<b>3:45 – 4:00 p.m.</b>  (15 min)	<p><b><u>Administrative Matters</u></b></p> 	<p><b><u>Other Business:</u></b></p> <p><b>A) Call out for PSSDC P/T Co-Chair (September 2019)</b></p> <p><b>B) Jurisdictional Information Sharing – (TAB 11A to 11R)</b></p> <p><b>C) PSSDC EVALUATION FORM (TAB 12)</b></p> <p><b>D) Next PSSDC in-person meeting: September 26, 2019, Winnipeg, MB</b></p> <p><b>E) PSSDC Teleconferences:</b></p> <ul style="list-style-type: none"> <li><i>TBC – April 2019</i></li> </ul>	<p><b>For consideration</b></p> <p><b>For information</b></p> <p><b>Please complete evaluation form</b></p> <p><b>For information</b></p>	<b>Natasha Clarke</b>



			<ul style="list-style-type: none"><li>Monday, June 10, 2019</li><li>Wednesday, August 7, 2019</li></ul>		
	4:00 p.m.	<b>Adjournment of PSSDC Meeting</b>			
		No evening event			