

Draft - v.7

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	Welcome	Roundtable introduction of PSSDC		PSSDC
1	a.m. 8:30-	Administrative	Members and Observers Objective:		Co-Chairs
	8:50	Matters	A) Approval of Record of Decision	For approval	Natasha Clarke
	a.m.		from Sept. 27, 2018 in-person		
	(20	200	meeting, Whitehorse (TAB 1A)		
	min)		B) Acceptance of February 28, 2019		
			Meeting Agenda (TAB 1B)	For approval	
			C) PSSDC Treasurer's Report	For review	Deb Bergey, PSSDC
			• PSSDC Financial Report (TAB 1Ci)		Treasurer
			 Estimate of funding requests from working groups for 2019-2020 		
			 (TAB 1Cii) PSSDC Members' contributions for 2019-2020 (TAB 1Ciii) 		
				For review	
			D) Review of PSSDC Action Items from previous meetings (TAB 1D)		
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			 E) PSSDC Bring Forward Agenda (TAB 1E) 	information	
2	8:50 -	Client Centric	Data Driven Intelligence Working		Intro: Natasha
	9:20 a.m.	<u>Services</u>	<u>Group (DDI) – (TAB 2)</u>		Clarke
			Objectives:	For	DDI Co-Chairs:
	(30 min)			discussion / feedback	Guy Gordon, MB



	0.20	Oliont Contrio	 Presentation of the DDI Playbook framework (including case study selection) and preliminary design Expected Outcome: Opportunity for members to provide feedback on the DDI Playbook framework 		John Houweling, York Region 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: Catherine Bennett SNC Co-Chairs: Rob Horwood, NB Wendy Birkinshaw Malo, ESDC
4	10:20 – 11:05	5 – 10:20 a.m. <u>Client Centric</u> <u>Services</u>	BREAK Service to Business Working Group (TAB 4)		Intro: Natasha Clarke
	a.m. (45 min)		 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: 	For discussion / feedback	S2B Co-Chairs: Anne Matthews, ON Pirth Singh, ISED



5	11:05 – 11:45 a.m. (40 min)	Emerging Client Needs	 Assess the use of engagement strategy across jurisdictions for BN adoption Identity potential areas to improve the S2B initiatives Indigenous Services – (TAB 5) Objective: 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	Intro: Catherine Bennett ISC: Hillary Thatcher, Indigenous Services Canada
			 Expected Outcome: 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)	Partnerships	 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 Catherine Bennett, ESDC
	12:0	0 – 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: Catherine Bennett Ginette Gervais, ESDC
8	1:30 – 2:30 p.m. (60 min)	<u>Strategic</u> <u>Discussion</u>	 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 	For discussion / feedback	Discussion facilitated by PSSDC Co- Chairs Cathy Kealey, JC Strategic Policy Analyst



			support current priorities and identify gaps.		
			 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 <u>Needs</u>	BC Pilot: Open Source (TAB 9) Objective: 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: Catherine Bennett Ron Hinshaw, BC
10	3:15 – 3:45 p.m. (30 min)	Future Directions in Service	 Future Directions in Service (TAB 10) Objective: To share initial federal thinking on future directions in service and seek PSSDC members' feedback Expected Outcome: Consideration of future areas of opportunity for FPTM collaboration 	For discussion / feedback	Catherine Bennett, ESDC Sonya Read, TBS
11	3:45 – 4:00 p.m. (15 min)	Administrative Matters	 Other Business: A) Call out for PSSDC P/T Co-Chair (September 2019) B) Jurisdictional Information Sharing – (TAB 11A to 11R) C) PSSDC EVALUATION FORM (TAB 12) D) Next PSSDC in-person meeting: September 26, 2019, Winnipeg, MB E) PSSDC Teleconferences: TBC – April 2019 	For consideration For information Please complete evaluation form For information	Natasha Clarke



	• Monday, June 10, 2019	
	Wednesday, August 7, 2019	
4:00 p.m.	Adjournment of PSSDC Meeting	
	No evening event	