



Draft - v.9

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)	<u>Administrative Matters</u> 	Objective: A) Approval of Record of Decision from Sept. 27, 2018 in-person meeting, Whitehorse (TAB 1A) B) Acceptance of February 28, 2019 Meeting Agenda (TAB 1B) C) PSSDC Treasurer's Report <ul style="list-style-type: none"> PSSDC Financial Report (TAB 1Ci) Estimate of funding requests from working groups for 2019-2020 (TAB 1Cii) PSSDC Members' contributions for 2019-2020 (TAB 1Ciii) D) Review of PSSDC Action Items from previous meetings (TAB 1D) E) PSSDC Bring Forward Agenda (TAB 1E)	<i>For approval</i> <i>For approval</i> <i>For review</i> <i>For review</i> <i>For information</i>	Natasha Clarke Deb Bergey, PSSDC Treasurer
2	8:50 – 9:20 a.m. (30 min)	<u>Client Centric Services</u> 	<u>Data Driven Intelligence Working Group (DDI) – (TAB 2)</u> Objectives: <ul style="list-style-type: none"> Presentation of the DDI Playbook framework (including case study selection) and preliminary design 	For discussion / feedback	<i>Intro: Natasha Clarke</i> DDI Co-Chairs: Guy Gordon, MB John Houweling, York Region





			Expected Outcome: <ul style="list-style-type: none"> Opportunity for members to provide feedback on the DDI Playbook framework 		Optimus SBR: Rachel Steger, Project Manager Mary Tate, Executive Oversight (via telephone)
3	9:20 – 10:05 p.m. (45 min)	<u>Client Centric Services</u> 	<u>Service Network Collaboration Working Group (TAB 3A to 3C)</u> Objective: <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: Catherine Bennett</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> Objective: <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:	For discussion / feedback	<i>Intro: Natasha Clarke</i> S2B Co-Chairs: Anne Matthews, ON Pirth Singh, ISED



			<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 		
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: Catherine Bennett</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 Catherine Bennett, ESDC
	12:00 – 1:00 p.m.		LUNCH – Terrasse des Nations		
7	1:00 – 2:00 p.m. (60 min)	<u>Strategic Discussion</u>	<u>Strategic Discussion (TAB 7A & 7B)</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> <ul style="list-style-type: none"> Understanding of how the work of the PSSDC aligns with the priorities (Logic Model) of the Joint Councils 	For discussion / feedback	<i>Discussion facilitated by PSSDC Co-Chairs</i> Cathy Kealey, JC Strategic Policy Analyst



			<ul style="list-style-type: none"> Gaps or areas for further collaboration with JC and PSCIOC groups 		
8	2:00 – 2:30 p.m. (30 min)	<u>Emerging Client Needs</u> 	<u>BC Pilot: Open Source (TAB 8)</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: Catherine Bennett</i> Ron Hinshaw, BC Karim Gillani, Digital Services Architect, Strategic Services, BC <i>(via Webex)</i>
	2:30 – 2:45 p.m.		BREAK		
9	2:45 – 3:30 p.m. (45 min)	Future Directions in Service	<u>Future Directions in Service (TAB 9)</u> <u>Objective:</u> <ul style="list-style-type: none"> To share initial federal thinking on future directions in service and seek PSSDC members' feedback <u>Expected Outcome:</u> <ul style="list-style-type: none"> Consideration of future areas of opportunity for FPTM collaboration 	For discussion / feedback	<i>Intro: Catherine Bennett</i> Sonya Read, Senior Director, Digital Policy, TBS Alanna MacDougall Senior Director, Service Policy and Strategy Directorate, ESDC
10	3:30 – 4:00 p.m. (30 min)	<u>Administrative Matters</u> 	<u>Other Business:</u> A) Jurisdictional Information Sharing – (TAB 10A to 10R) B) Call out for PSSDC P/T Co-Chair – TAB 11 C) PSSDC EVALUATION FORM – TAB 12 D) Next PSSDC in-person meeting: September 26, 2019, Winnipeg, MB E) PSSDC Teleconferences: <ul style="list-style-type: none"> <i>Monday, April 8, 2019</i> 	For information For decision <i>Please complete evaluation form</i> For information	Natasha Clarke



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