

Draft – v4

PSSDC MEETING AGENDA MS TEAMS MEETING

THURSDAY, SEPTEMBER 24, 2020

12:00 p.m. – 3:00 p.m. EDT

#	TIME	PSCIOC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	11:40 a.m. – 12:00 p.m.	<ul style="list-style-type: none"> Set-up: Members/Observers to connect to MS Teams Meeting Participants: opt for wired internet connection, if possible and proper headset/microphone. (Refer to recommendations for the use of MS Teams, attached) For simultaneous interpretation: (details to follow) 			
	12:00 p.m.	Welcome	Welcome remarks by Joint Councils Co-Chairs	PSSDC Co-Chairs	
1	12:05 – 12:15 a.m. (10 min)	Administrative Matters	Objective: A) Approval of Record of Decision from February 26, 2020 in-person meeting, Toronto (TAB 1A) B) Acceptance of September 23, 2020 Meeting Agenda (TAB 1B) C) PSSDC Action Items (TAB 1C) D) PSSDC Bring Forward Agenda (TAB 1D) E) PSSDC Treasurer's Report <ul style="list-style-type: none"> PSSDC Financial Report PSSDC Members' contributions for 2021/2022 	<i>For approval</i> <i>For approval</i> <i>For review</i> <i>For review</i>	Catherine Bennett Deb Bergey, PSSDC Treasurer
2	12:15 – 1:00 p.m. (45 min)	PSSDC Strategic Direction	Objective: <ul style="list-style-type: none"> Follow up discussion on a refreshed mandate / value proposition for the PSSDC from both the PSSDC meeting of September X and the Joint Councils meeting of September 22nd Discussion on next steps for PSSDC on forward agenda and workplan 	<i>For discussion / feedback</i>	<i>Discussion led by PSSDC Co- Chairs</i>
	1:00 – 1:05 p.m.		Stretch Break		

3	1:05 – 1:50 p.m. (45 min)	Emerging Client Needs	Services to Indigenous Populations Objective: (details to follow)	For information / discussion	<i>Intro: Mark Burns</i> Presenter: TBC
	1:50 – 1:55 p.m.		Stretch Break		
4	1:55 – 2:45 p.m. (50 min with Q&A)	SPECIAL GUEST	Digital Government Transformation Objective: Presentation: Designing better government that delivers on citizens' needs/expectations. (more details to follow) <i>Some PSCIOC members are interested in attending this presentation.</i>		<i>Intro: Catherine Bennett</i> Pia Andrews, Special Advisor, Digital & Client Data Workstream Lead, ESDC
5	2:45 – 3:00 p.m. (15 min)	Other Business	Objective: A) Update Reports from PSSDC Groups: <ul style="list-style-type: none"> Service to Business WG Contact Centre CoP B) Next PSSDC in-person meeting: February 25, 2021, Ottawa, ON C) PSSDC EVALUATION FORM D) PSSDC MS Teams Meetings: <ul style="list-style-type: none"> Wednesday, November 4th, 2020, at 2:00 p.m. EST Friday, December 4th, 2020, at 2:00 p.m. EST Thursday, January 21st, 2021, at 2:00 p.m. EST 	For information To complete online	<i>Intro: Mark Burns</i>
	3:00 p.m.		Adjournment of PSSDC Meeting		