





			<ul style="list-style-type: none"> <li>Call for new Treasurer (Aug. 2018)</li> </ul> <p><b>E) Extension of P/T PSSDC Co-Chair's position (TAB 1E)</b></p>	<b>For Decision</b>	Natasha Clarke
2	8:50 – 9:30 a.m.  (40 min)	<b><u>Client Centric Services</u></b>	<p><b>Service Network Collaboration Working Group (TAB 2)</b></p> <p><b><u>Objectives:</u></b></p> <ul style="list-style-type: none"> <li>i) Progress report on <b>Questionnaire and Partnership Guide</b></li> <li>ii) Discussion on the <b>Geo Mapping Tool</b> related to further direction from PSSDC around the tool and about exploring public facing version.</li> <li>iii) Service Network Collaboration Co-Chairs to share <b>insights on a transformation story that is happening in terms of service integration</b> already across the country.</li> </ul>	<b>For discussion / feedback</b>	<p><i>Intro: Heather Sheehy</i></p> <p><b><u>SNC Working Group Co-Chairs</u></b> Rob Horwood Annette Vermaeten</p>
3	9:30 – 9:45 a.m.  (15 min)	<b><u>Collaboration by Design</u></b>	<p><b>Collaboration by Design – The Picton Co-location Experience (TAB 3)</b></p> <p><b><u>Objective:</u></b></p> <p>Service Ontario and Service Canada, Ontario Region recently opened the Picton co-located point of service. By applying <i>collaboration by design</i>, every design aspect of the Picton service experience was developed through collaboration with employees working across jurisdictions and applying different approaches learned from each other. This presentation will share those best practices and lessons learned.</p>	<b>For information</b>	<p><i>Intro: Heather Sheehy</i></p> <p><b>Annette Vermaeten</b></p>
4	9:45 – 10:10 a.m.	<b><u>Service to Business</u></b>	<b>Service to Business Community of Practice (TAB 4)</b>		<i>Intro: Natasha Clarke</i>



	(25 min)		<b>Objective:</b> <ul style="list-style-type: none"> <li>Progress report related to Development of the Business Number (BN) Playbook</li> <li>Update on potential EBS pilots</li> </ul>	<b>For discussion / feedback</b>	<b>S2B CoP Co-Chairs:</b> Anne Matthews Chris Laverdure
	10:10 – 10:25 a.m.		<b>BREAK</b>		
5	10:25 – 10:50 a.m.  (25 min)	<b><u>Data Driven Intelligence</u></b>	<b>Data Driven Intelligence (DDI) (TAB 5)</b>  <b>Objective:</b> Progress report on action item related to: <ul style="list-style-type: none"> <li>Progress report on a scope of work (identify priority areas) for DDI</li> <li>Development of a Pan-Canadian 'e-vulnerability index'</li> <li>Update on DDI repository on GCCollab and Community of Practice</li> <li>Consideration of a DDI Playbook</li> </ul>	<b>For discussion / feedback</b>	<i>Intro: Natasha Clarke</i>  <b>DDI Lead:</b> Guy Gordon
6	10:50 – 11:10  (20 min)	<b>Clerks and Cabinet Secretaries</b>	<b>Clerks and Cabinet Secretaries Declaration on Public Sector Innovation from a Service Lens (TAB 6)</b>  <b>Objective:</b> To discuss how the PSSDC can support the Clerks in achieving the actions outlined in their declaration to support innovation in the Public Sector with an emphasis on service.	<b>For discussion / feedback</b>	<i>Intro: Heather Sheehy</i>  <b>FPT DMs' Table Secretariat:</b> Natasha Clarke Annette Vermaeten
7	11:10 – 11:50 p.m.  (40 min)	<b><u>Potential areas of Collaboration</u></b>	<b>Potential areas of Collaboration</b>  <b>Objective:</b> To review areas of common interest identified at the October 2017 Service Integration Workshop and the recent establishment of the Joint Councils Client Centric Services priority.		<b>PSSDC Co-Chairs</b>
8	11:50 – 12:00 p.m.  (10 min)	<b><u>Administrative Matters</u></b>	<b>Other Business:</b>  a) <b>Jurisdictional Information Sharing</b> – for information only - (TABS 7A to 7T)	<i>For information</i>	<b>Co-Chairs / ICCS Secretariat</b>





			<p>b) PSSDC EVALUATION FORM (TAB 8)</p> <p>c) Next in-person meeting of the PSSDC: <b>September 27th, 2018, Whitehorse, YT</b></p> <p>d) Overview of afternoon program at ROTMAN</p>	<b>Please complete the evaluation form</b>	
	12:00 – 1:00 p.m.		<b>LUNCH – (Regency Ballroom F)</b>		
	1:05 p.m.		<i>Members to gather in hotel lobby to board bus and depart for ROTMAN</i>		
	1:20 p.m.		<i>Arrival at ROTMAN and proceed to DesignWorks</i>		
9	<p><b>1:30 p.m. – 3:30 p.m.</b></p> <p><i>(Break 15 min)</i></p>	<p><b>Behavioural Insights and Data Analytics</b></p> <p><b>“Debunking the Myth”</b></p>	<p><b>Introduction:</b> Dilip Soman and Mark Leung</p> <p><b>Behavioural Economics in Action at Rotman (BEAR):</b></p> <p>BEAR is a centre that combines decades of research in decision-making with empirically-tested tools to facilitate behavioural change. Looking at social and economic problems from a behavioural science lens and design solutions that go beyond the traditional approaches of applying incentives, penalties or provisioning information.</p> <p>BEAR conducts leading edge academic and field research that help their partners accomplish behaviour change through better touchpoints and interventions, and engage in a variety of educational and outreach activities. Bear is solving the “last mile problem” to improve societal well-being and business profitability. Core to the BEAR DNA is scientific testing, and it applies randomized controlled field and laboratory trials to deliver measurable results.</p>		<p><b><u>BEAR Presenters:</u></b></p> <p>Dilip Soman, Mark Leung, Director of Rotman DesignWorks</p>



			<p><b><u>Rotman's Business Design Studio:</u></b></p> <p>Rotman DesignWorks is the Business Design studio at the Rotman School of Management. DesignWorks' mission is to transform business education through user-centered design. As the world of business continues to evolve and accelerate, it has become clear that the traditional manager's toolkit is incomplete. Data alone is insufficient for solving our most wicked business problems. At DesignWorks, we believe the success of our future business leaders will depend on their ability to integrate intuitive and analytical ways of thinking. Empathy, creativity and collaboration are keys to driving greater innovation and discovering new opportunities for growth and creativity.</p>		
	3:35 p.m.		Members to board bus for return to Hyatt Toronto Hotel		
	3:50 - 4:00 p.m. (approx.)		<b>Arrival at the Hyatt Regency Hotel</b>		
	6:15 p.m.		<b>Participants to meet in the lobby of the Hyatt Regency Toronto Hotel for optional dinner</b>		

## OPTIONAL DINNER

**6:30 – 9:00 p.m.**

### EARL'S RESTAURANT

**150 King St W, Toronto, ON M5H 3T9**

A dinner reservation has been made at the **Earl's Restaurant** 150 King Str. West) for 6:30 p.m. EST. Should you wish to participate, please contact Stefania Silisteanu so that you can be added to the reservation list. (Dinner costs are to be paid by each attendee.)

Earl's Menu: <https://earls.ca/locations/king-street/menu/kitchen>