

Toronto

2020 February
Février

PSSDC

Public Sector Service Delivery Council

CPSSP

Conseil de la prestation des services
du secteur public

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PSSDC MEETING AGENDA

WEDNESDAY, FEBRUARY 26, 2020


Radisson Admiral Hotel-Toronto Harbourfront

8:30 A.M. – 12:00 P.M. – PSSDC Meeting



1:00 P.M. – 4:30 P.M. – Joint Councils Meeting

MEETING ROOM: Admiral Ballroom

BREAKFAST: 7:30 A.M. – 8:25 A.M. EST – View Room

#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	8:30 a.m.	Welcome	Roundtable introduction of PSSDC Members and Observers		PSSDC Co-Chairs
1	8:35 - 8:50 a.m. (15 min)	Administrative Matters 	Objective: A) Approval of Record of Decision from Sept. 26, 2018 in-person meeting, Winnipeg (TAB 1A) B) Acceptance of February 26, 2020 Meeting Agenda (TAB 1B) C) PSSDC Action Items (TAB 1C) D) PSSDC Bring Forward Agenda (TAB 1D) E) PSSDC Treasurer's Report ○ PSSDC Financial Report (TAB 1E) ○ PSSDC Members' contributions for 2020/2021 (TAB 1F)	<i>For approval</i> <i>For approval</i> <i>For review</i> <i>For review</i> <i>For information</i>	Heather Sheehy Deb Bergey, PSSDC Treasurer
2	8:50 – 9:30 a.m. (40 min)	Guest Presenter	Contact Centres in the Digital Age (TAB 2) Objective: • Discussion on Contact Centres in the digital age (e.g. use of chatbots)	<i>For information / discussion</i>	<i>Intro: Mark Burns</i> Presenter: TBC, Region of Peel



					TBC, Region of Waterloo
3	9:30 – 10:30 p.m. (60 min)	Service to Business 	Service to Business Working Group (TAB 3) Objective: <ul style="list-style-type: none"> Report back to the PSSDC with recommendations and proposed work plan to advance the S2B priority Report back on diagnostics and voice of the client related to service to business issues and scoping out solutions. Summary of the survey undertaken by ISED and Stats Canada. 	For discussion / feedback	<i>Intro: Heather Sheehy</i> S2B Co-Chairs: Carol Prest, BC Catherine Benning, SK Pirth Singh, ISED
	10:30 – 10:45 a.m.		BREAK – Admiral Foyer		
4	10:45 – 11:15 a.m. (30 min)	Emerging Client Needs 	Services to Indigenous Populations (TAB 4) Objective <ul style="list-style-type: none"> Yukon's Aboriginal Recruitment and Development Program – details to follow 	For discussion / feedback	<i>Intro: Mark Burns</i> TBC: Mark Burns, YT
5	11:15 – 11:45 a.m. (30 min)	UN Sustainable Development Goals	UN Sustainable Development Goals (TAB 5) Context: The UN Sustainable Development Goals are a collection of 17 global goals designed to be a "blueprint to achieve a better and more sustainable future for all". These goals recognize that ending poverty must go hand in hand with strategies that improve health and education, reduce inequality and spur economic growth—all while tackling climate change and working to protect and preserve the environment. The SDGs are not the single responsibility of one actor, but rather a shared responsibility. The participation of all levels of government, Indigenous	For discussion	<i>Intro: Heather Sheehy</i> Presenter: TBC <i>(via WebEx)</i>



			<p>partners, civil society, youth, business and academia is vital to their success.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Create awareness of the UN's Sustainable Development Goals, their importance and how they could be useful in the context of service delivery. • Develop an understanding of what jurisdictions are doing in this space and opportunities to contribute. 		
6	<p>11:45 – 12:00 p.m.</p> <p>(15 min)</p>	Other Business	<p><u>Objective:</u></p> <p>A) Jurisdictional Information Sharing – (TAB 6A to 6R)</p> <p>B) Update reports from PSSDC Groups:</p> <ul style="list-style-type: none"> ○ Contact Centre CoP (TAB 7) – for information (<i>updated ToR for members' approval at the next PSSDC call in April 2020</i>) <p>C) PSSDC EVALUATION FORM – (TAB 8)</p> <p>D) Next PSSDC in-person meeting: September 24, 2020, Québec City, QC</p> <p>E) PSSDC Teleconferences: April / June / August 2020</p>	<p><i>For information</i></p> <p>To be completed on Feb 27th</p>	Mark Burns
	12:00 p.m.		Adjournment of PSSDC Meeting – afternoon Joint Councils meeting in the Admiral Ballroom		
	12:00 – 1:00 p.m.		LUNCH – View Room		