



Draft - v.7

## **PSSDC MEETING AGENDA**

**WEDNESDAY, FEBRUARY 26, 2020**


**Radisson Admiral Hotel-Toronto Harbourfront**

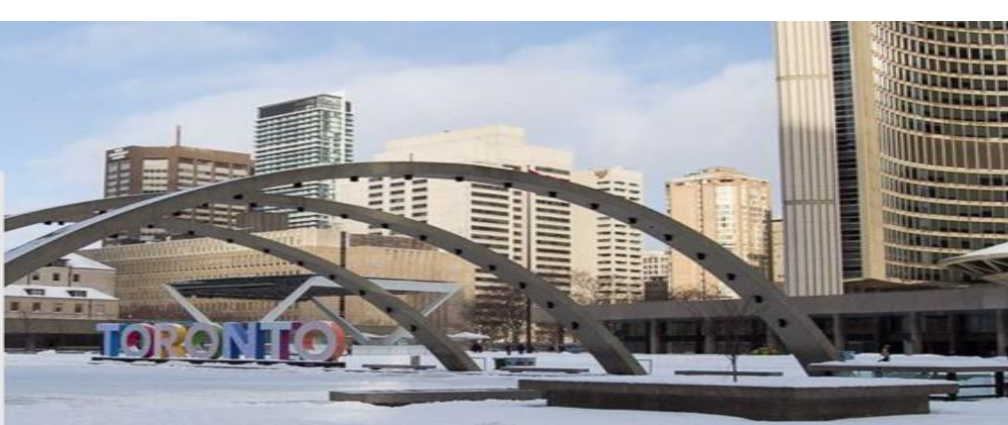
**8:30 A.M. – 12:00 P.M. – PSSDC Meeting**



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

**MEETING ROOM: Admiral Ballroom, 3<sup>rd</sup> floor**

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

#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	8:30 a.m.	<b>Welcome</b>	Roundtable introduction of PSSDC Members and Observers		<b>PSSDC Co-Chairs</b>
1	<b>8:35 - 8:55 a.m.</b>  (20 min)	<b>Administrative Matters</b>  	<b>Objective:</b>  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>	<b>Heather Sheehy</b>         <b>Deb Bergey, PSSDC Treasurer</b>
2	<b>8:55 – 9:55 a.m.</b>  (60 min)	<b>Guest Presenter</b>	<b>Contact Centres in the Digital Age (TAB 2A &amp; 2B)</b>  <b>Objective:</b> Evolution of the Contact Centre	<i>For information / discussion</i>	<i>Intro: Mark Burns</i>  <b>Region of Waterloo:</b> Deb Bergey, Manager Client



			<ul style="list-style-type: none"> <li>Integration of knowledge across channels</li> <li>Digitizing services</li> <li>Automating back office processes</li> <li>Introducing chat as a channel</li> </ul>		<p>Experience and Service Improvement</p> <p>Chris Hobden, Analyst, Human Resources and Citizen Service</p> <p><b>Region of Peel:</b> Andy Saito, Call Centre Supervisor</p>
3	<p><b>9:55 – 10:25 p.m.</b></p> <p>(30 min)</p>	<p><b>Service to Business</b></p> 	<p><b>Service to Business Working Group (TAB 3)</b></p> <p><b>Objective:</b></p> <ul style="list-style-type: none"> <li>Report back to the PSSDC with recommendations and proposed work plan to advance the S2B priority</li> <li>Report back on diagnostics and voice of the client related to service to business issues and scoping out solutions.</li> <li>Summary of the survey undertaken by ISED and Stats Canada.</li> </ul>	<p><b>For discussion / feedback</b></p>	<p><i>Intro: Heather Sheehy</i></p> <p><b>S2B Co-Chairs:</b> Carol Prest, BC Pirth Singh, ISED</p> <p>Catherine Benning, SK (via WebEx)</p>
	<b>10:25 – 10:40 a.m.</b>		<b>BREAK – Admiral Foyer</b>		
4	<p><b>10:40 – 11:10 a.m.</b></p> <p>(30 min)</p>	<p><b>Emerging Client Needs</b></p> 	<p><b>Services to Indigenous Populations (TAB 4)</b></p> <p><b>Objective</b></p> <ul style="list-style-type: none"> <li>Yukon's Aboriginal Recruitment and Development Program – details to follow</li> </ul>	<p><b>For discussion / feedback</b></p>	<p><i>Intro: Mark Burns</i></p> <p><b>TBC: Mark Burns, YT</b></p>
5	<p><b>11:10 – 11:40 a.m.</b></p> <p>(30 min)</p>	<p><b>UN Sustainable Development Goals</b></p>	<p><b>UN Sustainable Development Goals (TAB 5)</b></p> <p><b>Context:</b> 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</p>	<p><b>For discussion</b></p>	<p><i>Intro: Heather Sheehy</i></p> <p><b>Isabelle Laroche,</b> Manager, Strategic Partnerships, ESDC</p>



			<p>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 partners, civil society, youth, business and academia is vital to their success.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Create awareness of the UN's Sustainable Development Goals, their importance and how they could be useful in the context of service delivery.</li> <li>• Develop an understanding of what jurisdictions are doing in this space and opportunities to contribute.</li> </ul>		(via WebEx)
6	<p><b>11:40 – 12:00 p.m.</b></p> <p>(20 min)</p>	Other Business	<p><b><u>Objective:</u></b></p> <p><b>A) Jurisdictional Information Sharing – (TAB 6A to 6T)</b></p> <ul style="list-style-type: none"> <li>○ PSSDC Information Sharing Analysis (TAB 6T)</li> </ul> <p><b>B) Update reports from PSSDC Groups:</b></p> <ul style="list-style-type: none"> <li>a. Contact Centre CoP (TAB 7) – for information (<i>updated ToR for members' approval at the next PSSDC call in April 2020</i>)</li> </ul> <p><b>C) PSSDC EVALUATION FORM – (TAB 8)</b></p> <p><b>D) Next PSSDC in-person meeting:</b> September 24, 2020, Québec City, QC</p> <p><b>E) PSSDC Teleconferences:</b></p>	<p><b>For information</b></p> <p><b>To be completed on Feb 27<sup>th</sup></b></p>	Mark Burns

**Toronto**

**2020** February  
Février

**PSSDC**

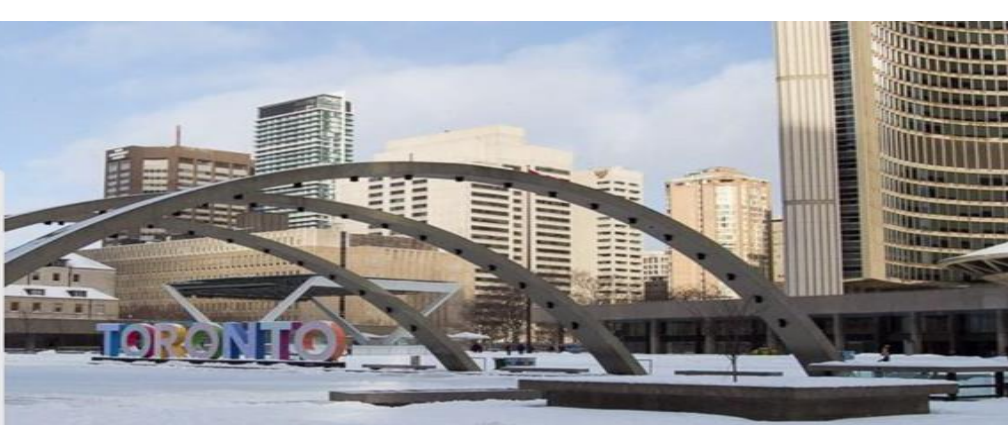
*Public Sector Service Delivery Council*

**CPSSP**

*Conseil de la prestation des services  
du secteur public*

**Citizen  
FIRST**

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			<b>F)</b> <i>Tuesday, April 28<sup>th</sup>, 2020, at 12:00 p.m. EDT</i> <b>G)</b> <i>Thursday, June 18<sup>th</sup>, 2020, at 12:00 p.m. EDT</i> <b>H)</b> <i>Wednesday, August 12<sup>th</sup>, 2020, at 12:00 p.m. EDT</i>		
	<b>12:00 p.m.</b>		<b>Adjournment of PSSDC Meeting – afternoon Joint Councils meeting in the Admiral Ballroom</b>		
	<b>12:00 – 1:00 p.m.</b>		<b>LUNCH – View Room, 5<sup>th</sup> floor</b>		