



DRAFT – v.5

PUBLIC SECTOR SERVICE DELIVERY COUNCIL (PSSDC)

THURSDAY, SEPTEMBER 15TH, 2016

8:30 A.M. – 4:00 P.M. PDT

VICTORIA MARRIOTT INNER HARBOUR HOTEL

728 Humboldt Street Victoria, BC

MEETING ROOM: PACIFIC BALLROOM

7:30 a.m. - 8:30 a.m.- BREAKFAST- Fire & Water Restaurant

Item	Time	<u>MEETING AGENDA</u>	Lead
1.	8:30 – 8:45 a.m. (15 min)	<p>Welcome</p> <p><u>Administrative Matters:</u></p> <p>A) Approval of Record of Decision from February 25th, 2016 in-person meeting, Toronto, ON (TAB 1A) (<i>Decision Item</i>)</p> <p>B) Review of action items from previous meetings/teleconferences (TAB 1B) (<i>Information Item</i>)</p> <p>C) Acceptance of September 15th, 2016 Meeting Agenda (TAB 1C) (<i>Decision Item</i>)</p> <p>D) PSSDC Financial Status Report (TAB 1D) – (<i>Information Item</i>)</p>	<p>PSSDC Co-Chairs: Jacques Paquette, ESDC/Service Canada Chris Bookless, Yukon</p> <p>Linda Maljan, Treasurer</p>
2.	8:45 – 9:45 a.m. (60 min)	<p><u>Service to Business Community of Practice (TAB 2)</u></p> <p><u>Objectives:</u></p> <p>A) Update on the current activities/projects of the Service to Business Community of Practice: i) EBS project, ii) BN (federal and provincial), iii) Business registry prototype, iv) restaurant bundle prototype, v) etc.</p> <p>B) Discussion on FPT/M ecosystem (in relation to Framework Working Group recommendations) and Call to Action to assist the PSSDC in responding to FPT DMs' Table acceleration of work related to the Service to Business priority.</p> <p>C) ISED Innovation Agenda: linkages to the work of the PSSDC and Community of Practice: entrepreneurial and creative society, competing in a digital world and ease of doing business.</p>	<p>S2B CoP Co-Chairs:</p> <p>Paul Pierlot, MB Chris Laverdure, ISED</p> <p>Paul Pierlot, MB</p> <p>Chris Laverdure / Corinne Charette, ISED</p>



3.	9:45 – 10:15 a.m. (30 min)	<p><u>PSSDC Emerging Priority:</u></p> <p>Channel Shifting Working Group (TAB 3)</p> <p>Objective: Progress report on the work related to RFP to develop a “Behavioural Insights Playbook” or guide to share knowledge, technology, step by step approaches, lessons-learned, and best practices will benefit all jurisdictions looking at digital government.</p>	<p>Channel Shifting Working Group: Ron Hinshaw, BC Chris Laverdure, ISED</p>
	10:15 – 10:30 a.m.	<p><u>BREAK</u></p>	
4.	10:30 – 11:15 a.m. (45 min)	<p><u>PSSDC Emerging Priority:</u></p> <p>Service Network Collaboration Working Group (TAB 4)</p> <p>Objective: Update on progress and next steps:</p> <ul style="list-style-type: none"> ○ Service Mapping Project ○ Environmental Scan ○ Partnership Guide 	<p>Annette Vermaeten, ESDC / Service Canada Steve Burnett, ON</p>
5.	11:15 – 12:00 p.m. (45 min)	<p><u>Data Driven Intelligence (TAB 5)</u></p> <p>Objective: Further discussion on F-P/T DMs’ Table priority of Data Driven Intelligence and how PSSDC (as an FPTM service delivery community) can assist in advancing the work related to this priority (follow up discussion from the Joint Councils meeting of Sept. 14th).</p>	<p>TBC – ESDC/Service Canada</p>
	12:00 - 1:00 p.m.	<p>LUNCH – Fire & Water Restaurant</p>	
6.	<p>1:00 – 2:00 p.m. (60 min)</p> <p>1:00 – 2:30 p.m. (60 OR 90 minutes) <i>(90 minute block would also include the open time noted at the end of this agenda)</i></p>	<p>BC Showcase presentation on TBC –(60 minutes)</p> <p style="text-align: center;">OR</p> <p>REQUEST FROM CANADA’S DIGITAL INTERCHANGE FOR ADDITIONAL TIME ON THE PSSDC AGENDA – (60 or 90 minutes)</p> <p>In addition to providing an overall update on progress on Canada’s Digital Interchange at the Joint Councils meeting of Sept. 14th, CDI requests to have additional dedicated time at the PSSDC meeting (September 15) to have a fulsome conversation around several key areas that will help to further the work going forward.</p> <p>The objective of the discussion with PSSDC members is around key design elements for CDI, specifically the proposed pan-Canadian governance model and possible benefits to be realised by CDI across jurisdictions. During this session, the proposed governance models will be presented in greater detail, and seek to</p>	<p>TBC - Ron Hinshaw, BC</p> <p>Request from CDI Co-Chairs</p>



		<p>have targeted discussion on roles and responsibilities, associated risks and implementation considerations. This discussion is critical to CDI to ensure that the group is capturing the views of provincial and territorial partners to further the analysis and make informed recommendations to federal decision making bodies.</p> <p>It is intended that materials on CDI and the proposed governance models and questions to facilitate discussion will be shared with both PSSDC and the CDI Project Oversight and Coordination Committee (POCC) in advance, in order to maximize the opportunity for valuable discussion and feedback.</p>	
7.	<p>2:00 – 3:30 p.m. (75 min)</p> <p>BREAK 2:30 – 2:45 p.m.</p>	<p><u>Jurisdictional Roundtable on Top Service Delivery Priorities/Initiatives (TABS 7A to 7X)</u></p> <p>Each PSSDC member requested to <u>briefly describe (3 – 5 minutes max.) their top service delivery priority or initiative including identifying the potential for sharing learnings, templates, models etc. with Council members.</u></p>	<p>PSSDC Members <i>(Discussion facilitated by PSSDC Co-Chairs)</i></p>
	<p>3:30 – 3:55 p.m. (25 min)</p>	<p>OPEN – (25 minutes) <i>Co-Chairs may wish to extend the time for discussion of an item already on the agenda or other matter arising from the meeting.</i></p>	
8.	<p>3:55 – 4:00 p.m.</p>	<p><u>Other Business:</u></p> <p>A) Other Business arising from the meeting</p> <p>B) Next in-person meeting of the PSSDC: February 23rd, 2017, Ottawa, Ontario</p> <p>C) PSSDC EVALUATION FORM – <u>Please complete</u> (TAB 8)</p>	<p>PSSDC Co-Chairs</p>
	<p>4:00 p.m.</p>	<p>ADJOURNMENT</p>	

Informal Dinner Event

A dinner reservation has been made at the **Blue Crab Seafood House (146 Kingston Street)** for 6:15 p.m. Should you wish to participate, please contact Linda Robins at linda.robins@iccs-isac.org so that you can be added to the reservation list. (Dinner costs are to be paid by each attendee.)

The Blue Crab Seafood House has earned a reputation for excellence in seafood and West Coast Cuisine and it is the “best seafood spot in Victoria”. The daily specials take advantage of the local catches for the freshest of ingredients. With an Ocean View from every table that is impossible to beat!

For those who have signed up, meet in the lobby of the Victoria Marriott Hotel at 6:00 p.m. (short walk)