

Draft - v.3




## **PSSDC MEETING AGENDA**

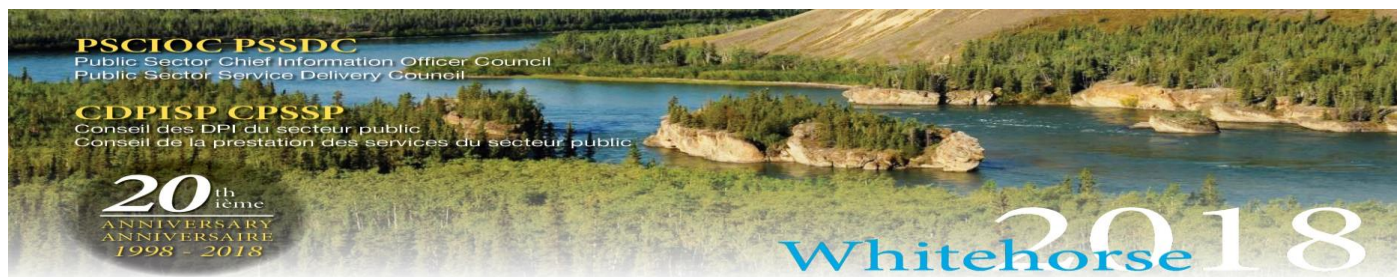
**THURSDAY, SEPTEMBER 27<sup>th</sup>, 2018**




**8:30 A.M. – 4:00 P.M. PDT**

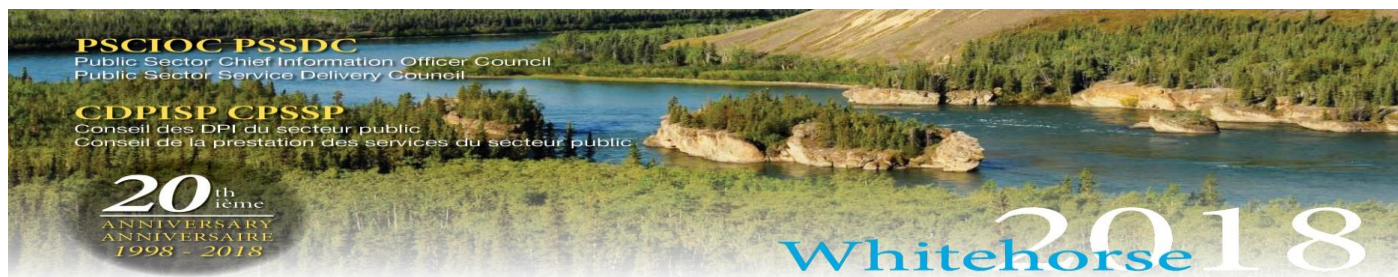
**MEETING ROOM: BALLROOM**


***BREAKFAST: 7:30 A.M. – 8:25 A.M. PDT Conference Room #4***

#	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	8:35-8:45 a.m.  (10 min)	<b><u>Administrative Matters</u></b> 	<b>A) Approval of Record of Decision from February 22, 2018 in-person meeting, Toronto (TAB 1A)</b>  <b>B) Acceptance of September 27<sup>th</sup>, 2018 Meeting Agenda (TAB 1B)</b>  <b>C) Review of PSSDC Action Items from previous meetings (TAB 1C)</b>	<i>For approval</i>  <i>For approval</i>  <i>For review</i>	<b>Heather Sheehy</b>
2	8:45 – 8:50 a.m.  (5 min)	<b><u>Partnerships</u></b> 	<b>FPT DMs' Table – (TAB 2)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Follow up from July Clerks and Cabinet Secretaries meeting</li> <li>Update on upcoming meetings</li> </ul>	<i>For information / discussion</i>	<b>FPT DMs' Table Secretariat:</b> Natasha Clarke Heather Sheehy
3	8:50 – 9:50 a.m.  (60 min)	<b><u>Client Centric Services</u></b> 	<b>Service to Business Community of Practice – (TAB 3)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Presentation of the Business Number (BN) Playbook &amp; Q&amp;A</li> <li>Seek endorsement of the S2B Terms of Reference and work plan</li> </ul>	<b>For feedback / approval</b>	<i>Intro: Heather Sheehy</i>  <b>S2B Co-Chairs:</b> Anne Matthews Vidya ShankarNarayan,  <b>Davis Pier:</b> James Brown
4	9:50 – 10:45 a.m.  (55 min)	<b><u>Client Centric Services</u></b> 	<b>Service Network Collaboration Working Group – (TAB 4)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Progress report on NB points of Service Mapping pilot</li> </ul>	<b>For feedback / approval</b>	<i>Intro: Natasha Clarke</i>  <b>SNC Co-Chairs:</b> Rob Horwood Cheryl Meek (TBC)

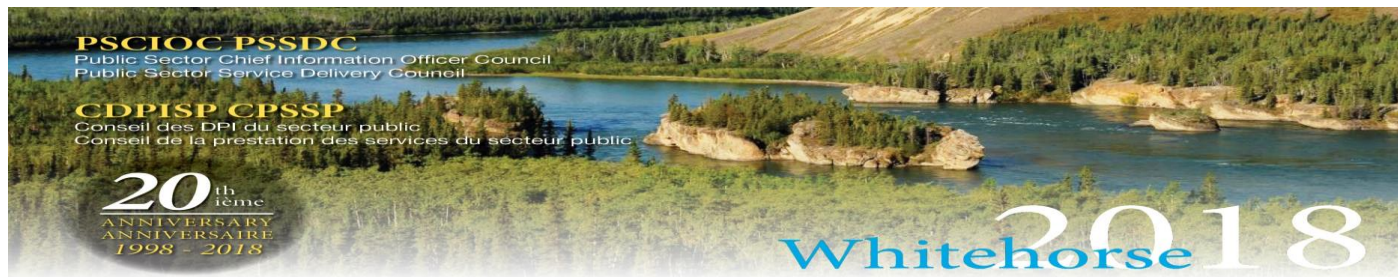



			<ul style="list-style-type: none"> <li>Progress report on implementation of engagement strategy for Service Partnerships Playbook</li> <li>Seek endorsement of the SNC Terms of Reference and work plan</li> </ul>		
	10:45 – 11:00 a.m.		<b>BREAK</b>		
5	11:00 – 12:00 p.m. (60 min)	<b><u>Client Centric Services</u></b> 	<b>Data Driven Intelligence Working Group (DDI) – (TAB 5)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Seek endorsement of DDI Terms of Reference and work plan</li> <li>Provide results for callout on jurisdictional DDI projects to focus DDI Playbook</li> <li>Seek approval of DDI Playbook funding request</li> <li>Demo of E-Vulnerability Index (EVI) Tool</li> </ul>	<b>For feedback / approval</b>	<i>Intro: Heather Sheehy</i>  <b>DDI Co-Chairs:</b> Guy Gordon John Houweling  <i>Ginette Gervais, ESDC (TBC – via teleconference)</i>
	12:00 – 1:00 p.m.		<b>LUNCH – (Conference Room #4)</b>		
6	1:00 – 2:00 p.m. (60 min)	<b><u>Emerging Client Needs</u></b> 	<b>Indigenous Services – (TAB 6)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Facilitated discussion / roundtable / workshop (format TBC) on Indigenous Services</li> </ul>	<b>For discussion</b>	<i>Intro: Natasha Clarke</i>  <b>Facilitator:</b> TBC  TBC: Brian MacDonald, ADM, Aboriginal Relations, ECO, Yukon
7	2:00 – 2:30 p.m. (30 min)	<b><u>Emerging Client Needs</u></b> 	<b>Gender Inclusive Service Delivery – (TAB 7)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Facilitated discussion / roundtable (format TBC) on jurisdictional progress on a gender-inclusive approach to sex and gender information</li> </ul>	<b>For discussion</b>	<i>Intro: Heather Sheehy</i>  <b>Facilitator:</b> Alanna MacDougall (TBC- via teleconference)
	2:30 – 2:45 p.m.		<b>BREAK</b>		
8	2:45 – 3:30 p.m. (45 min)	<b><u>Client Centric Services</u></b>	<b>In-depth discussion of the Citizens First 8 (CF8) results – (TAB 8)</b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>Discussion on how jurisdictions are</li> </ul>	<b>For discussion</b>	<i>Intro: Natasha Clarke</i>  <b>ICCS:</b> Dan Batista



			<p>using the results and how the PSSDC could apply the results to work to improve the client experience from an inter-jurisdictional perspective</p> <p><i>Citizens First 8 presents a comprehensive look at how clients view government services and places increased emphasis on providing actionable data for service executives and managers across the public sector. While the study continues to delve into the areas examined in previous surveys, such as service reputation, client experience and expectations, it also employs innovative approaches that offer new insights on key issues facing the public sector today. With this objective in mind, the study introduces methodologies that take advantage of the latest in behavioural science, as well as incorporates data from other research with the aim of providing a fresh perspective on government and new technologies.</i></p>		<p>Michal Dziong</p> <p><b>Ipsos Reid:</b> Marina Gilson, Sr. Research Director</p>
9	<p>3:30 – 3:50 p.m.</p> <p>(20 min)</p>	<b>Digital Policy</b>	<p><b>Treasury Board Digital Policy – (TAB 9)</b></p> <p><b>Objective:</b> Seeking PSSDC feedback on initial proposal for change</p> <p>TBS is developing a new Treasury Board Digital Policy to help transition the Government of Canada into the digital era. Supporting government departments and agencies to operate effectively as digital organizations, this single set of rules and guidance will integrate and evolve the existing policy instruments that govern the management of service delivery, information technology, information management and cyber-security.</p> <p>Development of the Digital Policy is being undertaken in the open. During May and June, ideas were solicited on what these rules and guidance might look like. A high volume of thoughtful feedback was submitted from both the public and government officials. High-level policy directions for a new Digital Policy are now being developed, considering the feedback received, a line-by-line review of the existing sets of rules, and Government of Canada priorities and</p>	<p><b>For feedback</b></p> <p><b>As the Digital Policy continues to be developed, feedback is sought on these proposed high-level rules to support their further development as the Secretariat moves forward to seek endorsement from Deputy Ministers in late fall 2018.</b></p>	<p><i>Intro: Heather Sheehy</i></p> <p><b>Presenter:</b> Sonya Read, TBS</p>





			direction.		
10	3:50 – 4:00 p.m. (10 min)	<b><u>Administrative Matters</u></b> 	<b><u>Other Business:</u></b> <b>A) Jurisdictional Information Sharing – (TABS 10A to 10T)</b> <b>B) PSSDC EVALUATION FORM (TAB 11)</b> <b>C) Next meeting of the PSSDC: February 28th, 2019, Ottawa, ON</b>	<b><i>For information only</i></b>  <b><i>Please complete evaluation form (online)</i></b>	<b>Co-Chairs</b>
	4:00 p.m.	<b>Adjournment of PSSDC Meeting</b>			
	6:00 p.m.	<i>Participants to meet in the lobby of the Westmark Whitehorse Hotel</i>			

**OPTIONAL DINNER**  
**MINER'S DAUGHTER RESTAURANT**  
*(103 Main Street, Whitehorse)*  
**6:00 p.m.**

A dinner reservation has been made at the **Miner's Daughter Restaurant** for 6:00 p.m. Should you wish to participate, please contact the ICCS at [stefania.silisteanu@iccs-isac.org](mailto:stefania.silisteanu@iccs-isac.org) so that you can be added to the reservation list. (Dinner costs to be paid by each attendee.)