

Draft - v.4




PSSDC MEETING AGENDA

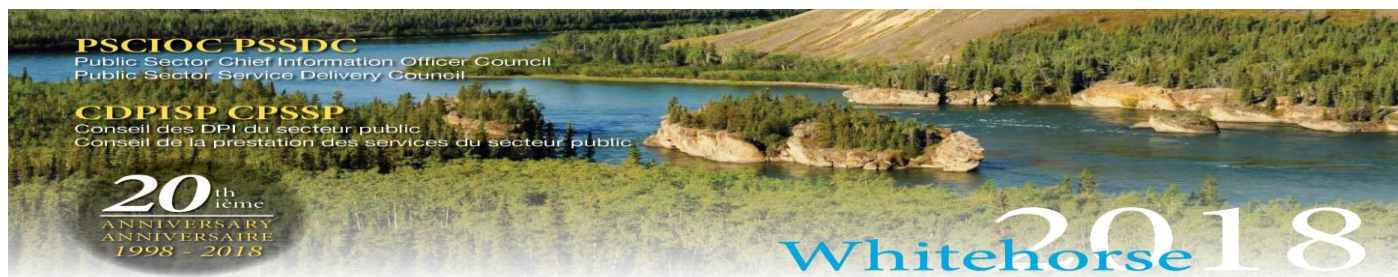
THURSDAY, SEPTEMBER 27th, 2018

8:30 A.M. – 4:00 P.M. PDT

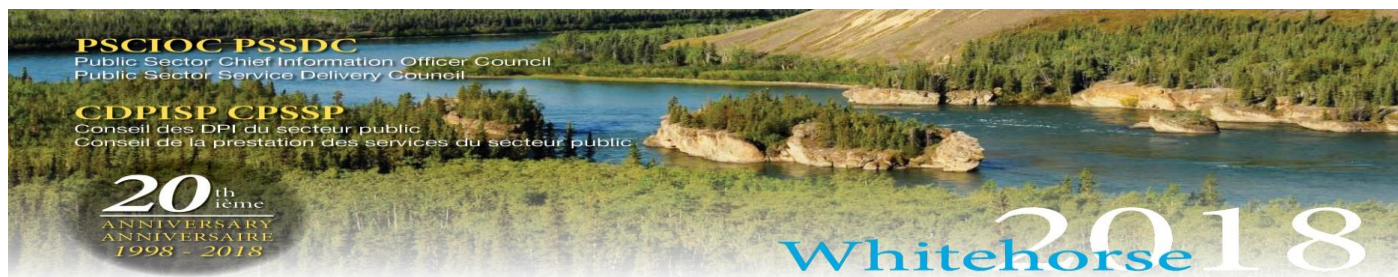
MEETING ROOM: BALLROOM


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

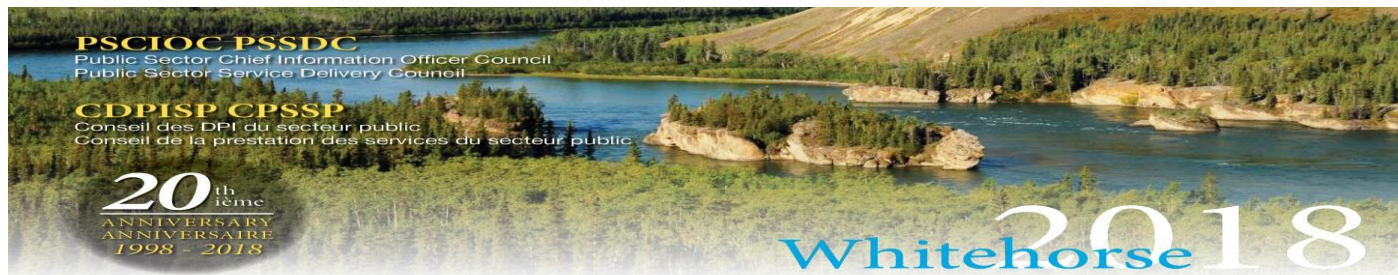
#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	8:30 a.m.	Welcome	Roundtable introduction of PSSDC Members and Observers		PSSDC Co-Chairs
1	8:30-8:50 a.m. (20 min)	<u>Administrative Matters</u> 	<p>A) Approval of Record of Decision from February 22nd, 2018 in-person meeting, Toronto (TAB 1A)</p> <p>B) Acceptance of September 27th, 2018 Meeting Agenda (TAB 1B)</p> <p>C) PSSDC Treasurer's Report Review budget given anticipated funding requests (<i>follow up from JC meeting</i>)</p> <p>D) Review of PSSDC Action Items from previous meetings (TAB 1C)</p> <p>E) PSSDC Bring Forward Agenda (TAB 1D)</p>	<p><i>For approval</i></p> <p><i>For approval</i></p> <p><i>For review</i></p> <p><i>For review</i></p> <p><i>For information</i></p>	<p>Heather Sheehy</p> <p>Deb Bergey, PSSDC Treasurer</p>
2	8:50 – 8:55 a.m. (5 min)	<u>Partnerships</u> 	<p>FPT DMs' Table – (TAB 2)</p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> Debrief on July Clerks and Cabinet Secretaries meeting Update on upcoming meetings 	<i>For information / discussion</i>	FPT DMs' Table Secretariat: Natasha Clarke Heather Sheehy
3	8:55 – 9:55 a.m. (60 min)	<u>Client Centric Services</u> 	<p>Service to Business Community of Practice – (TAB 3)</p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> Presentation of the Business Number (BN) Playbook & Q&A Seek endorsement of the S2B Terms of Reference and work plan 	For feedback / approval	<p><i>Intro: Natasha Clarke</i></p> <p>S2B Co-Chairs: Anne Matthews Vidya ShankarNarayan,</p> <p>Davis Pier:</p>




					James Brown
4	9:55 – 10:40 a.m. (45 min)	<u>Client Centric Services</u> 	Service Network Collaboration Working Group – (TAB 4) <u>Objective:</u> <ul style="list-style-type: none"> Seek endorsement of Service Partnerships Playbook Engagement Strategy Progress report on Points of Service Mapping Seek endorsement of the SNC Terms of Reference and work plan 	For feedback / approval	Intro: Heather Sheehy SNC Co-Chairs: Rob Horwood Cheryl Meek
	10:40 – 10:55 a.m.		BREAK		
5	10:55 – 12:00 p.m. (65 min)	<u>Client Centric Services</u> 	Data Driven Intelligence Working Group (DDI) – (TAB 5) <u>Objective:</u> <ul style="list-style-type: none"> Seek endorsement of DDI Terms of Reference and work plan Demo of E-Vulnerability Index (EVI) Tool Seek approval of DDI Playbook funding request 	For feedback / approval	Intro: Natasha Clarke DDI Co-Chairs: Guy Gordon John Houweling DDI Demo: Ginette Gervais & Firouz Fallahi, ESDC (via Webex)
	12:00 – 1:00 p.m.		LUNCH – (Conference Room #4)		
6	1:00 – 1:45 p.m. (45 min)	<u>Emerging Client Needs</u> 	Indigenous Services – (TAB 6) <u>Objective:</u> <ul style="list-style-type: none"> Facilitated discussion / roundtable / workshop (format TBC) on Indigenous Services 	For discussion	Intro: Heather Sheehy Facilitator: Indigenous Services Canada - TBC Guest Observer: Brian MacDonald, ADM, Aboriginal Relations, ECO, Yukon
7	1:45 – 2:30 p.m. (45 min)	<u>Emerging Client Needs</u> 	Gender Inclusive Service Delivery – (TAB 7) <u>Objective:</u> <ul style="list-style-type: none"> Facilitated discussion / roundtable (format TBC) on jurisdictional progress on a gender-inclusive approach to sex and gender information 	For discussion	Intro: Natasha Clarke Facilitator: Treasury Board of Canada - TBC



	2:30 – 2:45 p.m.		BREAK		
8	2:45 – 3:30 p.m. (45 min)	Client Centric Services 	In-depth discussion of the Citizens First 8 (CF8) results – (TAB 8) Objective: <ul style="list-style-type: none"> Facilitated discussion on how jurisdictions are using the results and how PSSDC could apply the results to improve the client experience from an inter-jurisdictional perspective. <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>	For discussion	<i>Intro: Heather Sheehy</i> Facilitator: Dan Batista, ICCS Ipsos Reid: Marina Gilson, Sr. Research Director Michal Dziong, ICCS Research Manager
9	3:30 – 3:50 p.m. (20 min)	Digital Policy	Treasury Board Digital Policy – (TAB 9) Objective: Seeking PSSDC feedback on initial proposal for change 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. 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	For feedback 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.	<i>Intro: Natasha Clarke</i> Presenter: Sonya Read, TBS



			<p>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 direction.</p>		
10	3:50 – 4:00 p.m. (10 min)	<p><u>Administrative Matters</u></p> 	<p><u>Other Business:</u></p> <p>A) Jurisdictional Information Sharing – (TABS 10A to 10T)</p> <p>B) PSSDC EVALUATION FORM (TAB 11)</p> <p>C) Next meeting of the PSSDC: February 28th, 2019, Ottawa, ON</p> <p>D) Fall / Winter PSSDC Teleconferences:</p> <ul style="list-style-type: none"> • Fri, Nov 2nd, 2018, 12:00 pm EDT • Mon, Dec 10th, 2018, 2:00 pm EDT • Fri, Jan 25th, 2019, 1:00 pm EDT 	<p><i>For information only</i></p> <p><i>Please complete evaluation form (online)</i></p>	<p>Co-Chairs</p>
	4:00 p.m.	Adjournment of PSSDC Meeting			
	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 so that you can be added to the reservation list. (Dinner costs to be paid by each attendee.)