

Draft - v.5

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 Bennett and Tagish Room					
#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS	
	8:30 a.m.	Welcome	Roundtable introduction of PSSDC Members and Observers		PSSDC Co-Chairs	
1	8:30- 8:50 a.m.	Administrative Matters	A) Approval of Record of Decision from February 22 nd , 2018 in-person meeting, Toronto (TAB 1A)	For approval	Heather Sheehy	
	min)		B) Acceptance of September 27 th , 2018 Meeting Agenda (TAB 1B)	For approval		
			 C) PSSDC Treasurer's Report PSSDC Financial Status (TAB 1C) PSSDC Members' contributions for 2019-2020 (TAB 1D) 	For review	Deb Bergey, PSSDC Treasurer	
			D) Review of PSSDC Action Items from previous meetings (TAB 1E)	For review		
			E) PSSDC Bring Forward Agenda (TAB 1F)	For information		
2	8:50 – 8:55 a.m. (5 min)	Partnerships	FPT DMs' Table – (TAB 2) Objective: Debrief on July Clerks and Cabinet Secretaries meeting Update on upcoming meetings	For information / discussion	FPT DMs' Table Secretariat: Natasha Clarke Heather Sheehy	
3	8:55 – 10:05 a.m. (70 min) (8:55 – 9:45)	Client Centric Services	Service to Business Working Group – Objectives: Progress report on the work of the S2B Working Group (TAB 3A) Presentation of the Business Number (BN) Playbook & Q&A (TAB 3B)	For feedback / approval	Intro: Natasha Clarke S2B Co-Chairs: Anne Matthews Vidya ShankarNarayan, Davis Pier:	



	(9:45 – 10:05)		ISED: Discussion on Service to Business and Digital. Advancing business number adoption and work with businesses to use digital channels.		James Brown ISED: Anneta Bains Vidya ShankarNaraya
	10:05 – 1	0:20 a.m.	BREAK		
4	10:20 -	Client Centric	Service Network Collaboration		Intro: Heather
-	11:00	Services	Working Group – (TAB 4A to 4E (4E(i)		Sheehy
	a.m.		to 4E (iv))	For feedback /	
				approval	SNC Co-Chairs:
	(40		Objective:		Cheryl Meek
	min)		 Progress report on Points of Service 		
	,		Mapping		Rob Horwood
			Seek endorsement of Service		(via
			Partnerships Playbook		teleconference)
			Engagement Strategy		
			Seek endorsement of the SNC Terms		
			of Reference and work plan		
5	11:00	Client Centric	Data Driven Intelligence Working		Intro: Natasha
	a.m. –	Services	Group (DDI) – (TAB 5A & 5B)		Clarke
	12:00				
	p.m.		Objective:	For feedback /	DDI Co-Chairs:
			Seek endorsement of DDI Terms of	approval	Guy Gordon
	(60		Reference and work plan		
	min)		Demo of E-Vulnerability Index (EVI)		John Houweling
			Tool		(via
			Seek approval of DDI Playbook		teleconference)
			funding request		
					DDI Demo:
					Ginette Gervais &
					Firouz Fallahi,
					ESDC (via
					Webex)
	12:00 – 1	:00 p.m.	LUNCH – Bennett and Tagish Room		
6	1:00 -	Client Centric	Sightline Innovation – (TAB 6)		Intro: Heather
	1:45	Services	, ,	For	Sheehy
	p.m.		Objective:	information/	
	-	Emerging	Presentation by Sightline Innovation on	discussion	Sightline
	(45	technologies	Artificial Intelligence:		Innovation:
	min)	_			Co-Founders:
			How can their newly developed		Wallace
			platform enable integration of AI into		Trenholm,
			already existing infrastructure		
			How can PSSDC leverage real world		Maithili
			application of AI to be more efficient		Mavinkurve
			Used cases specific to government		



			(public sector) – real tangible		Jo Kennelly, VP
			examples i.e. City of Toronto		Strategy
			homelessness pilot program		
			Government to citizen optimization		https://www.sightli
			How AI can be leveraged in the short		neinnovation.com
			term		/
			Al applications in Canada and around		-
			the world		
			How is ethical AI being thought of to improve sitizen experience.		
7	4.45	Emanaina Oliant	improve citizen experience		letus I la atlacu
7	1:45 -	Emerging Client	Indigenous Services – (TAB 7)	For discussion	Intro: Heather
	2:30	<u>Needs</u>		For discussion	Sheehy
	p.m.	1	Objective:		
			Facilitated discussion on Indigenous		Facilitator:
	(45		Services.		Hillary Thatcher,
	min)				Indigenous
					Services Canada
					Guest Observer:
					Brian MacDonald,
					ADM, Aboriginal
					Relations, Yukon
	2.3	0 – 2:45 p.m.	BREAK		rtolationo, rattori
8	2:45 –	Client Centric	In-depth discussion of the Citizens		Intro: Heather
	3:30 p.m.		First 8 (CF8) results – (TAB 8)		Sheehy
	0.00 p.m.	OCI VICES	That o (or o) results – (TAD o)		Oncorry
	(45 min)		Objective:	For discussion	Facilitator:
	(1011111)		<u> </u>		Dan Batista,
			Facilitated discussion on how		ICCS
			jurisdictions are using the results and		1000
			how PSSDC could apply the results		Ipsos Reid:
			to improve the client experience from		Marina Gilson, Sr.
			an inter-jurisdictional perspective.		Research
			an inter-jurisdictional perspective.		Director
			Citizens First 8 presents a comprehensive		שוופטנטו
			look at how clients view government services		Michal Dziona
			and places increased emphasis on providing		Michal Dziong, ICCS Research
			actionable data for service executives and		
			managers across the public sector. While the		Manager
			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		
	1	1	this objective in mind, the study introduces		
			methodologies that take advantage of the		
			methodologies that take advantage of the latest in behavioural science, as well as		
			methodologies that take advantage of the latest in behavioural science, as well as incorporates data from other research with		
			methodologies that take advantage of the latest in behavioural science, as well as		



9	3:30 – 3:50 p.m.	Digital Policy	Treasury Board Digital Policy – (TAB 9)	For feedback	Intro: Natasha Clarke
	(20 min)		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 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.	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.	Presenter: Sonya Read, TBS
10	3:50 – 4:00 p.m.	Administrative Matters	Other Business:	For information only	Co-Chairs
4:00	(10 min)		 A) Jurisdictional Information Sharing – (TABS 10A to 10N) B) PSSDC EVALUATION FORM (TAB 11) C) Next meeting of the PSSDC: February 28th, 2019, Ottawa, ON D) Fall / Winter PSSDC Teleconferences: Fri, Nov 2nd, 2018, 12:00 pm EDT Mon, Dec 10th, 2018, 2:00 pm EDT Fri, Jan 25th, 2019, 1:00 pm EDT PSSDC Meeting 	Please complete evaluation form	
4:00 p.m. Adjournment of PSSDC Meeting 6:00 p.m. Participants to meet in the lobby of the Westmark Whitehorse Hotel					
6:00	p.m.	Participants to mee	et in the loopy of the vvestmark vvnitehorse l	Hotel	



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.)