


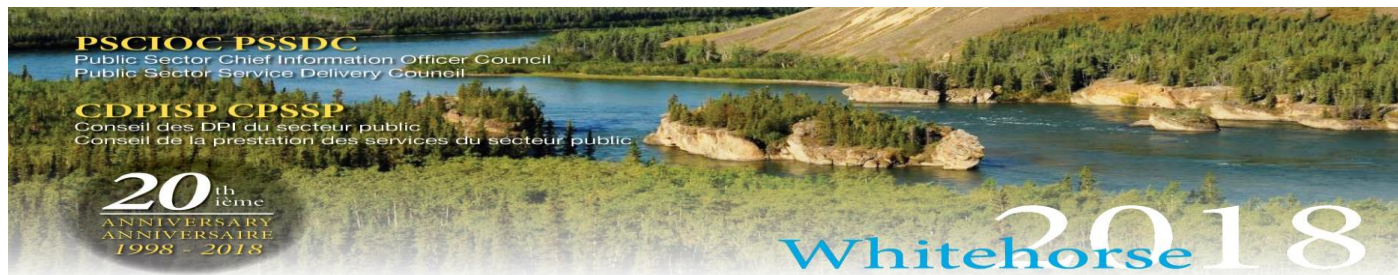


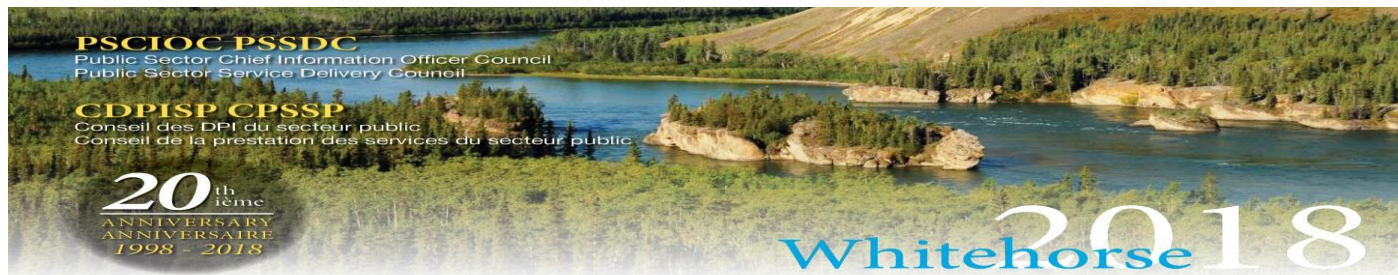





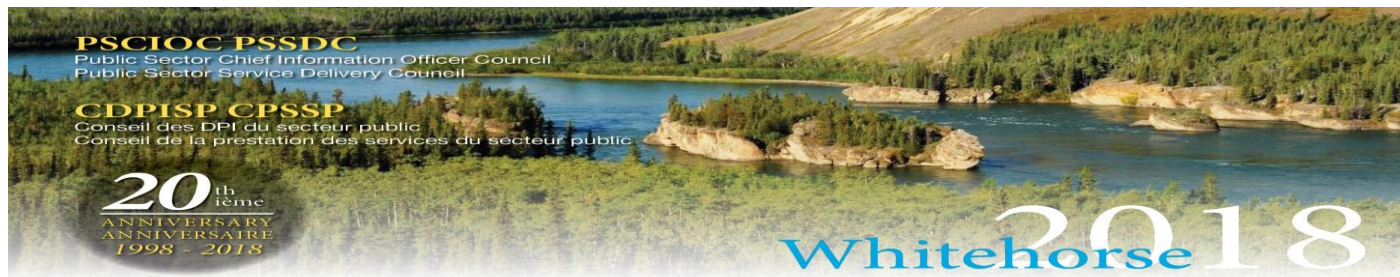
	(9:45 – 10:05)		<ul style="list-style-type: none"> ISED: Discussion on Service to Business and Digital. Advancing business number adoption and work with businesses to use digital channels. 		James Brown ISED: Anneta Bains Vidya ShankarNaraya
	10:05 – 10:20 a.m.		BREAK		
4	10:20 – 11:00 a.m. (40 min)	<u>Client Centric Services</u> 	Service Network Collaboration Working Group – (TAB 4A to 4E (4E(i) to 4E (iv))) <u>Objective:</u> <ul style="list-style-type: none"> Progress report on Points of Service Mapping Seek endorsement of Service Partnerships Playbook Engagement Strategy Seek endorsement of the SNC Terms of Reference and work plan 	For feedback / approval	<i>Intro: Heather Sheehy</i> SNC Co-Chairs: Cheryl Meek Rob Horwood (via <i>teleconference</i>)
5	11:00 a.m. – 12:00 p.m. (60 min)	<u>Client Centric Services</u> 	Data Driven Intelligence Working Group (DDI) – (TAB 5A & 5B) <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	<i>Intro: Natasha Clarke</i> DDI Co-Chairs: Guy Gordon John Houweling (via <i>teleconference</i>) DDI Demo: Ginette Gervais & Firouz Fallahi, ESDC (via <i>Webex</i>)
	12:00 – 1:00 p.m.		LUNCH – Bennett and Tagish Room		
6	1:00 – 1:45 p.m. (45 min)	<u>Client Centric Services</u> Emerging technologies 	Sightline Innovation – (TAB 6) <u>Objective:</u> Presentation by Sightline Innovation on Artificial Intelligence: <ul style="list-style-type: none"> How can their newly developed platform enable integration of AI into already existing infrastructure How can PSSDC leverage real world application of AI to be more efficient Used cases specific to government 	For information/ discussion	<i>Intro: Heather Sheehy</i> Sightline Innovation: Co-Founders: Wallace Trenholm, Maithili Mavinkurve



			(public sector) – real tangible examples i.e. City of Toronto homelessness pilot program <ul style="list-style-type: none"> • Government to citizen optimization • How AI can be leveraged in the short term • AI applications in Canada and around the world • How is ethical AI being thought of to improve citizen experience 		Jo Kennelly, VP Strategy https://www.sightlineinnovation.com/
7	1:45 – 2:30 p.m. (45 min)	<u>Emerging Client Needs</u> 	Indigenous Services – (TAB 7) <u>Objective:</u> <ul style="list-style-type: none"> • Facilitated discussion on Indigenous Services. 	For discussion	<i>Intro: Heather Sheehy</i> Facilitator: Hillary Thatcher, Indigenous Services Canada Guest Observer: Brian MacDonald, ADM, Aboriginal Relations, Yukon
	2:30 – 2:45 p.m.		BREAK		
8	2:45 – 3:30 p.m. (45 min)	<u>Client Centric Services</u> 	In-depth discussion of the Citizens First 8 (CF8) results – (TAB 8) <u>Objective:</u> <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) <u>Objective:</u> 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.	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
10	3:50 – 4:00 p.m. (10 min)	<u>Administrative Matters</u> 	<u>Other Business:</u> 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: <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 	For information only Please complete evaluation form	Co-Chairs
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.)