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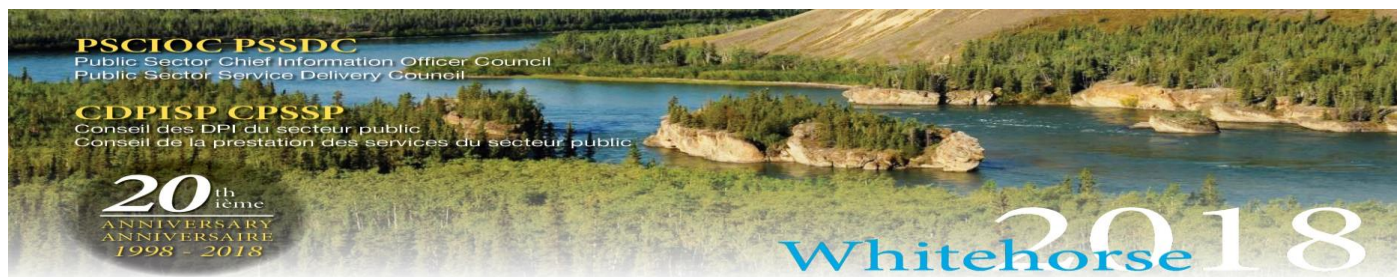
## PSSDC MEETING AGENDA




**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	8:30-8:50 a.m.  (20 min)	<b><u>Administrative Matters</u></b> 	<p>A) Approval of Record of Decision from February 22<sup>nd</sup>, 2018 in-person meeting, Toronto (TAB 1A)</p> <p>B) Acceptance of September 27<sup>th</sup>, 2018 Meeting Agenda (TAB 1B)</p> <p>C) <b>PSSDC Treasurer's Report</b> 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)	<b><u>Partnerships</u></b> 	<p><b>FPT DMs' Table – (TAB 2)</b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>• Debrief on 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	8:55 – 10:05 a.m. (70 min)  (8:55 – 9:25)	<b><u>Client Centric Services</u></b> 	<p><b>Service to Business Community of Practice – (TAB 3)</b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>• Presentation of the Business Number (BN) Playbook &amp; Q&amp;A</li> </ul>	<b>For feedback / approval</b>	<p><i>Intro: Natasha Clarke</i></p> <p><b>S2B Co-Chairs:</b> Anne Matthews Vidya ShankarNarayan,</p> <p><b>Davis Pier:</b> James Brown</p>

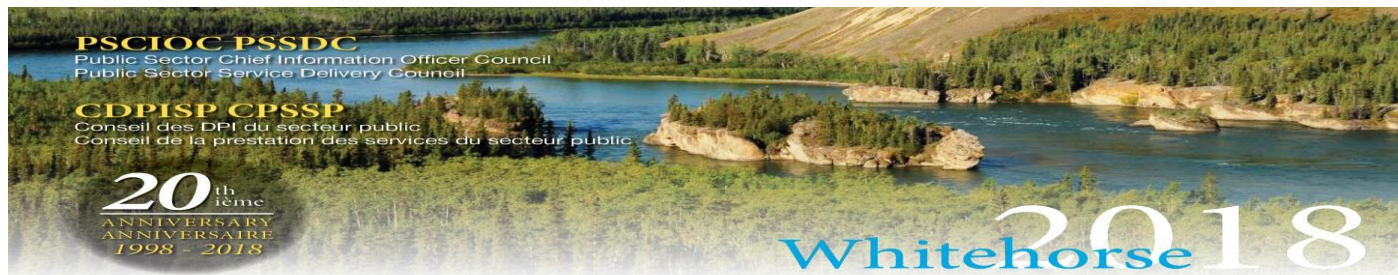



	(9:25 – 9:45)		<ul style="list-style-type: none"> <li>ISED: Service to Business and Digital. Advancing business number adoption and work with businesses to use digital channels.</li> </ul>		<b>Vidya ShankarNaraya, ISED</b>
	(9:45 – 10:05)		<ul style="list-style-type: none"> <li>Seek endorsement of the S2B Terms of Reference and work plan</li> </ul>		<b>S2B Co-Chairs</b>
	10:05 – 10:20 a.m.		<b>BREAK</b>		
4	10:20 – 11:00 a.m.  (40 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 Points of Service Mapping</li> <li>Seek endorsement of Service Partnerships Playbook Engagement Strategy</li> <li>Seek endorsement of the SNC Terms of Reference and work plan</li> </ul>	<b>For feedback / approval</b>	<i>Intro: Heather Sheehy</i>  <b>SNC Co-Chairs:</b> Rob Horwood Cheryl Meek
5	11:00 a.m. – 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>Demo of E-Vulnerability Index (EVI) Tool</li> <li>Seek approval of DDI Playbook funding request</li> </ul>	<b>For feedback / approval</b>	<i>Intro: Natasha Clarke</i>  <b>DDI Co-Chairs:</b> Guy Gordon John Houweling  <b>DDI Demo:</b> Ginette Gervais & Firouz Fallahi, ESDC (via Webex)
	12:00 – 1:00 p.m.		<b>LUNCH – (Conference Room #4)</b>		
6	1:00 – 1:45 p.m.  (45 min)	<b><u>Client Centric Services</u></b>  <b>Emerging technologies</b>    <a href="https://www.sightlineinnovation.com/">https://www.sightlineinnovation.com/</a>	<b>Sightline Innovation – (TAB 6)</b>  <b><u>Objective:</u></b> Presentation by Sightline Innovation on Artificial Intelligence: <ul style="list-style-type: none"> <li>How can their newly developed platform enable integration of AI into already existing infrastructure</li> <li>How can PSSDC leverage real world application of AI to be more efficient</li> <li>Used cases specific to government (public sector) – real tangible examples i.e. City of Toronto homelessness pilot program</li> </ul>	<b>For information/ discussion</b>	<i>Intro: Heather Sheehy</i>  <b>Sightline Innovation:</b> Co-Founders: Wallace Trenholm & Maithili Mavinkurve  Jo Kennelly, VP Strategy

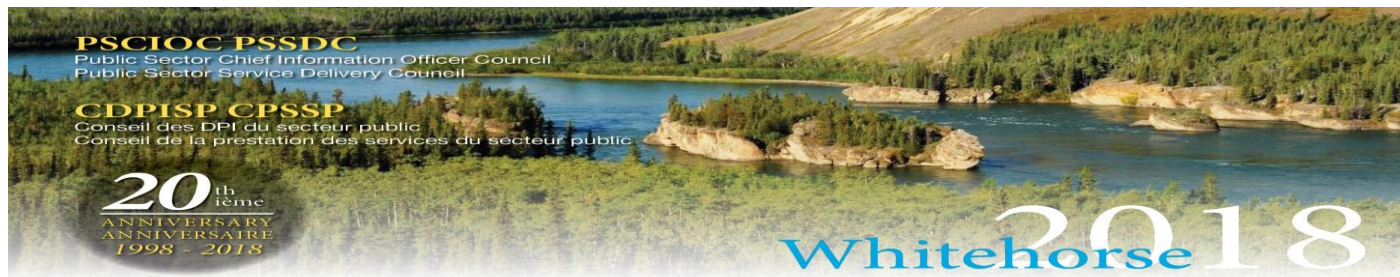


			<ul style="list-style-type: none"> <li>Government to citizen optimization</li> <li>How AI can be leveraged in the short term</li> <li>AI applications in Canada and around the world</li> <li>How is ethical AI being thought of to improve citizen experience</li> </ul>		
7	1:45 – 2:30 p.m.  (45 min)	<b>Emerging Client Needs</b> 	<b>Indigenous Services – (TAB 6)</b>  <b>Objective:</b> <ul style="list-style-type: none"> <li>Facilitated discussion on Indigenous Services (<i>session under development</i>)</li> </ul>	For discussion	<i>Intro: Heather Sheehy</i>  <b>Facilitator:</b> Hillary Thatcher, Indigenous Services Canada  <b>Guest Observer:</b> Brian MacDonald, ADM, Aboriginal Relations, Yukon
	<b>2:30 – 2:45 p.m.</b>		<b>BREAK</b>		
8	2:45 – 3:30 p.m.  (45 min)	<b>Client Centric Services</b> 	<b>In-depth discussion of the Citizens First 8 (CF8) results – (TAB 8)</b>  <b>Objective:</b> <ul style="list-style-type: none"> <li>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.</li> </ul> <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>  <b>Facilitator:</b> Dan Batista, ICCS  <b>Ipsos Reid:</b> Marina Gilson, Sr. Research Director  Michal Dziong, ICCS Research Manager
9	3:30 – 3:50 p.m.	<b>Digital Policy</b>	<b>Treasury Board Digital Policy – (TAB 9)</b>	For feedback	<i>Intro: Natasha Clarke</i>





	(20 min)		<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 direction.</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><b>Presenter:</b> Sonya Read, TBS</p>
10	3:50 – 4:00 p.m.  (10 min)	<p><b><u>Administrative Matters</u></b></p> 	<p><b><u>Other Business:</u></b></p> <p><b>A) Jurisdictional Information Sharing – (TABS 10A to 10T)</b></p> <p><b>B) PSSDC EVALUATION FORM (TAB 11)</b></p> <p><b>C) Next meeting of the PSSDC: February 28th, 2019, Ottawa, ON</b></p> <p><b>D) Fall / Winter PSSDC Teleconferences:</b></p> <ul style="list-style-type: none"> <li>Fri, Nov 2<sup>nd</sup>, 2018, 12:00 pm EDT</li> <li>Mon, Dec 10<sup>th</sup>, 2018, 2:00 pm EDT</li> <li>Fri, Jan 25<sup>th</sup>, 2019, 1:00 pm EDT</li> </ul>	<p><b>For information only</b></p> <p><i>Please complete evaluation form (online)</i></p>	<p><b>Co-Chairs</b></p>
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.)