

Draft – v11

PSSDC MEETING AGENDA



THURSDAY, SEPTEMBER 26, 2019

8:30 A.M. – 4:00 P.M. CDT




Delta Hotels Winnipeg

MEETING ROOM: Delta AB


BREAKFAST: 7:30 A.M. – 8:25 A.M. CDT – Blaze A

#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	8:30 a.m.	Welcome	Roundtable introduction of PSSDC Members and Observers		PSSDC Co-Chairs
1	8:30-8:45 a.m. (15 min)	<u>Administrative Matters</u> 	Objective: A) Approval of Record of Decision from Feb. 28, 2019 in-person meeting, Ottawa (TAB 1A) B) Acceptance of September 26, 2019 Meeting Agenda (TAB 1B) C) PSSDC Treasurer's Report ○ PSSDC Financial Report (TAB 1C) ○ PSSDC Members' contributions for 2020-2021 (TAB 1D) ○ Estimate of funding requests from working groups for 2019-2020 (TAB 1E) D) Review of PSSDC Action Items (TAB 1F) E) PSSDC Bring Forward Agenda (TAB 1G)	<i>For approval</i> <i>For approval</i> <i>For review</i> <i>For review</i> <i>For information</i>	Catherine Bennett Deb Bergey, PSSDC Treasurer
2	8:45 – 9:15 a.m. (30 min)	<u>Client Centric Services</u> 	Service to Business Working Group (TAB 2) Objective: • Revised Terms of Reference related to changes in governance • Review and approval of recommendations on defined future activities	<i>For discussion / approval</i>	Intro: Natasha Clarke S2B Co-Chairs: Pirth Singh, ISED Carol Prest, BC



3	9:15 – 9:45 a.m. (30 min)	<u>Client Centric Services</u> 	Demonstration of the Multi-jurisdictional Registry Access Service (MRAS) (TAB 3) Objective: <ul style="list-style-type: none">Show how MRAS is enabling better services to business	For information / discussion	<i>Intro: Catherine Bennett</i> Vidya ShankarNarayan Carol Prest, BC Cheryl Ringor, ISED Catherine Benning, SK
4	9:45 – 10:15 a.m. (30 min)	<u>Client Centric Services</u> 	Data Driven Intelligence Working Group (TAB 4) Objective: <ul style="list-style-type: none">Approval of next steps related to the Analytics PlaybookDiscussion on DDI workplan	For discussion / approval	<i>Intro: Natasha Clarke</i> <u>DDI Co-Chairs:</u> Guy Gordon, MB
	10:15 – 10:30 a.m.		BREAK		
5	10:30 – 11:10 a.m. (40 min)	<u>Emerging Client Needs</u> 	<u>Services to Indigenous Populations – (TAB 5)</u> Objective: <ul style="list-style-type: none">Panel discussion on challenges and best practices in providing services to Indigenous populations.	For discussion / approval	<i>Intro: Catherine Bennett</i> Panel: Danielle White, ISC Carmen Kardoos, Jason Fontaine, MB
6	11:10 – 11:30 a.m. (20 min) 11:30 – 11:50 a.m. (20 min)	<u>Best Practices Showcase</u>	<u>Best Practices Showcase (TAB 6)</u> A) CRA Verified.Me app Information sharing on the findings and outcome of CRA's proof of concept project employing the Verified.Me app. Overview of the three use cases examined in the proof of concept. Update on current work/activities that have emerged as a result of the project and vision for the future. B) Measuring the Impact of Service Design Changes IRCC's recent experience using rigorous evaluation methods to test ideas we think will improve service.	Showcase presentations and time for Q&A	<i>Facilitated by Co-Chairs</i> <u>Presenters:</u> Silvano Tocchi, Director General, CRA Alanna MacDougall, Director General, IRCC



7	11:50 a.m. – 12:00 p.m. (10 min)	<u>Administrative Matters</u> 	<u>Other Business:</u> A) Confirmation of Mark Burns, YT, as incoming P/T PSSDC Co-Chair B) Jurisdictional Information Sharing – (TAB 7A to 7V) C) PSSDC EVALUATION FORM – (TAB 9) OR online at: www.surveymonkey.com/r/H5VYBCC D) Next PSSDC in-person meeting: February 27, 2020, Toronto, ON E) PSSDC Teleconferences: <ul style="list-style-type: none"> Friday, November 15th, 1:00 pm EST Friday, January 10th, 1:00 pm EST 	For approval Please complete evaluation form	Catherine Bennett
	12:00 – 1:00 p.m.		LUNCH – Blaze A		
	1:00 p.m. to 4:00 p.m. Joint Session of the PSSDC & PSCIOC and the CIO Strategy Council				
8	1:00 – 1:15 p.m. (15 min)	<u>JOINT SESSION</u>	<ul style="list-style-type: none"> Welcome and introductions Overview of Joint Session's goals and expected outcomes - (TABS 8A to 8C) <u>Objectives:</u> <ul style="list-style-type: none"> Exchange and transfer of knowledge and expertise between public and private sector CIOs and public sector service delivery leaders. Create intellectual capital to shape and influence debate on service challenges and lead to actions that advance responsible IoT, data governance, identity management, and security innovation. 		Introduction: Olivia Neal PSSDC & PSCIOC Co-Chairs / Members Keith Jansa, Executive Director, CIO Strategy Council & Members of CIO Strategy Council
	1:15 – 2:15 (60 min)	<u>Responsible IoT</u>	<u>Responsible Internet of Things (IoT)</u> As the ubiquitous nature of connected sensors and endpoints increases, questions surrounding security, data collection, privacy, use and trust are becoming central to conversations regarding the future of Canada's IoT ecosystem. The explosive growth of IoT is posing significant risks to network infrastructure and to everything attached to it.	For discussion	Introduction: Olivia Neal <u>Panel Speakers:</u> Keith Jansa, Executive Director, CIO Strategy Council (moderator)



			<p>IoT represents a massive and growing security risk to critical infrastructure as connected devices are coming online across all sectors of the economy, whether in transportation systems, banking, or in healthcare, as prime examples. Closing off these IoT security and privacy risks is critical to avoid a cascade of consequences such as:</p> <ul style="list-style-type: none"> • Impacts on healthcare services and life-saving equipment; • Breakdowns in transportation networks or in accessing goods and services that ensure the well-being of Canadians; • Shutting down cities and causing irreversible damage to public safety; and • Damages to democratic institutions and the effective functioning of government. <p>This session will explore the challenges CIOs, technology and public sector leaders in service delivery face, from the introduction of new technologies (i.e., 5G, distributed ledgers and AI) to gaps in data governance (i.e., data discovery, ownership, residency, ethics and safe use). It will address key considerations in devising new standards, protocols and best practices to protect client privacy and to secure data assets without stifling IoT-related innovation.</p>		<p>Mike Monteith, CEO, Thoughtwire</p> <p>Andy Best, Executive Director, Open City Network</p> <p>Shelley Fraser, Director, Marketing, Communications and Community Engagement, Lixar</p> <p>Lawrence Eta, CIO, City of Toronto</p> <p>Kurtis McBride, CEO, MioVision</p> <p>Jean-Noé Landry, Executive Director, Open North</p>
	2:15 – 2:30 p.m.		<u>BREAK</u>		
	2:30 – 3:45 p.m. (75 min)	<u>Responsible Data Sharing</u>	<p>There are compelling reasons for organizations to share data, from improving operational efficiencies and reducing business costs to generating new insights and making better business decisions. Failure to adhere to responsible data protection and sharing practices, however, can lead to serious consequences, from threats to an organization's reputation and brand to its</p>	For discussion	<p>Introduction: Catherine Bennett</p> <p><u>Panel Speakers:</u> Keith Jansa, Executive Director, CIO Strategy Council (moderator)</p>



			<p>viability – a single GDPR fine can wipe out a business.</p> <p>Growing privacy breaches from inadvertent data misuse and unauthorized access is becoming an increasingly pervasive issue for governments and businesses alike. Even the most well-established organizations have fallen victim to data insecurity in recent years. While some consumers show their anger and frustration through opt-out measures, this is in no way a long-term solution.</p> <p>CIOs, technology and service delivery leaders have a critical role to play in providing much-needed leadership and action in addressing the erosion of public trust.</p> <p>This session will focus on the growing demands in re-examining data protection and exchange protocols to account for data-in-motion, at-rest and in-use within and between organizations, systems and verticals. It will address several adjacent and sometimes overlapping domains, namely security, as well as identity, privacy, confidentiality, integrity, stewardship, residency, and regulatory compliance where CIOs are more than ever having to move away from simply managing technology to managing business outcomes.</p>		<p>Nandini Jolly, CEO, CryptoMill</p> <p>Mark Alexiuk, Founder & CTO, Sightline Innovation</p> <p>Andre Loranger, Assistant Chief Statistician, Statistics Canada</p> <p>Paul Vallée, CEO, Tehama</p> <p>Neil Butters, Digital Identity, Innovations and New Ventures, Interac Corporation</p> <p>Wellington Holbrook, Chief Transformation Officer, ATB Financial</p> <p>Mike Cook, CEO, Identos</p>
	3:45 – 4:00 p.m. (15 min)	<u>Wrap up & Next Steps</u>	Wrap Up and Next Steps <u>Proposed Outcome of Session:</u> Identify potential opportunities and next steps for ongoing Joint Councils and CIO Strategy Council dialogue relating to service delivery priorities.	Roundtable discussion	Joint Councils Co-Chairs CIO Strategy Council
<p><u>About the CIO Strategy Council:</u> (the CIO Strategy Council presented at the JC meeting in February)</p> <p>The CIO Strategy Council brings the country's foremost and forward-thinking public and private CIOs together to share best practices and champion initiatives that will transform the country's ICT ecosystem and elevate Canada's position as a global leader in the digital economy. We are innovators in our companies and organizations, embracing digital, championing change, and driving the adoption of Canadian technologies.</p>					



4:00 p.m.	Adjournment of Joint Session
5:50 p.m.	Participants to meet in the lobby of Delta Hotels Winnipeg to depart for the Optional dinner
<p style="text-align: center;">OPTIONAL DINNER <u>Saperavi Restaurant</u> <i>(709 Corydon Avenue, Winnipeg)</i> 6:00 p.m.</p> <p>A dinner reservation has been made at the Saperavi 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.)</p>	