





JOINT COUNCILS BRING FORWARD AGENDA (Feb. 2021 v1)

	Feb 23, 2021	March 30, 2021	April 26, 2021	May 25, 2021	June 28, 2021
SECRETARIAT 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda Joint Councils Strategic Plan <i>(for feedback)</i> 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda Meeting evaluation results 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda
DIGITAL IDENTITY 	Digital ID: progress report <ul style="list-style-type: none"> Implementation of activities Development of a Letter of Intent between ICCS and DIACC PCTF Shared Experience Sandbox Progress on accelerated implementation 		Digital ID: Progress report on work plan		Digital ID: Progress report on work plan
CLIENT CENTRIC SERVICES 	CCS Working Group: <ul style="list-style-type: none"> Presentation of digital maturity model and user guide. Approval of decision to sunset group CCS Design / Experience CoP (New!) <ul style="list-style-type: none"> Update on call out for co-chairs of the CoP. 	Death Notification CoP: <ul style="list-style-type: none"> Endorsement of new mandate as a CoP and planned activities. 	Data Driven Intelligence WG: <ul style="list-style-type: none"> Progress report on RFP process and work: Insight into the public's acceptance of government use of data. Exploring the current context of public acceptance for the use of data to improve services within and across levels of government. 	GDPR Sub-Group: <ul style="list-style-type: none"> Report back on the use cases that they are developing. 	
WORKING GROUPS			Open Government WG: <ul style="list-style-type: none"> Co-Chairs seeking support and direction from JC for future activities. 		
PARTNERSHIPS / TOPICS OF INTEREST	<ul style="list-style-type: none"> Bank of Canada planning for a Central Bank Digital Currency (CBDC) and seeking JC Members' feedback as a FPTM table on this 	<ul style="list-style-type: none"> Presentation on human centred design <i>(item requested by members)</i> 	Follow up presentation by Pia Andrews, Special Advisor, Digital & Client Data Workstream Lead, ESDC	Presentation on Strategic Intelligence by World Economic Forum (LE #3)	Presentation by Code For America – Delivery Driven Government

	<p>initiative. Links to the work on Digital ID and S2B WG</p>	<p><i>As approaches to this discipline continue to evolve, it is more important than ever to develop a practical understanding on how to design services that meet citizens' expectations.</i></p> <p>**</p> <p>Showcase items may need to be moved to an additional monthly JC meeting or extend JC meeting to 1.5 hrs.</p> <ul style="list-style-type: none"> Showcase: Agile Program Management: Veterans Affairs: Showcase Nexus-scaled Agile project management approach to design and deliver GC case 	<p>on Transforming Government <i>(follow up from Sept. PSSDC meeting)</i></p> <p>**</p> <p>Showcase items may need to be moved to an additional monthly JC meeting or extend JC meeting to 1.5 hrs.</p> <ul style="list-style-type: none"> Showcase: Client Journey and Service Design: <p>OneGC Platform: Single Window to GC Digital Services - OneGC Platform will provide Canadians with a single online window that will allow them to access government services, all in one place. This presentation will summarize the results from phase one of the initiative and outline plans for phase two, including interdependencies with data, privacy, security and service integration.</p>	<p>**</p> <p>Showcase items may need to be moved to an additional monthly JC meeting or extend JC meeting to 1.5 hrs.</p> <p>Online registration system</p> <ul style="list-style-type: none"> Alberta: Online extra provincial registration system Veterans Affairs: WalkMe software application – real-time access to step-by-step guidance on processing applications effectively and efficiently 	<p>**</p> <p>Showcase items may need to be moved to an additional monthly JC meeting or extend JC meeting to 1.5 hrs.</p> <p>Online registration system</p> <ul style="list-style-type: none"> New Brunswick: Online beginner's driving test with fraud detection and payment (demo) Ontario: New procedures for filing business registration documents Nova Scotia: Online Drivers License Renewal Program (ODLR)
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Topics identified for upcoming meetings:

SHOWCASE ITEMS:

- Digital Journey and training**
 - TBS:** Broader engagement experience on a digital first approach. Presentation of the Guideline on Service and Digital (v1.1.)
 - Saskatchewan:** Share digital identity update: Journey to date / Key lessons learned / Demo of identity components in production / Roadmap going forward.
 - MSDO:** Digital training resources
- Frontline virtual agents** (perform at least some services) are being used by organizations in their customer service functions to answer routine customer queries, fulfill standard requests, etc. How are jurisdictions utilizing virtual agent technology to enhance front-line citizen and business support?
- Chatbot technology enablement** (conversations and information) - Chatbot technology is a strategic initiative across several jurisdictions to enable the digital transformation of services. What has been the experience implementing chatbot to generate a positive return on investment?

Topics of interest

- Report back by Privacy Sub-Committee:** Strengthening privacy protections of personal data during pandemic. How are organizations safeguarding data by building privacy & security by design, approach and compliance to privacy legislation? *(email to be sent by the secretariat to members – early Feb 2021)*
- Digital Transformation:** Members are interested in the exchange of best practices regarding establishing a digital policy; client centric design and delivery; the integration of core IT, IM & Data and Service functions; integrated governance, planning & reporting, innovation and experimentation; digital standards; digital enablement. *(PSCIOC Info sharing)*
- Omni-Channel Service Experience:** There is emphasis on omni-channel service experience. What have been the experience, methods used, and lessons learned to enable citizens & businesses to find/access services through their channel of choice *(PSSDC Infosharing)*
- Remote Workforce:** What are jurisdictions doing to ensure public sector employees working remotely can securely access government applications, data, and collaborate by using emerging remote access technologies? *(PSCIOC Info sharing)*

- **Talent Management and Development:** Due to the focus on digital services delivery and the need to deliver solutions, how are jurisdictions attracting and retaining top talent under the current pressures of the public sector compensation system? What are the challenges and best practices to recruit and retain in-demand work streams and functions (e.g. Cybersecurity, Enterprise Architecture, Artificial Intelligence (AI), and Product Management)? *(PSCIOC info sharing)*