




## JOINT COUNCILS BRING FORWARD AGENDA (Oct. 2021 v1)

### JOINT COUNCILS' PRIORITIES

1. Digital ID
2. Client Centric Services
3. Research & Strategic Intelligence

	October 26, 2021 (3hrs meeting)	Learning Event 18 November, 2021	November 23, 2021	December 21, 2021	Learning Event 13 January 2022	January 25, 2022
<b>SECRETARIAT</b> 	<ul style="list-style-type: none"> <li>Action Items</li> <li>Bring Forward Agenda</li> </ul>		<ul style="list-style-type: none"> <li>Action Items</li> <li>Bring Forward Agenda</li> <li>Evaluation results from Oct. meeting</li> </ul>	<ul style="list-style-type: none"> <li>Action Items</li> <li>Bring Forward Agenda</li> </ul>		<ul style="list-style-type: none"> <li>Action Items</li> <li>Bring Forward Agenda</li> </ul>
<b>DIGITAL IDENTITY</b> 			<b>Digital Identity:</b> <ul style="list-style-type: none"> <li>Progress report on acceleration of Digital Identity priority.</li> <li>report back on the work of the Standards Council of Canada related to the technical specification, to ensure that the workstreams are aligned in the roadmap and the governance structure.</li> <li>Update on Digital ID program executive 2<sup>nd</sup> year secondment</li> </ul>	<b>Service to Business WG:</b> <ul style="list-style-type: none"> <li>Business Banking Digital Credentials Pilot</li> <li>National Digital Trust Service Proof of Concept</li> <li>Bank of Canada request for ongoing engagement related to the Canadian Bank Digital Currency (CBDC) initiative.</li> </ul>		

<div>CLIENT CENTRIC SERVICES</div> <div></div>	<ul style="list-style-type: none"><li><b>Data Driven Intelligence Working Group:</b> Final report on Insight into the public’s acceptance of government use of data. Presented by DDI WG and Davis Pier Consulting.</li></ul>		<ul style="list-style-type: none"><li><b>GDPR WG:</b> table deliverables and request to sunset group (GDPR group is under Privacy Sub-Committee)</li></ul>	<ul style="list-style-type: none"><li><b>Data Driven Intelligence Working Group:</b> Presentation of the updated and digital format of the DDI WG Analytics Playbook</li></ul>		<ul style="list-style-type: none"><li><b>Death Notification Community of Practice</b> to report back on work/pilots that ESDC/Service Canada is doing in partnership with the provinces and territories on electronic death registration.</li></ul>
<div>RESEARCH &amp; STRATEGIC INTELLIGENCE</div> <div></div>	<ul style="list-style-type: none"><li><b>Future of Work: Trends, Challenges, Risks, and Path Forward.</b> Led by McKinsey Team</li><li><b>Results of the PSSDC and PSCIOC Information Sharing Analysis</b> – Insights will assist with agenda planning for upcoming meetings.</li></ul>	<b>Team Topologies: Organizing Business and Technology Teams for Fast Flow.</b> Concepts of organizational architecture, guiding leaders on how to structure effective value delivery teams, stream-aligned teams that own an entire slice of the business domain (or other flow) end-to-end, the platform as a product approach. "...Innovative tools and concepts for structuring the next generation digital operating model. Recommended for CIOs, enterprise architects, [service delivery] and digital product strategists..."	<ul style="list-style-type: none"><li><b>Open Source WG – table deliverable</b></li><li><b>Research Committee progress report and plan for 2022-2023.</b></li></ul>			
<div>PARTNERSHIPS / TOPICS OF INTEREST</div> <div></div>					<b>Jurisdictional Showcases:</b> <ul style="list-style-type: none"><li><b>Robotic Process Automation (RPA)</b> to support/improve service delivery</li><li><b>Yukon’s presentation on integrating geo-spatial capabilities into service delivery practices.</b></li></ul>	<ul style="list-style-type: none"><li>Discussion on <b>data and information policies and standards necessary for cross jurisdictional digital transformation initiatives.</b> (item raised by MISA)</li></ul>

## Topics identified for upcoming meetings:

### Topics of interest

- **Digital Identity:**
  - What approaches are jurisdictions using to overcome the legislative barriers and privacy implications regarding digital ID?
  - Learn more about policy framework, benefits realization (efficiency, monetization opportunities), governance model, public-private collaboration model, conducting and promoting public consultations.
- **Digital Experience / digital technologies:**
  - Jurisdictional interest in business cases and/or case studies that examine the effectiveness of virtual assistants in service delivery, the cost/benefit analysis and ROI.
  - Jurisdictional interested in use of chatbots to enable digital transformation. How to leverage digital solutions (technologies) to create better digital tools and services.
  - Opportunity to collaborate to provide integrated service navigation across jurisdictions.
  - Addressing gaps in digital access and digital literacy.
- **Talent Management and Development:** How are jurisdictions attracting and retaining top talent? What are the challenges and best practices to recruit and retain in-demand work stream and functions (i.e. cybersecurity, enterprise architecture, AI and product management)?
- **Enterprise Strategic Planning** – how jurisdictions use enterprise-wide standards to ensure data interoperability, accessibility, and quality.
- **Open Source** WG Co-Chair to report back on the ethical element when creating open-source tools.
- **COVID-19 Recovery:** insights related to COVID-19 tracking, vaccine processes and tools, strategies to support financial management.

### SHOWCASE ITEMS: PSSDC & PSCIOC info sharing – fall 2021

- **Yukon**
  - Public-facing services in Yukon largely run on open-source software. Presentation on leveraging open-source software.
  - Presentation on integrating geo-spatial capabilities into Yukon's service delivery practices.
- **Manitoba:** Chatbots
- **Ontario:**
  - **Ontario's online newborn registration refresh (after October 2021)** A refreshed newborn registration bundle, launching late summer, will deliver a simplified, mobile-enabled user interface to enable parents to register a birth, order a birth certificate, apply for a SIN and Canada Child Benefits and seek a referral to an RESP provider. This will modernize birth registration in Ontario and better support parents by providing a more user-friendly experience, whether from a desktop computer or mobile device.
  - **MyBenefits social assistance portal (after October 2021)** - Ontario's new social assistance online portal, [MyBenefits](#), designed to improve service delivery of social assistance programs: Ontario Works and Ontario Disability Support Program. Ontario is presenting this topic at the DM Table agenda in Sept 2021 and it may be of interest to PSSDC.
  - **Ontario's Progress on Digital ID (after February 2022)** - A minimum viable product for digital identity is targeted for release in fall of 2021, with an Ontario digital wallet and verified digital photo ID verifiable credential. This presentation would provide an update on Ontario's progress.
  - **Ontario's Digital Adoption Journey – Lessons Learned (after February 2022)** - COVID-19 was the precipitating factor in launching improvements in ServiceOntario's online service offering, including new or streamlined online product renewals, and an end-to-end review of usability of online services. Presentation would focus on successes and lessons learned.

- **Several jurisdictions: presentations on the use of Robotic Process Automation (RPA)**
- **TBS: Information and Privacy Policy Division:** To facilitate the delivery of services, in collaboration with the federal Privacy community, the division has developed an information sharing arrangement template and updated its guidance. This template is designed for federal-to-federal sharing for administrative uses but could be adapted to other scenarios.

**Potential speakers:**

- Gene Kim - [Gene Kim - IT Revolution](#)
- Tara McGuinness and Hana Schank, authors of Power to the Public - [Tara McGuinness & Hana Schank of New America: 5 Things You Should Do To Become a Thought Leader In Your Industry | by Yitzi Weiner | Authority Magazine | May, 2021 | Medium](#)
- Mariana Mazzucato, author of Mission Economy - [Mariana Mazzucato : Mariana Mazzucato](#)