

## Update to PSSDC February 2022

Client Centric Services Design & Experience Community of Practice			
Update Date	February 2022		
Co-Chairs	Ashley Bélanger, ISED: <a href="mailto:Ashley.Belanger@ised-isde.gc.ca">Ashley.Belanger@ised-isde.gc.ca</a> Geneviève Brodeur, QC: <a href="mailto:genevieve.brodeur@mcn.gouv.qc.ca">genevieve.brodeur@mcn.gouv.qc.ca</a> Alex Coleman, ON: <a href="mailto:alex.coleman@ontario.ca">alex.coleman@ontario.ca</a>		
ACTIVITES COMPLETED FOR PERIOD (SEP 2021 - FEB 2022)			
<p>The Client Centric Service Design and Experience COP had its first meeting on November 25, 2021. The session involved introductions from the co-chairs and members getting to know each other. In addition, collective brainstorming using MIRO helped the COP arrive at an understanding of what members were looking for out of membership and participation. Overall, there was resounding support for the sharing of information, best practices and lessons learned.</p> <p>The COP will meet on a quarterly basis and will focus on sharing best practices and allowing members to connect and work across jurisdictions on common client centered serviced design initiatives.</p> <p>The Terms of Reference and the Membership list that was circulated and is up to date.</p>			
ACTIVITIES PLANNED FOR NEXT PERIOD (FEB – SEP 2022)			
<p>The first session of 2022 will be held in April and will feature a case study from user research with Canadian debtors.</p> <p>Additional meeting topics will be determined based on interest from the group.</p>			
ISSUES / CHALLENGES			
Issue	Criticality	Impact	Action Plan