

JOINT COUNCILS MEETING

February 23rd, 2021

Record of Decision v1

Attendance

CO-CHAIRS:

Tracy Wood
 Denis Skinner

Prince Edward Island – PSCIOC
 Treasury Board of Canada – PSCIOC

Mark Burns

Yukon - PSSDC

PSCIOC MEMBERS:

Jan Bradley
 Dafna Carr
 Vinay Chandramohan
 Natasha Clarke
 Gerry Fairweather
 Dave Heffernan
 Sean McLeish
 CJ Ritchie
 Pierre Rodrigue
 Kush Sharma
 Rick Wind

MISA W, City of Calgary
 Ontario
 Saskatchewan
 Nova Scotia
 New Brunswick
 Newfoundland and Labrador
 Yukon
 British Columbia
 Québec
 MISA E, City of Toronto
 Northwest Territories

PSSDC MEMBERS:

Mark Arseneault
 Dennis Batacan
 Gail Boland
 Shelley Darlington
 Shifra Desjardins-Arseneault
 Bev Dicks
 Susan Erwin
 Mitch Freeman
 Rachel Gaudreau
 Mark Healy
 Gillian Latham
 Alena Lukes
 Alanna MacDougall
 Linda Maljan
 Rene Nand
 Kim Newman
 Michelle Orth
 Adriana Poveda
 Lisa Raddysh
 Sonya Read
 Chantal Ritcey
 Judy Ross
 Pirth Singh
 Jackie Stankey
 Silvano Tocchi
 Danielle White

Prince Edward Island
 Manitoba
 Newfoundland and Labrador
 MSDO, Norfolk County
 Québec
 British Columbia
 Ontario
 Veterans Affairs Canada
 Québec
 Newfoundland and Labrador
 Nova Scotia
 Manitoba
 Immigration, Refugees and Citizenship Canada
 Northwest Territories
 MSDO, Region of Peel
 New Brunswick
 MSDO, Region of Peer
 British Columbia
 Saskatchewan
 Treasury Board of Canada
 Alberta
 New Brunswick
 Innovation, Science and Economic Development
 Alberta
 Canada Revenue Agency
 Indigenous Services Canada

PSCIOC / PSSDC / JOINT COUNCILS OBSERVERS & PRESENTERS:

Estelle Ah-Kiow	Treasury Board of Canada Secretariat	Mark Levene	Treasury Board of Canada Secretariat
Tareq Al-Shumari	Ontario	Melissa MacDonald	Prince Edward Island
Wendy Birkinshaw Malo	ESDC/Service Canada	Carol MacKay-Matak	Alberta
Geneviève Brodeur	Québec	Trevor Milne	ESDC/Service Canada
Guillaume Charest	ESDC/Service Canada	Aeda Naami	Ontario
James Clarkson	ESDC/Service Canada	Pauline Nadeau	Québec
Alex Coleman	Ontario	Dawn Pilgrim	Ontario
Burt Crépeault	Québec	Carol Prest	British Columbia
Richard Dalpé	Treasury Board of Canada	Cosanna Preston-Idedia	Saskatchewan
Robert Devries	Ontario	Kristy Ready	Canada Revenue Agency
Urvashi Dhawan-Biswal	Innovation, Science and Economic Development	Louise Simos	Ontario
Harpreet Dhillon	MISA, City of Calgary	Jack Shewchuk	British Columbia
Jason Doiron	Northwest Territories	Dean Sutton	British Columbia
Keith Douglass	New Brunswick	Erin Taylor	Indigenous Services Canada
Chris Durham-Valentino	ESDC/Service Canada	Bianca Tomazeli	MISA, City of Montréal
Nina Dyer	Canada Revenue Agency	Alex Underhill	Canadian Centre for Cyber Security
Jeannette Eason	British Columbia	Dan Batista	ICCS Executive Director
Elky Hanlon	Nova Scotia	Peter Watkins	Digital ID Program Executive
Sophia Howse	British Columbia	Sophia Jesow	Joint Council's Research Analyst
Hayden Lansdell	British Columbia		
Christine Lau	ESDC/Service Canada		
ICCS Secretariat:		Maria Luisa Willan	Stefania Silisteanu
Item	Topic / Discussion		Decision / Action
	Welcome remarks by Mark Burns, PSSDC Co-Chair, on behalf of the Co-Chairs followed by roll call. Mark passed along regrets from Catherine Bennett, PSSDC Co-Chair, who is unable to join the meeting.		
1.	<u>ADMINISTRATIVE MATTERS:</u> A) Approval of Record of Decision from September 22nd, 2020, Joint Councils virtual meeting. Record of Decision of Joint Councils' meeting of September 22 nd , 2020 have been approved, without changes. B) Acceptance of February 23rd, 2021 Joint Councils Agenda. Joint Councils' meeting agenda of February 23 rd , 2021 approved. No comments or questions raised.		<u>Decision #1:</u> Record of Decision of September 22 nd , 2020 Joint Councils' virtual meeting approved without changes. <u>Decision #2:</u> Agenda of February 23 rd , 2021 meeting approved without changes.
2	<u>BANK of CANADA (Refer to TAB 2)</u> Scott Hendry, Senior Special Director, Financial Technology and Francisco Rivadeneyra, Director of CBDC and Fintech Policy and Research, Bank of Canada, provided a presentation on the Central Bank Digital Currency (CBDC). Building the capacity to issue a CBDC should the need arise: <ul style="list-style-type: none"> Monitor Market developments and build an "early warning system" for declining cash usage and potential competitive digital currencies Engage government stakeholders to formulate more detailed public policy objectives for CBDC and obtain legal authority Develop the value proposition for end users Solve the most difficult technology challenges 		<u>Action Item #1:</u> There was general support by Joint Councils members to act as an advisory group to the Bank of Canada on their CBDC initiative. Support for ongoing engagement at the working group level (Digital ID Program and S2B WG) and progress reports at future Joint Councils meetings. ICCS to connect with BoC to discuss next steps and to connect BoC with

<ul style="list-style-type: none"> • Create an overall architecture blueprint • Prepare for proof of concepts and potentially a pilot <p><u>Next Steps:</u> Feedback and opportunities to share knowledge:</p> <ul style="list-style-type: none"> • Digital ID Program • Service to Business Working Group <p><u>Members' Discussion:</u></p> <ul style="list-style-type: none"> • CJ Ritchie (BC) inquired to what is the problem that the Bank of Canada is trying to solve and the use case that it makes CBDC necessary, what is the value that the Bank brings to the market that is not already offered? She commented that the market is ready and pursuing digital options and the expected roll out in three years is a long time. <p>Scott Hendry responded that in Canada cash usage and cash usage in points of sale are declining, but cash holding is increasing with the economy, depending on the year. The two are moving in opposite direction and his team is trying to understand what the market wants. It could be the difference between Canadian usage and foreign usage, or there are other factors, people might try to withhold cash in other forms. What can the Bank of Canada do that the private sector cannot? The Bank of Canada is focusing on universal access. The private sector has the interest of attracting customers that make them money. There are positive sides: social benefit, for example. If the cash disappeared, that social benefit will disappear, as well. The bank needs to ensure that they have the potential for the type of privacy that offers social benefit to the marketplace and similarly, cash provides a competitive alternative to the private sector. Bank of Canada brings safety in terms of risk prepayment instrument, competitive alternative and that could be done through universal access, something that could be usable offline.</p> <ul style="list-style-type: none"> • CJ Ritchie noted that it is a concern that in 3 + years from that time will evolve so far that the bank won't necessarily be able to fill the gap, there will be other types of transactions in the mainstream. In terms of cash usage, the only place that people may use cash would be garage sale transactions. She was wondering if the bank could investigate the transactions in the underground economy and whether that affects what the bank is seeing in terms of cash usage. <p>Scott Hendry responded that the underground economy uses lots of cash, and to explain the numbers, they need to have proof that the underground economy is increasing, but there is no evidence of that growing overtime in Canada. There are examples and signs that the cash is not being accepted, that cash is not desirable, but it still can be used. Their survey demonstrated that some places are still accepting cash and most people are still using that. In early months of the pandemic it was a reduction in cash usage, but after a while it has been recovered. The bank continues its surveys, the results will be ready at the end of the current year with better data to what is the cash usage and where that is happening. Cash usage is declining but is not at the end of its life, it will be around for a long time.</p> <ul style="list-style-type: none"> • Denis Skinner (TBS) commented that it is good to see engagement with users, engaging those users directly and getting a sense of where the use cases are. There are certain expectations that there will be some type of transactions or tax even of using this service. There is also Bitcoin. He inquired to what is the competitive advantage other than lower risk to encourage people to use CBDC instead of other currency? <p>Scott Hendry responded that people at the point of sale are not facing fees for using cash, there is implicit cost in the background with the prices being changed or there are banking fees when cash is not used. From an end user</p>	<p>Digital ID and S2B WG Co-Chairs.</p>
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	<p>perspective, that would be as pre-service model when using CBDC, it could be either free or at an extremely low cost. CBDC would promote universal accessibility for those users that are not banked or for people at the margins. The Bank of Canada products were historically cost free and they would like CBDC as being the same. The advantage for CBDC over digital currency is the volatility over value. There are many digital currencies on the market and there is no body that is overseeing the product to ensure its value. There is a lot of growth in stable coins where there is a market for things that have more stable value if used as payments. Bitcoin is used as an investment and not as a payment instrument. The Central Bank is interested in producing a payment instrument, not for investment purposes. People who want to make a capital gain could buy Bitcoin. CBDC could be used when buying things on a regular basis, like coffee, or groceries.</p> <ul style="list-style-type: none"> • Peter Watkins (Digital ID Program Executive, ICCS) inquired to what could it mean if US corporate titans adopt digital coin like Tesla, Amazon, Walmart, Apple? <p>Scott Hendry responded that depends on what is the reason they are doing that. Tesla buying large amount of Bitcoin is an investment. They don't need to have cash or Bitcoin to accept payments for sales of their cars, they are making a bet on the capital gain that is part of their investments. It is a publicity stunt for those companies that decided to invest in Bitcoin. They immediately convert Bitcoin to whatever their currency is.</p> <ul style="list-style-type: none"> • Pirth Singh (Service to Business WG Co-Chair, ISED) inquired about identifying the fact that this is public policy question for Canada and digital currency. He asked if there was a plan or conversations to have a public policy perspective. What is the thinking around that, what is Canada's go forward approach and where it stands? <p>Scott Hendrie responded that the current presentation is the first public policy discussion with the public sector. The Bank of Canada has only reached out and consulted with a few federal departments but wanted to leverage the Joint Councils as an FPTM table. If the members see an opportunity here, the engagement will be ongoing until rolling out CBDC. The Bank wants to educate people of what CBDC is or what it can be and trying to get them thinking on how it impacts them, whether it overlaps with their mandate. The bank doesn't yet have a plan to have fully open consultations process, but they will get to that stage in the future. They are taking the time to have something that works from the beginning. They could do a pilot and some testing, but when they come to the market with the final product, people would expect that product to work. This is the value of having these discussions at Joint Councils (public sector from three levels of government).</p> <ul style="list-style-type: none"> • Jennifer Ryan (Director General Goods and Services Tax Unit in the Compliance Programs CRA) stated that she is also overseeing Cryptocurrency Audits, which are fascinating vehicles. She added that they are investigating a whole gambit of things in respect to other digital currency, the users, the miners, and the exchanges. The CRA concern is around the security issues, possibility of money laundering and nefarious activity. They have encountered in that area the lack of regulations and absence of exchange of information with government. There are KYC (Know Your Customer) in the horizon for this area, requiring some commitment from the exchange itself to provide information to government to know who is working and investing there. Moving forward, the area of security and anonymity of information is going to be critical for government to ensure what seems to be a vehicle intended to support marginalized communities, especially those in the north. A priority of the government is to allow service to get better compliance and behaviour which could be egregious in nature, trying to find the balance between both of those mandates. It would be important to know what other digital currencies are doing over the course of the next year as they delve into that area of digital currency and to see who is actually using that: Canadians getting virtual addresses and not necessarily a human being behind those exchanges. That would be very important for CRA and information from the Bank of Canada as they want to move forward. 	
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Scott Hendry responded that they are compliant with the existing regulations. They are in contact with Fintech as part of their consultation and they expect to comply with numerous regulations. He recommended for members not to compare Bitcoin or crypto exchanges to CBDC. CBDC is and it will be set up as the Canadian dollar. It is not a complete separate unit of account to have an exchange with the Canadian dollar. The model and the worries voiced about activity on crypto exchanges won't apply here as it is not the same thing. The model to think about is something like cash, prepayments, or commercial bank accounts with debit cards. That is the area that the Bank of Canada will play in terms of the oversight model that is required or thought about which has a lot of overlap with what they want to be imposing on crypto exchanges. The security at CBDC system and the privacy model they have it is part of what they need to sort out from a policy perspective as well from the technology perspective.

- Urvashi Dhawan-Biswal (Client Centric Services Design CoP Co-Chair, ISED) inquired if the Bank of Canada end user research was based on surveys or has the Bank done some qualitative studies to better understand the end user - individuals and businesses, especially small business? How these preferences or needs have evolved during the pandemic?

Scott Hendry responded they have done some end user survey and focus groups related to the CBDC. Most of their surveys are inquiring about cash, debit card or credit card usage. Being a new product, it is difficult to do surveys like that for the CBDC, users won't understand what the Bank is asking. The upcoming work will dive deeper to have an educational aspect to teach people what is the objective and get feedback from users. Individuals and some businesses will be targeted in that survey, to understand how the bank could meet their needs and what they would want from the CBDC system. Some of the qualitative aspects collected from the focused groups are that people would trust the Bank of Canada with the CBDC more than Bitcoin. There is not a lot of interest for Bitcoin or crypto other than investments or speculations, that won't be used as a payment instrument. There is a lot of trust for the Central Bank to provide the CBDC. Moreover, a lot of interest in the privacy of the payments and information, ensuring that it is maintained in a private manner, with lots of interest in stability. These are early indicators, they would need more information, they will use that to design the product and the detail choices that will remain in the design.

Stephanie Richardson (Assistant Director, Stakeholder Relations Initiatives, Bank of Canada) added that they are doing some work on further development value proposition. They will go out to different demographics and regional groups to find out what are the pains and gains to come down to the use case idea, what need they will be solving, what opportunities are and that would help with the design of CBDC. Also, looking at anything from blind/impartially seekers, to seniors, youth, Northern communities, urban communities, trying to learn what they think the value proposition would be for CBDC. She shared the link of the research that the Bank of Canada has done on cash usage: [Publications, Staff research, Digital currencies and fintech - Bank of Canada](#)

- Graywood Cook (Senior Manager, Financial Institutions Regulation, AB) inquired around how would tokenized provincial debt fit into the landscape being considered by the Bank?

Scott Hendry responded that in the above discussion he was referring to the retail central bank digital currency. The deposits and the payment instruments are used in interbank systems and in the financial market in Canada which are already electronic. The interbank payment system uses Central Bank money to settle the transactions and that is digital. It is Central Bank Digital Currency, it is not Blockchain based crypton. The tokenized debt instrument whether is provincial, federal, or corporate is a token or a coin, piece of code that exists on the Blockchain. In the Bitcoin example, that represents the value that can be used for payments but in another system could represent an equity, a Bond, or some derivative. It is like the effort that it's going on for years of dematerialization of financial products. They don't exist in certificate or paper form; however, they exist completed digitally. Similar to that it is a token that exists on some systems. That is the asset, but to do a transaction of that

asset, money is needed and the CBDC could provide the money that facilitates transaction in that asset. They have done experimentation in the past. There are numerous companies trying to do that sort of things in Canada and outside. It could be envisioned as a financial market in the future in which all financial assets or tokens are settled in transactions using Central Bank money and that could help the efficiency or resiliency of financial markets and the ability to clear some transactions in a timely fashion. There is a lot of hope and groups that think that tokenizing of assets can lead them down to same day settlement for many of those transactions. It will be more efficient with less counterparty risk and worries about problems. That is an opportunity, but the current discussion is about the retail factor: buying a coffee, groceries or pay the utility bill.

- Paul Martin (Comptroller, NB) stated that he understands the concept, but he looks at CBDC as government competition with the banking industry. In terms of the bank investment cost and business case what would that look in the future versus purchasing the existing technologies that the banking system currently is using? Is that not a case to piggyback of what the banks already created and invested? How do they take that, leverage and use it for those people who cannot access the cash as most of them are doing their banking? There is a question of developing technology and processes system that the bank would create, and they won't go on their own. He inquired to where are the other countries on that? Are we going to be compatible with them? Were there lessons learned from US and Europe, or other countries? He was concerned that we end up with something that would never be completed because the technology is continuing to change so the investment to get somewhere could be endless and expensive. He recommended to compare paths with other countries and other visions of what they are trying to achieve around a digital currency.

Scott Hendry responded that they have the vision of what they are trying to achieve, maybe not clear yet on how to best achieve it. The government and its ability to make payments is one use case. That is not the primary motivator for introduction of the CBDC. They want to have universal access; anybody should be able to gain access and use it if they want it. It is not just a tool for dealing with low income group. The government competition with banking already exists. They will have a product, cash, that competes with private sector payments and it used to be the sole thing used in operations. They always been competitive with the payments by the banking sector and other payment providers. They provided a service by being an outside option as they grow in the electronic space. If they want to give the private sector a monopoly on electronic payments, they should do it as a conscious choice, thinking of the implications and deal with the consequences. Something as CBDC can act like cash as a control of the potentially monopoly power. There is competitive alternative to what the private sector is offering. They don't want to do that, there is a role for CBDC to play in the space.

In terms of existing technology, there are companies that are offering bank in a box, which could be set up in few days and it is not clear that it is the best technology. It is feasible, technology exists to do that, but it is not clear that they are serving all the use cases in terms of universal access and privacy. They will move ahead with partnerships with the private sector. There is a role for the private sector to play in an ongoing system and a role for the Central Bank to play in the development. In terms of compatibility with other countries, that is an important aspect, but it is secondary to the domestic sector. They need something to work for Canadians first, then they need something that can potentially be used outside of Canada and with the visitors that come to Canada. The bank needs to understand how to control that and what they want to do. Currently, the G20 started a large effort to improve cross border payments. There are 19 building blocks that they put together and they were working towards to lower the cost and increase the efficiency of cross border payments; 16 of those are ways of improving the current payment system. The 19-building block is CBDC and is trying to discuss how to and ensure that all CBDC efforts can be coordinated and interoperable. The 18-building block is stable coins. It is about improving the regulatory structure that can give stable coins the possibility of positive contribution to the marketplace. One of the reasons they go slow is to ensure that they are building something that could be future proof and assuring

	<p>that we are looking at designs that can adapt and evolve as opposed to be an unchangeable product. If we want to exist for the next 100 years, we need to have a system that can adapt over time and be ready for change.</p> <ul style="list-style-type: none"> • Maria Luisa Willan (Director of National Councils, ICCS) noted that when the Bank of Canada approached the ICCS to have the presentation with members of the Councils it was also to gauge members' interest in an ongoing engagement with the bank on the CBDC. This work has links to the Digital ID and Service to Business work. As the Bank in its early stage of the process, it was best to engage this FPTM table early and the Councils can serve in an advisory role. It would be mutually beneficial for both parties. The development of the CBDC would be best informed by working together with the three levels of government as CBDC would have an impact on government services (via payments, digital identify, etc.). It is however up to members to determine if they wish to engage with the Bank of Canada on the CBDC initiative. • Scott Hendry added that it would be an important consideration. Digital identity is an important aspect of payment system, including CBDC. They want to work with various groups that are looking at Digital ID. They had interactions with ISED which is involved in the banking credentials pilot and they look forward to working with the Joint Councils. • Peter Watkins asked around the thinking of the digital identity aspects of the CBDC. Are they working towards to enable people and businesses to be able to have digital proof of the identity as issued to them by authoritative programs that are anchored in the public sector, proof that the business is legitimate, proof that people have legitimate relationship with their business? Is the digital currency fundamentally unanimous at the bottom and then force certain type of transactions where policy applies, then attach proof of Identity to those transactions? Or something where everyone opens an account and then some transactions don't require an expression of identity information that can be conducted anonymously? <p>Scott Hendry responded that this is part of the policy on how they want that to work. The second model presented by Peter is a way they would consider where there are two types of accounts and the user determines when they log in or join what they want. If they want an account that allows to have few thousand dollars, that must be KYC (Know Your Customer) and the transactions will be followed from an end perspective, as the same way our account at the bank is. But if there's something that can potentially could be used offline or it is a security measure to be used when the power goes out, it might have a couple of hundred of dollars on it and it might look like a prepaid card, therefore that won't need this type of identity. The bank has done experimentations on the technology in terms of how they could do those various things, but they are not thinking of it in terms of how to exploit the digital ID component as that is not existing yet in Canada. They have to figure out of what is available to them at the time they want to issue and how they could use that. Do they use the banks and the fact that they KYC all their customers as a way of onboarding people or they could onboard them in a different way if there is a national Digital ID available? This must be adaptable too, as it is not clear that the Digital ID system will be ready before the Central Bank is. It may not stay the same for the indefinite future. He added that they are looking forward to interacting with members and the Digital ID and the Service to Business working groups of the Councils.</p> <ul style="list-style-type: none"> • Denis Skinner suggested for there to be a follow up discussion on this topic at a future Joint Councils' meeting and for the Digital ID program and the Service to Business Working Group to discuss with the bank ongoing engagement on this initiative. The Bank of Canada could present to the Joint Councils in few months to see progress made at the bank level and on discussions at the working group level. He thanked the presenters for their time and interest in engaging with the Joint Councils on the Bank of Canada CBDC initiative. 	
3	<p><u>DIGITAL IDENTITY PROGRAM (Refer to TAB 3)</u></p> <p>Peter Watkins, Digital ID Program Executive, provided a progress report on the Digital ID Program related to accelerated implementation and stakeholder engagement.</p>	<p><u>Action Item #2A:</u></p> <p>The Digital ID Program Executive to provide an update on the</p>

<p><u>Next Steps: Multi-track Pan-Canadian Action Plan</u></p> <p>A 5-track plan:</p> <ul style="list-style-type: none"> • Early implementors are going to start now • Plan will be broadened by working with JC-JEDI • Organize each track as its own focused initiative • Lead Health, Verified Person, Verified Organization tracks from the program/service delivery side if possible. • Augment with a few specialty teams for cross-cutting aspects (technical, frameworks, alignment with standards etc.) • Determine how to organize teams, how to coordinate and manage them, how to engage stakeholders across the participating jurisdictions <p>Use modern methods</p> <ul style="list-style-type: none"> • Agile digital delivery teams • Work in the open • Iterative <p><u>Members' Discussion:</u></p> <ul style="list-style-type: none"> • Dafna Carr (ON) inquired around the vendor marketplace and any interactions that Peter may have had with them. <p>Peter Watkins (Digital ID Program Executive) responded that, along with Ontario team and others, he had a conversation with key suppliers and vendors. There is strong alignment between the government and key vendors on embracing Open Source, Open Intellectual Property and Open Standards. People who will be enlisted in that effort are aligning on a simplified technology stack that is open in nature. There is a good health path initiative that has several vendors and consortiums to be able to get many actors involved. They have conversations about the standards to embrace in a tactical way.</p> <ul style="list-style-type: none"> • Mark Burns (YT) commented that they have already seen the digital wallets that are on phones, the Android wallet, the Apple wallet being used for things like boarding pass and other credentials, including credit cards. If we moved to an Open Source standard it tends to push more effort into the client and organizations that they are using to download a new wallet on their phone, set it up and get the permissions to update and patch. He inquired around the big players like Apple, Android, Google in terms of the digital wallets, is there a concern about their implementations? <p>Peter Watkins responded that, to his knowledge, the big players haven't expressed publicly their intention or strategies. It is to be determined what their response to that will be. There was a positive development from Apple a week prior when they made a public announcement that they won't accept COVID apps from developers unless they have a relationship with the healthcare authority. It is a positive signal that these organizations understand the gravity of the situation and the importance to do that right. We are aware of the potential role but working through the open standards bodies it is not clear yet what their position is. They want to implement features that are based on stable global standards. This is the importance of embracing Open and Open Standards and for us in Canada to be champions of this.</p> <ul style="list-style-type: none"> • Mark Burns inquired about health-related passports proof of immunization and vaccination, the World Health Organization vaccination card when people travel. Can we find out on what they are considering in terms of these 	<p>integrated acceleration plan at an upcoming JC meeting.</p> <p><u>Action Item #2B:</u></p> <p>Mark Levene (TBS) to share with members the notes from the federal discussion with international counterparts related to the vaccine passports.</p>
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	<p>kinds of credentials, is that a model we are following? It is a universally accepted credentials in that space and he was wondering if there's anything to be learned from that approach or system.</p> <p>Peter Watkins responded that when they talked with Public Health Agency of Canada, BC, ON, other colleagues in healthcare, they sponsor them to develop these options as a way of navigating that dynamic. There is no clarity to whether the International Travel Association is going to require that or not. There is an interest in healthcare to align with standards so if there were data standards that emerge from that, they would like to design it in a way that aligns with those standards.</p> <ul style="list-style-type: none"> • Rob Devries (ON) commented that nowadays with the evolving variance of COVID they can see quickly the nature of what it means to be vaccinated and that is going to change fast overtime. What might constitute vaccination today could change in two weeks. We need the dynamic relationship with the actual authoritative systems because these standards will evolve and change rapidly. The ability to create and update electronic credentials in alignment with international standards is going to be key to the travel use cases. We need to align as a country so if a province can issue a card stating that you are vaccinated it would be a valid document at some border cross in a foreign country. As a nation, we need to align to the standards, give the tools to people to express their status in a way that it could be integrated into everything from airline reservation system to border crossing. That is the goal, we cannot go there if each province is doing it alone. <p><u>Messages from the MS Teams chat:</u></p> <ul style="list-style-type: none"> • Denis Skinner (TBS) - <i>the underlying tech can be open source/open standards but fully vendor provided/supported, making it seamless for the user.</i> • Guillaume Charest (Open Source WG Co-Chair, ESDC/Service Canada) - <i>from context, need to consider long term use of the solution so decoupling the tech itself from a singular vendor/company support/services is helping making it less risky and more flexible for future changes (which will inevitably be coming to the table). Would be interesting to gather some of the feedback received with COVID Alert project at CDS. The fact the project was open source helped reassure a lot of folks all around with regards to the way privacy data was being handled. However, the reality is that there are and most likely always be part of the population that deeply doesn't trust governments, no matter the level.</i> • Denis Skinner - <i>can share on what's going on internationally, there was a discussion last week on vaccine passports and Mark Levene and team have some great notes.</i> • Alanna MacDougall (IRCC) - <i>wanted to make some connections with work IRCC is doing with ICAO on a globally recognized digital credential, usable for international travel. She would like to connect with Peter Watkins offline if he is not already familiar with this initiative.</i> 	
4	<p><u>A. CLIENT CENTRIC SERVICES WORKING GROUP (Refer to TAB 4)</u></p> <p>Bev Dicks (Client Centric Services WG Co-Chair, BC) introduced presenters: Sarah Francis, Director, Service Practice and Policy, Service BC and Alex Denike, Program Manager, Learning & Development Program, ICCS, who provided an overview of the Client Centric Services Maturity Model, Launching Digital User Guide and Tools.</p> <p>Wendy Birkinshaw-Malo (Client Centric Services WG Co-Chair, ESDC) also provided an overview of the engagement plan to promote awareness and next steps. She thanked the team: Sarah Francis and Kerstin Behrens-Bolt from British Columbia, Margo McCarthy from her team and all those members from various organizations who worked on this project.</p> <p><u>Engagement Plan to Promote Awareness:</u></p>	<p><u>Action Item #3A:</u> CCS WG to implement engagement plan to promote awareness of Inter-jurisdictional Maturity Model Digital Tools and User Guide (available as stand-alone tools and as resource in the new Certified Service Professional and Service Manager online learning).</p> <p><u>Action Item #3B:</u></p>

<p>1. ICCS Online Platform – available as stand-alone tools and as resource in the new Certified Service Professional and Service Manager online learning.</p> <p>2. Canadian Government Executive Magazine article</p> <p>3. Joint Council Members are encouraged to create awareness by:</p> <ul style="list-style-type: none"> ○ promoting tools with stakeholders in their organizations ○ including in training curriculum <p><u>Next steps:</u></p> <ol style="list-style-type: none"> 1. Implement Engagement Plan – Completion target: Spring 2021 2. Sunset the Client Centric Services Working Group – Completion target: Spring 2021 <p><u>Members’ Discussion:</u></p> <ul style="list-style-type: none"> • Bev Dicks (Client Centric Services WG Co-Chair, BC) acknowledged and thanked all the group’s members from different levels of government that contributed to this work. • Tracy Wood (PSCIOC Co-Chair, PEI) noted that there were numerous positive messages in the MS Teams chat from members and she encouraged members to test the links from the document that was provided to access the digital tool and user guide. She tabled for approval the decision to sunset the Client Centric Services Working Group understanding that the group still has some outstanding actions related to the engagement plan. <p><u>Messages from the MS Teams chat:</u></p> <ul style="list-style-type: none"> • Susan Erwin (ON) - <i>Thanks for all the work, love the tools and it will definitely be promoted in Ontario! Thank you!</i> • Chantal Ritcey (AB) - <i>Kudos to all! This looks incredible! We will certainly promote this in Alberta as well!!</i> <p><u>Motion to sunset the Client Centric Services Working Group after the completion of the Maturity Model Digital User Guide and Tools – moved by Gillian Latham, PSSDC Member, NS</u> Seconded by Susan Erwin, PSSDC Member, ON Joint Councils members were in favour to sunset the Client Centric Services Working Group</p> <p><u>B. CLIENT CENTRIC SERVICES DESIGN & EXPERIENCE COMMUNITY OF PRACTICE</u></p> <p>Maria Luisa Willan, Director of National Councils, ICCS, noted that at the JC meeting of October 29th, members approved in principle the creation of the Client Centric Services Design / Experience Community of Practice. There are many great resources, forums and organizations focusing on the development of service design and user experience practitioners. The intention is not to replicate existing resources. The objective of this CoP would be on the leadership of client design/ user experience teams. The Community of Practice would also include a focus on the client service design/ experiences of distinct populations. There was a call out to identify federal and provincial co-chairs who would be tasked to develop the Scope of Work for this group and to then table for Joint Councils’ members approval. As a result of the call out, the following people were confirmed as federal and provincial co-chairs:</p> <ul style="list-style-type: none"> • Urvashi Dhawan-Biswal, Senior Director, Digital Design Branch, Digital Transformation Service Sector (DTSS), Innovation, Science and Economic Development. Ashley Bélanger, ISED, will serve as an alternate. • Geneviève Brodeur, Direction de la culture et de l’écosystème, Centre québécois d’excellence numérique, Gouvernement du Québec. 	<p>CCS Design and Experience CoP Co-Chairs to develop Scope of Work and table back to Joint Councils for approval at an upcoming meeting.</p> <p><u>Decision #3:</u></p> <p>Joint Councils members approved the decision to sunset the Client Centric Services Working Group after the completion of the Maturity Model Digital User Guide and Tools.</p>
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	<ul style="list-style-type: none"> Alex Coleman, Chief Information Officer/Assistant Deputy Minister, Children, Youth and Social Services I+IT Cluster, Ministry of Children, Community and Social Services, Government of Ontario. <p>Maria Luisa advised that there will be a meeting between the Joint Councils Co-Chairs and the newly co-chairs of the Client Centric Services Design / Experience Community of Practice in early March to discuss development of the scope of work and an update will be provided at an upcoming Joint Councils' meeting.</p>	
5	<p><u>JOINT CONCILS STRATEGIC PLAN (Refer to TAB 5)</u></p> <p>Maria Luisa Willan, Director of National Councils, ICCS, and Sophia Jesow, Joint Council's Research Analyst, provided an overview of the Joint Councils Strategic Plan for 2021-2022. Maria Luisa thanked Sophia for her contribution to the development of the strategic plan. Maria Luisa noted that the ICCS Secretariat was seeking members' feedback on the strategic plan. She reminded members that the Joint Councils actioned the ICCS Secretariat to develop the Joint Councils Strategic Plan to identify clear outcomes for the following years based on the current Councils' priorities and for this plan to be informed by the work plans of the Councils' working groups. The strategic plan would allow the Joint Councils to stay focus, measure progress in achieving priority objectives.</p> <p><u>Members' Discussion:</u></p> <ul style="list-style-type: none"> Tracy Wood (PSCIOC Co-Chair, PEI) congratulated Maria Luisa and Sophia for the great job on the development of the strategic plan. The Strategic Plan currently is bringing a lot of critical information together. Jackie Stankey (AB) stated that she has been on the Councils for ten years and seeing all the information together and the Councils' evolution is great. It was great to see how the working groups and communities of practice are brought together in the Strategic Plan, which was missing over the years. She also noted the important role that Joint Councils can play as an advisory body around the initiative from the Bank of Canada that was presented at this meeting. She was supportive of the work and thanked Maria Luisa and Sophia. Dafna Carr (ON) was pleased with the strategic plan as it shows the areas of focus which are critical for the value add of the communities, the ICCS and the Joint Councils. She inquired around how the Deputies could be involved once the document is final. It would be beneficial for the Deputies to see this plan, endorse and understand that there is collaborative work with each jurisdiction and the work of the Digital ID and the Client Centric Services Working Group. <p>Maria Luisa Willan (Director of National Councils, ICCS) responded that the strategic plan was developed for the Joint Councils, but it is up to members to share this with those in their jurisdictions that they deem appropriate or beneficial. Currently the Councils have an information sharing policy that allows sharing of information and material with only those in their jurisdictions but not for broad (external) distribution.</p> <ul style="list-style-type: none"> Denis Skinner (PSCIOC Co-Chair, TBS) thanked Maria Luisa for the presentation and great work and inquired on the final approved Strategic Plan. Mark Burns (PSSDC Co-Chair, YT) commented that it is a great piece of work, it shows how their strategic intent as Councils is evolving and explaining to other people the value proposition of the Joint Councils. He suggested the opportunity for the secretariat to present the strategic plan to the FPT DMs' Table. Building those connections as meaningful contribution on a national basis that might serve well by informing people of what the Councils intentions and priorities are and what are the contributions. 	<p><u>Action Item # 4:</u></p> <p>ICCS to recirculate the Strategic Plan for members' final comments. Updated version of the JC Strategic Plan to be shared with members. It is expected that the Strategic Plan would be updated as required, at least refreshed twice a year (Feb and Sept meetings).</p> <p><i>(Action Item complete, Maria Luisa shared the Strategic Plan with members on February 26th).</i></p>

	<p>Regarding a final version of the strategic plan based on members' feedback, Maria Luisa Willan responded that as an action item she could send a message to Joint Councils members after the meeting advising them that the Strategic Plan was presented and members to submit their feedback within two weeks. An updated version of the JC Strategic Plan would be circulated to members once the secretariat has a chance to review members' feedback and make necessary edits.</p> <ul style="list-style-type: none"> Joint Councils members approved the Joint Councils Strategic Plan, agreed that it was great work and a useful document to have. <p><u>Messages from the MS Teams chat:</u></p> <ul style="list-style-type: none"> Harpreet Dhillon (IT Procurement CoP Chair, City of Alberta) - <i>Great work! overall picture is very helpful.</i> Guillaume Charest (Open Source WG Co-Chair, ESDC/Service Canada) - <i>We really appreciate all the support and guidance you and your team have provided to the OSS working group!</i> Jan Bradley (MISA W, City of Alberta) - <i>This is fantastic work. As a new member to the Council this really helps me understand what we are working on. So well done!</i> Gillian Lathan (NS) - <i>I just want to echo everyone's comments on a great piece of work!! Really pulls it together nicely!!</i> Shifra Desjardins-Arsenault (QC) - <i>Thank you, yes we would like to read it again for comments. Nice work.</i> Keith Douglass (ICT Policy CoP Chair) - <i>as an outgoing ICT Policy co-chair I think this would be very helpful for all new sub-committee chairs & members to help them originate.</i> 	
9	<p><u>Other Business:</u></p> <ul style="list-style-type: none"> Tracy Wood (PSCIOC Co-Chair, PEI) noted that the Action Items and the Bring Forward Agenda were included in the meeting binder for members information. She thanked the ICCS Secretariat for putting together all the materials for the meeting. She advised members that the PSCIOC meeting is the following day, on February 24th and the next Joint Councils meeting will be on March 30th, 12:00 p.m. EDT. Maria Luisa Willan (Director of National Councils, ICCS) advised members that the PSSDC meeting is on February 25th. She added that the ICCS will be advising members that it has been a challenge to have one-hour monthly call for the meetings. There may be a possibility to extend to one hour and half. <p><i>Following the meeting and based on co-chair's request, the ICCS Secretariat has scheduled an additional April, May and June one hour learning event sessions for showcase items. The learning event session would be open to a bigger audience from JC members' teams. The monthly regular meeting of Joint Councils will not be extended to an hour and a half.</i></p>	
	<p><i>Tracy Wood thanked members, presenters, guests and observers and she adjourned the meeting at 3:00 p.m. EST</i></p>	