

Joint Councils – Advancing Our Priorities ***Governance & Operating Model Discussion***

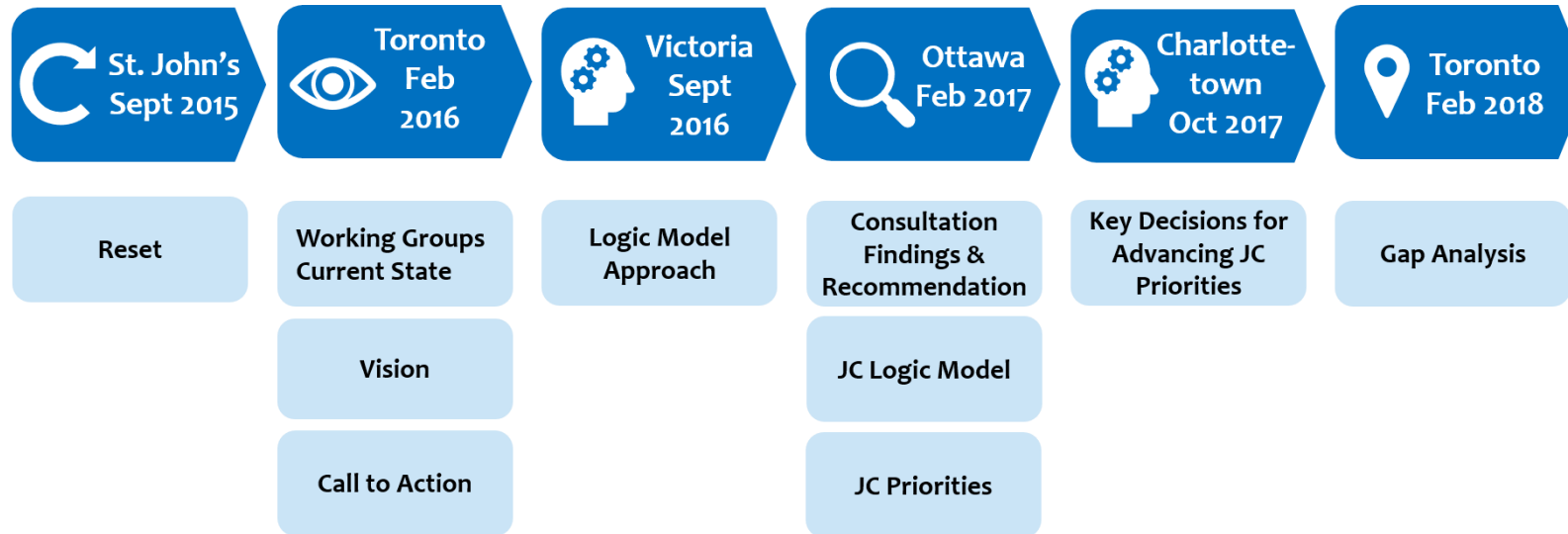
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Expected Outcomes

- Members are aware of the current governance and operating model of the Councils
- Discussion with members about governance and operating models to enable achieving our priorities and adapting to our changing contexts
- Decision on how we move forward

History

Framework Working Group (2015 – 2018)



Strategic Policy Analyst (2018 to 2019)

- Review of Logic Model & current state
- Interviews with Councils Co-Chairs
- Interviews with Councils Working Group Co-Chairs
- Report to Joint Councils (Winnipeg)

Joint Councils – Logic Model

JOINT COUNCILS - LOGIC MODEL

VISION Enabling World Class Public Services Through Co-creation and Collaboration

CALL TO ACTION Focus & Acceleration to Enable Digital Government for Canadians

OBJECTIVE Focused Collaboration to Exceed Client Expectations

JOINT COUNCILS PRINCIPLES

Client-Centric

Ensuring the customer is at the center of everything government does through co-creation.

Trusted and Secure

Ensuring services are designed to be privacy respecting and citizens are able to trust their information is secure.

Digital by Design

Building for digital first, so that all channels can leverage the digital solution.

Collaboration

Fostering an environment across levels of government and jurisdictions to enable multidisciplinary teams to deliver client centered services and benefit from the collective experience and knowledge.

Measurable & Managed

Defining outcomes early and using research and measurement to create the right solutions and enable process improvement.

JOINT COUNCILS LONG TERM GOALS

Enabling Government Without Borders



Providing simple, seamless and convenient access to government information and services to Canadians regardless of where someone lives or does business.

Enabling Digital Society



Providing Canadians with the public sector services, supports and data that they need to live and do business in today's society.

Enabling a Modern & Innovative Government



Leveraging data and research to inform policy development, service design and service delivery while being open, transparent and efficient.

JOINT COUNCILS SHORT TERM GOALS

Governance & Service Delivery Model

Modernized Policies, Regulations & Legislation

Transformed Client Centered Services

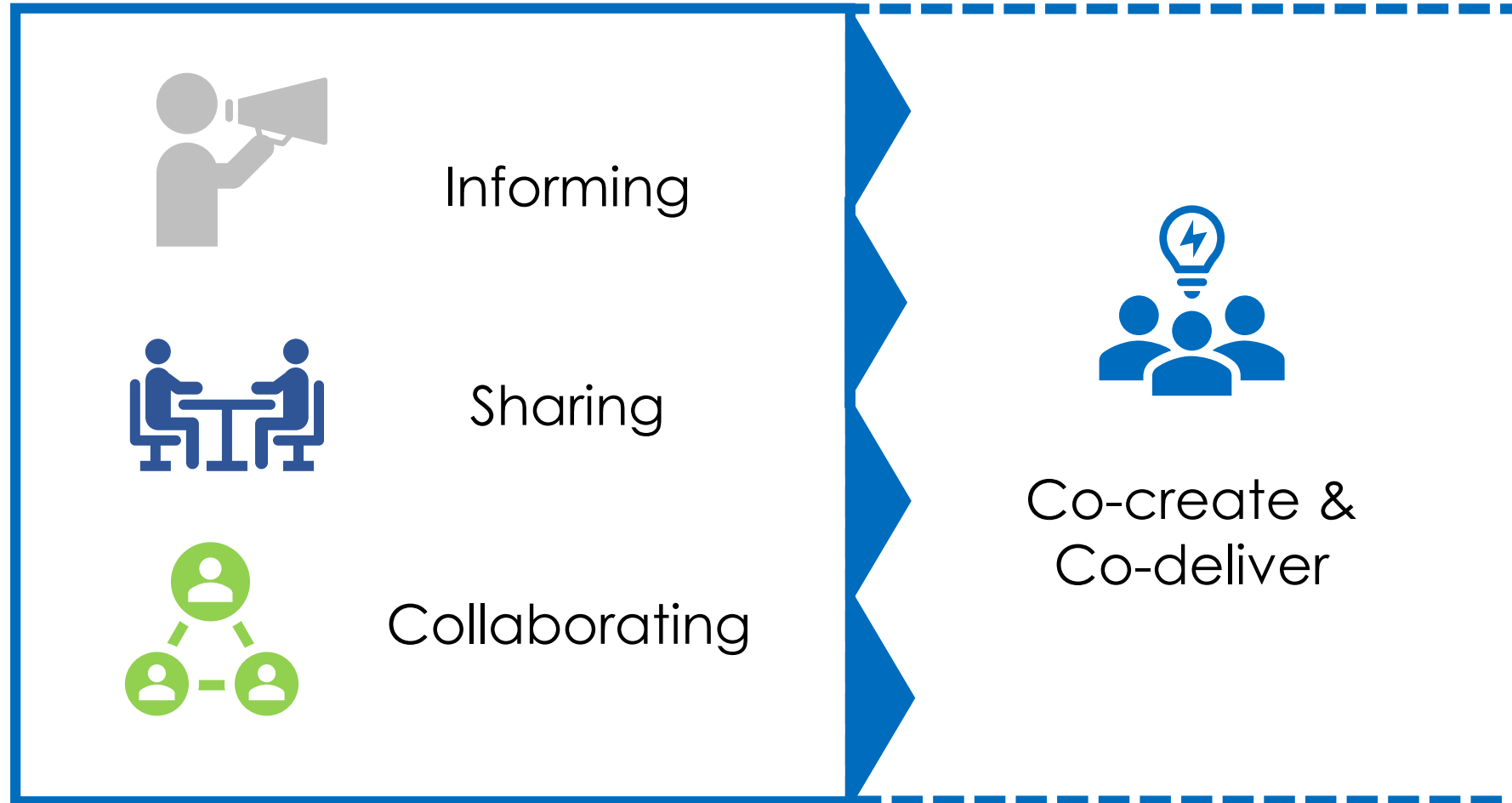
Digital Culture / Capacity

Improved Results
(Measurement & Reporting)

Foundational Digital Enablers

Empowerment Through Open Government

Joint Councils Operating Framework



Identified Themes

Consultation with the Joint Councils Co-Chairs

- Integration is Needed
- Maximize alignment and define the value of Joint Councils
- Canadians will feel the difference
- Advance Horizontal Work
- Modernize Governance

Identified Challenges

Consultation with Working Groups Co-Chairs

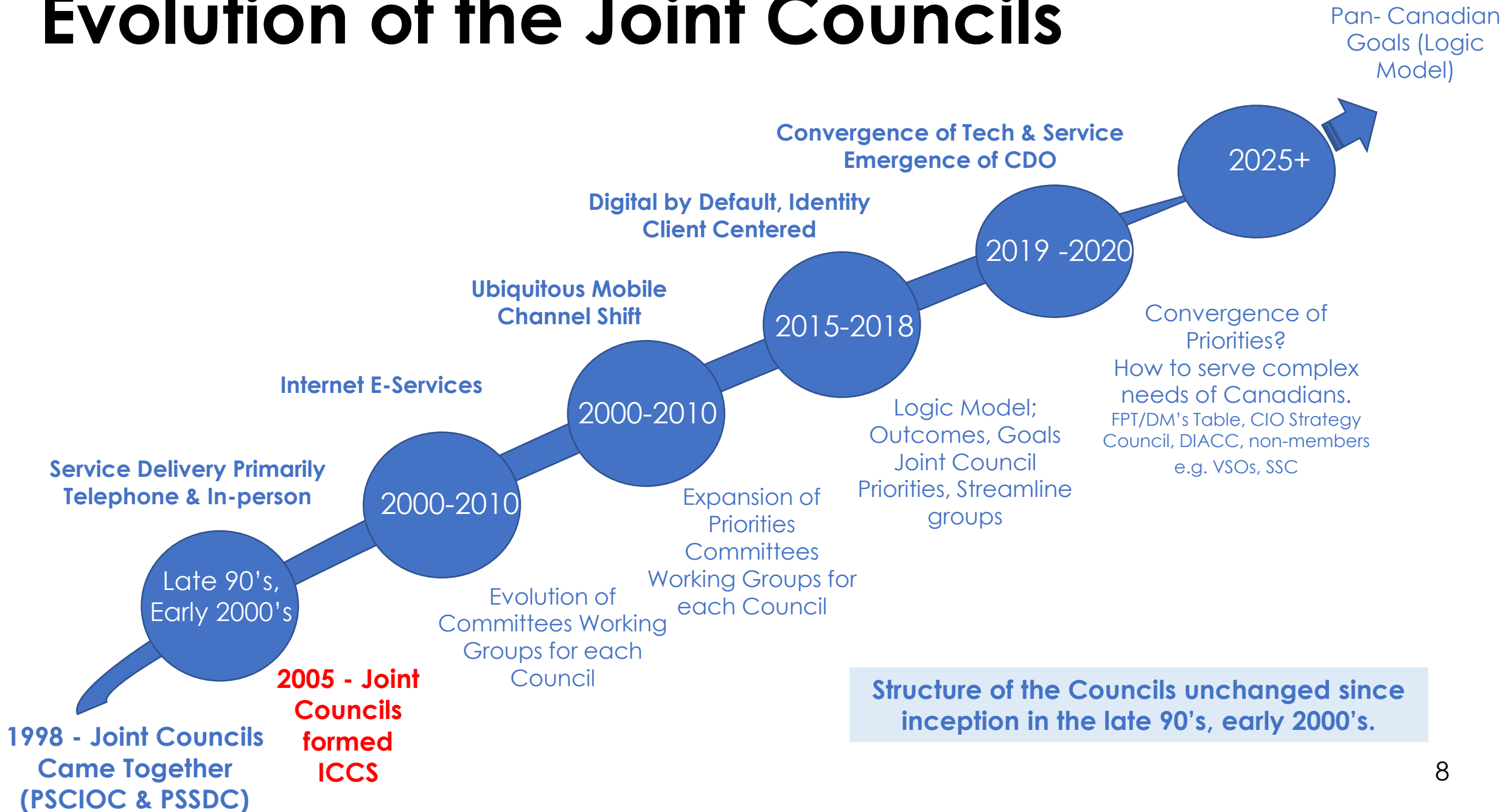
Governance & Reporting

- Informal reporting structure
- Reporting Challenges

Resource & Funding

- Participation
- Working group support

Evolution of the Joint Councils



Institute for Citizen Centred Service (ICCS)



The ICCS is a not-for-profit, founded by members of the Joint Councils, dedicated to improving the service delivery experience for citizens when interacting with all levels of government.



The ICCS serves as a centre for research, learning and training; applying best practices, publications and tools that support the pursuit of citizen-centred service across Canada and internationally.



The ICCS enables the functioning of the Councils by way of support and managerial services regarding all aspects of the Councils operations.

The Case for Change



Jurisdictional
Service
Maturity



FPTM
Alignment



Delivery



Canadians
Expectations



Value to
Member
Jurisdictions

Discussion Considerations

- Do members agree there is the opportunity to shift the Joint Councils from primarily an information sharing table to a table enabled to deliver?
- How might we leverage the ICCS *platform* cross-jurisdictionally to advance key priorities (co-create & co-deliver)?
- How do we find ways to stop working off the corner of the desk?
- Do members see the need for change related to governance?
- What are some quick wins?

Recommended Actions

As a Table we:

- Commit to co-create/co-deliver initiatives.
- Mature and evolve the conditions to enable co-creation/co-delivery.
- Leverage the ICCS *platform* to advance key priorities.
- Initiate a review of our governance & agenda management/meeting formats to provide recommendations that will position councils to address current and emerging priorities.
- Review the connections and reporting relationship to other tables/groups (e.g. FPT DM Service Table, etc.) and provide recommendations.

Recommended Next Steps

1. Task the **Digital Strategy Working Group** with oversight of this work, and endorse resource supports.
2. Update **reporting relationships & meeting structures** to support the advancement of key priorities.

Quick wins:

- Move the Data Driven Intelligence & Service to Business Working Groups from the PSSDC to the Joint Councils.
- Update the format of the In-person meetings: Joint Council meetings to become 1 ½ days and ½ day for PSSDC & PSCIOC.

Decision Today

- Do members agree with the actions and recommended next steps?