



Joint Councils	
Working Group	Description
Canada Open Government (COG)	The Canada Open Government (COG) Working Group is a forum for multi-jurisdictional information sharing and collaboration on open government initiatives, tools and principles, including those on common open data, open information and public engagement across jurisdictions.
Client-Centric Services	<p>The mandate of the Client-Centric Services working group is to:</p> <ul style="list-style-type: none"> <li>Define what it means to be client centric from an intergovernmental perspective.</li> <li>Build capacity for driving innovation and continuous improvement of public sector service delivery at all levels of government across Canada.</li> <li>Establish a model for assessing: <ul style="list-style-type: none"> <li>the current state of the client service experience for services involving multiple jurisdictions and/or levels of government;</li> <li>opportunities for, and challenges with, organizations working together to continuously improve intergovernmental service experiences</li> <li>specific enablers that can be leveraged to push the modernization of an intergovernmental service forward (e.g. people/skills; processes, data/information, tools/technology, policy)</li> </ul> </li> <li>Test the model against a selected service or bundle of services, to champion and facilitate project-based collaboration with interested jurisdictions to provide more seamless and integrated services across levels of government.</li> </ul>
Death Notification	<p>The Death Notification Working Group was requested by the Joint Councils to develop and establish a blueprint / business architecture to improve the timeliness of death registration and notification. Research undertaken for this proposal will help develop and inform best practices for Federal/Provincial and Territorial (FPT) death registration and notification processes with a view to improving the service experience for citizens and the integrity of key government programs, while also leveraging existing FPT mechanisms and agreements.</p> <p>The key priorities of the Death Notification working group is to:</p> <ul style="list-style-type: none"> <li>Simplify processes to help enable all jurisdictions to report and register death information in a timely and consistent manner and ensure better efficiency and resolution of errors in data;</li> <li>Use outcomes of the Client Journey Mapping Report to: <ul style="list-style-type: none"> <li>develop a Bereavement Bundle Communication prototype to guide Canadians through the death registration and notification process; and</li> <li>build a roadmap to outline work required for the creation of a Digital “Tell-us-Once” Solution, including work to align FPT death notification and reporting requirements with Identity Management process and the Pan-Canadian Trust Framework view of service delivery collaboration.</li> </ul> </li> <li>Build and implement a Digital “Tell-us-Once” Solution;</li> </ul>
Data Driven Intelligence DDI	<p>The mandate of the Data Driven Intelligence (DDI) working group is to:</p> <ul style="list-style-type: none"> <li>Improve the client experience by leveraging Open Data and advanced data analytics to improve service delivery collaboratively.</li> <li>The scope of the working group is to act as a catalyst for DDI to gain insights into client needs and develop practical solutions by linking government services wherever possible. The activities of the working group will enable public services to be at the forefront of providing modern excellent services where the customer experience meets or exceeds the Canadian public and business community’s expectations.</li> </ul>
Digital Identity	<p>Digital Identity management is a quickly-evolving field that is of public policy interest because of what a secure digital identity enables. Broadly, secure digital identities can allow Canadians to carry out high-value transactions online, in a more economically efficient and convenient environment. Secure digital identity can reduce identity theft and improve public safety and public confidence by making it more difficult to use identities fraudulently. With respect to the narrower context of government operations -- secure digital identities can improve access to government services, regardless of a user’s location, that would normally require them to appear in-person.</p> <p>In order to do this, Canadian jurisdictions and actors in the identity management space need to agree to adopt common standards for how different jurisdictions handle different components of identity management and different levels of confidence in the veracity of that information. Doing so will:</p> <ul style="list-style-type: none"> <li>facilitate a seamless, convenient user experience across jurisdictions;</li> <li>improve security by enabling real time validation of identity attributes across jurisdictions;</li> <li>ensure that, even as jurisdictions work at different paces, we are all working towards a common understanding of identity management;</li> <li>provide the foundation for uniform service levels online to residents of Canada no matter where a resident is located; and</li> <li>realize operational efficiencies in our use of taxpayer dollars – by allowing residents who can/prefer to use online channels to do so rather than requiring they use more costly phone and in-person channels</li> </ul>
Identity Management Sub-Committee (IMSC)	<p>In May 2011, a proposal to the FPT Deputy Ministers’ Table for Service Delivery Collaboration (FPT DM Table) recommended the creation of an identity management sub-group reporting to the Joint Councils. The Identity Management Sub-Committee (IMSC), continues the activities of the FPT Identity Management Steering Committee (FPT-IMSC) established in June 2008. There is active participation on this group that focuses on the work on the Pan-Canadian Trust Framework. The IMSC is undergoing a refresh of its Terms of Reference and membership. The Digital ID Co-Leads are working with IMSC Co-Chairs in a review of existing IMSC Terms of Reference and determine future alignment of IMSC work (PCTF) to the proposed structure and governance of the Digital ID priority.</p> <p>IMSC and The Digital Identification and Authentication Council of Canada (DIACC) work together in a spirit of cooperation (as long as this relationship remains mutually convenient and without legal obligation) to develop the Pan-Canadian Trust Framework considering public and private sector context.</p>
Privacy Sub-Committee	<p>The mandate of the Privacy Sub-Committee is to:</p> <ul style="list-style-type: none"> <li>To provide a national forum for the exchange of information relating to access to information/Freedom of Information and privacy research, best practices, training, IT products, and other resources, in support of public sector programs and objectives;</li> <li>To support the mission of the PSCIOC “to enable enhanced service to the Canadian public through collaboration across governments and demonstrated leadership in the management of information and technology”; and,</li> <li>To support the mandate of the PSSDC to “share information, develop partnerships and facilitate potential solutions that can be used to improve public sector service delivery” by playing a leadership and coordination role in matters related to access to information and privacy protection.</li> </ul>
General Data Protection Regulation (GDPR)	<ul style="list-style-type: none"> <li>The purpose of the working group is to arrive at a consistent understanding of the General Data Protection Regulation (GDPR) and provide a forum for sharing information that will be of relevance to members in all jurisdictions.</li> <li>The federal government liaises directly with the European Commission (EC) on a broad range of questions related to the GDPR including its territorial scope and transfer of personal information under the EU regime.</li> <li>In this context, the working group will provide an opportunity to disseminate information related to EC engagement activities as well as obtain input from provincial counterparts on issues or questions that may be raised with the EC to enhance Canada’s overall understanding of the GDPR.</li> <li>In parallel to these information sharing activities, working group members will collaborate on the identification of legal questions and/or use cases that may require advice from legal counsel including legal counsel that specializes in the EU GDPR. In this context, we expect that there may be legal costs associated with determining the impacts of GDPR in Canadian jurisdictions.</li> </ul>
Research Committee	The Public Sector Service Delivery Council (PSSDC) and Public Sector Chief Information Officer Council (PSCIOC) Research Committee is responsible for the conduct of research, under the guidance of the Joint Councils, to support the public sector inter-jurisdictional CIO and service delivery communities. The PSSDC-PSCIOC Research Committee was established in 1998 and is focused on delivering research findings and results that will enable the PSSDC and PSCIOC members to design and implement their service improvement strategies for both external (client and citizen) and internal (employee and stakeholder) audiences.
Service to Business	<ul style="list-style-type: none"> <li>To share information and experiences, and explore opportunities and challenges in improving public sector service delivery for business clients.</li> <li>Specifically, identifying and implementing tangible service improvements that are based on inter-jurisdictional collaboration that results in improved service delivery and excellence to businesses across Canada</li> </ul>

Public Sector Chief Information Officer Council (PSCIOC)	
Working Group/Community of Practice	Description
Cloud	The Public Sector Chief Information Officer Council Cloud Community of Practice (CCoP) provides advice to the Government of Canada Cloud Steering Committee (GC-CSC) as it develops an industry consultation approach on how the public sector may successfully implement cloud services.
Microsoft office 365	The Microsoft Office 365 Working Group was set up to understand the experiences of other jurisdictions that may have adopted Microsoft Office 365 (M365) in their IT environment. Specific interests included licensing, support services, corporate implementation and procurement.
Information & Communication Technology Policy (ICT Policy)	The FPT Information & Communication Technology Policy (ICT Policy) Community of Practice was established in 2014 at the direction of the Public Sector Chief Information Officer's Council (PSCIOC) representing all federal, provincial and territorial governments. This forum enables participating governments to exchange information, policies and best practices related to ICT Policy.
Information Technology (IT) Procurement	<p>The community of practice will assess opportunities for the Government of Canada, and Canadian provincial, territorial governments, and representatives from the Municipal Information Systems Association (MISA) to leverage existing and/or newly created IT agreements to the benefit of all participating governments and their citizenry.</p> <p>The intent of this collaborative effort is to take advantage of the collective spending power and influence of the federal, provincial and territorial governments and MISA to drive better procurement deals that will:</p> <ul style="list-style-type: none"> <li>• reduce prices;</li> <li>• provide contractual terms and conditions that strike the right balance between protection for citizens and commercial reasonableness;</li> <li>• reduce administrative costs for governments by reducing duplication of effort across jurisdictions; and,</li> <li>• reduce the propensity of I&amp;IT vendors to treat Canadian jurisdictions differently.</li> </ul>
National CIO Subcommittee on Information Protection (NCSIP)	<p>The National CIO Sub-Committee on Information Protection (NCSIP) enables participating governments to exchange information, policies, security awareness program practices and architecture initiatives related to information protection. This forum was established in 1998 at the direction of the Public Sector Chief Information Officer's Council (PSCIOC) representing all federal, provincial and territorial governments and the Municipal Information Systems Association (MISA).</p> <p>The objectives of the NCSIP are:</p> <ul style="list-style-type: none"> <li>• To exchange information, share best practices and recommend national and provincial goals, programs and priorities on Information Protection.</li> <li>• To jointly create, develop and support operational procedures and automated tools to insure that all jurisdictions in Canada maintain the highest standards of information infrastructure protection.</li> </ul>
Public Sector Service Delivery Council (PSSDC)	
Working Group/Community of Practice	Description
Contact Centre Community of Practice	<p>The contact centre industry is evolving at a rapid pace in response to citizen service expectations and rapidly evolving technology. The PSSDC Committee identified a need to create a forum where federal, territorial, provincial, and municipal contact centre leaders can meet to share knowledge, cultivate best practice and foster innovation.</p> <p>The community provides a mechanism for jurisdictional entities to work together to improve contact centre service delivery across Canada. The scope of the community spans a range of contact centre related topics, including:</p> <ul style="list-style-type: none"> <li>• Provide a forum to share expertise, lessons learned and examples of better practice</li> <li>• Forum to build partnerships either on research or solutions</li> <li>• Provide access to guest speakers who can offer different perspectives on contact centre service delivery</li> <li>• Provide insights and examples of innovation and service efficiency within the contact centre environment</li> <li>• Members will be asked to identify their specific areas of interest to assist in targeted meeting</li> </ul>