

Toronto

2020 February
Février

Joint Councils

*Public Sector Chief Information Officer Council
Public Sector Service Delivery Council*

Conseils mixtes

*Conseil des DPI du secteur public
Conseil de la prestation des services
du secteur public*

**Citizen
FIRST**

**CITOYENS
en tête**



JOINT COUNCILS MEETING

February 26th and 27th 2020 – Toronto, ON

Record of Decision v.4

Attendance

CO-CHAIRS:

Heather Sheehy
Mark Burns

ESDC/Service Canada – PSSDC
Yukon – PSSDC

Olivia Neal
Tracy Wood

Treasury Board of Canada Secretariat – PSCIOC
Prince Edward Island – PSCIOC

PSCIOC MEMBERS:

Kathryn Bulko
Dafna Carr
Natasha Clarke
Catherine Desgagnés-Belzil
Rob Entwistle
Stuart Hendrie
Ted Hickey
CJ Ritchie
Bonnie Schmidt
Rick Wind
Munna Zaman

MISA (City of Toronto)
Ontario
Nova Scotia
Québec
MISA (City of Kelowna)
MISA (Niagara Region)
Nunavut
British Columbia
Saskatchewan
Northwest Territories
Manitoba

PSSDC MEMBERS:

Mark Arsenault
Dennis Batacan
Deb Bergey
Shelley Darlington
Bev Dicks
Alan Doody
Mark Healy
Rob Horwood
Gillian Latham
Christian Laverdure
Alanna MacDougall
Faith McIntyre
Rene Nand
Kim Newman
Adriana Poveda
Philip Quinlan
Sonya Read
Vidya ShankarNarayan
Silvano Tocchi

Prince Edward Island
Manitoba
MSDO (Region of Waterloo)
MSDO (Norfolk County)
British Columbia
Newfoundland and Labrador
Newfoundland and Labrador
New Brunswick
Nova Scotia
Immigration and Refugee Board of Canada
Immigration, Refugees and Citizenship Canada
Veterans Affairs Canada
MSDO (Region of Peel)
New Brunswick
British Columbia
Public Services and Procurement Canada
Treasury Board of Canada Secretariat
Innovation, Science and Economic Development
Canada Revenue Agency

<p>PSCIOC / PSSDC / JOINT COUNCILS OBSERVERS & PRESENTERS:</p> <table> <tr> <td>Imraan Bashir</td><td>Treasury Board of Canada Secretariat</td><td>Carol Prest</td><td>British Columbia</td></tr> <tr> <td>Marc Brouillard</td><td>Treasury Board of Canada Secretariat</td><td>Laura Sinclair-Bevan</td><td>Vital Statistics Canada</td></tr> <tr> <td>Rob Devries</td><td>Ontario</td><td>Pirhipal Singh</td><td>Innovation, Science and Economic Development</td></tr> <tr> <td>Anik Dupont</td><td>ESDC/Service Canada</td><td>Mary Ann Triggs</td><td>ESDC/Service Canada Ontario Region</td></tr> <tr> <td>Roy Egbuna</td><td>Nunavut</td><td>Andrew Satterthwaite</td><td>Region of York</td></tr> <tr> <td>Denise Gomes</td><td>Shared Services Canada</td><td>Peter Watkins</td><td>British Columbia</td></tr> <tr> <td>Jaouad Haqhaqi</td><td>ESDC/Service Canada</td><td>Dan Batista</td><td>ICCS Executive Director</td></tr> <tr> <td>Mark Levene</td><td>Treasury Board of Canada Secretariat</td><td>Linda Robins</td><td>ICCS</td></tr> <tr> <td>Margo McCarthy</td><td>ESDC/Service Canada</td><td></td><td></td></tr> <tr> <td>Sherry McCourt</td><td>Prince Edward Island</td><td></td><td></td></tr> </table>			Imraan Bashir	Treasury Board of Canada Secretariat	Carol Prest	British Columbia	Marc Brouillard	Treasury Board of Canada Secretariat	Laura Sinclair-Bevan	Vital Statistics Canada	Rob Devries	Ontario	Pirhipal Singh	Innovation, Science and Economic Development	Anik Dupont	ESDC/Service Canada	Mary Ann Triggs	ESDC/Service Canada Ontario Region	Roy Egbuna	Nunavut	Andrew Satterthwaite	Region of York	Denise Gomes	Shared Services Canada	Peter Watkins	British Columbia	Jaouad Haqhaqi	ESDC/Service Canada	Dan Batista	ICCS Executive Director	Mark Levene	Treasury Board of Canada Secretariat	Linda Robins	ICCS	Margo McCarthy	ESDC/Service Canada			Sherry McCourt	Prince Edward Island			<p>Danielle White</p> <p>Indigenous Services Canada</p>
Imraan Bashir	Treasury Board of Canada Secretariat	Carol Prest	British Columbia																																								
Marc Brouillard	Treasury Board of Canada Secretariat	Laura Sinclair-Bevan	Vital Statistics Canada																																								
Rob Devries	Ontario	Pirhipal Singh	Innovation, Science and Economic Development																																								
Anik Dupont	ESDC/Service Canada	Mary Ann Triggs	ESDC/Service Canada Ontario Region																																								
Roy Egbuna	Nunavut	Andrew Satterthwaite	Region of York																																								
Denise Gomes	Shared Services Canada	Peter Watkins	British Columbia																																								
Jaouad Haqhaqi	ESDC/Service Canada	Dan Batista	ICCS Executive Director																																								
Mark Levene	Treasury Board of Canada Secretariat	Linda Robins	ICCS																																								
Margo McCarthy	ESDC/Service Canada																																										
Sherry McCourt	Prince Edward Island																																										
<p>ICCS Secretariat: Maria Luisa Willan Stefania Silisteanu</p>																																											
Item	Topic / Discussion	Decision / Action																																									
	Welcome remarks by Heather Sheehy on behalf of the Co-Chairs followed by introductions.																																										
1.	<p><u>ADMINISTRATIVE MATTERS:</u></p> <p>A) Approval of Record of Decision from September 25th, 2019 in-person Joint Councils meeting in Winnipeg. Record of Decision of Joint Councils' meeting of September 25th, 2019 approved, without changes.</p> <p>B) Acceptance of February 26th and 27th, 2020 Joint Councils Agenda Joint Councils' meeting agenda of February 26th and 27th 2020 approved. No comments or questions raised.</p> <p>C) Joint Councils Action Items Heather Sheehy noted that action items are included for members' review.</p> <p>D) Joint Councils Bring Forward Agenda Heather Sheehy noted that the Bring Forward Agenda is provided for members' information. She thanked the ICCS team for keeping members updated on the Action Items and the Bring Forward Agenda.</p>	<p><u>Decision #1:</u> Record of Decision of September 25th, 2019 Joint Councils' meeting in Winnipeg approved without changes.</p> <p><u>Decision #2:</u> Agenda of February 26th and 27th, 2020 meeting approved without changes.</p>																																									
2	<p><u>Ontario's Initiatives (TABs 2A and 2B)</u></p> <p><u>2A. Presentation of Ontario's Guide to Agile Delivery (refer to TAB 2A)</u></p> <p>Dara Renton, Senior Manager, Ontario Digital Service, presented the Ontario's Guide to Agile service delivery.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> Marc Brouillard, IMSC Co-Chair, inquired about the budget allocations and how they set the metrics when they are mixing operations versus new enhancements and priorities. <p>Dara Renton responded that it is difficult and not every product is making it to budgetary requirement. To have a durable team, they need to be selective, be experimental, pick one product and test it with a few people in the team, try it for some time and see if they have the desired outcome and results. She is funding the team on an ongoing basis; it may be cheaper, having the same team with the high-level set of objectives and try it for several years.</p>	<p><u>Action Item #1:</u> The topic on funding the product team for agile delivery to be discussed further at the next Joint Council's teleconference.</p>																																									

<ul style="list-style-type: none"> • Dafna Carr added that in Ontario, the product teams are developing in the actual ministries as well, getting and learning from partnering with the ON Digital service. Some of the ministries with their IT clusters do the same with the Business Lead and there are different ways of scaling. • Natasha Clarke noted that this is the direction they moved to in NS, having a shared service organization. This is great, but how do they have the conversations with TBS and the decision makers, when she is challenged with FTE. Being able to have metrics to show what they have been spending and the budget process would be beneficial. She was interested on how Dara was tackling that and if she had the same issue in Ontario. <p>Dara Renton responded that it was a journey. The ON digital service tries to demonstrate doing some things, on high volume transactions. She suggested when transitioning, it is important to get close to the financial people, explaining that there is a need to transition from the current state and work together.</p> <ul style="list-style-type: none"> • Marc Brouillard added that value can be brought with agility and there is a methodology there. • Natasha Clarke noted that in Nova Scotia they implement the digital products working together with Gillian Latham to build the product team. <p>Dara Renton stated that at Service ON they were thinking about what that would look like, they got direction and moved towards that direction, things might happen incrementally over time.</p> <ul style="list-style-type: none"> • Olivia Neal commented that the topic about funding the product team could be brought for future discussion at the Joint Council's teleconference. • Faith McIntyre agreed that the members need to have this conversation, and this is the tip of the iceberg in terms of what they were able to learn and learning the journey. At Veterans Affairs Canada they reviewed the agile approach for pension for life and that is a great sequel. • Carol Prest noted that they are doing agile in British Columbia, and similar with what Ontario was doing. She inquired on how Ontario went from a traditional project based to an agile, which has different classifications, a different organizational structure, team pods, and how did the Ontario contemplate all the things that occur in a very traditional government organization? <p>Dara Renton responded that it is not easy. One of the programs they have with the highest transactions is with vehicle registration which is going well. On the exact same program, there is another team that struggles to follow the product, and they are wondering why it is working in some areas and not working in others. She suggested to treat their own organization like the product that they are trying and as the product they want to deliver and learn about what is working and what is not working. Anyone who transforms struggles with transforming. They have strong operational areas in their organization, there is a path, they need to gradually move things forward.</p> <p><u>2B. Case Study: Being a Digital Leader and CIO (refer to TAB 2B)</u></p> <p>Wynnan Rose, CIO for Ministry of Transportation and Ministry of Labour, Training and Skills Development provided a presentation on Being a Digital Leader and CIO. Their strategic plan for 2020 was focused on People, Customer Experience, Technology, Organization, and Innovation.</p>	
--	--

3	<p><u>Google Locations as a Pilot (TAB 3)</u></p> <p>Bev Dicks stated that in their teams in Service BC, they have a service professionalizing the practice of service. A major component is a commitment of service excellence, innovation and trying new things to meet the evolving needs of their citizens. Adriana Poveda and Danielle Beaubien walked members through a pilot which is in early stages of implementation. It is a grass root approach and came from one of their team members who worked in a service centre. The member observed what citizens were asking for and found some of the patterns of their behaviour. The pilot uses an existing technology system that was adapted and not owned by the government.</p> <p>Adriana Poveda and Danielle Beaubien presented a demonstration on how people search for BC services. The searches are divided in direct searching for service or discovery searching for a product or service that BC is offering, and they are targeted by brand. Like Google reviews, they have a parallel program for complaints.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> • Marc Brouillard asked if there is a way to integrate the channel automatically; is each location manually updated or is there a way to do it automatically? <p>Adriana Poveda responded that they update the Excel spreadsheets manually. Google facilitated that for them, to be able to download and upload information and be efficient.</p> <ul style="list-style-type: none"> • Danielle Beaubien added that they do a bulk upload and bulk download and then reupload the new information. • Gillian Latham stated that they went through the same process. She encouraged members to use this process as the information is very interesting. There is the ability to include little adds as for example so that people can do their service online and not need to come in person. 	<p><i>No action items have been identified from this topic.</i></p>
4	<p><u>MyAlberta Evacuation Payment System (TAB 4)</u></p> <p>Chantal Ritcey and Gloria Leung provided the presentation on MyAlberta Evacuation Payment System, leveraging the verified MyAlberta Digital ID and how customers could apply online for the payment and adjudicate claims.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> • Olivia Neal inquired if they received interest from other countries or other areas and if the code could be reused by others. <p>Chantal Ritcey responded that that day was the first time this payment system had been showcased. They have not received interest in leveraging their code. The business area is engaged to use the same code to apply this program to other benefits areas and they are working with them on that front.</p> <ul style="list-style-type: none"> • Dafna Carr inquired if for banking purposes, can they transfer funds using banking information or an email address? <p>Chantal Ritcey responded that they are using the existing email address and they are transferring funds to that email address.</p>	<p><i>No action items identified from this topic.</i></p>
5	<p><u>NB's Motor Vehicle System (MVS) (TAB 5)</u></p>	<p><u>Action Item #2:</u> The Joint Council's members to further discuss open source, with</p>

	<p>Rob Horwood and Kim Newman presented on the Motor Vehicle System which is custom built, and it is maintained by an in-house team. Originally the MVS was designed only for their province, but it could be used by other provinces. There is interest from NS, NL, and they are exploring the opportunities. The system is client centric. Rob Horwood and Kim Newman encouraged members to discuss with them potential collaboration related to the Motor Vehicle System.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> • Philip Quinlan inquired if part or all the expenses have been capitalized? Rob Horwood responded that it is capitalized over 10 years. • Natasha Clarke commented on the notion of open source and moving in that direction which is something for discussion at this table. Members are in situations when they spend significant amounts of money to build or buy various products and they have common services that are offered at levels of government. She would like to have a conversation on open source and to collaborate on this kind of pilot. • Heather Sheehy stated that it is an opportunity for members and jurisdictions to look for areas of collaboration. • Natasha Clarke commented that in using open source, members, as service providers and CIOs, can collectively think and work on what are the things to tackle allowing them to move up the services quickly in a cost-effective way to show tangible results. • Tracy Wood stated that some provinces are committed to open source, and she asked around the table, who is committed to open source. Several members responded that they are working in open source. • Olivia Neal responded that from the federal perspective, Treasury Board of Canada Secretariat puts a lot of efforts to work in open source and she recommended that members need to have a further conversation on this topic with the CIOs involved. • Sonya Read added that there is work under way on how members can leverage the open Canada.ca, open data portal. They have strong policy language, going towards open source first and respective development. • Heather Sheehy recommended to have the discussion on open source and sharing information in open source at the next teleconference of the Joint Councils. 	<p>specific conversations related to shared repository and shared library at the next teleconference.</p>
6	<p><u>VAC – Agile approach to designing and delivering Pension for Life (TAB 6)</u></p> <p>Jane Hicks, A/Director General, Veterans Affairs Canada, presented on the Pension for Life: Project Implementation in Agile. They needed to work in a different way if they wanted to meet the deadline in an agile approach and it worked very well. Agile was a success, they continue the transition from waterfall to agile.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> • Marc Brouillard inquired on how the budget was assigned; was its project based or was money requested after each phase? • Jane Hicks stated that the initial funding was a request TBS. They received the entire funding and then moved to an agile environment. 	<p><i>No action items have been identified from this topic.</i></p>

	<ul style="list-style-type: none"> Faith McIntyre stated that it was a substantive change for their small department, delivering key benefits to veterans. They needed to completely update their software from a digital perspective. They learned a lot and they worked with the lessons learned. One of the lessons learned was from a change management perspective which was from inside. They extended the project for the third year, with a whole understanding of full capacity, having to learn as they go and having the flexibility of a central agency. Jane Hicks added that, on the change management, they had great communication and a magnitude of training and support with major offices. Things are going very well with extensive training. In terms of post Go Live, it had a full operational impact and design development and the system wasn't ready to support GC. They had some challenges, but they are working on those as they move to more agile projects. 	
7	<p><u>Chatbots and Voice-Enabled Technologies (TABS 7A and 7B)</u></p> <p>Silviano Tocchi presented on the Chatbot used in the CRA. Phone agents deal with account specific questions, however, some of the questions are not account specific and the chatbot was created for that purpose. Charlie the Chatbot responded to several thousands of questions in a few weeks. Charlie the Chatbot v2.0 has been introduced this year to answer the top 10 questions on taxes.</p> <p>Alanna MacDougall presented the Chatbot used at IRCC. The IRCC chatbot (Quaid) started initially in their communication department. They built the chatbot specifically to answer things coming from social media for the younger demographic. In 2019, they decided, as a pilot, to put the chatbot on the IRCC website to divert the calls to the chatbot. Key Performance Indicators: they measure success on volume (over 92,000 sessions served that fiscal year), satisfaction (84% of clients are very satisfied with their service), load (the chatbot only needs help with 1/3 of the clients it serves) and function (96% of the time Quaid sends answers to the client's question).</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> Vidya ShankarNarayan inquired if both CRA and IRCC thought about building in a "Tell us once" approach with the chatbot. <p>Silvano Tocchi responded that the Government of Canada is looking into Tell us Once approach. Tell us Once is difficult and a chatbot doesn't react very well to difficult questions. Also, people use the same words with different meaning which can also be difficult for the chatbot.</p> <ul style="list-style-type: none"> Dennis Batacan asked how many questions and topics they started with when they built the chatbot. <p>Silvano Tocchi responded that there were 125 core questions with 4 or 5 variations and a further 100 not related to the topic. They translated that to French and created a secondary set of Q and A's.</p> <p>Alanna MacDougall responded that they started with 1,000 questions on the website, with different permutations on how people frame the questions. Alana MacDougall responded that Quaid was developed 3 years ago, and they are still finding limitations to specific lines of business or categories, after a few years of learning. That context piece is not happening overnight. The platform that IRCC is using CORA. She mentioned that it would be beneficial to work together to find a way to improve it, as they have all the information that can be accessed.</p> <ul style="list-style-type: none"> Adriana Poveda inquired what data sets they use for knowledge management, and what is the solution. <p>Alana MacDougall responded that they are using the website.</p>	<p><i>No action items have been identified from this subject.</i></p>

	<ul style="list-style-type: none"> Heather Sheehy stated that there is a pilot related to passports with respect to chatbot. She was wondering if the chatbot is really AI and if AI was being used for decisions. She inquired if both departments are working on that context. <p>Silvano Tocchi responded that they are using natural language processing. AI is built in and it is better to recognize, then feeding back prepared answers.</p> <ul style="list-style-type: none"> Adriana Poveda noted that she was impressed with the client satisfaction rate and asked how they measure client satisfaction with the chatbot. <p>Alanna MacDougall responded that is was a public opinion survey.</p>	
8	<p>Treasury Board of Canada Secretariat – Digital Policy</p> <p>Sonya Read (TBS) presented an update on the work that TBS has done to develop the Digital Policy. She advised that TBS sets out the rules and standards to follow. They used an open process and they developed a policy to enable change: <i>Policy on Service and Digital</i>. This policy will also serve as the framework to continue to develop policy instruments.</p> <p>Discussion:</p> <ul style="list-style-type: none"> Heather Sheehy stated that they had the same process and followed along the same path when developing the policy at ESDC. There was collaboration with TBS, and they have excellent lessons learned when redeveloping the ESDC policy. She underlined service and digital working together in terms of innovation. Dafna Carr inquired if they considered other instruments or tools along the way for policy. <p>Sonya Read responded that, as they were developing the policy with digital standards, they had tools and guidelines that supported the policy. They tried to establish the rules framework and what they expect from everybody. This is the vehicle within the Government of Canada from an administrative perspective.</p> <ul style="list-style-type: none"> Philip Quinlan stated that there is an active community in the departments with people looking at policy and continuously feeding it. They are using the GC Collab platform to drive it forward. This is an additional step but is appreciated for those who helped. 	<p><i>No action items have been identified from this topic.</i></p>
9	<p>Working Group Updates</p> <p>Tracy Wood advised members that there are updates from Privacy Sub-Committee, Research Committee and Canada Open Government Working group in the e-binder, for reference. Members can also find the contact information of presenters in the e-binder.</p> <p>Dan Batista announced that the recipient of the Heintzman Award was Richard Steele, Assistant Deputy Minister, ServiceOntario.</p> <p>Tracy Wood thanked all members, presenters and observers and adjourned the meeting.</p>	
	<p><i>The meeting adjourned at 4:30 p.m. EST</i></p>	

Joint Councils Meeting, February 27 th , 2020		
Item	Topic / Discussion	Decision / Action
10	<p><u>Canadian Centre for Cyber Security</u></p> <p>Nuhad Zoght, Manager, Critical Infrastructure Partnerships, provided an overview on Cyber Security. They are connected with other communities, and part of the National CIO Sub-Committee on Information Protection (NCSIP), under PSCIOC.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> Mark Burns stated that everyone in the room is engaged in the topic of Digital ID. He inquired how she would explain her organization's involvement at the Joint Council's table. <p>Nuhad Zoght responded that if members need assistance, they can connect with Canadian Centre for Cyber Security and they will help from a technical side, provide advice and guidance on the topic. They have in-house analysts and threat experts, hunters and other services that could help members with their requests. She advised that the service is free of charge.</p> <ul style="list-style-type: none"> Imraan Bashir commented that if members are standing up to Digital ID in a Pan-Canadian context, that would be the backbone of a digital economy for Canada, members would need more than guidance; it would be defensive services and things like critical infrastructure for the country. <p>Nuhad Zoght responded that they protect 92 federal departments through Shared Services Canada. They must declare the systems of importance of who is the first to be served. Currently, they are helping the Federal Government with monitoring, host based, network based, and cloud based. They are currently working on that, although they need resources and that is a part of the system of importance (SOI).</p> <ul style="list-style-type: none"> Mark Burns noted that the Digital ID is a system of importance and will be a distributive system. He noted that when the Yukon Government will be standing up credentials that the Federal Government consume as authorization to access systems, that is important. It will be a level of security that is universal across the country for all systems, with a distributive system in each province/territory and municipality, it will be interchangeable. This is the backbone on how members provide services and the way the future economy will operate. <p>Nuhad Zoght mentioned that they are not a service provider and are there to complement the services that members buy or acquire, the Canadian Centre for Cyber Security would be the quality control and that is the right approach.</p> <ul style="list-style-type: none"> Imraan Bashir added to the discussion on the host base. The Canadian Centre for Cyber Security doesn't need to be the sole service provider. The Canadian Centre for Cyber Security needs to have intel on things of what is going on in the world for all security services and for their best own interest. <p>Nuhad Zoght responded that they were defending the Federal government for a long time, and they don't know of what the public sector is facing and what are the challenges. The more the conversation happens, the more she could understand the pain points of what the public service is dealing with and the Canadian Centre for Cyber Security resources would create the tools and tailor the service to the members needs.</p>	<p><u>Action Item #3:</u></p> <p>The ICCS Secretariat to share the contact information of Nuhad Zoght with the Joint Council's members.</p>

	<ul style="list-style-type: none"> Pirth Singh inquired if the Canadian Cyber Security is looking into security risks of more emerging technologies, like blockchain and other ways that they are providing. <p>Nuhad Zoght responded that their Chief Research Officer and his team are looking at new emergent technologies and quantum is in the front of that. The defense system and processes are important for them to invest and research in those areas. She encouraged Pirth to contact her if he has any project or advice on that topic.</p> <ul style="list-style-type: none"> Pirth Singh mentioned that he will reach out to Nuhad Zoght to discuss the digital wallet. Dennis Batacan inquired if the Canadian Centre for Cyber Security has a list of services or tools that the members could use. <p>Nuhad Zoght responded that they are not authorized to endorse tools at the moment. For example, in the UK, there is a list of services and tools, products and companies that people could access. The Canadian Centre for Cyber Security hasn't been authorized to do that; however, they hope to have it in the future.</p> <ul style="list-style-type: none"> Olivia Neal mentioned that when they had the CIO's Council's meeting, there have been long and in-depth discussion on cyber security and ransomware attacks. She asked if anyone could contact the Canadian Cyber Security to assist them immediately? It would be a very important tool to have the contact of that person who would answer in real time to the CIO's request. <p>Nuhad Zoght advised members to contact her directly. She has a team who is available 24/7 and could assist members at any time. The ICCS Secretariat to share the contact information of Nuhad Zoght with Joint Council's members.</p>	
11	<p><u>Joint Councils Strategic Direction</u></p> <p>Mark Burns and Olivia Neal provided a presentation on the Joint Councils Strategic Direction. The JC Co-Chairs met in December 2019 to discuss how the group can be more effective. Key takeaways from this discussion were:</p> <ul style="list-style-type: none"> Focus on fewer key priorities and prioritize ones that have a positive impact on citizens Limit working groups to those that are: <ul style="list-style-type: none"> aligned to the priorities of the JC; and have identified objectives with timelines Address multi-jurisdictional challenges Better connect to external tables (FPT DMs' Table, Chief Information Officer Strategy Council, etc.) Have a strategic plan that will identify clear goals and align with working group outcomes <p>Mark Burns stated that they are looking for advice and approval from members to go ahead with 3 topics:</p> <ol style="list-style-type: none"> What do they think about the priorities, are these the right ones? Was the direction on Working Groups a good one? What are members' views on how do they want to engage with external bodies? <p><u>Discussion:</u></p> <ul style="list-style-type: none"> Natasha Clarke stated that the Framework Working Group tried to bring awareness of what the community of practice was, recognizing it and providing support to it. Her preference was: fewer working groups and sub-committees. She advised members that she has a proposal to sunset the Digital Strategy Working Group. She reinforced the idea of how they, as pan Canadian working partners, can move forward the Identity piece. In terms 	<p><u>Decision #3:</u> Joint Council's members approved the decision to sunset the Digital Strategy Working Group.</p> <p><u>Decision #4:</u> Joint Council's members approved the two priorities: Digital ID and Client Centric Services.</p> <p><u>Action Item #4A:</u> The Joint Council's co-chairs to work on the proposal related to the clarity of the two priorities (Digital ID and Client Centric Services), to be distinct and with clear outcomes and present to the members at the next meeting.</p> <p><u>Action Item #4B:</u></p>

	<p>of external tables, it is beneficial that the Councils come together as a shared voice and explore relationships with groups like DIACC and other external partners.</p> <p>Mark Burns responded that the co-chairs have seen the recommendation to sunset the Digital Strategy WG in its current form. All jurisdictions have a strategy in place, thanks to the PCTF in terms of identity, and he supported the idea to sunset the Digital Strategy WG. The co-chairs wanted to discuss if two priorities were enough: Digital Identity Priority and the Client Centric Services and to take stock of where they are and bring it to the table for discussion.</p> <ul style="list-style-type: none"> • Vidya ShankarNarayan noted that the Digital ID is the priority for all, at the FPTM level. They must ensure that they have digital trust before working on service delivery to move ahead with service to business. More often Digital ID becomes an IT project. IT is a digital enabler and it is a federated model. They must continue to work together and across the FPTM landscape with projects so they could prove the trust. • Sonya Read supported the direction taken by the Councils Co-Chairs related to the working groups. She noted that there is a lot of duplication and overlap with the working groups. There is a lot of value in the community of practice and some of the working groups are operating as CoPs. Members must think on how to enable the CoPs as they are important for sharing information. She agreed with the number of priorities; however, the language needs to be different, the priorities should be targeted and not as broad. The working groups must focus on deliverables with real timelines. • Bev Dicks agreed with the priorities of Digital ID and Client Centric Service. She mentioned that on Digital ID they must be inclusive, focusing on business and individual identities. Carol Prest is their lead on these topics. She supported the community of practice and BC has an executive lead as co-chair on the Contact Centre CoP. Some team members feel that they get a lot of value from the CoPs rather than in the working groups. • Heather Sheehy stated that information sharing is the foundation and members want to learn what jurisdictions are doing. For some of the working groups, it is a burden to report at the Council meetings. She suggested some working groups merge where there are synergies to advance the files. Other working groups may be better off as a community of practice. If someone wants an item on the agenda to be discussed or presented, it does not necessarily need to come from a community of practice or a working group if it is of interest to the members. • Rob Entwistle mentioned that municipalities are the first touch point for citizens, and they are excited about Digital ID, however, they struggle to find individuals to participate on working groups as they don't have the resources. At the municipal level in British Columbia, they are dealing with citizens from BC, AB or ON - it's not just a BC solution. The Digital ID and Client Centric Services priorities are aligned with the municipalities' priorities. • Deb Bergey added there is good work happening and she agrees with the priorities. However, she struggles to think how things line up and more clarity is needed on those priorities, and how the priorities link to the working groups and community of practice. The priorities discussed make sense, however, Client Centric Services is very broad. The priority needs to be an action which is under the umbrella of Client Centric. The members are tackling concrete goals. She also agreed with merging working groups and having fewer. She supported the overall direction and clarity. • Olivia Neal inquired if there were areas that members would be interested in. Sonya Read mentioned sharing data to levels of government however, they don't have a proposal at this point. She asked members what are the tangible things that they want to be focusing on. 	<p>The Joint Council's co-chairs to have discussion with co-chairs of the working groups, sub-committees and communities of practice to discuss their work and objectives with timelines and have a proposal for the June 22nd Joint Council's teleconference.</p> <p><u>Action Item #4C:</u></p> <p>The Joint Council's co-chairs to reach out to external partners and report with some recommendations at the next Joint Council's teleconference.</p> <p><u>Action Item #4D:</u></p> <p>The Joint Council's co-chairs, in collaboration with members, to develop a Joint Councils' strategic plan with clear goals and align with working groups outcomes and present to the members at a future meeting.</p>
--	---	--

<ul style="list-style-type: none"> • CJ Ritchie stated that she sees value in the Councils coming together more and appreciates the common priorities of Digital ID and Client Centric Services. They need to define what they want to achieve as they don't have that clarity at that moment. Both priorities are interrelated and work better together than apart. Digital is a fundamental component of being client centric, and if they want to be client centric, they cannot do that without being digital. • Vidya ShankarNarayan suggested to look at one or two FPTM bundle service offerings that are powered by Digital ID and trust. Their clients told them that they want bundled services through the Digital ID. Citizens want to have a trusted Digital ID: one for individual and one for businesses. • Silvano Tocchi advised that the connection with other stakeholders is beneficial. Digital ID is resonating very well, and members have a legitimacy to speak to it and act on behalf of their organizations and jurisdictions to advance Digital ID. They struggle with some topics because they don't have the legitimacy or authority to make a commitment on behalf of their jurisdiction on those subjects. • Mark Burns noted that they must find ways to remove the friction; how can they work together. There is good will and ambition, but somehow it is difficult. When they want to work on a project, and it gets in the procurement area, things start to become difficult. • Alena Lukes stated that these are exciting times, moving from concepts, more interest in some of the initiatives, more engagement with other parties that may not have been at various tables. It is important building capacities, contributing and making things happen. Although there are challenges, they are moving closer to solve things and to move to various collaborations. • Natasha Clarke stated that as the President of the ICCS, she is seeing challenges on procurement and co-creation. She reminded the members of the power of the ICCS beyond the secretariat and research. There is a misunderstanding and lack of awareness of the founders' vision of the ICCS and what they created for the members. The ICCS is a great resource for the work of the Councils. • Natasha Clarke formally requested to sunset the Digital Strategy WG. <p>Motion to sunset the Digital Strategy Working Group - CJ Ritchie Seconded by Sonya Read All members were in favour to sunset the Digital Strategy Working Group</p> <p>Motion to have two priorities of the Joint Council - Bonnie Schmidt Seconded by Sonya Read All members agreed for the number of priorities, however, they need clarity, to be distinct and with defined outcomes. The co-chairs to work on that and report with a proposal.</p> <p><u>Joint Councils members agreed to the following next steps:</u></p> <ol style="list-style-type: none"> 1. Joint Council's co-chairs to reach out to the co-chairs of working groups, sub-committees and communities of practice requesting a proposal from each group by June Joint Council's teleconference (June 22nd). The working groups and communities of practice have value, they both have a distinct place and need support. 2. Outreach to the external groups – more discussion is required. The Joint Council's co-chairs will reach out to external groups and come forward with recommendations at the next teleconference. 3. The Joint Council's co-chairs will develop a strategic plan for the Joint Councils in collaboration with the members to identify a clear direction and goals. 	
---	--

12	<p>Digital Identity Priority (TAB 12A and TAB 12B)</p> <p>A) <u>Digital Identity Priority Update</u></p> <p>Alex Bourque provided an overview of the work that has been done by the working group. The Co-Leads sent a survey to members with questions related to the partnership between the public sector partners and DIACC to advance the pan-Canadian digital identity efforts, which priorities should be tackled by a cross-sector Digital ID forum as DIACC, if members' jurisdictions are interested in participating in DIACC and if the members had additional topics for the ICCS negotiation with DIACC. (please refer to slides 4 and 5 from the TAB 12A presentation). He stated that the ICCS Executive Director could negotiate with DIACC on behalf of the Councils and the Digital ID co-leads will provide the guiding principles for that negotiation.</p> <p>Sophia Howse stated that the Digital ID Co-leads need resources to assist them with advancing the work of the Digital ID and she recommended to hire a Digital ID Program Director who will work with the Digital ID co-leads to move the work forward. They need a voice to create and establish the relationship with external bodies who work on the Digital ID and determine what are the things to be done. She advised members that in the binder there was a SoW outlining the roles and responsibilities with the funding request.</p> <ul style="list-style-type: none"> Tracy Wood asked what the actual deliverables were and by what time. What is the outcome at the end of that job and how would the Digital Identity Priority Leads define success? <p>Sophia Howse responded that they listed the deliverables in the job description, however, they haven't identified the work plan yet. The work plan will be the first deliverable, then the governance, the stakeholder engagement deliverables, and the work related to that, including the ability to move to the change management piece. The Program Director would also work on the communication plan and project management.</p> <ul style="list-style-type: none"> Marc Brouillard supported the additional resource to advance the work, however, there is a bigger picture to be considered for this discussion. They may need to pause the decision until they learn what the big picture is and have the decision after the presentation of Peter Watkins, in terms of commitment and where to apply the resources. Alena Lukes stated that, in a previous meeting the co-chair of Vital Statistics requested to be a member of the Digital Identity Priority. She wanted an update on that request. <p>Alex Bourque added that there was a request from Vital Statistics co-chair to participate as a member in the Identity Management Sub-Committee (IMSC) and the Digital Identity Priority Leads will follow up and report back on the status on the membership.</p> <ul style="list-style-type: none"> Deb Bergey asked about the relationship between the IMSC and the Digital ID. <p>Sophia Howse responded that Marc Brouillard and Rob Devries will present on the IMSC and how they see the relationship. There was some discussion about the Digital Identity Co-Leads transitioning to the IMSC but that hasn't happened yet.</p> <ul style="list-style-type: none"> Alana MacDougall suggested that the Program Director role be out of the ICCS, as a support to the Digital ID jurisdictional leads and not specific to the ICCS. 	<p><u>Action Item #5A:</u> The Digital ID co-leads to provide the guiding principles for the negotiation with DIACC to Joint Councils' members and ICCS.</p> <p><u>Action item #5B:</u> The Digital ID co-leads to connect with the Vital Statistics Co-Chair to discuss further their participation in the Digital ID Priority.</p> <p><u>Decision #5:</u> Joint Council's members approved the funding of \$100K for the Digital ID Program Director, plus \$25K for the workshop. The funding for Digital ID representative's travel for the workshop is to be funded by each jurisdiction, and if there's budgetary constraints within the province, the Joint Councils will make an exception and provide funding to those who need travel assistance.</p> <p><u>Action Item #5C:</u> The Digital ID co-leads to proceed with the RFP for hiring the Digital ID Program Director and provide the Joint Councils' co-chairs with the proposal for approval.</p> <p><u>Action Item #5D:</u> The discussion on refreshing the IMSC membership was deferred to the next Joint Councils' teleconference.</p>
----	--	---

<ul style="list-style-type: none"> • CJ Ritchie noted that the Digital Identity has been identified as an important priority and there is great work happening. There is a need for resources to drive the work that the Digital Identity Leads need help in accomplishing. • Kathryn Bulko noticed that MISA wasn't represented on the Digital ID representatives list. She recalled that some MISA members from Surrey, Montreal and Vancouver requested to be part of that group and she wanted to confirm it with Alex Bourque. <p>Alex Bourque responded that a call out was issued through the ICCS secretariat, and they went forward with the names they were provided. They welcome more members, however, there are various groups under the Digital Identity and the IMSC. The IMSC has a direct link under the Joint Councils. The Pan-Canadian Trust Framework expert working group is a sub-group of the IMSC and experts meets weekly to move forward the finer details related to the framework. They will discuss the governance and structure of the work to move forward with members' support, and allow for the expert group to be formed to execute on various other components related to the Digital ID.</p> <ul style="list-style-type: none"> • Kathryn Bulko will follow up with those cities and see what groups they belong to. • Natasha Clarke stated that the Program Director role is important for the work and deliverables. It will be important to define that the stakeholder engagement and governance are under those responsibilities. It needs clarity on roles and governance, communication and working in the open. They need to be intentional when and where people are in terms of engagement, get crunchy on the deliverables, be open, transparent and inclusive for a collective framework. This is a big change in how they work and operate and cannot be solved by a sub-committee or two. She suggested putting resources to work on what members want and to avoid having numerous people on a teleconference, which is not productive. • Rob Devries, IMSC Co-Chair, reiterated the idea of narrowing down the membership to create real accountability for the Digital ID jurisdictional leads. Within their jurisdiction, they need to understand that they will be a single point to act on behalf of Vital Stats, or Canada Info Way or Vehicle Registration, sharing one Digital ID, channeled to one governance structure. They need to clarify that. It is a little different for the municipalities, as they cannot have all municipalities at the table and will need to be represented in the working groups and the leads should figure that out. • Bonnie Schmidt agreed that it is a critical question around resources. She suggested that the Program Director could be one of the committee members. She suggested that the members consider how to staff that role, the length of the role (between 12 to 18 months), whether to look internally, or is it enough to ask to fill that role from an outside consultant. <p>Sophia Howse responded that they did consider these ideas.</p> <ul style="list-style-type: none"> • Tracy Wood required further clarification if the Digital Identity Priority Leads intend to hire a consultant as the Program Director or a vendor? <p>Sophia Howse responded that this role is for a short term, between March and September and they are looking to hire a consultant.</p> <ul style="list-style-type: none"> • Heather Sheehy required clarification in terms of the money allocated for an in-person workshop and travel of members: \$25K for the workshop and \$25K for the members' travel. Typically, the Joint Councils' approach to travel is that if there was a working group presentation, the Joint Council will approve funding. For those people who have 	<p>Action Item #5E: Next steps for the work of the Digital ID:</p> <ol style="list-style-type: none"> 1) Digital ID Co-Leads to provide a clear Statement of Work and strong direction for the Program Director that will be hired. They need to ensure that there are appropriate check-ins and substantive progress of work. 2) The Program Director will develop the work plan, with work packages and deliverables, the governance (structure of the groups: Digital ID, IMSC and PCTF, Terms of Reference), stakeholder engagement with clarity on roles and responsibilities, communication plan and work in the open, being transparent and inclusive for a collective framework. 3) The Program Director to work with Digital ID rep in each jurisdiction, with Peter Watkins on the sandbox, and with DIACC.
---	---

<p>been identified to participate in the workshop, could in-kind funding be considered. From a provincial or territorial perspective, travel of their personnel is in-kind for the participation at the meetings.</p> <ul style="list-style-type: none"> • Maria Luisa Willan clarified that there is a policy for the working group meeting expenses. • Natasha Clarke added that it makes sense to be able to do things in-kind but there are some exceptions in certain jurisdictions. In some jurisdictions they are told that they cannot travel because of budget constraints, however this funding could give them the ability to participate in the meeting in-person. They could look at the in-kind travel as an opportunity to raise it with the FPTM Deputy Ministers as a commitment. • Tracy Wood stated that it would be good to have the exception case for those who cannot get travel approval. All members agreed with that approach. <p>B) <u>IMSC Presentation:</u></p> <p>Marc Brouillard and Rob Devries provided an update on the work of the IMSC.</p> <p>Rob Devries stated that the work of the IMSC was to create the foundation of the PCTF and what they need to do to ensure that the identity is created, and that it can be used by public and private organizations and between public and private. They have been able to exchange identity attributes with BC and AB and the Federal government. There is a draft verified person spec out through DIACC, that shows that they can achieve the alignment with a lot of work to do.</p> <p>Marc Brouillard added that there are numerous players in place, and they must conclude to ensure that they move forward. They have a roadmap and there is lots of great work: the PCTF is moving in the right direction. Some provinces have lots of work and pilots going on. There are numerous pieces and it is imperative that they organize that for the future. The IMSC is the voice of the Joint Councils to coordinate with DIACC the PCTF. They hope that the Digital ID jurisdictional leads have the authority to act on behalf of their jurisdictions and can bring all the players together and represent them. They need to refresh the IMSC Terms of Reference with clarity and objectives. The IMSC co-chairs suggest that the jurisdictional reps be the core membership with the authority and ability to have other members participate. Once there is an agreed upon Terms of Reference, they will need a formalized response with DIACC in terms of expectations. There is a need for DIACC to understand the relationship with clarity that the public sector has a single voice.</p> <p>Rob Devries noted that for those who sit on DIACC, they have a dual role, to represent their province and participate in programs of DIACC to support the creation of PCTF. The public sector needs to have a lower cost structure for government representatives, and they have to ensure that the work they do jointly through IMSC is represented properly. The price structure of DIACC needs further conversation.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> • CJ Ritchie needed clarification on a single voice to the public, on who the IMSC co-chairs consider having the single voice: would it be the IMSC or someone else? There are numerous groups in that space. She would like clarity of roles and responsibilities. <p>Marc Brouillard confirmed that the IMSC is the single voice of the public sector to the DIACC.</p> <ul style="list-style-type: none"> • Marc Brouillard added that all parties have acknowledged that there is a need to have one PCTF, however in order to implement the PCTF they need a structure and guidelines and need to be able to implement and adapt. They 	
---	--

<p>have what they need from the public sector perspective of the PCTF and they have to acknowledge that they need to share. It is important for DIACC to have a voice to consolidate and a recognition that they have different requirements in different provinces when they talk about standards.</p> <ul style="list-style-type: none"> • Rob Devries noted that there is a concept that doesn't resonate with private sector as the private sector measures differently, they look at the compliance and risk, and getting to those is important. • Peter Watkins inquired if there is some consideration of creating an analog to the structure, he saw at DIACC. To have an editing team and an expert advisory committee and a structure where the committee makes a recommendation to the board on vetting materials before going public. Is there a way to structure a dynamic with a working group and IMSC digital ID leads? • Rob Devries responded that the conflicts on governance decisions are not well understood. • Deb Bergey inquired if the identified Digital ID jurisdictional leads become core members of the IMSC, so they have broader consultations. <p>Rob Devries responded that the Digital ID co-leads will identify how their work folds into that structure.</p> <ul style="list-style-type: none"> • Tracy Wood requested the Joint Councils' organizational chart be displayed. There was an understanding that the IMSC and Digital ID were to become one working group. Will there be co-chairs for the group, and will the Digital ID leads be engaged? <p>Marc Brouillard responded that the Terms of Reference will be refreshed for one single organization.</p> <ul style="list-style-type: none"> • Natasha Clarke required some clarification on what decision is to be made. <p>Sophia Howse responded that the idea was to focus on the Digital ID Priority, working with IMSC on the ToR and identify what they need to do. The Digital ID leads will work on the digital identities, however, if there is a request to sunset the group that Sophia and Alex are working on, she would agree with that.</p> <ul style="list-style-type: none"> • Tracy Wood commented that the Digital leads will be the voice of their province, they are the voting members of the committee. There is work to be done between the IMSC and Digital ID Priority, to draft the Terms of Reference, and they need approval to move in that direction. All members approved. • CJ Ritchie had a suggestion that there is some work to rationalize the sub-committees and working groups. With respect to Digital ID and IMSC, there are currently two co-chairs of Digital ID and two IMSC co-chairs. She suggested that the Joint Council's co-chairs reach out to the Digital ID co-leads and IMSC co-chairs and come back with a proposal. • Marc Brouillard suggested that the discussion on the refreshment of the IMSC membership be moved to the next Joint Councils' teleconference. <p>Sophia Howse talked about the BCDIFS Project (British Columbia Digital Identity for Federal Services) which is a joint project with BC and federal government: ESDC, CRA and TBS with integration of the BC Services Card Digital ID with ESDC My Service Canada Account (MSCA) and CRA My Account. It was launched with CRA in February 2020 and the launch with ESDC planned for Spring 2020. The project outcomes: Choose BC Services Card credentials, Login to BC Services Card, Access Federal Services.</p>	
---	--

- Silvano Tocchi stated that on the home page of CRA there are commercial credentials, CRA credentials or BC credentials. Citizens from BC can register for a CRA account, using the BC credentials. He expects to see the numbers increase exponentially. The importance and value of the collaboration was exceptional from all parties.

C) DIACC Proof of Concept Presentation (TAB 12B)

Joni Brennan provided a presentation of the DIACC work. 70% of Canadians feel that a collaboration between the government and the private sector is the best approach to creating a pan-Canadian digital ID framework. Convenience, security, efficiency and economic benefits are the foundations of the PCTF. Led by DIACC with multi-sectoral pan-Canadian and international input, the PCTF is connecting and enabling Canada's Digital economy from coast-to-coast-to-coast. It is developed to secure cross-sector interoperability with a focus on industry standards and practices.

Peter Watkins provided a live demonstration of the proof of concept.

- Demonstration illustrated the potential value and benefit for Canadians that is associated with government issued digital identity: specifically, the verified person component of the Pan-Canadian trust framework.
- Demonstration illustrated how creating web login services are not the same things as having governments issue digital identities to Canadians so they may interact, as they choose, across the whole economy and society.

Topic for discussion: On the assumption that the technical aspects of the idea can be made easy for Joint Councils' Members:

- Is there enough interest in having the newly established Digital Identity Jurisdictional leads sponsor the creation of a functional sandbox environment for the Pan-Canadian Trust Framework in collaboration with DIACC?
- Is there enough support for targeting this as a demonstratable deliverable for the in-person Joint Councils meeting in Fall 2020?

Discussion:

- Vidya ShankarNarayan inquired if the PCTF will evolve from verified organization and verified person to verified person and verified business. She thinks that next are the credentials which will ease regulatory compliance as her jurisdiction is involved in digitalization and regulatory.

Peter Watkins responded that the use cases involve more than verified person, they can get verified relationship and organization.

- Deb Bergey asked how the municipalities can consume this as the use case is also beneficial for them.

Peter Watkins responded that the BC service card is similar to the Alberta one. It is the same for municipalities and he provided the example when people can add anything on that screen, any type of license, credentials, and people could have it in their wallet and share it with anybody.

- CJ Ritchie stated that they disseminated the investment on having the physical card in BC. Each jurisdiction can have the code and create a digital identity. The Digital ID reps will determine what are the priorities for their jurisdiction and what they would like to see in the sandbox; regulations, verified organization, proof of ID. Coming up with the right priority for the sandbox, they can have the sandbox with all the elements and high-level priorities where they can see and demonstrate. They can show this to the Deputies and explain why Digital ID matters and is important and why it is a keystone for participating in a digital economy.

<ul style="list-style-type: none"> • Marc Brouillard reiterated what CJ Ritchie stated, that this is the platform where they can build up ideas, test that interoperability is working, and to take it from paper to execution. They can use the GC platform to access IRCC, CRA, and ESDC to proof the great work that has been done. • Joni Brennan added that in collaboration with the private sector they can have a better product and a vibrant sandbox. • Arlene Williams stated that the work on verified person in her jurisdiction is allowing them to present a more holistic perspective, to see what it looks like and feels, and how it is interoperable across the country. They are very supportive of the sandbox work, showing that the public and private sector are invested in this work and it was helpful to have that support from BC. • Natasha Clarke thanked Peter Watkins for his personal tenacity and commitment to the agenda. Peter has carried the torch in an impressive manner since 2010, demonstrating tangible things to show to stakeholders. <p>Tracy Wood noted two decisions for discussion:</p> <ol style="list-style-type: none"> 1. The ask to the Digital ID and IMSC to come together with the refreshed Terms of Reference, membership, and a proposal, which is directional, to present to the members. 2. Funding request from Digital ID Co-Leads for a Program Director, (a consultant) to help define the work plan and work with jurisdictions. <p>Olivia Neal inquired if there is a funding request for the sandbox.</p> <ul style="list-style-type: none"> • Alex Bourque responded that from his perspective the PCTF needs to be run centrally. The conversation is more about resourcing properly to advance the sandbox, the work on the Terms of Reference refresh, analysis as it relates to consensus of digital leads, definition of the governance, who will do the specific work? They would appreciate members feedback and direction. • Peter Watkins supported Alex's idea and added that if members prefer the Digital leads to manage the sandbox, they can discuss it further. <p>Sophia Howse noted there is a way to develop the principles and governance for the short term. The Joint Councils' members can provide the direction and come back with a subsection of the Joint Councils who focuses on the digital ID and they can pick a few people to be leaders of the work to accelerate it faster.</p> <ul style="list-style-type: none"> • CJ Ritchie stated that the Councils have numerous committees and subcommittees working around the Digital ID; they want several pieces to get things done. They want the work to continue and have people working on the sandbox and move forward the pragmatic pieces of work. The Councils will benefit from a concentrated effort to put in a proposal that rationalizes the number of subcommittees and working bodies that are wrapped in Digital ID, being clear on the roles that they play, and on the work they do. The proposal should include the role for working groups around adjudicating or curating opportunities coming forward from the jurisdictions to be the right one in the sandbox. • Mark Burns commented that they don't want to stop, they need to bring a concerted effort, to work in a practical way with a proposal to see how this would work and reduce the number of groups moving forward.

<ul style="list-style-type: none"> • Natasha Clarke asked who will do that work. It should be a resource for a short time until they figure out, who is going to do that work? • Marc Brouillard supported the idea of applying the funding to do the work, be very specific, Digital ID to come back with the proposal of what is the committee structure, the governance structure, what is the work plan and look on how the Councils will sustain the Digital ID on ongoing basis. This work needs committed resources. He was in support of providing funding. • Tracy Wood stated that the Joint Councils will pay for travel only in exceptional cases. They will ask jurisdictions to pay for travel of the Digital ID rep for the workshop and in the case that the jurisdiction cannot support travel due to budget constraints, the Joint Councils will provide funding for that individual's travel. \$25K has been approved to move forward (\$100K for the Digital Program Director and \$25K for the workshop). She recommended to the Digital ID co-leads to proceed with an RFP, select the one with the best price and bring back the proposal for the co-chairs' approval. • Bev Dicks stated that they want a proposal on that piece, and they agreed on the work of both processes to go forward. The Digital ID co-leads commented that they need a level of support for their work to move forward, and they need the level of support now, not phased in. • CJ Ritchie concurred with the co-leads' comment. Digital ID is the number one priority of the Joint Councils. It is the time to move digital ID in each jurisdiction and this is one thing that they cannot do from the side of the Digital ID co-leads' desk. It is a clear priority with every jurisdiction and needs to be shared. The Digital ID co-leads need someone to develop the work plan and work products, and there are lots of people in the space. They have to determine what is the governance. We will benefit from work on pragmatic actions. • Silvano Tocchi recommended to ask differently, as the JC Digital ID is a priority, they want to advance three things: 1. create an ongoing capacity, a one year pilot based on institutional capacity to move the file forward; 2. to review and have the right governance to move this forward in a collective way and 3. they have the capacity to do the technical pieces to progress and that all three are connected. • Dan Batista advised members to look at this as a standing offer, they can have pieces of work under a task authorization, there is a check in, and how they execute and manage those pieces of work and how that work is carried out. • Natasha Clarke stated that the Digital ID co-leads need someone to develop the work plan, governance and stakeholder engagement. It is clear to spend \$125K for the work and if they don't do it now, when are they going to do it? • Rick Wind noted that it is a small investment to get an actual plan and accelerating how to implement it, from the proof of concept. He was supportive of this ask and stated that it was the right thing to do. • Mark Burns provided members with the amount of money that is in the Councils' accounts: \$280K PSSDC and \$176K PSCIOC • Tracy Wood advised members to provide their observations and if they agreed with the amount of money for hiring the Digital ID Program Director. There was consensus on the amount, with the following recommendations: <p>✓ Digital ID Co-leads to provide a proposal with a comprehensive Statement of Work</p>	
---	--

	<ul style="list-style-type: none"> ✓ Digital ID Co-leads to ensure that there is appropriate checking and substantive progress of work ✓ Agile approach, strong direction and frequent checking <p>Motion: The co-chairs were in favour of providing funding to the Digital ID group to hire a consultant to complete the work plan and continue forward to work with the Digital ID leads. (The groups need to collapse together and come back with the Terms of Reference, working with Peter Watkins and his team to continue the work with the sandbox, and with DIACC, so each Digital ID jurisdictional lead can determine if there is a task case and a work plan to work on) – Moved by CJ Ritchie</p> <p>Seconded by Bev Dicks</p> <p><u>Joint Councils members agreed to the following next steps:</u></p> <ol style="list-style-type: none"> 1) Digital ID Co-Leads to provide a clear Statement of Work and strong direction for the Program Director that will be hired. They need to ensure that there is appropriate check-ins and substantive progress of work. 2) The Program Director will develop the work plan, with work packages and deliverables, the governance (structure of the groups: Digital ID, IMSC and PCTF, Terms of Reference), stakeholder engagement with clarity on roles and responsibilities, communication plan, and will work in the open, being transparent and inclusive for a collective framework. 3) The Program Director to work with Digital ID representative in each jurisdiction, with Peter Watkins on the sandbox, and with DIACC. 	
13	<p>Client Centric Services Working Group (TAB 13A to 13C)</p> <p>Margo McCarthy and Sarah Francis provided an overview of the project – Applying the Intergovernmental Client Centric Services Maturity Model.</p> <ul style="list-style-type: none"> • Model assesses client experience in receiving a service involving more than one jurisdiction. • Model was tested looking at the experiences of senior citizens accessing recovery services during in the wake of a wildfire. • Content for a User Guide on how to apply the Maturity Model was developed. <p>Bev Dicks stated that, along with the federal co-chair, Wendy Birkinshaw Malo, they are very pleased with the outcome and the work done by the working group, the support from the members and the ICCS. They would like to create an evergreen product and for that, the Joint Councils' members have approved their work.</p> <p><u>Next Steps:</u></p> <ol style="list-style-type: none"> 1. Develop digital version of Maturity Model & User Guide using open source software – April 2020 2. Work with ICCS to build awareness and broader distribution of the digital tool – May/June 2020 <p>The Client Centric Services Working Group to report back at a future teleconference on the digital tool.</p>	<p><u>Action Item #6:</u></p> <p>Client Centric Services Working Group to report back on the digital tool at a future Joint Councils' teleconference.</p>
14	<p><u>PSSDC Data Driven Intelligence WG (TAB 14A to TAB 14D)</u></p> <p>Sonya Read and Andrew Satterthwaite, Data Driven Intelligence Working Group Co-Chairs, provided an overview on the work that the group has developed since the last in-person meeting in Winnipeg. They also tabled a request for funding up to \$60K for Phase 1 of a research project proposal to explore the current context of public acceptance for the use of data to improve services within and across levels of government. The timeline: March to August 2020, with the following deliverables:</p> <ul style="list-style-type: none"> • Environmental scan • Literature review • Analysis and application to Canadian context 	<p><u>Action Item #7:</u></p> <p>Joint Councils members have approved funding of \$60K for the Data Driven Intelligence Working Group to hire a consultant to work on the research project proposal, with the following recommendations:</p> <ul style="list-style-type: none"> ➤ Ensure to explore options in terms of the Citizen First

<ul style="list-style-type: none"> Phase 1 report with recommendations <p>Two asks have been tabled for discussion:</p> <ol style="list-style-type: none"> Approval of the funding and The direction to be enabled and supports the work of the Data Driven Intelligence Working Group which falls under the priority of the Client Centric Services. <p><u>Discussion:</u></p> <ul style="list-style-type: none"> Sonya Read stated that all priorities, including the Digital ID work is to share information. In order to do that, they need to understand the legislative barriers, how to share personal information, and what they want the Data Driven Intelligence Working Group to tackle and move forward with that work. Heather Sheehy agreed that there are challenges in sharing data. It is essential work and it is of very high interest to ESDC to understand what the barriers to information sharing are. She was wondering if activity 2 in the workplan, analysis of use cases, should happen first to look at the data sharing challenges faced by the key Joint Councils priorities. That could help scope/focus the research activity and environmental scan. Alena Lukes noted that one of the things they are looking at is impediments of data sharing and she will discuss about something similar in her Death Notification Working Group presentation. Mark Burns added that the public acceptance piece and legislative barriers, in terms of sharing information could fall under the Citizen first survey, to provide the Deputies with an option to examine and show the perspective of the citizens. Sonya Read responded that before launching a POR, which is expensive, they want to get a public opinion research. People expect to share information and the Government of Canada is doing that. She suggested a case study approach to legislative barriers. Tracy Wood inquired if any questions that Soya Read wants to ask citizens are included in the Citizen First survey. Dan Batista responded that the first iteration of Citizen First addresses some of those questions, but not with that specificity. Every iteration has a theme or thematic lens. He added that the time is impeccable as the ICCS started the work on the next survey and is recruiting subscribers. Sonya Read will discuss further with Dan Batista the questions related to the Citizen First survey. <p>Joint Council's members approved the funding of \$60K for the Data Driven Intelligence Working Group to hire a consultant for the research project proposal, with some recommendations:</p> <ul style="list-style-type: none"> ➤ Explore options in terms of the Citizen First survey, a plan to be developed (more interest in seeing the legislative and policy barriers in terms of sharing information) ➤ Investigate if there has been similar work done by other groups or government, that can be leveraged to accelerate the work and reduce the cost. <p>Olivia Neal added that the members of the PSSDC and PSCIOC have approved to move the Data Driven Intelligence Working Group under the Joint Councils, as per the action item from the Winnipeg meeting. There will be an offline</p>	<p>survey, a plan to be developed (more interest in seeing the legislative and policy barriers in terms of sharing information)</p> <ul style="list-style-type: none"> ➤ Investigate if there has been similar work done by other groups or government, that can be leveraged to accelerate the work and reduce the cost. <p><u>Decision #6:</u> PSSDC and PSCIOC members approved to move the Data Driven Intelligence Working Group under the Joint Council.</p>
--	--

	conversation for the funding of the Data Driven Intelligence WG research project proposal, which will be split between the two Councils.	
15	<p>Data Standards (TAB 15)</p> <p>Marc Brouillard, Chief Technology Officer of Government of Canada, provided a presentation on the Framework for Government Wide-Data Governance & Stewardship.</p> <p>Data Governance Framework:</p> <ul style="list-style-type: none"> • A GC framework for governance & stewardship, quality, accessibility, interoperability and security & privacy • Policy on Service and Digital establishes data as a strategic asset • Existing governance with GC EARB and DM CEPP is a start, but more formal data community needed, with defined roles and responsibilities <p>Pathfinder:</p> <ul style="list-style-type: none"> • A community-developed recommendation to establish prescribe a new enterprise-wide data standard on PROVINCE/TERRITORY reference data • Pathfinder will run through an end-to-end process of drafting a standard, broader community engagement, capturing gaps in definitions, roles & responsibilities and needed elements of data governance • Will show stakeholders and management in a practical way what is involved, and demonstrate the beneficial outcome <p>Discussion</p> <ul style="list-style-type: none"> • Ted Hicks, (NU) noted that the data standards are in English and French and inquired if the code could be done in other languages. In Nunavut, they translate in 4 languages and they need to formalize documents in all those languages. • Marc Brouillard responded that other languages could be built into the code. 	<i>No action items have been identified for this topic.</i>
16	<p>Death Notification Working Group (TAB 16)</p> <p>Alena Lukes, DNWG Co-Chair, provided an update on the work the Death Notification Working Group.</p> <p>Plan forward:</p> <p>Research and business analysis on possible solutions for:</p> <ul style="list-style-type: none"> • Optimization of business processes to ensure timely registration and notification by VSAs • Improvement of service to current partners • Identification of Future partners business needs <p>They will require support and the ask to the members:</p> <ol style="list-style-type: none"> 1. Representative to acquire information: for each P/T and all Federal partners 2. Resource to compile all feedback 3. IT Solution and implementation expert(s) 4. Privacy/legal consultant <p>She advised that the Death Notification Working Group's Terms of Reference will be tabled at the next teleconference for members' approval.</p> <p>Discussion:</p>	<p>Action item #8A: The Death Notification Working Group's Terms of Reference to be tabled for approval at the next Joint Councils' teleconference.</p> <p>Action Item #8B: The Death Notification Working Group's co-chairs, via ICCS, to send a call out to identify a Provincial Representative who will be able to speak for Provincial programs and collect information related to the Death Notification and a Federal lead to collect the information from the federal side.</p> <p>Action Item #8C: The Death Notification Working Group to send out a call out, via</p>

	<ul style="list-style-type: none"> Heather Sheehy stated that this is a very important topic. It is beneficial to implement the Death Notification process and it will save millions of dollars annually. Newfoundland and Labrador is doing work under the Death Notification WG, in collaboration with the ESDC to advance the work. Philip Quinlan inquired if should this be implemented across the board and identify communication across Canada when the person is declared deceased and in fact that person is not. <p>Alena Lukes responded that they are looking at leveraging existing processes and mechanisms that the individual can reverse, if that is the program area. There is the process in the registries to reverse if someone showed up as deceased and how that happens in the program area needs to be explored.</p> <ul style="list-style-type: none"> Rob Horwood noted that there is sensitivity when collecting data. There is a timeline and it is very sensitive data. They need to be careful what data they want to collect, what is the lag, and if there are other audiences eager to get that information. Sonya Read commented that this would be one of the use cases in the Data Driven Intelligence WG work plan and it is a priority. Both working groups could join forces to work on that. There has been work done in the past, with the road map. Each province aligns with the work with a unique identifier. There is ongoing discussion for client matching across programs for better services. That would have broader application <p>Alena Lukes responded that it is not duplicating with the previous research that has been collected. They investigated who needed the data which needs to be understood and the circumstances on how quickly they might need information. They have to understand this and identify a process to implement across the nation.</p> <ul style="list-style-type: none"> Olivia Neal stated that the research is a quantitative data collection and focuses on user journey, and discovery work on the user journey. She asked about what the digital solution might be? How they do any of that in a way that it is open and available for reuse in an agile way. People with expertise would be happy to be involved in some of the conversations. <p>Alena Lukes responded that they need to know what the provincial/territorial and federal governments need and what is in place now.</p> <ul style="list-style-type: none"> Tracy Wood inquired if people responsible for this file are the representatives from the federal/provincial/territorial/municipal level on the Death Notification WG, or they are looking for other representatives? <p>Alena Lukes responded that there should be able to coordinate and access all responses.</p> <ul style="list-style-type: none"> Heather Sheehy advised that it won't necessarily be a member of the DNWG; it would be a point of contact in every jurisdiction and they will send out the request through the ICCS Secretariat. 	<p>ICCS, to identify a resource to compile all feedback and assist with legal interpretation from a privacy perspective and IT support for this process.</p>
17.	<p><u>Other Business:</u></p> <p>Olivia Neal stated that the Broadband overview presentation (TAB 17) was deferred to the following teleconference.</p> <p>Tracy Wood acknowledged that Rob Entwistle, MISA representative, City of Kelowna, is retiring. She thanked him for his contribution and support to the Councils over the last few years and wished him all the best in the future.</p> <p>Rob Entwistle thanked everyone, and he stated that he is looking forward to using the Digital ID in the future.</p>	<p><u>Action Item #9:</u> The Broadband agenda item was deferred to the next Joint Councils' teleconference.</p>

	<p>Next Joint Council's meeting will be in Quebec City, from September 22 to 24, 2020.</p> <p>Tracy Wood encouraged members to fill out the evaluation forms, as the information is analyzed by ICCS and it helps with the future meetings.</p> <p>She thanked all members, observers and presenters at the meeting. She also thanked the ICCS team for the organization of the meetings and events.</p>	
	<i>The meeting adjourned at 3:55 pm EST</i>	