

# Joint Councils Strategic Direction

Joint Councils February 27, 2020

# Objective

- ▶ Confirm Joint Councils (JC) priorities based on a review of jurisdictional priorities
- ▶ Confirm JC organizational and process changes to facilitate the achievement of priority outcomes to improve services to Canadians
- ▶ Confirm next steps

# Context

- ▶ The JC Co-Chairs met in December 2019 to discuss how the group can be more effective
- ▶ Key takeaways from this discussion were:
  - ▶ Focus on fewer key priorities - prioritize ones that have a positive impact on citizens
  - ▶ Limit working groups to those that are:
    - ▶ 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

# Focus on Fewer Common Priorities

- ▶ An analysis of jurisdictional priorities highlighted three common themes
  - ▶ Digital strategy: digital transformation strategies, online services, digital design, omni-channel experience
  - ▶ Client-centric Service: understanding the customer journey, collaborating with citizens to better understand needs
  - ▶ Digital Identity: Pan-Canadian Trust Framework, piloting digital identity solutions, establishing digital identity programs

# Align Working Groups to Priorities

Fewer working groups - more communities of practice

- ▶ **Working Groups** should align their mandate and deliverables to the priorities of the Joint Councils. They will have clear, time-bound objectives with a defined end date and be disbanded once their objectives have been met.
- ▶ **Communities of Practice** would serve as an inter-jurisdictional information sharing and collaboration forum with no defined end date and would exist as long as members see value in continuing.
- ▶ At least one co-chair of a working group or community of practice would be a member of the Councils (or their designated representative) to provide oversight and linkage back to the Councils and ensure alignment to Councils' priorities.

# Strengthen Working Groups

- ▶ Revisit the mandates and deliverables of working groups to align with the priorities of Joint Councils where appropriate.
- ▶ Change working groups to communities of practice or sunset them, as appropriate.
- ▶ Establish relationships between working groups to facilitate synergies.
- ▶ Proposed Actions
  1. Sunset the Digital Strategy Working Group.
  2. Sunset the Client-Centric Services Working Group following the completion of its final deliverables (or make it a community of practice).
  3. Convert the Open Government Working Group, Privacy Sub-Committee General Data Protection Regulation Working Group to Communities of Practice.
  4. Clarify the relationship between the Digital Identity and the Identity Management Sub-Committee.
  5. Have Data Driven Intelligence and Service to Business report to Joint Councils to allow PSSDC and PSCIOC to focus on areas of unique interest to their Council.

# Strengthen Joint Councils Processes

- ▶ A 2 to 3 year strategic plan informed by working group workplans would allow the Councils to stay focused and measure progress in achieving priority objectives.
- ▶ Review of funding requests by Joint Councils Co-Chairs in advance of them being presented to members for approval would strengthen alignment of submissions to ensure they will advance the priorities of the Councils.

# Leverage External Relationships

- ▶ Establishing a more formal relationships with the FPT DMs' Table on Service Delivery Collaboration, the Chief Information Officer Strategy Council and other pan-Canadian tables could accelerate priorities.
- ▶ The role of the Institute for Citizen-Centred Service could be expanded to provide strategic support for Joint Councils Co-Chairs and play an expanded role in advancing key priorities such as Digital Identity.
- ▶ Chief Digital Officers could be encouraged to participate in Joint Councils discussions to inform the forum of emerging service challenges and solutions that could benefit all jurisdictions.



# Next Steps

We recommend that:

- ▶ The JC Co-Chairs meet with each set of working group co-chairs to discuss status.
- ▶ Confirmed working groups finalize their work plans to inform the development of a 2 to 3 year strategic plan for Joint Councils.

# Discussion Questions

- ▶ Are the analysis and the recommendations consistent with the desired strategic direction of the Councils?
- ▶ Are we focusing on the right areas to be a more effective forum for improving services for Canadians?