

**Citizen
FIRST**

**CITOYENS
en tête**

POWERED BY OPTIMISÉ PAR



Institute for
Citizen-Centred
Service

L'institut des
services axés sur
les citoyens

RESEARCH COMMITTEE

Progress Report

Richard Dalpé and Guy Gordon

Co-Chairs, Research Committee of the Joint Councils:

Public Sector Service Delivery Council

Public Sector Chief Information Officer Council

**Citizen
FIRST**

**CITOYENS
en tête**

2019 Research Committee Mandate from Joint Councils

- ✓ Secure in-house capacity within ICCS **to support the Joint Council's research priorities and activities.**
- ✓ Continue to **deliver the daily newsletter based on media monitoring** for distribution among Joint Councils members
- ✓ Continue to **develop monthly executive reports** to highlight key developments related to the Joint Councils' priority areas
- ✓ Continue to **update and monitor the on-line research repository** to collect and enable open access to cutting-edge research

1. Support to Joint Council's Research Priorities & Activities

- The Research Committee hired an in-house Joint Council's Research Analyst in August 2019
- In March 2020, the Joint Council's Research Analyst will transition into maternity leave until September 2020. The ICCS will hire an external consultant (past contractor who initially developed the newsletter and monthly report) to produce the daily newsletter and monthly report during the months the Joint Council's Research Analyst is away
- There are no financial impacts as a result of the transition; the contract will be cost neutral to Research Committee funding


2. Media Monitoring: Subscriber Statistics




Citizen FIRST

CITOYENS en tête


POWERED BY OPTIMISÉ PAR


 Institute for Citizen-Centred Service

 L'institut des services axés sur les citoyens

Outside-In (Daily)

January 30, 2020

**Consultation on the OPC's Proposals for ensuring appropriate regulation of artificial intelligence**
The Office of the Privacy Commissioner of Canada (OPC) is currently engaged in legislative reform policy analysis of both federal privacy laws. We are examining artificial intelligence (AI) as a subset of this work as it relates specifically to the *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

**N.S. government launches website to help university students access mental health support online**
The Nova Scotia government launched the [HealthyMindsNS](#) website on Jan. 18 to make it easier for post-secondary students to access mental health support.

Citizen FIRST

CITOYENS en tête

3. Progress on Executive Reports

- A monthly executive report has been distributed to JC members since November 2017
- Reports have included a review of the trends in news articles for the month, as well as a special topic
- Feedback from JC members and others continue to be very positive
- A fresh new layout has been introduced for 2020 reports
- The ICCS has begun sharing a link of new reports on all social media accounts



3. Progress on Executive Reports: Cont'd

- A 2020 calendar for upcoming topics has been developed to improve the planning of future reports.
- The Research Committee welcomes suggestions from members for possible feature articles

JC Monthly Report Calendar | 2020

January	February	March	April
Smart City – Sidewalk Labs: Description, Pros & Cons (completed)	Overview/Summary of the Global Case for Customer Service in Government article. (Drafted)	Digital Equity (Drafted)	Innovation labs across Canada (In progress)
May	June	July	August
Digital vs. Human Service Delivery	Contact centre (i.e. what does it look like in the age of virtual agents, AI, and digitalization)	Cybersecurity in Government	
September	October	November	December

4. Progress on Research Repository

- Launched in May 2017, the goal is to provide JC members and the public with access to topical and recent research holdings
- This is a key activity in helping position the ICCS as a centre of excellence for knowledge and collaboration in public service delivery
- The ICCS has begun sharing a link of new reports on all social media accounts
- JC members are encouraged to submit documents to enhance the breadth and depth of research holdings



4. Progress on Research Repository: Recent Articles Posted



HARVARD Kennedy School
ASH CENTER
for Democratic Governance
and Innovation

Playbook: Government as a Platform



McKinsey&Company

Implementing a citizen-centric approach to delivering government services

McKinsey Center for Government July 2015



The public sector
gets serious about
customer experience

Richard Pope
Senior Fellow, Government Platform
Ash Center for Democratic Governance and Innovation

November 2019

**Citizen
FIRST**

**CITOYENS
en tête**

Please direct any questions you may have to the Research Committee Co-Chairs:

Guy Gordon: Guy.Gordon@gov.mb.ca

Richard Dalpé: Richard.Dalpe@tbs-sct.gc.ca

Thank you

Citizen
F1RST

C1TOYENS
en tête

POWERED BY

OPTIMISÉ PAR



Institute for
Citizen-Centred
Service

L'institut des
services axés sur
les citoyens