Toronto
2020 February Février

Joint Councils
Public Sector Chief Information Officer Council
Public Sector Service Delivery Council

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

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Draft - v.9

JOINT COUNCILS MEETING AGENDA

Wednesday, February 26 & Thursday, February 27, 2020
Radisson Admiral Hotel – Toronto Harbourfront

**

WEDNESDAY, FEBRUARY 26, 2020
1:00 p.m. – 4:30 p.m. – Admiral Ballroom (3rd floor)
Lunch: 12:00 P.M. - 1:00 P.M. – View Room (5th floor)

#	TIME	JOINT COUNCILS PRIORITY	OBJECTIVE	ACTION	LEADS
	1:00 p.m.	**Welcome**	**Roundtable introduction of PSCIOC & PSSDC Members and Observers**		**PSSDC/PSCIOC Co-Chairs**
1	1:05 – 1:15 p.m. (10 min)	**Administrative Matters**	A) **Approval of Record of Decision from September 25, 2019 in-person meeting, Winnipeg (TAB 1A)**	**For approval**	**Heather Sheehy**
			B) **Acceptance of February 26 & 27, 2020 meeting agenda (TAB 1B)**	**For approval**	
			C) **Joint Councils Action Items (TAB 1C)**	**For information**	
			D) **Joint Councils Bring Forward Agenda (TAB 1D)**	**For information**	
	Innovation and Best Practices Showcase				
2	1:15 – 1:35 p.m.	**Showcase: ONTARIO**	**Ontario's Initiatives (TAB 2A & 2B)** **Objective:** • Presentation of Ontario's Guide to Agile Delivery.	**For information / discussion**	*Intro: Olivia Neal* **Presenters:** Dara Renton, Senior Manager, Ontario Digital Service (ODS)
	1:35 – 1:55 p.m. (40 min)		**Objective:** • Case Study: Being a Digital Leader and CIO.		Wynnann Rose, CIO, Labour & Transportation I+IT Cluster

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3	1:55 – 2:15 p.m. (20 min)	Showcase: **BRITISH COLUMBIA**	**Google Locations as a Pilot (TAB 3)** **Objective:** **Social Media**: Citizens have come to expect to interact with government through social media channels to obtain information & referral services and provide feedback. Social media is widely used and accepted by connected citizens. Service BC has started work in this space by **utilizing Google Locations as a pilot**, to understand how citizens are finding and using web information about our physical presence and the services we render through the Service BC Centres across the province. Google Locations is a hybrid social media/search platform that allows citizens to find and review businesses, add them to lists such as "favourite" or "want to visit", ask questions, and interact with a business online. Service BC has claimed all physical locations through Google in order to present accurate, current, and meaningful information to improve the experience for citizens using this search engine. **The presentation would focus on lessons learned, best practices, resulting improvements and next steps.**	**For information / discussion**	*Intro: Mark Burns* **Presenter:** Bev Dicks/ Adriana Poveda, BC Danielle Beaubien, BC *(via WebEx)*
	2:15 – 2:30 p.m.		**BREAK – Admiral Foyer (3rd floor)**		
4	2:30 – 2:50 p.m. (20 min)	Showcase: **ALBERTA**	**MyAlberta Evacuation Payment System - (TAB 4)** **Objective:** • Presentation on MyAlberta Evacuation Payment System – jurisdictions may be interested in Alberta's new approach to disbursing evacuation payments to impacted citizens during a disaster.	**For information / discussion**	*Intro: Tracy Wood* **Presenters:** Chantal Ritcey, AB Gloria Leung, AB *(via WebEx)*
5	2:50 – 3:10 p.m. (20 min)	Showcase: **NEW BRUNSWICK**	**NB's Motor Vehicle System (MVS) (TAB 5)** **Objective:** • **Demo of New Brunswick's Motor Vehicle System (MVS)** – After implementation in 2014, NB has invested four years in improving the system to the point that its	**For information / discussion**	*Intro: Heather Sheehy* **Presenter:** Rob Horwood / Kim Newman, NB

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			ready to share the system with new potential users. It is impossible for all thirteen jurisdictions to maintain, upgrade and build every system that we need to serve our constituents. We need to capitalize on the best tools that each of us have in place and we have a new MVS system that may be of interest to many provinces and territories.		
6	3:10 – 3:30 p.m. (20 min)	**Showcase:** **Veterans Affairs Canada**	**VAC – Agile approach to designing and delivering Pension for Life (TAB 6)** **Objective:** • Presentation on the implementation of an **Agile approach to designing and delivering Pension for Life** which has allowed the department to further develop innovative solutions while also leveraging its expertise and maintaining flexibility.	**For information / discussion**	*Intro: Mark Burns* **Presenter:** Jane Hicks, A/DG, VAC *(via WebEx)*
7	(40 min) 3:30 – 3:50 p.m.	**Showcase:** **Canada Revenue Agency (CRA)**	**Chatbots and Voice-Enabled Technologies (TAB 7A & 7B)** **Objective:** A) **CRA is exploring the use of new Artificial Intelligence (AI)-powered technologies such as chatbots and voice-activated devices** (e.g., Google Assistant, Amazon's Alexa). When integrated with existing service channels, they have the potential to respond to Canadians demands for better, faster, easier communications. CRA launched its first cloud-hosted beta chatbot, Charlie, in March 2019 offering predefined responses to questions for the selected topic, initial results are promising. Charlie has answered over 40,000 questions since its initial launch, and feedback tells us that it anticipated the most common user questions.	**For information / discussion**	*Intro: Olivia Neal* **Presenter:** Silvano Tocchi, CRA
	3:50 – 4:10 p.m.	**Immigration, Refugees and Citizenship Canada (IRCC)**	B) **IRCC has implemented a chatbot, Quaid, which is trained to answer questions from our clients on Facebook.** It is an artificial intelligence tool that uses machine learning to constantly improve its ability to		**Presenter:** Alanna MacDougall, IRCC

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			respond, allowing social care agents to handle more complex client enquiries. Since its implementation in October 2018, Quaid has answered over 50,000 inquiries and handles close to 70% of all incoming questions online without any human intervention. Quaid is currently deployed on four of IRCC's Facebook pages in both official languages.		
8	4:10 – 4:30 p.m. (20 min)	**Showcase:** **Treasury Board of Canada Secretariat**	**TBS – Digital Policy (TAB 8)** **Objective:** • TBS would like to share the Policy on Service and Digital and the development process.	**For information / discussion**	*Intro: Heather Sheehy* **Presenter:** Sonya Read, TBS
9	4:30 p.m.	**Other Business**	**Objective:** • **Updates from Joint Councils Working Groups – for information:** o Privacy Sub-Committee & GDPR Sub-Committee (TAB 9Ai to TAB 9Aii) o Research Committee (TAB 9B) o Canada Open Government WG (TAB 9Ci to TAB 9Ciiii) • Announcement of the 2019 Award Winner of the ICCS Heintzman Leadership Award *(award presentation at the Official Dinner)* • Joint Councils meeting resumes on Feb 27th at 8:30 a.m. in the Admiral Ballroom.		**Tracy Wood** **Dan Batista, ICCS, Executive Director**
4:30 p.m.	**Adjournment of Joint Councils Meeting – Day 1**				
5:45 p.m.	*Delegates to meet in the lobby of the Radisson Admiral Hotel to board bus for Dinner.*				

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OFFICIAL JOINT COUNCILS DINNER & PRESENTATION OF THE ICCS HEINTZMAN LEADERSHIP AWARD

The University Club of Toronto

Main Dining Room

(380 University Avenue, Toronto)

Pre-Dinner Reception: 6:10 – 6:40 p.m.
Welcome Remarks: 6:45 p.m.
ICCS Heintzman Leadership Award presentation: 7:00 p.m.
Official Dinner: 7:15– 9:00 p.m.

Business Attire

The University Club has been part of the Toronto scene since before the First World War. Its origins date back to 1906 and founded by a group of recent graduates from the University of Toronto. As the Club thrived and expanded, it has occupied a number of sites in the centre of Toronto, eventually moving to its current location on University Avenue in 1929. It was designed by the architects Mathers and Haldenby and was built by the firm of Jackson – Lewis. It is generally regarded as one of Canada's finest neo-classical buildings earning heritage status under the Ontario Heritage Act 1978. Over the years the University Club has acquired an outstanding collection of paintings and drawings by respected Canadian artists. These are on display throughout the house. Among the collection is at least one original painting by each member of the extended Group of Seven. Many contemporaries of the Group are also represented.

THURSDAY, FEBRUARY 27, 2020
8:30 a.m. – 4:00 p.m. – Admiral Ballroom
(3rd floor)
BREAKFAST: 7:30 A.M. – 8:25 A.M. – View Room (5th floor)

#	TIME	JOINT COUNCILS PRIORITY	OBJECTIVE	ACTION	LEADS
	8:30-8:35 a.m.	**Welcome**	**Joint Councils Meeting – Day 2**		**JC Co-Chairs**
10	8:35 – 9:15 (40 min)	**Guest Presenter**	**Canadian Centre for Cyber Security (TAB 10)** **Objective:** o Presentation on the Canadian Centre for Cyber Security's mandate and activities. o Sharing of lessons learned related to recent cyber security threats.	**For information / discussion**	Intro: Mark Burns **Canadian Centre for Cyber Security:**

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			o Insights on what service design and delivery professionals need to know about cyber security and supports available to jurisdictions in dealing with threats. o How can cyber security be integrated into service strategies and delivery approaches?		Nuhad Zoght, Manager, Critical Infrastructure Partnerships
1 1	9:15 a.m. – 10:15 a.m. (60 min)	**JC Strategic Direction**	**Joint Councils Strategic Direction (TABS 11A to 11C)** **Objective:** • Debrief of Joint Councils' Strategic Session on December 10th • Analysis of PSSDC and PSCIOC priorities and discussion on priority setting. • Discussion on the Joint Councils' structure and governance (Councils, Working Groups and Communities of Practice).	**For discussion**	**Joint Councils Co-Chairs**
	10:15 – 10:30 a.m.		**BREAK**		
1 2	10:30 a.m. – 1:30 p.m. (120 min)	**Digital Identity**	**Digital Identity Priority (TAB 12A & 12B)** **Objective:** • Report back on guiding principles for negotiation between ICCS and DIACC • Report back on outcome of the call out for Jurisdictional Representatives on Digital ID • Funding Request for DI Priority • IMSC: Pan-Canadian Trust Framework (PCTF) update • Presentation on BC Digital Identity for Federal Services	**For discussion / feedback / approval**	*Intro: Tracy Wood* **Digital ID:** Alex Bourque, TBS Sophia Howse, BC (via WebEx) **IMSC:** Marc Brouillard, TBS Rob Devries, ON
	12:00 - 1:00 p.m.		**LUNCH – View Room (5th floor)**		
	1:00 - 1:30 p.m.		**Digital Identity Priority** *(Continued)* • DIACC Proof of Concept presentation		Peter Watkins, BC Joni Brenan, DIACC

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13	1:30 – 2:00 p.m. (30 min)	**Client Centre Services**	**Client Centric Services Working Group - (TAB 13A to TAB 13C)** **Objective:** • Report back on testing and enhancements to the Intergovernmental Client-Centric Services Maturity Model. • Proposed next steps.	**For discussion / feedback**	*Intro: Heather Sheehy* **CCS WG Co-Chairs:** Bev Dicks, BC Wendy Birkinshaw Malo, ESDC
14	2:00 – 2:30 p.m. (30 min)	**Data Driven Intelligence Working Group**	**PSSDC's Data Driven Intelligence Working Group – (TAB 14A to TAB 14D)** **Objective:** • Report back on request (Sept 2019) by Joint Councils to develop a proposal and workplan for addressing legislative and data sharing barriers impeding the advancement of Joint Councils and PSSDC priorities. • Funding requirement for approval.	**For discussion and approval**	*Intro: Olivia Neal* **DDI Co-Chairs:** Sonya Read, TBS Andrew Satterthwaite, York Region Kelly Fuessel, SK *(via WebEx)*
	2:30 – 2:45 p.m.	**BREAK**			
15	2:45 – 3:10 p.m. (25 min)	**Data Standards**	**Data Standards (TAB 15)** **Objective:** • Presentation to introduce a government-wide framework for data governance and stewardship and seek endorsement on the approach to use Province/Territory as a pathfinder to test this framework including for prescribing enterprise-wide data standards.	**For discussion**	*Intro: Mark Burns* **Marc Brouillard**, TBS CTO and IMSC Co-Chair
16	3:10 – 3:40 p.m. (30 min)	**Death Notification Working Group**	**Death Notification Working Group (TAB 16)** **Objective:** • Review of Death Notification Working Group revised Terms of Reference. • Review and approval of future direction – advancing the work.	**For discussion / feedback / approval**	*Intro: Heather Sheehy* **DNWG Co-Chairs:** Natalie Tarkpea, IRCC Alena Lukes, MB, Jack Shewchuk, BC *(via WebEx)*
17	3:40 – 3:55 p.m.	**Broadband**	**Federal Investments in Broadband (TAB 17)** **Objective:**	**For discussion**	*Intro: Olivia Neal*

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	(15 min)		• Information on federal investments in broadband.		**Matthew Kellison,** Senior Director, Connected Canada Branch, ISED *(via WebEx)*
18	3:55 - 4:00 p.m. (5 min)	**Other Business:**	<u>**Objective:**</u> • **Next in-person meeting of the Joint Councils:** Sept. 22-24, 2020, Québec City, Québec • **Upcoming JC Teleconferences:** o *Thursday, April 23rd, 2020, at 12:00 p.m. EDT* o *Monday, June 22nd, 2020, at 12:00 p.m. EDT* o *Thursday, August 6th, 2020, at 12:00 p.m. EDT* • **PSCIOC & PSSDC EVALUATION FORMS (TAB 18A & 18B)**	**For information** **Please complete evaluation form!**	**Tracy Wood**
	4:00 p.m.		**Adjournment of Joint Councils Meeting**		