



**DRAFT – v.6**

**TUESDAY, SEPTEMBER 13<sup>TH</sup>, 2016**

**ICCS ANNUAL GENERAL MEETING**

**11:00 A.M. – 12:00 P.M. PDT**

**VICTORIA MARRIOTT INNER HARBOUR HOTEL**

728 Humboldt Street Victoria, BC

**MEETING ROOM: PACIFIC B (BALLROOM)**

**Attendees: PSSDC and PSCIOC Members, ICCS Board Members**

**WELCOME LUNCH**

**12:00 P.M. – 12:50 P.M. PDT**

**TERRACE ROOM**

**LEARNING EVENT**

***Hosted by the Government of British Columbia***

**1:00 P.M. – 5:00 P.M. PDT**

**Canada's First Digital by default Justice Body –  
The Tribunal Transformation Initiative (TTI)**

**Delegates to meet in lobby of the Marriott Hotel at 12:50 p.m.**

(Note: Please bring jacket/sweater, umbrella and comfortable shoes for outdoor activities)

**WELCOME RECEPTION**

**6:30 P.M. – 8:30 P.M. PDT**

**Royal BC Museum**

**First Peoples Gallery**

3<sup>rd</sup> floor, 675 Belleville St, Victoria

**Delegates to meet in lobby of the Marriott Hotel at 6:20 p.m. (short walk)**

***Business Casual***



## LEARNING EVENT AGENDA

12:55 p.m.	Delegates to meet in lobby of the Marriott Hotel.
1:00 p.m.	<p>Depart the Marriott Hotel and proceed to <b><u>St. Anne's Academy</u></b> (835 Humboldt Street) (short walk from hotel – 2 blocks)</p> <p><i><b>St. Ann's Academy</b> is a testament to the dedication of the Sisters of St. Ann who were integral to the beginnings of education and healthcare in British Columbia. Now a national historic site owned by the Ministry of Technology, Innovation and Citizens' Services, St. Ann's remains one of Victoria's premier landmarks surrounded by heritage gardens and green space to provide an oasis in the centre of the Capital city.</i></p>
1:15 p.m.	Arrival at St. Anne's Academy, proceed to auditorium.
1:20 p.m.	<b>Welcome Remarks by Hosts:</b> Bette-Jo Hughes, Ron Hinshaw and Beverly Dicks
1:30 p.m.	<p style="text-align: center;"><b>Canada's First Digital by default Justice Body – The Tribunal Transformation Initiative</b></p> <p><b><u>Presenters:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Mac Campbell</b>, Director of Business Transformation</li> <li>• <b>Shannon Salter</b>, Chair of the Civil Resolution Tribunal</li> <li>• <b>Darin Thompson</b>, Legal (Innovation) Counsel</li> <li>• <b>James Anderson</b>, PwC Program Manager</li> </ul> <p>The <b><u>Tribunal Transformation Initiative (TTI)</u></b> will bring modern, citizen focused, and affordable justice services to British Columbians. The initiative is achieving success through co-designing with citizens, leveraging a flexible cloud based platform, and focusing on streamlining, modernizing and simplifying access to justice. On Wednesday July 13<sup>th</sup>, the Civil Resolution Tribunal (CRT), Canada's first digital by default Justice Body, opened its doors, so now rather than incurring legal costs amounting to tens of thousands of dollars, people with strata disputes in BC can use the CRT's online resolution tools for free and, as necessary, file a claim for \$125 with the CRT.</p> <p>Essentially, the CRT is replacing traditional court like process with an expert system featuring simple, user-focused, digitally-guided pathways to solutions. Moving away from complicated processes requiring expensive expertise to navigate, to simpler, user-friendly, digitally guided processes, which are easy enough for a citizen to self-navigate, is at the heart of this transformation. This initiative is driving improvements to the citizen service experience, confidence in Government and the Justice System, and lower costs for disputants and taxpayers.</p> <p><b>This session will walk through the context of TTI and the CRT, the service design and discovery phases of the project, through to service delivery, and technology implementation. There will be a demo of the systems being developed for TTI, the Solution Explorer and the Dispute Resolution Suite, including Q&amp;A session.</b></p>
3:15 p.m.	Session ends.
3:15 – 3:30 p.m.	Refreshment Break.
3:30 p.m.	Delegates depart St. Anne's Academy and proceed to Victoria Causeway Marina



3:45 – 4:45 p.m.	<p><b>Harbour Boat Tour</b></p> <p><u>Pick-up/drop off location:</u> Victoria Causeway Marina (in front of the Empress Hotel)</p> <p><i>Boat tour of the historic Victoria Harbour will feature historic landmarks like the BC Legislature, First Nation sacred territories, float home communities and amazing views of seaplanes taking off and landing.</i></p>
4:45 p.m.	Tour ends. Return to Marriott Hotel.
5:00 p.m.	Arrival at Marriott Hotel.
<p style="text-align: center;"><b>WELCOME RECEPTION</b> <b>Royal BC Museum - First Peoples Gallery</b></p>	
<p><b>Hotel</b> 6:20 p.m.</p>	Members/Guests to meet in lobby of the Marriott Hotel and depart for the reception (short walk)
<p>6:30 p.m. - 8:30 p.m. <b>7:15 p.m.</b></p>	<p><b>Welcome Reception at Royal BC Museum – First Peoples Gallery, 3<sup>rd</sup> Floor</b></p> <p><u><b>Welcome remarks:</b></u> John Jacobson, Deputy Minister, Technology, Innovation and Citizens' Services, Government of British Columbia</p>
8:30 p.m.	Depart for Marriott Hotel (short walk)