

Joint Councils Framework Working Group

Joint Councils Meeting - Ottawa
February, 2017

Context Setting and Approach

Background – How did we get here?



Expected Outcomes From Today's Session

- Awareness and understanding of the feedback heard through member consultations, including Jurisdictional and Joint Councils priorities
- Review of Joint Councils Logic Model and approval
- Review of Joint Councils priorities and approval
- Approval to proceed with next steps

Our Approach from Oct 2016 – Feb 2017

Development
of Consultation
Approach

Consultations
with Members
(Nov. – Jan.)

Analysis &
Deliverable
Development

Presentation to
Joint Council
Members

Next Steps

Highlights

- 16 Consultations

Note: Some jurisdictions didn't require consultation but responded to questionnaire

Deliverables

- Revised Logic Model
- Feedback Themes
- Priority Analysis
- Draft Roadmap

To be discussed at
Joint Councils
February Meeting

Feedback Themes

Feedback Themes

Logic Model: Simplify and Clarify

Collaboration

Common Standards

Information Sharing / Data Management

Culture Shift Necessary

Identity Management / Digital

**Governance:
Alignment, Roles & Responsibilities**

**Working Group /
Sub-Committees / COP**

Regional Collaboration

Research

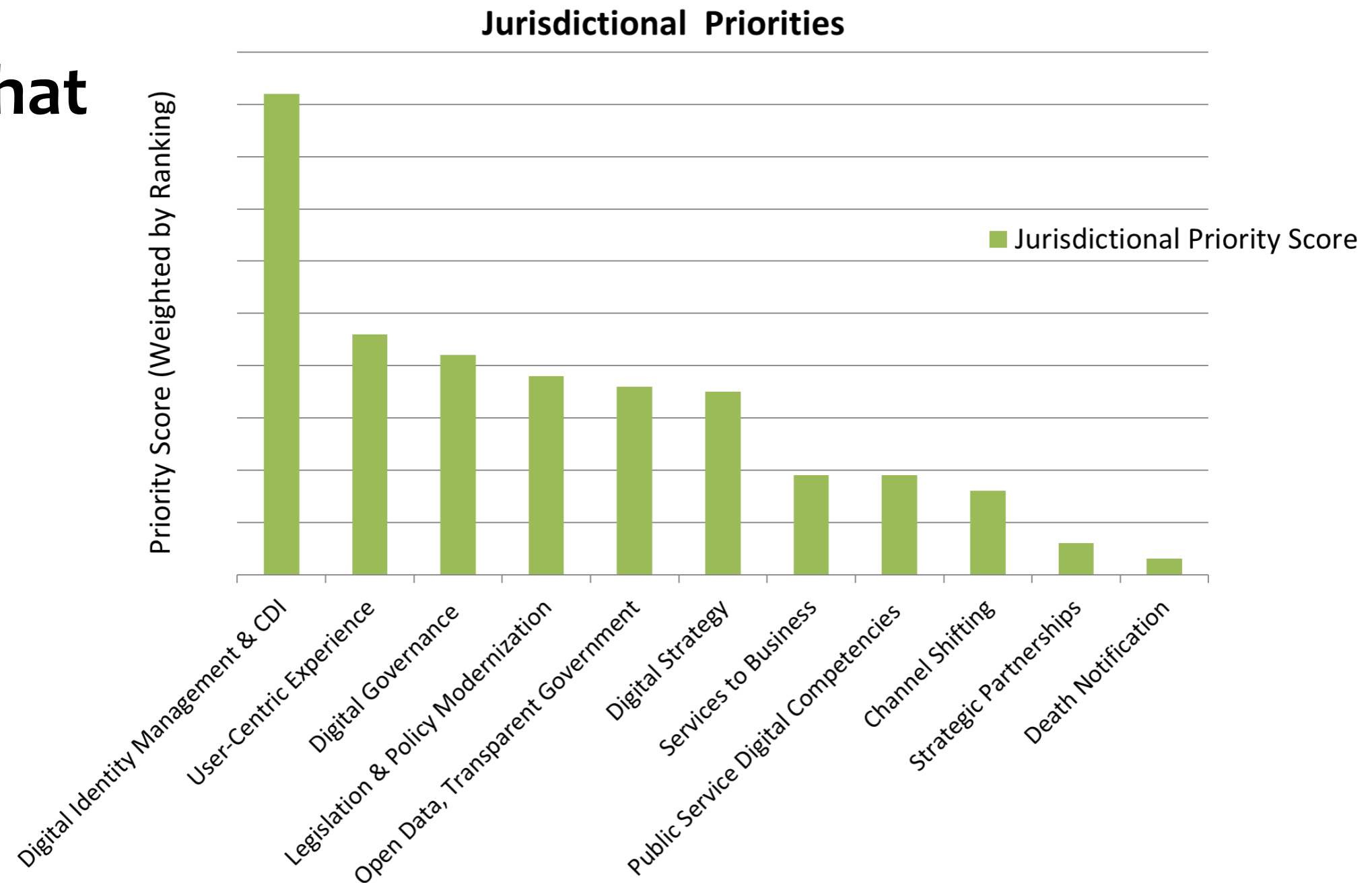
Sensitivity Around Committees

Priorities

Jurisdictional Priorities

Jurisdictions indicated that their top 3 collective priorities were:

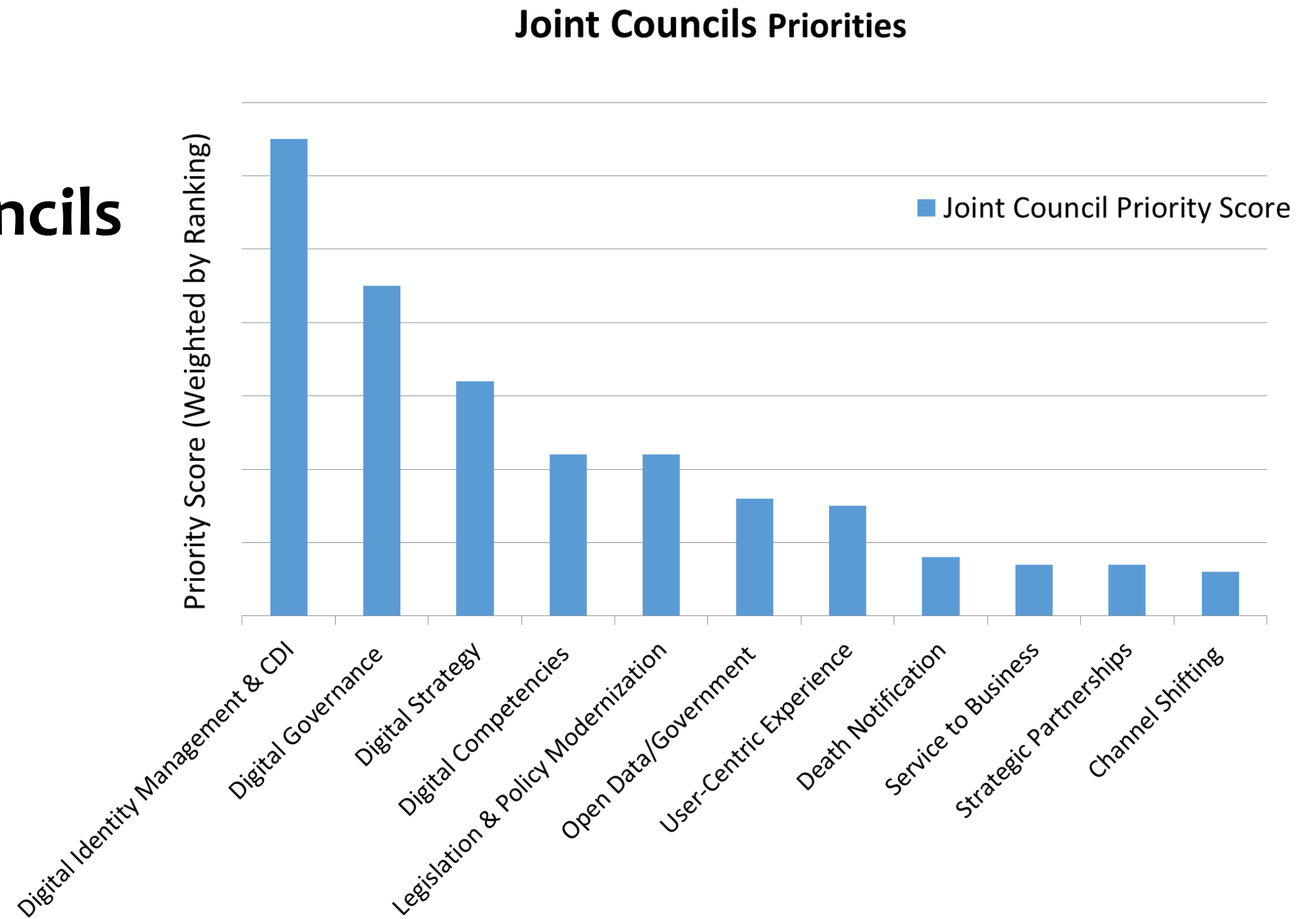
1. Digital Identity Management & CDI
2. User-Centric Client Experience
3. Digital Governance



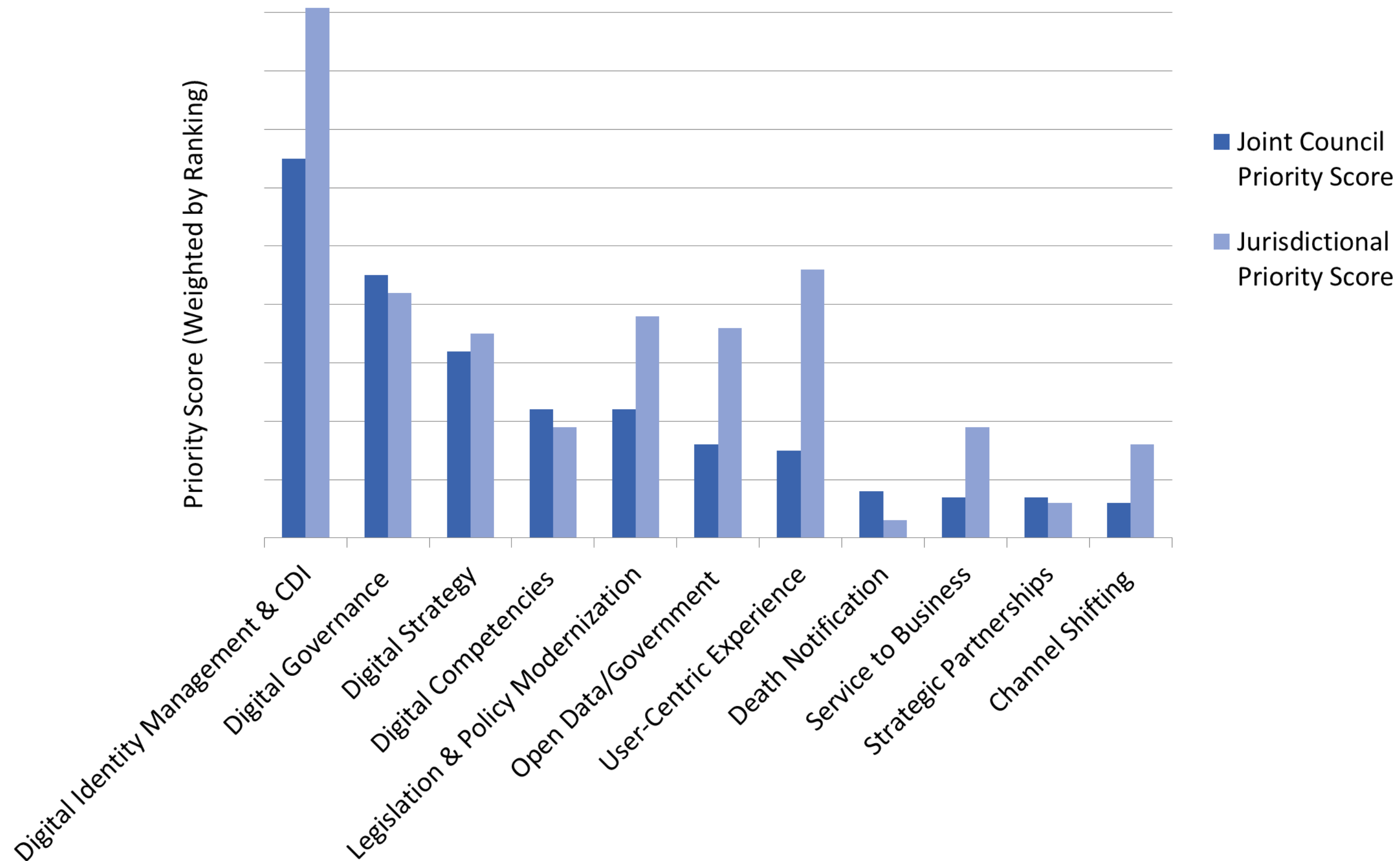
Joint Councils Priorities

The top 3 priorities identified for Joint Councils were:

1. Digital Identity Management & CDI
2. Digital Governance
3. Digital Strategy



Combined Priorities - Joint Councils & Jurisdictions



Revised Logic Model

VISION Enabling World Class Public Services Through Co-creation and Collaboration

CALL TO ACTION Focus & Acceleration to Enable Digital Government for Canadians

OBJECTIVE Focused Collaboration to Exceed Client Expectations

JOINT COUNCILS PRINCIPLES

Client-Centric

Ensuring the customer is at the center of everything government does through co-creation.

Trusted and Secure

Ensuring services are designed to be privacy respecting and citizens are able to trust their information is secure.

Digital by Design

Building for digital first, so that all channels can leverage the digital solution.

Collaboration

Fostering an environment across levels of government and jurisdictions to enable multidisciplinary teams to deliver client centered services and benefit from the collective experience and knowledge.

Measurable & Managed

Defining outcomes early and using research and measurement to create the right solutions and enable process improvement.

JOINT COUNCILS LONG TERM GOALS

Enabling Government Without Borders



Providing simple, seamless and convenient access to government information and services to Canadians regardless of where someone lives or does business.

Enabling Digital Society



Providing Canadians with the public sector services, supports and data that they need to live and do business in today's society.

Enabling a Modern & Innovative Government



Leveraging data and research to inform policy development, service design and service delivery while being open, transparent and efficient.

JOINT COUNCILS SHORT TERM GOALS

Governance & Service Delivery Model

Modernized Policies, Regulations & Legislation

Transformed Client Centered Services

Digital Culture / Capacity

Improved Results
(Measurement & Reporting)

Foundational Digital Enablers

Empowerment Through Open Government

Activities to be developed as part of next steps

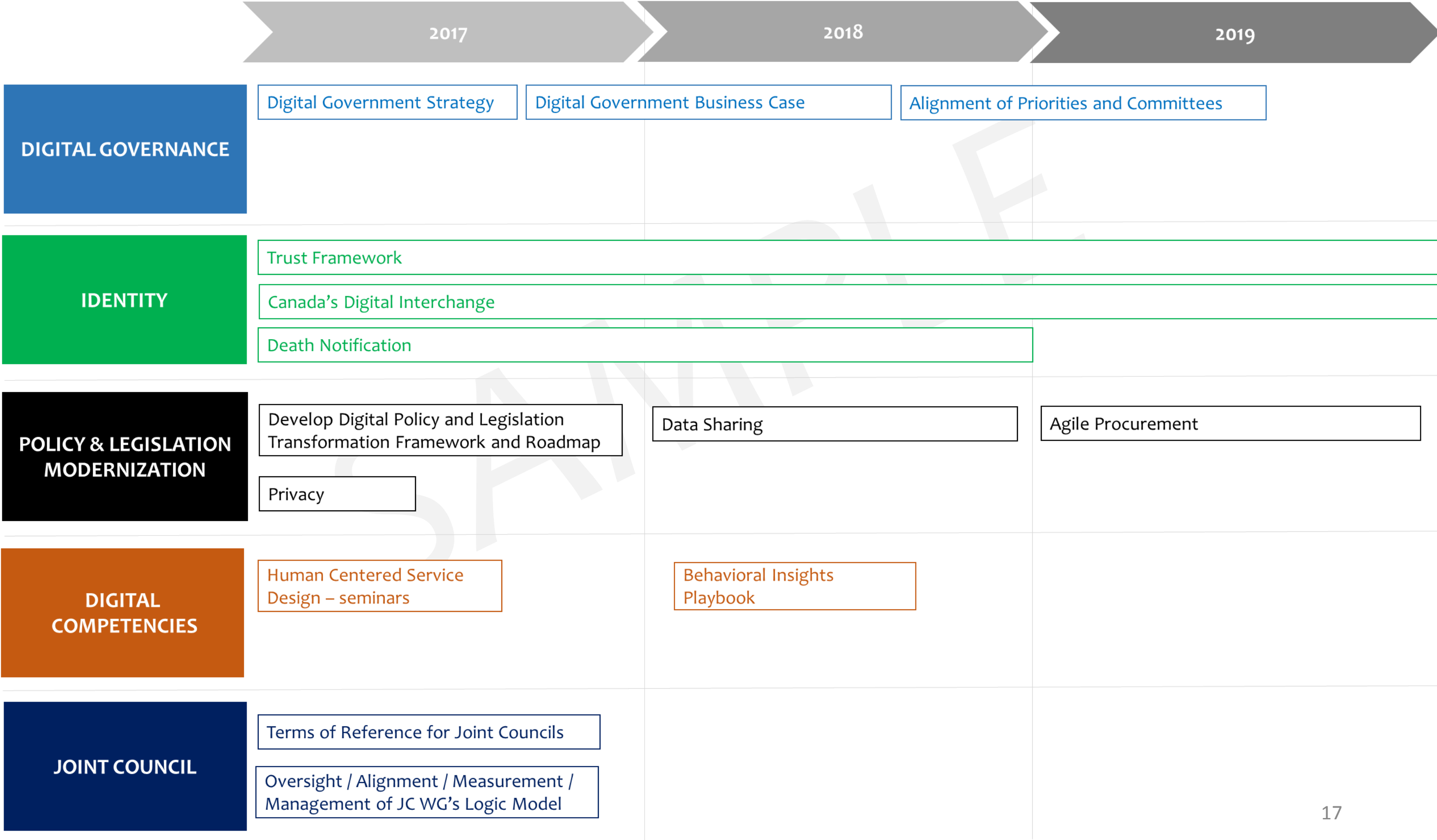
Next Steps

Next Steps

- Development and Joint Councils approval of the workplan (roadmap)
- In partnership with working groups, complete a gap analysis to understanding how each of the working groups can help to achieve priorities and Logic Model short term goals
- Recommendation for each council to have a discussion about how the work of their council can support the priorities and achieving the agreed upon goals

Appendix

Joint Councils – Sample Digital Roadmap



Other Questions

Discussion on:

- How do we maintain forward momentum?
 - How do we continue to move this forward, and to work closely with the other committees and working groups of the Councils linked to this work
 - Is this the Framework Working Group?
- Tracking and Measuring:
 - What is the best approach to keep Joint Councils informed on progress?
 - How do we track progress, to determine our success against our call to action (How will we know we are getting there?); Is there a report card?
- What makes sense for us to advance:
 - As a working group;
 - research item; or
 - have a lead jurisdiction(s) that can advance the topic and share?
- What will be the future role and responsibility of the Framework Working Group? (might not be one, or maybe there is)
- How do we hold ourselves accountable?

Framework Working Group – Scope

- ▶ The scope of the project is to plan, design, build and implement an overarching “framework” linking all the work and priorities of the Councils (PSSDC, PSCIOC and Joint Councils) as well as the work of its several sub-committees and working groups to ensure a common understanding among members of the “current state” in regards to all the work that is underway. A clearer understanding of the interconnection of the various work and priorities of the Councils would help to improve communication, resource allocation and prioritization of work going forward.
- ▶ By developing a framework (visual map) of both a macro’ view (the ‘what’) and a “micro” view (the “how”) of all the work of the Councils, it would help members/jurisdictions to better leverage its limited resources by establishing project priorities, allocating resources in a more efficient manner and providing strategic direction and oversight as required.
- ▶ While the work of the PSSDC, PSCIOC and Joint Councils involve many levels of complexities, there are also many opportunities to be leveraged and the development of a framework (visual map) would help to visualize and resolve disconnects, redundancies and gaps on current and future priorities.

Framework Working Group – Objectives

- To develop a strategic “framework” (visual map) linking all the work of the Councils (PSSDC, PSCIOC and Joint Councils) as well as the work of its Sub-Committees and Working Groups to better identify the linkages and gaps of all the work that is underway as it relates to the Councils current and emerging priorities.
- The ‘framework’ to bring focus, direction and alignment to the work of the Councils; setting of ‘national vision’ on current and emerging priorities going forward.
- The ‘framework’ to include a list of the several sub-committees and working groups of the Councils in order for the Councils to discuss how these groups are supporting the current work and how they can help to advance new Councils’ priorities.
- The ‘framework’ to help identify areas for better collaboration between the Councils and to assist in the sequencing of current and future priorities.
- The framework to include both a macro’ view (the ‘what’) and a “micro” view (the “how”) of all the work and priorities of the Councils
- The ‘framework’ to include linkages between the work of the FPT Deputies Ministers’ Table and the Joint Councils as well as other FPTM working groups of interest to the Councils.
- **The ‘framework’ to be a ‘living document’ that is updated on ongoing basis and to be reviewed at every in-person Joint Councils meeting.**

Framework Working Group Members

Jurisdiction	Name
Nova Scotia	Natasha Clarke, Co-Chair for PSSDC
British Columbia	Sophia Howse, Co-Chair for PSCIOC
Manitoba	Paul Pierlot Guy Gordon
Ontario	Steve Burnett Robert Devries
New Brunswick	Rick Ouellette
Yukon	Chris Bookless
Alberta	Jackie Stankey
City of Windsor, MISA East	Harry Turnbull
Treasury Board of Canada Secretariat	Nicholas Wise
	Rita Whittle
	Annik Casey
Region of Peel, MSDO Central Region	Karla Hale
ESDC/Service Canada	Annette Vermaeten
Industry Canada	Christian Laverdure
ICCS	Dan Batista
	Maria Luisa Willan