






Draft - v.6

PSSDC MEETING AGENDA




THURSDAY, SEPTEMBER 27th, 2018

8:30 A.M. – 4:00 P.M. PDT
MEETING ROOM: BALLROOM



BREAKFAST: 7:30 A.M. – 8:25 A.M. PDT Bennett and Tagish Room

#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	8:30 a.m.	Welcome	Roundtable introduction of PSSDC Members and Observers		PSSDC Co-Chairs
1	8:30-8:50 a.m. (20 min)	<u>Administrative Matters</u> 	<p>A) Approval of Record of Decision from February 22nd, 2018 in-person meeting, Toronto (TAB 1A)</p> <p>B) Acceptance of September 27th, 2018 Meeting Agenda (TAB 1B)</p> <p>C) PSSDC Treasurer's Report</p> <ul style="list-style-type: none"> ○ PSSDC Financial Status (TAB 1C) ○ PSSDC Members' contributions for 2019-2020 (TAB 1D) <p>D) Review of PSSDC Action Items from previous meetings (TAB 1E)</p> <p>E) PSSDC Bring Forward Agenda (TAB 1F)</p>	<p><i>For approval</i></p> <p><i>For approval</i></p> <p><i>For review</i></p> <p><i>For review</i></p> <p><i>For information</i></p>	<p>Heather Sheehy</p> <p>Deb Bergey, PSSDC Treasurer</p>
2	8:50 – 8:55 a.m. (5 min)	<u>Partnerships</u> 	<p>FPT DMs' Table – (TAB 2)</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • Debrief on July Clerks and Cabinet Secretaries meeting • Update on upcoming meetings 	<i>For information / discussion</i>	FPT DMs' Table Secretariat: Natasha Clarke Heather Sheehy
3	8:55 – 10:05 a.m. (70 min) (8:55 – 9:45)	<u>Client Centric Services</u> 	<p>Service to Business Working Group</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • Progress report on the work of the S2B Working Group (TAB 3A) • Presentation of the Business Number (BN) Playbook & Q&A (TAB 3B) 	For feedback / approval	<p><i>Intro: Natasha Clarke</i></p> <p>S2B Co-Chairs: Anne Matthews Vidya ShankarNarayan, Davis Pier:</p>



	(9:45 – 10:05)		<ul style="list-style-type: none"> ISED: Discussion on ISED's Digital Service Transformation. (TAB 3C) 		James Brown ISED: Aneeta Bains Vidya ShankarNarayan
	10:05 – 10:20 a.m.		BREAK		
4	10:20 – 11:00 a.m. (40 min)	<u>Client Centric Services</u> 	Service Network Collaboration Working Group – (TAB 4A to 4E (4E(i) to 4E (iv))) <u>Objectives:</u> <ul style="list-style-type: none"> Progress report on Points of Service Mapping Seek endorsement of Service Partnerships Playbook Engagement Strategy Seek endorsement of the SNC Terms of Reference and work plan 	For feedback / approval	<i>Intro: Heather Sheehy</i> SNC Co-Chairs: Cheryl Meek Rob Horwood <i>(via teleconference)</i>
5	11:00 a.m. – 12:00 p.m. (60 min)	<u>Client Centric Services</u> 	Data Driven Intelligence Working Group (DDI) – (TAB 5A & 5B) <u>Objectives:</u> <ul style="list-style-type: none"> Seek endorsement of DDI Terms of Reference and work plan Demo of E-Vulnerability Index (EVI) Tool Seek approval of DDI Playbook funding request 	For feedback / approval	<i>Intro: Natasha Clarke</i> DDI Co-Chairs: Guy Gordon John Houweling <i>(via teleconference)</i> DDI Demo: Ginette Gervais & Firouz Fallahi, ESDC <i>(via Webex)</i>
	12:00 – 1:00 p.m.		LUNCH – Bennett and Tagish Room		
6	1:00 – 1:45 p.m. (45 min)	<u>Client Centric Services</u> Emerging technologies 	Sightline Innovation (TAB 6 reference notes, presentation available at the meeting) <u>Objective:</u> Presentation by Sightline Innovation on Artificial Intelligence (the deck available at the meeting): <ul style="list-style-type: none"> How can their newly developed platform enable integration of AI into already existing infrastructure 	For information/ discussion	<i>Intro: Heather Sheehy</i> Sightline Innovation: Co-Founders: Wallace Trenholm, Maithili Mavinkurve



			<ul style="list-style-type: none"> How can PSSDC leverage real world application of AI to be more efficient Used cases specific to government (public sector) – real tangible examples i.e. City of Toronto homelessness pilot program Government to citizen optimization How AI can be leveraged in the short term AI applications in Canada and around the world How is ethical AI being thought of to improve citizen experience 		<p>Jo Kennelly, VP Strategy</p> <p>https://www.sightlineinnovation.com/</p>
7	<p>1:45 – 2:30 p.m.</p> <p>(45 min)</p>	<p><u>Emerging Client Needs</u></p> 	<p>Indigenous Services – (TAB 7)</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> Presentation on Indigenous Service Delivery – Mandate of Indigenous Services Canada and an example of devolution of services from government to Indigenous organizations (10 min) Break-Out Session: 3 Key Questions (15 min) <ul style="list-style-type: none"> a) What are some good practices of service delivery to indigenous populations; b) What are some of the challenges your jurisdictions faces; and c) Recommendations for improving service delivery to Indigenous populations including how to measure impact/success. Facilitated group discussion (20 min) 	For discussion	<p><i>Intro: Heather Sheehy</i></p> <p>Facilitator: Hillary Thatcher, Indigenous Services Canada</p> <p>Guest Observer: Brian MacDonald, ADM, Aboriginal Relations, Yukon</p>
	2:30 – 2:45 p.m.		BREAK		
8	<p>2:45 – 3:30 p.m.</p> <p>(45 min)</p>	<p><u>Client Centric Services</u></p> 	<p>In-depth discussion of the Citizens First 8 (CF8) results – (TAB 8)</p> <p><u>Objective:</u></p> <ul style="list-style-type: none"> Facilitated discussion on how jurisdictions are using the results and how PSSDC could apply the results to improve the client experience from an inter-jurisdictional perspective. 	For discussion	<p><i>Intro: Heather Sheehy</i></p> <p>Facilitator: Dan Batista, ICCS</p> <p>Ipsos Reid: Marina Gilson, Sr. Research Director</p>



			<p><i>Citizens First 8 presents a comprehensive look at how clients view government services and places increased emphasis on providing actionable data for service executives and managers across the public sector. While the study continues to delve into the areas examined in previous surveys, such as service reputation, client experience and expectations, it also employs innovative approaches that offer new insights on key issues facing the public sector today. With this objective in mind, the study introduces methodologies that take advantage of the latest in behavioural science, as well as incorporates data from other research with the aim of providing a fresh perspective on government and new technologies.</i></p>		<p>Michal Dziong, ICCS Research Manager</p>
9	<p>3:30 – 3:50 p.m.</p> <p>(20 min)</p>	Digital Policy	<p>Treasury Board Digital Policy – (TAB 9)</p> <p>Objective: Seeking PSSDC feedback on initial proposal for change</p> <p>TBS is developing a new Treasury Board Digital Policy to help transition the Government of Canada into the digital era. Supporting government departments and agencies to operate effectively as digital organizations, this single set of rules and guidance will integrate and evolve the existing policy instruments that govern the management of service delivery, information technology, information management and cyber-security.</p> <p>Development of the Digital Policy is being undertaken in the open. During May and June, ideas were solicited on what these rules and guidance might look like. A high volume of thoughtful feedback was submitted from both the public and government officials. High-level policy directions for a new Digital Policy are now being developed, considering the feedback received, a line-by-line review of the existing sets of rules, and Government of Canada priorities and direction.</p>	<p>For feedback</p> <p>As the Digital Policy continues to be developed, feedback is sought on these proposed high-level rules to support their further development as the Secretariat moves forward to seek endorsement from Deputy Ministers in late fall 2018.</p>	<p><i>Intro: Natasha Clarke</i></p> <p>Presenter: Sonya Read, TBS</p>

