




PSSDC BRING FORWARD AGENDA

	FEBRUARY 28, 2019 IN-PERSON MEETING	APRIL 8, 2019	JUNE 10, 2019	AUGUST 7, 2019
SECRETARIAT / OPERATIONS 	JC Strategic Policy Analyst: <ul style="list-style-type: none"> Discussion on how the work and mandate of the PSSDC working groups: SNC, S2B and DDI aligns with the work of the Councils and Logic Model Discussion on how to leverage the work of these groups to better support current priorities and identify gaps. 	Debrief of February meeting	Progress report on Action Items	Progress report on Action Items
CLIENT CENTRIC SERVICES 	Data Driven Intelligence Working Group <ul style="list-style-type: none"> Draft of the Data Driven Intelligence Playbook Service to Business Working Group <ul style="list-style-type: none"> Progress on the implementation of the BN Playbook Members' feedback on the use of the engagement strategy across jurisdictions Discussion on areas to improve the Service to Business initiatives Service Network Collaboration Working Group <ul style="list-style-type: none"> Progress report on Service Partnerships Playbook Engagement Strategy Update on Points of Service Mapping exercise and seek direction on next steps for the project Share innovations in call centre service delivery being implemented by jurisdictions and seek direction on focus of future work on call centres Seek direction on future focus of the working group 	Data Driven Intelligence Working Group <ul style="list-style-type: none"> Update on draft DDI Playbook Service to Business Working Group: <ul style="list-style-type: none"> TBC – Follow up from Feb meeting Service Network Collaboration Working Group <ul style="list-style-type: none"> TBC – Follow up from Feb meeting 		
PARTNERSHIPS 	FPT DMs' Table meeting <ul style="list-style-type: none"> Update on the work of the DMs' Table as it relates to the priorities of the Joint Councils and PSSDC 	FPT DMs' Table meeting <ul style="list-style-type: none"> Debrief from March 20, 2019 teleconference Planning for June 2019 meeting 	FPT DMs' Table meeting <ul style="list-style-type: none"> Agenda for June 2019 meeting 	FPT DMs' Table meeting <ul style="list-style-type: none"> Debrief of June 2019 meeting

EMERGING
CLIENT
SERVICE NEEDS



Indigenous Services:

- Report back on feedback received at the September meeting on what are the issues across Canada
- Discussion on examples of innovative service delivery approaches

Future Directions in Service:

- To share initial federal thinking on future directions in service and seek PSSDC members' feedback

BC Pilot Open Source:

- Demo on BC pilot related to Open Source software around a customer flow system i.e. wait times, time to deliver, staffing, etc.

Discussion topic:

- **Follow up discussion on CF8** – Research Committee to provide insights or recommendations on areas of focus (unpack results) for further discussion.

Discussion topic:

Discussion topic: