



Draft - v.11

## **PSSDC MEETING AGENDA**



**THURSDAY, FEBRUARY 28, 2019**

**8:30 A.M. – 4:00 P.M. EST**



**Crowne Plaza Gatineau-Ottawa Hotel**

**MEETING ROOM: Salon des Nations**



***BREAKFAST: 7:30 A.M. – 8:25 A.M. EST – Terrasse des nations***

#	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)	<b><u>Administrative Matters</u></b>  	<b>Objective:</b> <b>A) Approval of Record of Decision from Sept. 27, 2018 in-person meeting, Whitehorse (TAB 1A)</b>  <b>B) Acceptance of February 28, 2019 Meeting Agenda (TAB 1B)</b>  <b>C) PSSDC Treasurer's Report</b> <ul style="list-style-type: none"> <li>PSSDC Financial Report (<b>TAB 1Ci</b>)</li> <li>Estimate of funding requests from working groups for 2019-2020 (<b>TAB 1Cii</b>)</li> <li>PSSDC Members' contributions for 2019-2020 (<b>TAB 1Ciii</b>)</li> </ul> <b>D) Review of PSSDC Action Items from previous meetings (TAB 1D)</b>  <b>E) PSSDC Bring Forward Agenda (TAB 1E)</b>	<b><i>For approval</i></b>   <b><i>For approval</i></b>  <b><i>For review</i></b>   <b><i>For review</i></b>  <b><i>For information</i></b>	<b>Natasha Clarke</b>          <b>Deb Bergey, PSSDC Treasurer (via teleconference)</b>
2	8:50 – 9:20 a.m.  (30 min)	<b><u>Client Centric Services</u></b>  	<b><u>Data Driven Intelligence Working Group (DDI) – (TAB 2)</u></b>  <b>Objectives:</b> <ul style="list-style-type: none"> <li>Presentation of the DDI Playbook framework (including case study selection) and preliminary design</li> </ul>	<b>For discussion / feedback</b>	<b><i>Intro: Natasha Clarke</i></b>  <b>DDI Co-Chairs:</b> Guy Gordon, MB John Houweling, York Region





			<b>Expected Outcome:</b> <ul style="list-style-type: none"> <li>Opportunity for members to provide feedback on the DDI Playbook framework</li> </ul>		<b>Optimus SBR:</b> Rachel Steger, Project Manager  Mary Tate, Executive Oversight (via telephone)
3	9:20 – 10:05 p.m.  (45 min)	<u><b>Client Centric Services</b></u>  	<u><b>Service Network Collaboration Working Group (TAB 3A to 3C)</b></u>  <b>Objective:</b> <ul style="list-style-type: none"> <li>Progress report on Service Partnerships Playbook Engagement Strategy</li> <li>Update on Points of Service Mapping exercise and seek direction on next steps for the project</li> <li>Share innovations in call centre service delivery being implemented by jurisdictions and seek direction on focus of future work on call centres</li> <li>Seek direction on future focus of the working group.</li> </ul> <b>Expected Outcome:</b> Clear direction on next steps for working group activities, particularly as they relate to Points of Service Mapping and Call Centres	<b>For discussion / feedback</b>	<i>Intro: Catherine Bennett</i>  <b>SNC Co-Chairs:</b> Rob Horwood, NB Wendy Birkinshaw Malo, ESDC
	<b>10:05 – 10:20 a.m.</b>		<b>BREAK</b>		
4	10:20 – 11:05 a.m.  (45 min)	<u><b>Client Centric Services</b></u>  	<u><b>Service to Business Working Group (TAB 4A &amp; 4B)</b></u>  <b>Objective:</b> <ul style="list-style-type: none"> <li>Update on the implementation of the BN Playbook engagement strategy.</li> <li>Update on future priorities</li> <li>Identify potential areas to connect with current Digital Identity efforts</li> </ul> <b>Expected Outcome:</b> <ul style="list-style-type: none"> <li>Members commitment to share the BN Playbook engagement strategy materials within their jurisdictions to</li> </ul>	<b>For discussion / feedback</b>	<i>Intro: Natasha Clarke</i>  <b>S2B Co-Chairs:</b> Anne Matthews, ON Pirth Singh, ISED



			<p>further for BN adoption and expansion.</p> <ul style="list-style-type: none"> <li>Opportunity for members to provide feedback on future priorities.</li> </ul>		
5	<p><b>11:05 – 11:45 a.m.</b></p> <p>(40 min)</p>	<p><b><u>Emerging Client Needs</u></b></p> 	<p><b><u>Indigenous Services – (TAB 5)</u></b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>Report back on feedback received at the September meeting on what are the issues across Canada</li> <li>Discussion on examples of innovative service delivery approaches</li> </ul> <p><b><u>Expected Outcome:</u></b></p> <ul style="list-style-type: none"> <li>Report out on issues across Canada related to Indigenous services as per members discussion in September</li> <li>Confirm next steps for follow up by PSSDC</li> </ul>	<p><b>For discussion</b></p>	<p><i>Intro: Catherine Bennett</i></p> <p><b>Hillary Thatcher,</b> Indigenous Services Canada</p> <p><b>Lori Doran,</b> Director General, Crown-Indigenous Relations and Northern Affairs Canada</p>
6	<p><b>11:45 – 12:00 p.m.</b></p> <p>(15 min)</p>	<p><b><u>Partnerships</u></b></p> 	<p><b><u>FPT DMs' Table – (TAB 6)</u></b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>Update on the work of the DMs' Table as it relates to the priorities of the Joint Councils and PSSDC</li> </ul>	<p><b>For information / discussion</b></p>	<p><b>FPT DMs' Table Secretariat:</b> Natasha Clarke, NS Catherine Bennett, ESDC</p>
	<b>12:00 – 1:00 p.m.</b>		<b>LUNCH – Terrasse des Nations</b>		
7	<p><b>1:00 – 2:00 p.m.</b></p> <p>(60 min)</p>	<p><b><u>Strategic Discussion</u></b></p>	<p><b><u>Strategic Discussion (TAB 7A &amp; 7B)</u></b></p> <p><b><u>Objective:</u></b></p> <ul style="list-style-type: none"> <li>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</li> <li>Discussion on how to leverage the work of these groups to better support current priorities and identify gaps.</li> </ul> <p><b><u>Expected Outcome:</u></b></p> <ul style="list-style-type: none"> <li>Understanding of how the work of the PSSDC aligns with the priorities (Logic Model) of the Joint Councils</li> </ul>	<p><b>For discussion / feedback</b></p>	<p><i>Discussion facilitated by PSSDC Co-Chairs</i></p> <p><b>Cathy Kealey,</b> JC Strategic Policy Analyst</p>





			<ul style="list-style-type: none"> <li>Gaps or areas for further collaboration with JC and PSCIOC groups</li> </ul>		
8	<b>2:00 – 2:30 p.m.</b>  (30 min)	<b><u>Emerging Client Needs</u></b>  	<b><u>BC Pilot: Open Source (TAB 8)</u></b>  <b><u>Objective:</u></b> Demo on BC pilot related to Open Source software around a customer flow system i.e. wait times, time to deliver, staffing, etc.	<b>For information / discussion</b>	<i>Intro: Catherine Bennett</i>  <b>Ron Hinshaw, BC</b>  <b>Karim Gillani,</b> Digital Services Architect, Strategic Services, BC <i>(via Webex)</i>
	<b>2:30 – 2:45 p.m.</b>		<b>BREAK</b>		
9	<b>2:45 – 3:30 p.m.</b>  (45 min)	<b>Future Directions in Service</b>	<b><u>Future Directions in Service (TAB 9)</u></b>  <b><u>Objective:</u></b> <ul style="list-style-type: none"> <li>To share initial federal thinking on future directions in service and seek PSSDC members' feedback</li> </ul> <b><u>Expected Outcome:</u></b> <ul style="list-style-type: none"> <li>Consideration of future areas of opportunity for FPTM collaboration</li> </ul>	<b>For discussion / feedback</b>	<i>Intro: Catherine Bennett</i>  <b>Sonya Read,</b> Senior Director, Digital Policy, TBS  <b>Alanna MacDougall</b> Senior Director, Service Policy & Strategy Directorate, ESDC
10	<b>3:30 – 4:00 p.m.</b>  (30 min)	<b><u>Administrative Matters</u></b>  	<b><u>Other Business:</u></b> <b>A) Jurisdictional Information Sharing – (TAB 10A to 10R)</b> <b>B) Call out for PSSDC P/T Co-Chair – TAB 11</b> <b>C) PSSDC EVALUATION FORM – TAB 12</b> <b>D) Next PSSDC in-person meeting: September 26, 2019, Winnipeg, MB</b> <b>E) PSSDC Teleconferences:</b> <ul style="list-style-type: none"> <li>Monday, April 8, 2019</li> <li>Monday, June 10, 2019</li> </ul>	<b>For information</b>  <b>For decision</b>  <b>Please complete evaluation form</b>  <b>For information</b>	<b>Natasha Clarke</b>



			• <i>Wednesday, August 7, 2019</i>		
	<b>4:00 p.m.</b>		<b>Adjournment of PSSDC Meeting</b>		
			<i>No evening event</i>		