

PSSDC MEETING AGENDA

(Draft v6)

THURSDAY, FEBRUARY 17, 2022

12:00 p.m. – 3:00 p.m. EST

#	TIME	PSCIOC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	12:00 p.m.	<ul style="list-style-type: none"> For simultaneous interpretation: refer to information provided Members to respond to evaluation poll after each presentation 			
	12:00 p.m.	Welcome	Welcome & Land Acknowledgement Rollcall of PSSDC Members and registered Observers in attendance		ICCS Secretariat
1	12:00 – 12:05 a.m. (5 min)	Secretariat	Objective: A) Approval of Record of Decision from October 28, 2021, meeting (TAB 1A) B) Acceptance of February 17, 2022, Meeting Agenda (TAB 1B)	For approval For approval	Catherine Bennett, PSSDC Co-Chair
2	12:05 – 1:05 p.m. (60 min)	CLIENT CENTRIC SERVICES 	Priority #1: Modernization of Service Delivery Models (TAB 2) Objective: Digital Leadership <ul style="list-style-type: none"> Insights on effective, responsive, informed leadership for next generation of service delivery. How to lead in the digital age and leverage digital solutions to create better digital tools and services for all clients, including vulnerable populations. How all levels of government can collaborate to provide better integrated service and support for clients. How to drive enterprise approach (whole of government) What best practices can organizations incorporate throughout and across to foster more open and accessible digital services. How to measure success in addressing gaps in digital access and digital literacy. 	For information / discussion <i>Members to respond to evaluation poll after each item.</i>	Lead: Catherine Bennett Public Digital: Emma Gawen, Partner Emma is a Public Sector expert and lead in the Americas. She works primarily with senior government leaders, helping them to initiate and support the structural changes needed to support digital ways of working.

	1:05 – 1:15 p.m.		Stretch Break		
3	1:15 – 2:15 p.m. (60 min)	CLIENT CENTRIC SERVICES 	<u>Priority #2 Client Experience Management (TAB 3)</u> Objective: Workshop on Digital Skills - Going beyond the 'tool' view of technology Introduction by Cody Dodd, PhD: Experiences from ICCS to Nielsen to the London School of Economics (5 mins) A) Strategic Data Management - Digital Literacy for Executives - Recognizing core taxonomy needed to navigate digital transformation: (5 min) <ul style="list-style-type: none"> What is AI? B) Bias and Ethics - Core leadership competencies for successful digital management: (5 min) <ul style="list-style-type: none"> Facilitation Digital strategy Practical C) Use Cases & Competencies (30 min) <ul style="list-style-type: none"> Citizen / employee experience management Talent acquisition Process optimization D) Q&A (10 min) E) Wrap up and next steps (5 min)	For information / discussion <i>Members to respond to evaluation poll after each item.</i>	Lead: Mark Burns, PSSDC Co-Chair Cody Dodd, PhD, Researcher & Innovator on Digitization and Artificial Intelligence
	2:15 p.m. – 2:20 p.m.		Stretch Break		
4	2:20 – 2:30 p.m. (10 min)	Financial Report	Objective: <ul style="list-style-type: none"> PSSDC Financial Report (TAB 4A) PSSDC Annual Contributions (TAB 4B) 	For information	Lead: Catherine Bennett Linda Maljan, PSSDC Treasurer
5	2:30 – 2:45 p.m. (15 min)	Jurisdictional Service Delivery Priorities, Initiatives & Challenges	Objective: (TAB 5A & 5B) Information Sharing Analysis: Overview of key service delivery accomplishments across the country, jurisdictional showcase opportunities on service delivery projects and overview of pan-Canadian service	For information / feedback	Lead: Mark Burns, PSSDC Co-Chair ICCS Secretariat: Maria Luisa Willan

			delivery issues for possible discussion / interjurisdictional collaboration.		Pavel Chernousov, Research Analyst
6	2:45 – 2:55 p.m. (10 min)	Agenda Planning	<u>Objective: (TAB 6A & 6B)</u> <ul style="list-style-type: none"> PSSDC Bring Forward Agenda <ul style="list-style-type: none"> PSSDC bring forward agenda to ensure agenda items are aligned to Council's priorities. PSSDC Action Items 	<i>For information / feedback</i>	<i>Lead: Catherine Bennett</i> ICCS Secretariat Maria Luisa Willan
7	2:55 - 3:00 p.m. (5 min)	Other Business	<u>Objective:</u> <ul style="list-style-type: none"> PSSDC Group Update: Contact Centre CoP (TAB 7A to 7C) – Group seeking representation from NL, PEI, NU, and YT. Upcoming PSSDC Meetings: <ul style="list-style-type: none"> Tuesday, April 5th, 1:00 pm EDT Tuesday, May 3rd, 1:00 pm EST Monday, June 6th, 12:00 pm EDT Tuesday, July 12th, 1:00 pm EDT 	<i>For information</i>	<i>Lead: Mark Burns, PSSDC Co-Chair</i> ICCS Secretariat Maria Luisa Willan
	Adjournment of PSSDC Meeting				