

## CoP Report to PSSDC

Contact Centre Community of Practice (CC CoP)	
Date	January 20, 2023
Co-Chairs	Jeremy Moss, CC CoP Co-Chair, Government of British Columbia Trevor Milne, CC CoP Co-Chair, ESDC / Service Canada

ACTIVITIES COMPLETED FOR PERIOD (September 2022 – January 2023)
<ol style="list-style-type: none"> <li>The Co-Chairs and secretariat continue to work on identifying potential panel members on topics of interest to the community.</li> <li>Current membership – 82 individuals representing:           <ul style="list-style-type: none"> <li>5 federal departments/organizations</li> <li>21 provincial/territorial ministries</li> <li>21 municipalities</li> </ul> </li> </ol>

ACTIVITIES PLANNED FOR NEXT PERIOD (February 2023 – August 2023)
<ol style="list-style-type: none"> <li>Panel discussions           <ul style="list-style-type: none"> <li>Possible themes include: Contact centre technology and/or functionalities recently implemented by members; perspectives on serving vulnerable communities</li> </ul> </li> <li>Expand provincial/territorial and municipal membership.</li> </ol>

ISSUES / CHALLENGES			
Issue	Criticality	Impact	Action Plan
<p>The group currently does not have representation from:</p> <ul style="list-style-type: none"> <li>NL, PEI, NU, and YT</li> <li>Cities of Vancouver, Regina, Winnipeg, Toronto, Ottawa, Montreal, Halifax</li> </ul>	M	H	<p>Requesting PSSDC members to identify representatives for the Community of Practice</p> <p><i>Refer to Contact Centre CoP Terms of Reference</i></p>