

# Review of Joint Councils and PSSDC Working Groups and Communities of Practice

---

PSSDC

FEBRUARY 22, 2023

# Current JC Working Groups (WG)

## Joint Councils (JC)

### Open Source

- Provides a mechanism for FPTM jurisdictions to collaborate and learn from each other on the use of Open Source software and approach of working together.



### Research Committee

- Responsible for the conduct of research to support the public sector inter-jurisdictional CIO and service delivery communities.



### Data Driven Intelligence (DDI)

- Improves the client experience by leveraging Open Data and advanced data analytics to improve cross-jurisdictional service delivery and collaboration.



### Digital Trust & Credentials Program

- Aims to accelerate work to deliver trusted digital identity for Canadians. Digital identity is a key foundational element in transforming services. This Program is supported by two sub-groups:

1) **Executive SWAT Team** that identifies key roles and supports to enable Pan-Canadian Digital Trust & Credentials Program. The WG also contributes to the Pan-Canadian efforts towards Digital Trust, Credentials and Cybersecurity priorities; and

2) **Jurisdictional Experts on Digital Identity (JEDIs)** that is responsible for public sector governance for digital identity.



### Service to Business

- Shares information, experiences and explore inter-jurisdictional opportunities to collaborate on tangible service improvements for Canadian businesses.



### Privacy Sub-Committee

- A national forum for the exchange of information relating to ATI/FOI and privacy research, best practices, training, IT products, and other resources.



### Analytics Playbook Sub-Group

- Focuses on Data Sharing within and across government organizations serving the public, and is responsible for the annual refresh and promotion of the Analytics Playbook.



# Current JC & PSSDC Communities of Practice (CoP)

## Joint Councils (JC)

## Public Sector Service Delivery Council (PSSDC)

### Canada Open Government

- A multi-jurisdictional information sharing and collaboration forum on open government initiatives, tools and principles.



### Client Centric Services Design & Experience

- A forum for jurisdictions to work together to improve the overall service experience for Canadians through client centered service design.



### Death Notification

- A multi-jurisdictional information sharing and collaboration forum to support the development and continuous improvement of death registration and notification in Canada.



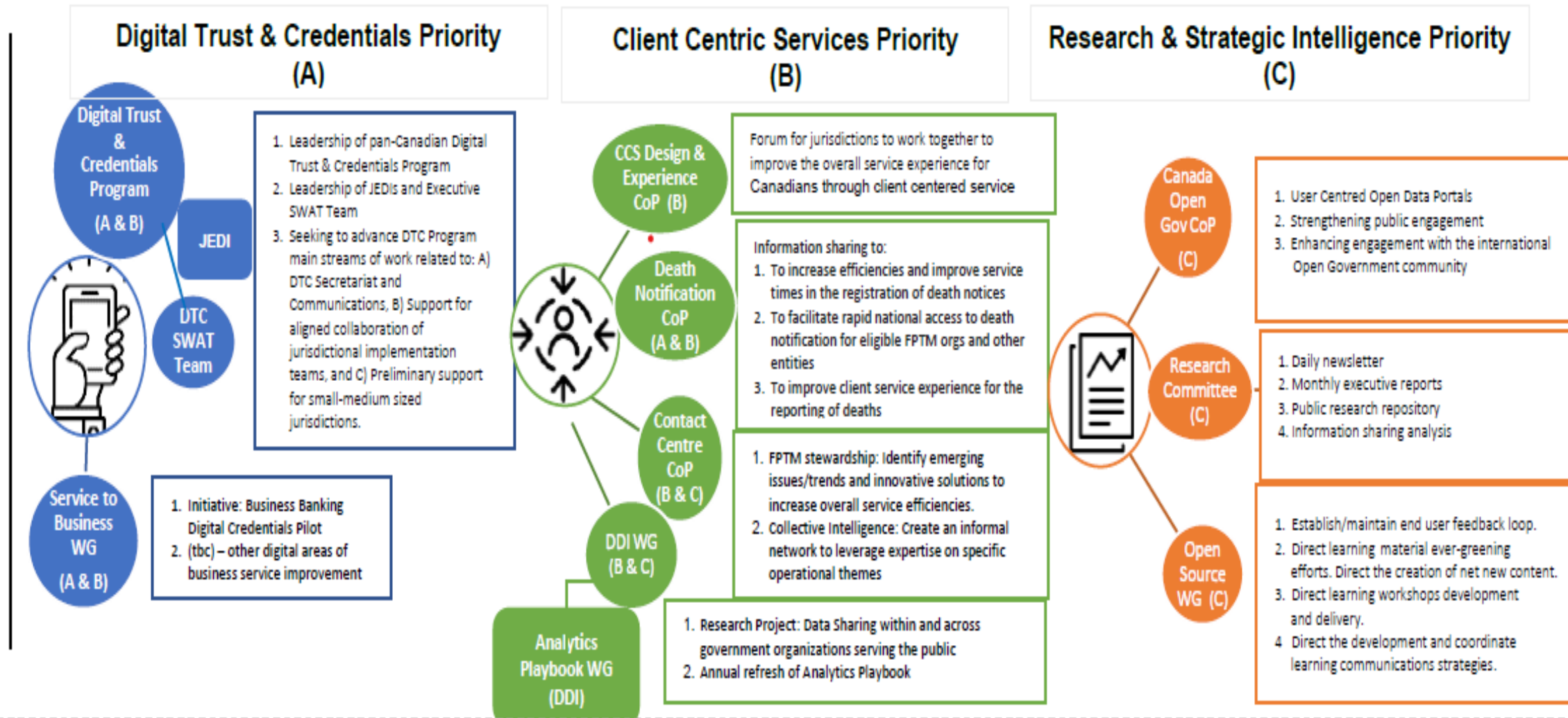
### Contact Centre Community of Practice (Contact Centre CoP)

- A forum for jurisdictional entities to work together to improve contact centre service delivery across Canada.



# WGs with Targeted Deliverables within the Next Year that support Joint Councils Priorities A, B and/or C

## Section 1 Targeted Deliverables supporting JC priorities

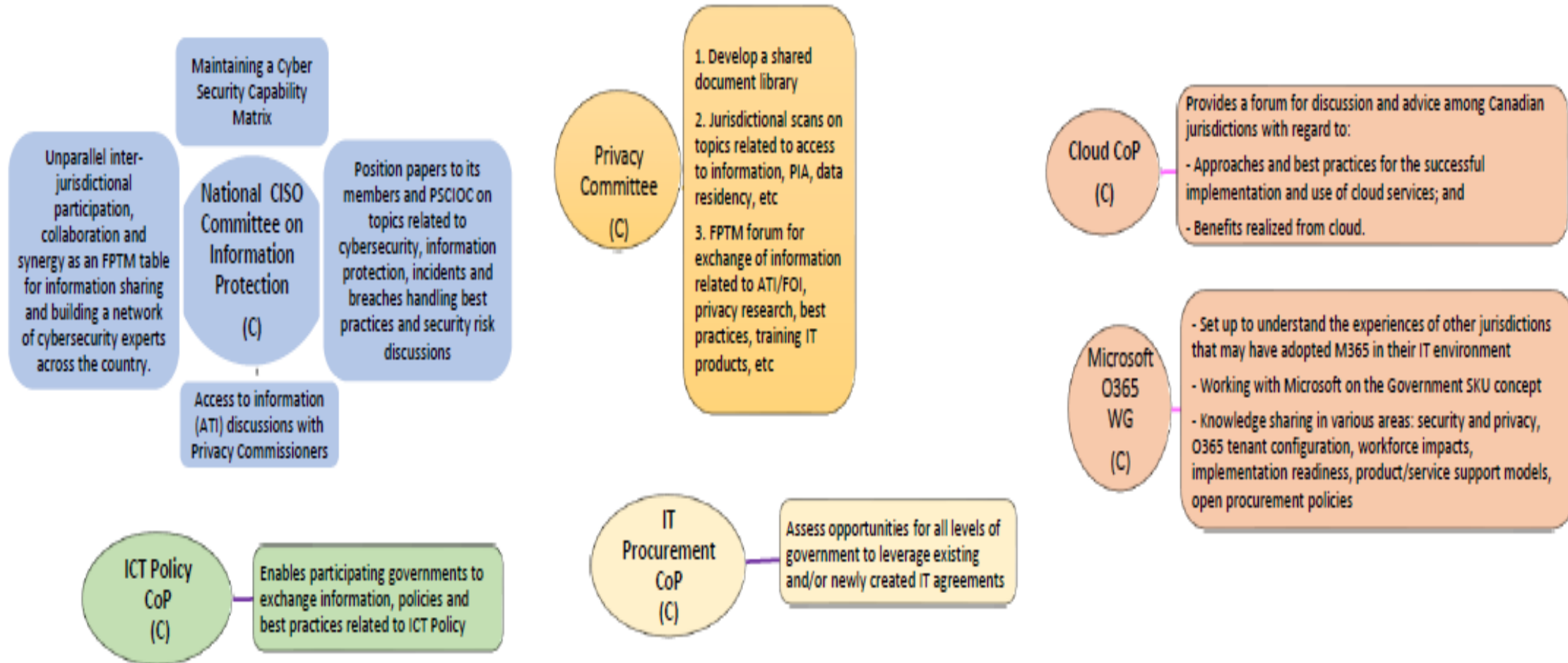


# Other WGs and CoPs with Identified Targeted Outcomes

## Section

## 2

Targeted  
Outcomes  
supporting JC or  
PSCIOC  
priorities



# Current PSSDC Priorities

## Two High-level Priorities for Short-Term Action

### 1a - Unclaimed Benefits

- 1) Identifying data gaps (i.e., key programs and populations) for the Table to focus on.
- 2) Leveraging technology (i.e., Robotic Process Automation) to better identify communities and populations with lower uptake rates.
- 3) Identifying barriers to auto-enrollment and solutions.
- 4) Supporting targeted outreach to populations with lower uptake rates, including joint FPT outreach.

### 1b - Service Design

- 1) Supporting co-design, client feedback, and design thinking approaches.
- 2) Leveraging lessons learned and successes to foster joint outreach on complementary programs/services.
- 3) Supporting digital adoption strategies to better embed inclusion and accessibility into digital services.
- 4) Supporting clients moving online through service delivery channels coordination for a more seamless experience.

## Two Longer-Term Priorities

### 2a - Digital Trust and Credentials

- 1) Supporting successful digital adoption strategies.
- 2) Priorities to be refined following finalization of TOR for the DMs' Table on Cyber/Digital Trust.

### 2b - Staffing and Retention

- 1) Exploring recruitment, on-boarding and training initiatives for service staff.
- 2) Exploring co-location, co-delivery of services, and inventory sharing for service staff.

## One Horizontal Priority

### Data Science, AI, and Automation

- 1) Supporting progress on data governance and sharing.
- 2) Supporting data literacy for better service design.
- 3) Supporting use of AI and RPA.

# Forward Planning of JC & PSSDC WG

## Guiding Questions:

1. Which of the current Working Groups and Communities of Practice support or could be leveraged to support the priorities of PSSDC?
2. What new Working Groups are required to advance the priorities of PSSDC?