

PSSDC BRING FORWARD AGENDA (October 2021 v1)

UNDER DEVELOPMENT

PSSDC PRIORITIES

1. Client Centric Services







2. Research & Strategic Intelligence



3. (TBC) Innovation



	OCTOBER 28, 2021 (3HRS)	DECEMBER 2, 2021	JANUARY 18, 2022
SECRETARIAT 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda PSSDC Financial Report 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda
CLIENT CENTRIC SERVICES 	<ul style="list-style-type: none"> ESDC/Service Canada: Communication tool built in service design and delivery and about the services that have been built during the pandemic to inform the management of service delivery in the wake of pandemic from those three surveys conducted by ESDC. Municipal showcase item: Presentation on E-training or Virtual Classrooms. 	<ul style="list-style-type: none"> IRCC to provide further information related to challenges from a delivery and design perspective on Chatbots. (action item) 	
EMERGING CLIENT SERVICE NEEDS OR TOPICS OF INTEREST 	<ul style="list-style-type: none"> Discussion on the importance of Citizen Satisfaction Research: Key implications and possible actions to address findings. Discussion on areas of focus or further discussion for PSSDC as it relates to its mandate. 		
PSSDC INFORMATION SHARING & RESEARCH 	<p><u>For information only: latest Research Reports:</u></p> <ul style="list-style-type: none"> AI in Government: Privacy & Human Rights Implications Highlights of Citizens First 2020 Usability Testing in Government. Data Management in a Digital World. Client Experience (CX) in the New Normal. E-Signature in Government 	<ul style="list-style-type: none"> Showcase item - PSSDC info sharing 	<ul style="list-style-type: none"> Showcase item - PSSDC info sharing

Members' Feedback on future topics:

Fall 2021 – PSSDC Information Sharing Analysis on common issues and needs:

- **Digital Enablement:** How organizations leverage digital solutions to create better digital tools and services. How FPT can collaborate to provide a more integrated service navigation and support For clients across jurisdictions.
- **Digital Transformation:** Info sharing about service modernization and digital services including information about successful digital adoption strategies and addressing gaps in digital access and digital literacy.
- **Digital ID:** information about policy framework, benefits realization (efficiency, monetization opportunities), governance model, Public/Private collaboration model, promoting and conducting public consultations.
- **Enterprise Strategic Planning:** How organizations use enterprise-wide standards to ensure data interoperability, accessibility and quality.
- **COVID-19 Response and Recovery:** information on pandemic recovery across jurisdictions. Insights related to: COVID-19 tracking, vaccine processes and tools, strategies to support financial management.
- **Privacy:** How to strengthen privacy protections of personal information during pandemic. How are organizations safeguarding data by building privacy by design, approach and compliance to privacy legislation, best practices when engaging public in service design, increasing transparency.

Showcase Opportunities: PSSDC info sharing – fall 2021 – some items may be showcased at Joint Councils (as per JC priorities)

- **Yukon**
 - Public-facing services in Yukon largely run on open-source software. Presentation on leveraging open-source software.
 - Presentation on integrating geo-spatial capabilities into Yukon's service delivery practices.
- **Manitoba:** Chatbots
- **Ontario:**
 - **Ontario's online newborn registration refresh (after October 2021)** A refreshed newborn registration bundle, launching late summer, will deliver a simplified, mobile-enabled user interface to enable parents to register a birth, order a birth certificate, apply for a SIN and Canada Child Benefits and seek a referral to an RESP provider. This will modernize birth registration in Ontario and better support parents by providing a more user-friendly experience, whether from a desktop computer or mobile device.
 - **MyBenefits social assistance portal (after October 2021)** - Ontario's new social assistance online portal, [MyBenefits](#), designed to improve service delivery of social assistance programs: Ontario Works and Ontario Disability Support Program. Ontario is presenting this topic at the DM Table agenda in Sept 2021 and it may be of interest to PSSDC.
 - **Ontario's Progress on Digital ID (after February 2022)** - A minimum viable product for digital identity is targeted for release in fall of 2021, with an Ontario digital wallet and verified digital photo ID verifiable credential. This presentation would provide an update on Ontario's progress.
 - **Ontario's Digital Adoption Journey – Lessons Learned (after February 2022)** - COVID-19 was the precipitating factor in launching improvements in ServiceOntario's online service offering, including new or streamlined online product renewals, and an end-to-end review of usability of online services. Presentation would focus on successes and lessons learned.
- **Several jurisdictions: presentations on the use or Robotic Process Automation (RPA)**
- **TBS: Information and Privacy Policy Division:** To facilitate the delivery of services, in collaboration with the federal Privacy community, the division has developed an information sharing arrangement template and updated its guidance. This template is designed for federal-to-federal sharing for administrative uses but could be adapted to other scenarios.
- **ESDC:** Communication tool built in service design and delivery and about the services that have been built during the pandemic to inform the management of service delivery in the wake of pandemic from those three surveys conducted by ESDC.

Research & Strategic Intelligence: Areas of focus identified by members for future research executive reports:

- **Omnichannel experience - moving between channels as a service delivery capability:** There is emphasis on omni-channel service experience. What have been the experience, methods used, and lessons learned to enable citizens & businesses to find/access services through their channel of choice. Omnichannel experience - moving between channels as a service delivery capability. ***(October meeting)*** (RC Executive report: **Trends in Service Delivery Channel Use and Preference**)
- Follow up discussion on **Underrepresented and Marginalized Populations in a Digital by Default Context:** how the Government of Canada is moving towards digital services, accelerated by COVID-19, and the challenges faced by underrepresented and marginalized populations as a result of digitalization and discuss existing knowledge regarding barriers to accessing services and identified strategies and measures to address them.
- Presenting various instruments to **collect feedback from citizens** when using a government service.
- Understanding service delivery to the **marginalized populations and people with disabilities** in the post pandemic world.
- Best practices and lessons learned on **how to launch an app in multiple languages** in a most efficient and effective way.