


PSSDC MEETING AGENDA (v8) **MS TEAMS MEETING**

THURSDAY, OCTOBER 28, 2021
12:00 p.m. – 3:00 p.m. EDT

#	TIME	PSCIOC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	11:45 a.m. – 12:00 p.m.	<ul style="list-style-type: none"> <i>Set-up: Members/Observers to connect to MS Teams Meeting</i> <i>Participants: Refer to recommendations for the use of MS Teams</i> <i>For simultaneous interpretation: refer to information provided</i> <i>Members to respond to evaluation poll after each presentation</i> 			
	12:00 p.m.	Welcome	Rollcall of PSSDC Members and registered Observers in attendance	PSSDC Co-Chairs: Catherine Bennett, ESDC Mark Burns, YT	
1	12:05 – 12:10 a.m. (5 min)	Administrative Matters 	<u>Objective:</u> A) Approval of Record of Decision from February 25, 2021 meeting (TAB 1A) B) Acceptance of October 28, 2021 Meeting Agenda (TAB 1B)	<i>For approval</i> <i>For approval</i>	Intro: Mark Burns
2	12:10 – 12:50 p.m. (40 min)	DIGITAL IDENTITY 	<u>Objective: (TAB 2)</u> <ul style="list-style-type: none"> Update on Digital ID and work related to Proof of Vaccination (service delivery lens) 	<i>For information / discussion</i> <i>Members to respond to evaluation poll after each item.</i>	Intro: Mark Burns Peter Watkins, Digital ID Program Executive
	12:50 – 12:55 p.m.		Stretch Break		
3	12:55 – 1:25 p.m. (30 min)	RESEARCH & STRATEGIC INTELLIGENCE 	<u>Objective: (TAB 3)</u> Discussion on the importance of Citizen Satisfaction Research to inform and improve service delivery in the public sector: <ul style="list-style-type: none"> Key findings from Citizens First 2020 and possible actions to address findings. Recommendations on areas of focus/ action or further research for PSSDC as it relates to its mandate. 	<i>For discussion / next steps</i> <i>Members to respond to evaluation poll after each item.</i>	Intro: Catherine Bennett Research Committee Co- Chairs: Richard Dalpé, TBS Tareq Al-Shumari, ON <u>ICCS:</u> Dan Batista Michal Dziong

	1:25 – 1:30 p.m. (5 min)		Stretch Break		
4	1:30– 2:10 p.m. (40 min)	PSSDC PATH FORWARD	<u>Objective: (TAB 4)</u> Building a Strategic and Impactful PSSDC Forward Agenda <ul style="list-style-type: none"> Identify areas of focus for the PSSDC forward agenda to better position PSSDC as key pan-Canadian and jurisdictional thought leaders in government service. Discuss the mechanics of future meetings and PSSDC processes to better foster member engagement and support, and drive results. 	<i>For discussion / next steps</i>	PSSDC Co-Chairs PSSDC Members Roundtable
	2:10 – 2:15 p.m.		Stretch Break		
5	2:15 – 2:45 p.m. (30 min)	CLIENT CENTRIC SERVICES 	<u>Objective: (TAB 5)</u> <u>Municipal showcase item</u> Dynamic Delivery: Virtual Learning in the Customer Contact Centre (CCC) <ul style="list-style-type: none"> COVID-19 has forcibly altered the way we work and train at the Region of Peel's Customer Contact Centre (CCC). With the sudden shift from a blended learning model to an exclusively virtual learning model, the training team has had to pivot and adapt to the current times. The CCC Training team has managed to do this while maintaining training quality, training efficiency and learner engagement. This presentation will delve into the tools and techniques that the Region of Peel, Community Connections training team applies to ensure dynamic delivery for virtual training. Q&A 	For information / discussion <i>Members to respond to evaluation poll after each item.</i>	<i>Intro: Mark Burns</i> MSDO: Michelle Orth Nicole Gittens, Community Connections, Peel Region
6	2:45 – 3:00 p.m. (15 min)	Administrative Matters	<u>Objective:</u> A) PSSDC P/T Co-Chair role (<i>approval of a one-year extension for current P/T co-chair or confirm new co-chair</i>)	<i>For confirmation</i>	<i>Intro: Catherine Bennett</i>



- B) PSSDC Treasurer's Report**
- PSSDC Financial Report (**TAB 6A**)
 - PSSDC Members' contributions for 2022/2023 (**TAB 6B**)

*For
information /
feedback*

Linda Maljan,
 PSSDC Treasurer

- C) PSSDC Information Sharing – for
information only – TABs 6C & 6D**

*Request from
CoP*

ICCS Secretariat

- D) PSSDC Group Update – for
information only:**
- Contact Centre CoP (**TABs 6Ei, Eii, Eiii**)

*For
information*

- E) PSSDC Action Items (TAB 6F)**

- F) PSSDC Bring Forward Agenda (TAB 6G)**

- G) Upcoming PSSDC Meetings:**
- Thursday, December 2, 12:00 pm EST
 - Tuesday, January 18, 12:00 pm EST

3:00 p.m.

Adjournment of PSSDC Meeting