

PSSDC Information-Sharing Template – September 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2019.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months .	Reviewed Board priorities and ramp up activities to develop a Digital Strategy. Developed detailed digital roadmap with key activities work plan to eliminate paper and augment digital capacity / transactions.	C. Laverdure Christian.laverdure@irb-cisr.gc.ca
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months .	Launching client portal. Develop plan and obtain approval for future case management system – in the cloud. Launch complete process review.	
3. Showcase/Sharing: Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i>	Not at this time.	
4. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	Change management in the context of digital adoption.	