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**DRAFT – v.6**

**PUBLIC SECTOR SERVICE DELIVERY COUNCIL (PSSDC)**

**THURSDAY, FEBRUARY 25<sup>TH</sup>, 2016**

**8:30 A.M. – 4:00 P.M. EST**

**THE OLD MILL**

**21 OLD MILL RD, TORONTO, ON**

**MEETING ROOM: GUILDHALL A&B**

**7:30 a.m. - 8:30 a.m.- BREAKFAST- Westminster Room**

Item	Time	<u>MEETING AGENDA</u>	Lead
1.	8:30 – 8:45 a.m.	<p><b>Welcome</b></p> <p><b><u>Administrative Matters:</u></b></p> <p><b>A) Approval of Record of Decision from September 16<sup>th</sup>, 2015, in-person meeting, St. John's, NL (TAB 1A)</b> <i>(Decision Item)</i></p> <p><b>B) Review of Action Items from previous meetings/teleconferences (TAB 1B)</b> <i>(Information Item)</i></p> <p><b>C) Acceptance of February 25<sup>th</sup>, 2016 meeting agenda (TAB 1C)</b> <i>(Decision Item)</i></p> <p><b>D) PSSDC Fund Activity Report (TAB 1D)</b> <i>(Information Item)</i></p> <p><b>E) PSSDC Membership Dues for 2016/2017 (TAB 1E)</b> <i>(Information Item)</i></p> <p><b>F) Provincial/Territorial Co-Chair Position (TAB 1F)</b> <i>(Decision Item)</i></p> <p><i>The two-year term of the Provincial/Territorial Co-Chair ends in Sept. 2016. Provincial/territorial PSSDC members need to identify and confirm a new P/T Co-Chair.</i></p>	<p><b>PSSDC Co-Chairs:</b> <b>Chris Bookless,</b> <b>Yukon</b> <b>Jacques Paquette,</b> <b>ESDC/Service</b> <b>Canada</b></p> <p><b>Dan Batista, ICCS</b></p>
2.	8:45 a.m. – 9:15 a.m.	<p><b><u>Update on the evolution of Treasury Board of Canada's Policy on Service – (TAB 2)</u></b> <i>(action item from St. John's meeting of Sept. 2015)</i></p>	<b>Nick Wise, TBS</b>



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3.	<p>9:15 a.m. – 9:55 a.m.</p> <p>9:55 - 10:25 a.m.</p>	<p><b><u>Service to Business Community of Practice</u></b></p> <p>A) Update on the activities/projects of the Service to Business Community of Practice, including Expedited Business Start (EBS) Project and its next phase (design thinking) at ISED's Service Lab (<i>action item from St. John's meeting of Sept. 2015</i>) (TAB 3A)</p> <p>B) Outcome of work related to Research and Analysis Services of the Expedited Business Start (EBS) Project (TABS 3B &amp; 3C)</p>	<p><b>S2B CoP Co-Chairs:</b> Paul Pierlot, MB Christian Laverdure, Industry Canada</p> <p>Leslie Dornan, National Director Public Sector Consulting, MNP (<i>via teleconference</i>)</p>
	<p>10:25 a.m. – 10:35 a.m.</p>	<p><b><u>BREAK</u></b></p>	
4.	<p>10:35 a.m. – 11:00 a.m.</p>	<p><b><u>Costing Working Group (TAB 4A &amp; 4B)</u></b></p> <p>Update on the proposed FPT Costing Guide and discussion on next steps (<i>action item from St. John's meeting of Sept. 2015</i>)</p>	<p><b>Co-Chairs:</b> Steve Burnett, ServiceOntario</p> <p>Annette Vermaeten, ESDC/Service Canada</p>
5.	<p>11:00 a.m. – 11:30 a.m.</p> <p>11:30 a.m. - 12:00 p.m.</p>	<p><b><u>Update reports on the current work related to the following Emerging Priorities</u></b> (led by the Strategic Directions Working Group)</p> <p>A) Channel Shifting – (TAB 5A)</p> <p>B) Service Network Collaboration (TAB 5B)</p> <p><i>Session continues after lunch</i></p>	<p>Ron Hinshaw, BC Steve Burnett, ON Cynthia Abel, ON,</p> <p>Annette Vermaeten – ESDC/Service Canada</p>
	<p>12:00 p.m. - 1:00 p.m.</p>	<p><b>LUNCH – Westminster Room</b></p>	
	<p>1:00 p.m. – 1:30 p.m.</p> <p>1:30 p.m. – 1:50 p.m.</p>	<p><b><u>Session Continues: Work related to the Emerging Priorities</u></b></p> <p>C) Death Notification (TAB 5C)</p> <p>D) Confirmation of role and next steps for the PSSDC Strategic Directions Working Group as a way forward</p>	<p>Anik Dupont, ESDC/Service Canada Leigh Berg, Alberta Jonathan Boisvert, Quebec</p> <p>Annette Vermaeten – ESDC/Service Canada</p>



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6.	<p>1:50 p.m. – 3:30 p.m.</p> <p><b>BREAK</b> 2:30 p.m. – 2:45 p.m.</p>	<p><b><u>Jurisdictional Roundtable on Top Service Delivery Priorities/Initiatives (TABS 6A to 6R)</u></b></p> <p>Each PSSDC member requested to <u>briefly describe</u> (3 – 5 minutes max.) their <u>top service delivery priority or initiative</u> including <u>identifying the potential for sharing learnings, templates, models etc.</u> with Council members.</p> <p><b>In attendance:</b></p> <p><b><u>Federal Government:</u></b> Service Canada Treasury Board of Canada Secretariat Canada Revenue Agency Industry Canada Citizenship and Immigration Canada Public Works Government Services Canada Canada Post</p> <p><b><u>Provinces/Territories:</u></b> Yukon Nova Scotia New Brunswick Ontario Manitoba Alberta British Columbia Newfoundland and Labrador</p> <p><b><u>Municipalities:</u></b> Municipal Service Delivery Officials (MSDO)</p>	<p><b>PSSDC Members</b> <i>(Discussion facilitated by PSSDC Co-Chairs)</i></p>
7.	<p>3:30 p.m. – 3:55 p.m.</p>	<p><b>OPEN – (25 minutes)</b> <i>Co-Chairs may wish to extend the time for discussion of an item already on the agenda or other matter arising from the meeting.</i></p>	
8.	<p>3:55 p.m. – 4:00 p.m.</p>	<p><b><u>Other Business:</u></b></p> <p><b>A) Next in-person meeting of the Joint Councils: Victoria, British Columbia, September 13<sup>th</sup> to 15<sup>th</sup>, 2016</b> <b>B) PSSDC EVALUATION FORM – <u>PLEASE COMPLETE</u> (TAB 7)</b></p>	<p><b>PSSDC Co-Chairs</b></p>
	<p>4:00 p.m.</p>	<p><b>ADJOURNMENT</b></p>	



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### **Informal Dinner Event**

A dinner reservation has been made for an informal gathering at **Vibo Restaurant** (2995 Bloor Street West, Toronto) for 6:00 p.m. Should you wish to participate, please contact Maria Luisa Willan at [maria.willan@iccs-isac.org](mailto:maria.willan@iccs-isac.org) so that you can be added to the reservation list. (Dinner costs are to be paid by each attendee.)

*Vibo Restaurant has been a staple in the Kingsway area for more than 38 years. The menu strikes a harmonious balance between authentic Italian flavours and contemporary cuisine, and changes to reflect what is fresh and in season.*

**For those who have signed up, please meet in the lobby of the Old Mill at 5:45 p.m.**