

PSSDC Information-Sharing Template – February 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2020.

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

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction:		Contact
1. <u>Priorities & Accomplishments:</u> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<ul style="list-style-type: none"> Two webinars have been hosted for members. One by Service Nova Scotia about the digitization of its Heating Assistance Rebate Program. It was very well received. A second was hosted by ICCS to discuss their Citizen's First research project. There was also good interest in that opportunity. A number of webinars are planned for 2020, many leveraging relationships from PSSDC in areas such as digital identity, service innovation (Service Canada) and privacy legislation. We are also looking to offer a webinar hosted by our conference sponsors, Oracle and Verint, to discuss leveraging knowledge as a foundation for omni channel service delivery. PSSDC/ Joint Council members are welcome to participate in our webinars and can contact any of the MSDO representative on PSSDC. MSDO is continually looking for ways to deepen its ability to offer the municipal perspective at the PSSDC and Joint Council tables. While MSDO has 3 seats at the table, there are a much wider variety of municipal contexts. To that end we have recruited municipal participation from our membership for various working groups. We have been very pleased with the interest and participation of our members beginning in 2020. MSDO has created clear expectations for these members as representatives of MSDO. 	Deb Bergey, MSDO President
2. <u>Showcase Opportunity:</u> <ul style="list-style-type: none"> List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<ul style="list-style-type: none"> None at this time. 	

<p>3. <u>Issues / Needs:</u></p> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 	<ul style="list-style-type: none"> Municipal members continue to be interested in any ability to better integrate or access Federal and Provincial service deliver information. As the first point of contact for many residents, we frequently receive requests for information about other levels of government. Many municipalities are active in the digital service delivery world and very keen to take advantage of a Digital Identify Framework. 	<p>Deb Bergey, MSDO President</p>
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