





# PSSDC BRING FORWARD AGENDA

	February 25-27, 2020 Toronto	April 28, 2020 Teleconference	June 18, 2020 Teleconference
<b>SECRETARIAT</b> 	<ul style="list-style-type: none"> <li>• Action Items</li> <li>• Bring Forward Agenda</li> <li>• Treasurer's Report</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation results from the February meeting</li> <li>• Action Items</li> <li>• Bring Forward Agenda</li> </ul>	<ul style="list-style-type: none"> <li>• Action Items</li> <li>• Bring Forward Agenda</li> </ul>
<b>CLIENT CENTRIC SERVICES</b> 	<p><b>Data Driven Intelligence Working Group (moved to the JC meeting agenda for Feb 27<sup>th</sup>)</b>  <i>[Report back on request (Sept 2019) by Joint Councils to develop a proposal and workplan for addressing legislative and data sharing barriers impeding the advancement of Joint Councils and PSSDC priorities. Funding requirement for approval]</i></p> <p><b>Service to Business Working Group</b></p> <ul style="list-style-type: none"> <li>• Report back to the PSSDC with recommendations and proposed work plan to advance the S2B priority</li> <li>• Report back on diagnostics and voice of the client related to service to business issues and scoping out solutions.</li> <li>• Summary of the survey undertaken by ISED and Stats Canada.</li> </ul>	<p><b>Service to Business Working Group</b></p> <ul style="list-style-type: none"> <li>• Pending decision to keep under PSSDC OR move under JC</li> </ul> <p><b>Data Driven Intelligence Working Group</b></p> <ul style="list-style-type: none"> <li>• Pending decision to keep under PSSDC OR move under JC</li> </ul> <p><b>Contact Centre Community of Practice - tbc</b></p>	
<b>EMERGING CLIENT SERVICE NEEDS</b> 	<p><b>Contact Centres in the Digital Age:</b>  Presentations by the City of Waterloo and Region of Peel</p> <p><b>Services to Indigenous Populations:</b>  Yukon's Aboriginal Recruitment and Development Program</p> <p><b>Canada's Commitment to UN Sustainable Goals:</b></p> <ul style="list-style-type: none"> <li>• Create awareness of the UN's Sustainable Development Goals, their importance and how they could be useful in the context of service delivery.</li> <li>• Develop an understanding of what jurisdictions are doing in this space and opportunities to contribute.</li> </ul>	<p><b>Services to Indigenous Populations:</b></p> <ul style="list-style-type: none"> <li>• ISC leads to come back to the table with some crunchy and tangible things that we can collaborate on and how to create partnerships with communities to advance this work. <i>(action item from Sept. 2019)</i></li> </ul> <p><b>IRCC invited to provide a progress report at an upcoming meeting on their work/results related to measuring the impact of service design changes.</b> <i>(action item from Sept. 2019)</i></p>	
<b>PSSDC INFORMATION SHARING ANALYSIS</b> 	<p><b>Information Sharing Analysis</b></p> <ul style="list-style-type: none"> <li>• PSSDC Jurisdictional Information Sharing Analysis (from Feb 2020 information sharing updates) – will be shared as part of the JC Co-Chairs Strategic Directions presentation.</li> </ul>		