

## CoP Report to PSSDC

### Contact Centre Community of Practice (CC CoP)

Community of Practice	
Update Date	February 10, 2020
Co-Chairs	Jeannette Eason, CC CoP Co-Chair, BC Trevor Milne, CC CoP Co-Chair, ESDC / Service Canada

ACTIVITES COMPLETED THIS PERIOD (September 2019 – February 2020)
<ul style="list-style-type: none"> <li>➤ As updated at the PSSDC meeting on November 15th, 2019, the Contact Centre Community of Practice (CC CoP) held a kick-off meeting last September across jurisdictions at the federal, provincial, territorial and municipal levels. The meeting was well received by the 30 participants in attendance, however, it was noticed that there was an opportunity to increase participation of larger operations that were not represented. Therefore, an email was sent out on January 27th, 2020, to PSSDC members to increase participation across jurisdictions.</li> <li>➤ Our second meeting is scheduled for February 20th at 1:00pm EST. At each meeting, a presentation will be shared with the broader community consisting of varied topics of interest. Service BC will be the first to present their joint initiative to verify citizen identity via video chat.</li> <li>➤ The meetings are quarterly. Our following meeting will be held in May (date TBD).</li> </ul>

ACTIVITES PLANNED BUT NOT COMPLETED THIS PERIOD (Start date to End date)
N/A

ACTIVITIES PLANNED FOR NEXT PERIOD (specify timeline)
N/A

ISSUES / CHALLENGES			
Issue	Criticality	Impact	Action Plan