

## **PSSDC Information-Sharing Template – February 2019**

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

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

<b>JURISDICTION:</b>		<b>Contact</b>
<b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<p>MSDO Annual Conference was held in City of Kawartha Lakes (Ontario) with 32 municipalities in attendance. Deputy Minister Hartley (Ontario) presented Ontario's Digital Strategy and Service Canada presented their new flagship location with a focus on accessibility.</p> <p>MSDO hosted webinars in 2019 – Customer Service Revolution (Markham Public Library) and E-Vulnerability Index (Service Canada)</p> <p>Municipal co-chair appointed to Data Driven Intelligence Group. Provided municipal lens at FPTM DM Table on Service Collaboration</p> <p>Launched new website and branding with a discussion forum that is now used to share PSSDC Playbooks and promote opportunities for MSDO municipalities to participate in PSSDC working groups, where appropriate.</p>	
<b>2. Priorities:</b> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<p>Increasing member participation and governance are top priorities.</p> <p>From a member perspective, customer journey mapping, contact centre in a cloud, human-centred design and digital public engagement remain top of mind.</p>	
<b>3. Showcase/Sharing:</b> 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>		

<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Regional government is under review in the province of Ontario which could have a significant impact on many of our members</p>	
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