

CoP Report to PSSDC

Contact Centre Community of Practice (CC CoP)	
Update Date	September 24, 2020
Co-Chairs	Jeannette Eason, CC CoP Co-Chair, BC Trevor Milne, CC CoP Co-Chair, ESDC / Service Canada

ACTIVITES COMPLETED FOR PERIOD September 2019 to February 2020

- 1- The meeting on February 20th
 - Service BC gave a presentation of their Verified by Video feature (to verify citizens identity via video chat)
 - During most meetings, a presentation will be shared with the broader community consisting of varied topics of interest, highlighting innovative solutions working across channels that enhance service delivery and the client experience.
 - Members were asked to share future topics/presentations and share ideas of known collaborative spaces that could be used for CoP
- 2- Increase in membership to 85 members (Federal: 14, Provincial / Territorial: 42, Municipal: 29)
 Note: We currently do not have representation from NL-LAB, PEI, NU, and YT

ACTIVITES COMPLETED FOR PERIOD March 2020 – August 2020

- 1- Due to the COVID-19 pandemic, the Contact Centre Community of Practice did not meet in May, however, a meeting was held on August 18, 2020
 - Prior to the meeting, members were sent questions to answer regarding the impact of the pandemic on the delivery of their services, measures put in place, potential short-term and long-term impacts
 - During the meeting, the members discussed their experience with the following high level impacts of the pandemic:
 - All jurisdictions were impacted: some services suspended while others required extra resources to deal with the high volumes
 - Many members were forced to move forward faster with their work to modernize their infrastructure (e.g. some services changed to on-line, enable staff to telework, physical distancing measures for in-person services/in offices)

ACTIVITIES PLANNED FOR NEXT PERIOD (September 2020 to December 2020)

- 1- A new questionnaire was sent out to members to target specific elements of the jurisdictions experience with COVID-19 and the readiness of a second wave, which will be presented at the FPT Deputy Ministers' Table on Service Delivery Collaboration on October 8th, 2020
- 2- Meeting in mid-November

ISSUES / CHALLENGES

Issue	Criticality	Impact	Action Plan