





PSSDC BRING FORWARD AGENDA (Sept 2020)

	SEPTEMBER (22-24) MEETING	NOVEMBER 4, 2020 MEETING	DECEMBER 4, 2020 MEETING
SECRETARIAT 	<ul style="list-style-type: none">Action ItemsBring Forward AgendaPSSDC Financial Report	<ul style="list-style-type: none">Action ItemsBring Forward AgendaFeedback from September virtual meeting	<ul style="list-style-type: none">Action ItemsBring Forward Agenda
CLIENT CENTRIC SERVICES 	<ul style="list-style-type: none">Services to Indigenous Populations – panel	<ul style="list-style-type: none">Contact Centre Community of Practice - (action item related to ToR and status report)Discussion on defining and scoping “client centric services” priority. (Client Centric Services is about designing services in a way that reflects the needs of citizens, not the needs of government.) PSSDC to report back on recommendations for JC discussion.	
EMERGING CLIENT SERVICE NEEDS OR TOPICS OF INTEREST 	<p>Presentation by Pia Andrews</p> <ul style="list-style-type: none">Designing better government that delivers on citizens’ needs/expectations. <p><u>Strategic Discussion on PSSDC:</u></p> <ul style="list-style-type: none">Follow up discussion on a refreshed mandate / value proposition for the PSSDC from both the PSSDC meeting of September 3rd and the Joint Councils meeting of September 22ndDiscussion on next steps for PSSDC on forward agenda and workplan		<ul style="list-style-type: none">IRCC invited to provide a progress report at an upcoming meeting on their work/results related to measuring the impact of service design changes. (action item from Sept 2019)
PSSDC INFORMATION SHARING ANALYSIS 	<p>PSSDC Information Sharing reports and analysis will be available at the September 24th meeting.</p>	<ul style="list-style-type: none">Review list of potential showcase items offered by the jurisdictions as per the Sept. information sharing reports to be schedule at upcoming meetings (determine if items are for PSSDC and/or JC)	