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JOINT COUNCILS MEETING AGENDA

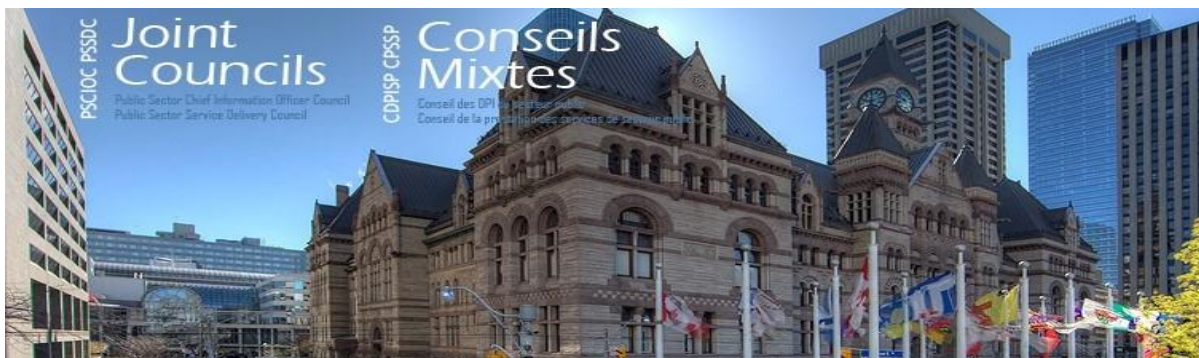## Radisson Blu Hotel – Toronto Harbourfront
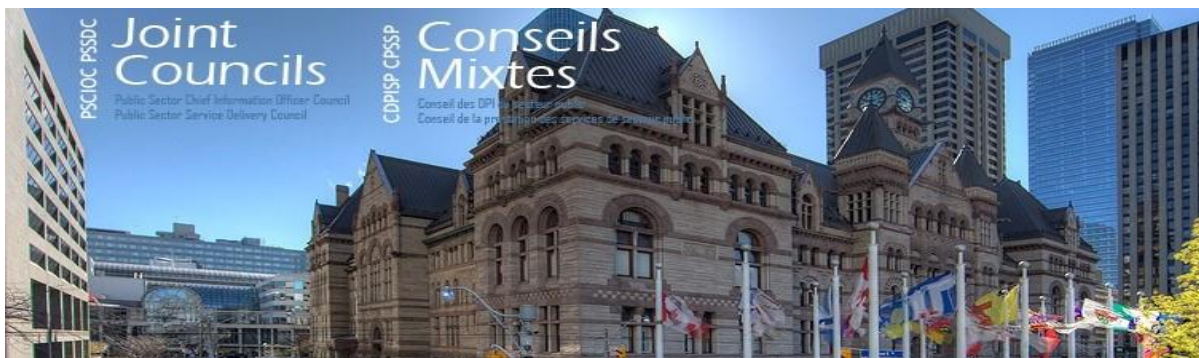
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WEDNESDAY, SEPTEMBER 28, 2022

9:00 a.m. – 4:00 p.m. – Admiral Ballroom (3rd floor)

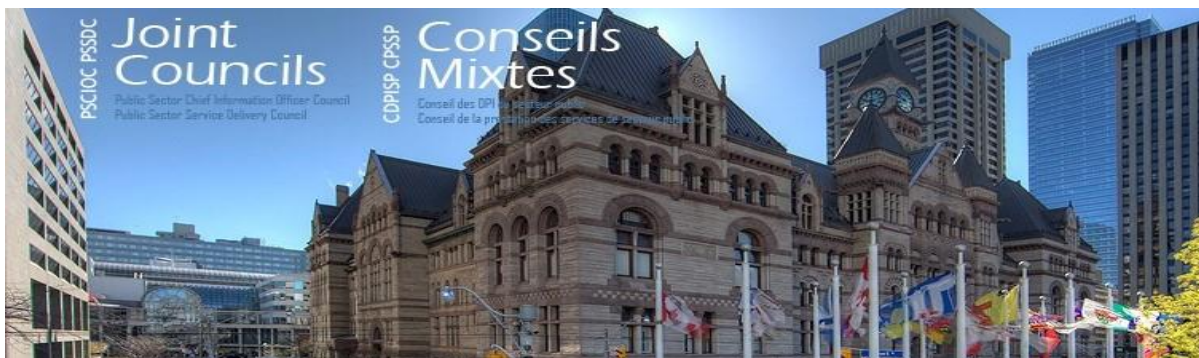*BREAKFAST: 8:00 A.M. – 8:55 A.M. EST – View Room (5th floor)*

#	TIME	JOINT COUNCILS PRIORITY	OBJECTIVE	ACTION	LEADS
	9:00 a.m.	**Welcome**	• **Land Acknowledgement** • **Roundtable introduction of PSCIOC & PSSDC Members and Observers**		**PSSDC & PSCIOC Co-Chairs**
1	9:00 – 9:15 a.m. (15 min)	**SECRETARIAT**	A) **Approval of Record of Decision from February 15, 2022, Meeting (TAB 1A)** B) **Acceptance of September 28th, 2022, Meeting Agenda (TAB 1B)** C) **Joint Councils Action Items (TAB 1C)** D) **Joint Councils Bring Forward Agenda (TAB 1D)**	**For approval** **For approval** **For information** **For information**	**Mark Burns**
2	9:15 – 10:15 a.m. (60 min)	**RESTORING TRUST IN GOVERNMENT** Articles of interest: https://www.openaccessgovernment.org/how-to-rebuild-trust-in-government-the-wellbeing-approach/85001/ https://fwd50.com/updates/code-for-canada-guest-post/?utm_source=Fwd50+Updates+-+Mises+%C3%A0+jour&utm_campaign=d93a5d375c-EMAIL_CAMPAIGN_2022_05_18_12_3	**Panel (TAB 2)** **Objective:** **Restoring Trust in Government: Everything Starts with Users** How can the public sector deepen its engagement with service users, get greater return on investment and achieve better results at a time of unprecedented polarisation and mistrust? Can building the right partnerships help restore trust in the public sector? "Increased public trust will come when governments who exist to help people are empowered to do exactly that — directing, designing, and developing digital solutions that meet folks where they are, without having to	**Insights on how to rebuild trust in government to inform the citizen-centric priority of the Councils and working groups.**	**Lead: Mark Burns** **Panel:** **Dorothy Eng, Executive Director, Code for Canada** **Laura Chang, Director, Strategic Partnerships, Code for Canada** **Dr. Louise Reardon, Lecturer in Governance and Public**

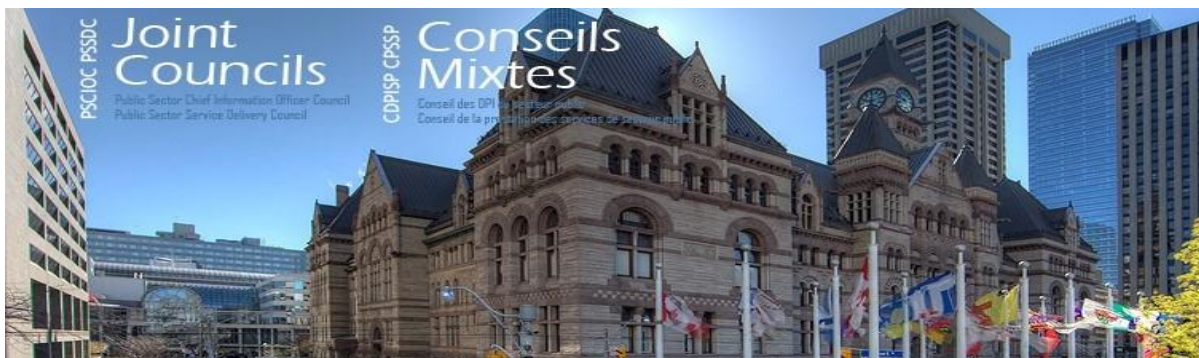|					
		8&utm_medium=email&utm_term=0_3a757c0609-d93a5d375c-401285650 https://www2.deloitte.com/us/en/insights/industry/public-sector/building-trust-in-government.html	outsource every piece to a group that doesn't put the public first. Governments need to focus on building digital capacity."		**Policy, University of Birmingham, UK**
		10:15 – 10:30 a.m. BREAK – Admiral Foyer (3rd floor)			
3	10:30 a.m. – 11:45 a.m. (75 min)	**DIGITAL IDENTITY**	**Accelerating Canada's Digital Journey (TAB 3)** **Objective:** **Joint Councils' Pan-Canadian Digital Identity Program:** • Digital ID SWAT Team to table for decision a plan to establish and manage a Pan-Canadian Digital Trust and Identity (DTI) Program Office, which will advance the digital trust and identity objectives of the Councils. The DTI program office will plan, enable, implement, and ensure coordinated capacity and collaboration across member jurisdictions in the pursuit of shared objectives. The establishment of a DTI program office marks a significant step in the Councils' commitment to accelerate Canada's digital journey to better serve Canadian citizens and businesses. • Status report of Digital ID Program activities and priorities	**Decision item** **Discussion & next steps to advance deliverables of the JC Digital ID Program**	**Lead: CJ Ritchie** **Presenters: Peter Watkins, Pan-Canadian Digital ID Program Executive** **Digital ID SWAT Team** **Natasha Clarke, SWAT Team Co-Chair and ICCS Board President** **Dan Batista, ICCS Executive Director** **Jurisdictional Experts on Digital ID (JEDIs)**

4	11:45 a.m. – 12:00 p.m. (15 min)	**PARTNERSHIPS**	**FPT Deputy Ministers' Table on Service Delivery Collaboration (TAB 4)** **Objective:** • Update on FPT DMs' Table service priorities as it related to the key priorities of the Joint Councils on Digital ID and service delivery.	**Updates enhance & promotes inter-jurisdictional co-operation on common citizen-centric priority issues.**	**Lead: James Gilbert** **FPT DMs Table Secretariat**
		12:00 – 1:00 p.m. LUNCH – View Room (5th floor)			
5	1:00–1:40 p.m. (40 min)	**SERVICE TO BUSINESS WORKING GROUP**	**Service to Business (TAB 5)** **Objective:** • Results and lessons learned on the Proof-of-Concept pilots *(follow up from Feb 2022 meeting)* • Standardization to Support Digital Credentials • National Digital Trust Service • International engagements to support the advancement of digital credentials	**Status report on S2B WG's workplan.**	**Lead: Catherine Luelo** **S2B WG Co-Chairs:** Julie McAuley, ISED, Chief Data Officer & Dir General Data, Digital and Innovation Branch, DTSS Kaine Sparks, Executive Director, Registrars, Service BC Pirth Singh, Executive Director, Digital Identity, TBS
6	1:40 – 2:40 p.m. (60 min)	**OPEN SOURCE WORKING GROUP**	**Open Source Working Group (TAB 6)** **Objective:** • Presentation on progress made on the development of learning material on the use of open source by the project team. This is learning material for executive-level and non-technical audience on the use of open source software and associated best practices, contributions to third party	**Members' feedback on progress made that would allow the group to iterate before**	**Lead: Catherine Luelo** **OSWG Chairs: Guillaume Charest, CDS** **Bianca Tomazeli, City of Montreal**

			projects, and on publishing government owned source code. • Seeking members' feedback on progress made that would allow the group to iterate before completing deliverable.	**completing deliverables.**	**Open North: Steve Coutts** **Matthew Claudel**
		2:40 – 2:50 p.m. BREAK – Admiral Foyer (3ʳᵈ floor)			
7	2:50 – 3:40 p.m. (50 min) 30 min	**STRATEGIC INTELLIGENCE** **Meeting Prep:** Secretariat to undertaking a jurisdictional scan on what is currently available across the public sector related to hybrid work models to inform the discussion.	**Hybrid Work Models in the Canadian Public Sector (TAB 7)** **Objective:** **A) Results of the jurisdictional scan on hybrid work models across the public sector in Canada** **Discussion on key areas for future research or discussion** *Jurisdictional Scan questions:* • What is available on hybrid work models in your jurisdiction? • In your experience, can you share some practical insights and/or lessons learned on setting up the right hybrid infrastructure, framework, policies, regulations, and technology platforms? How do you balance both organizational and staff needs? • What are key strategies used for a hybrid workforce model in your jurisdiction? • How do you leverage the tools and technologies to drive collaboration and productivity regardless of location? • How is your jurisdiction procuring technology and services and measuring productivity? • How is your jurisdiction incorporating innovative technology and a hybrid work model to attract talent? • Any evidence that a hybrid work model is more or less productive than a conventional work model?	**Current landscape of the Canadian public sector related to hybrid workplace models.** **Opportunity for the Councils to review best practices and practical insights on the future of work.** **Insights to inform further discussion, research, and info sharing.**	**Lead: James Gilbert** **Maria Luisa Willan, ICCS Secretariat** **Pavel Chernousov, Research Analyst**
	20 min		**B) ESDC's Flexible Work Environment: From Planning to Implementation**		**Uttara Chauhan, Director General, Future of Work Secretariat**

8	3:40 – 4:00 p.m. (20 min)	**ICCS Board**	**ICCS Board Report (TAB 8)** **Objective:** • Review and approval of Support Services Fees increase for the 2022-2023 fiscal year. • Approval of Support Services Fees in accordance with the Consumer Price Index beyond the 2022-2023 fiscal year. • Introduction for a review of the relationship between the ICCS and PSSDC/PSCIOC and the formation of task team to review this relationship.	**For decision / information**	**Lead: Mark Burns** **Natasha Clarke, ICCS Board President** **PSSDC & PSCIOC Treasurers: Linda Maljan Sean McLeish**
9	4:00 p.m.	**OTHER BUSINESS**	**Objective:** • **Updates from Joint Councils Working Groups – for information:** ○ Canada Open Government WG (TAB 8A) ○ Privacy Sub-Committee (TAB 8C) ○ Client Centric Service Experience & Design CoP (verbal update)	**For information only**	**Lead: James Gilbert** **ICCS Secretariat**
	4:00 p.m.	**Adjournment of Joint Councils Meeting**			
	4:15 – 5:00 p.m.	**ICCS Annual General Meeting – All welcome (Admiral Ballroom)**			
		EVENING PROGRAM			
	5:45 p.m.	*Delegates to meet in the lobby of the Radisson Admiral Hotel to board bus for dinner.*			

OFFICIAL JOINT COUNCILS' DINNER & PRESENTATION OF THE ICCS HEINTZMAN LEADERSHIP AWARD

Royal Canadian Military Institute (RCMI)

6:15 – 6:50 p.m.
Pre-Dinner Reception: Library & Reading Room

7:00 – 9:00 p.m.
Official Dinner: The Otter Dining Room

7:00 – 7:15 p.m.
Presentation of the ICCS Heintzman Leadership Award

Business Attire

The **Royal Canadian Military Institute** (**RCMI**) was founded as the Canadian Military Institute on January 14, 1890. General Sir William Dillon Otter set the founding principles: "to provide in an Institute for the defence forces of Canada a Library, museum and club for the purposes of the promotion of military art, science and literature, to gather and preserve the records of the defence forces and develop its specialized field in Canadian history. The RCMI is a Canadian icon, a vital national institution, with an illustrious history, mandate, and mission, unique in Canada.