



Draft – v6

PSSDC MEETING AGENDA

THURSDAY, SEPTEMBER 29, 2022

Radisson Blu Hotel-Toronto Harbourfront



9:00 A.M. – 4:00 P.M. – PSSDC Meeting

MEETING ROOM: Admiral Ballroom, 3rd floor



BREAKFAST: 8:00 A.M. – 8:55 A.M. EDT – View Room

#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	9:00 – 9:05 a.m.	Welcome	<ul style="list-style-type: none"> Land Acknowledgement Roundtable introduction of PSSDC Members and Observers 	PSSDC Co-Chairs: James Gilbert, ESDC Mark Burns, YT	
1	9:05 - 9:15 a.m. (10 min)	Secretariat	Objective: A) Approval of Record of Decision from Feb. 18, 2022, virtual meeting, (TAB 1A) B) Acceptance of September 29, 2022, Meeting Agenda (TAB 1B) C) PSSDC Action Items (TAB 1C) D) PSSDC Bring Forward Agenda (TAB 1D)	<i>For approval</i> <i>For approval</i> <i>For review</i> <i>For review</i>	Lead: Mark Burns, YT




2	9:15 – 10:30 a.m. (75 min)	Client Centric Services 	Priority #6 - Artificial Intelligence & RPA (TAB 2) Measuring Citizens' Emotional Engagement <u>Objective:</u> Facilitated workshop: Measuring level of Citizens' Emotional Engagement. <p>The workshop will explore how AI research can help public sector organizations 'unearth' citizens' emotions and level of engagement with public services. Using recent data from Citizen First and Business First studies, the session will examine how deeper insights can be derived from open-ended data, which provides greater precision for improving services.</p>	Insights on open-ended data, which provides greater precision for improving services.	Lead: Mark Burns, YT Presenter: Sumair Sayani, Founder of Pathos AI PathosAI Emotional Engagement
	10:30 – 10:45 a.m.		BREAK – Admiral Foyer		
3	10:45 – 11:45 a.m. (60 min)	Client Centric Services 	Priority #1 Modernization of Service Delivery Models <u>Objective:</u> Integrated Response - Immigration and Refugee Support Program: Multiple levels of government have come together to support Ukrainians coming to British Columbia using new omni-channel processes. System to be replicated for future crisis.		Lead: James Gilbert, ESDC Sheila Robinson, Assistant Deputy Minister, Service BC Adriana Poveda Executive Director, Service Delivery, Service BC
4	11:45 – 12:00 p.m. (15 min)	PSSDC Treasurer's Report	<u>Objective:</u> PSSDC Treasurer's Report <ul style="list-style-type: none"> Financial Report (TAB 1E) PSSDC Members' contributions for 2022/2023 (TAB 7A) 	For information	Lead: Mark Burns, YT Linda Maljan, PSSDC Treasurer
	12:00 – 1:00 p.m.		LUNCH – View Room (5th floor)		



5	1:00 – 1:30 p.m. (30 min)	Client Centric Services  INAN - Truth and Reconciliation: Call to Action 17 and other Immigration, Refugees and Citizenship Canada initiatives - Jan 28, 2021 - Canada.ca	Priority #8 Policy and Service Integrated and Agile Design - (TAB 4) Objective: <ul style="list-style-type: none"> Discussion on what is the shared commitment to the Truth and Reconciliation CTA#17 on reclaiming traditional / Indigenous names (and diacritical marks (not roman numerals)). <p>This requires coordination with P/T vital statistics and those in the business of issuing ID documents (status cards, passports, licenses, other.)</p>	Opportunity for PSSDC to discuss and identify next steps and/or opportunity for collaboration.	Lead: Mark Burns, YT Indigenous Services Canada Lori Doran, Director General Denis Poirier, Director, Operations Vital Stats Council of Canada: Krista Dewey, Director, Deputy Registrar General, NS
6	1:30 – 2:30 p.m. (20 min) (40 min)	PSSDC Information Sharing & Strategic Research 	Strategic Research & PSSDC Information Sharing Analysis - (TAB 6) Objective: <p>A) Results of PSSDC Jurisdictional Information Sharing Analysis: Overview of key service delivery accomplishments across the country, and overview of service delivery issues identified by members for possible discussion and potential interjurisdictional collaboration.</p> <p>B) ESDC to present on their current research agenda and how this research may help to advance the priorities of the PSSDC and opportunity for inter-jurisdictional collaboration.</p>	Overview of main client centric priorities/ issues / accomplishments across the country to align with PSSDC priorities. Opportunity to collaborate with ESDC on their research agenda to advance PSSDC priorities	Lead: James Gilbert, ESDC Research Committee Co-Chairs: Tareq Al-Shumari, ON & Michael Kalin, IRCC Pavel Chernousov, Research Analyst Ginette Gervais, Director, Service Research Division, Service Policy and Strategy Directorate, ESDC
	2:30 – 2:45 p.m.		BREAK – Admiral Foyer		



7	2:45 – 3:45 p.m. (60 min)	Client Centric Services 	Priority #2 Client Experience Management – (TAB 7) Client Complaint Management <u>Objective:</u> Client complaint management in the public sector - a shift in the way clients interact with government. Presentation on current approaches or tools to manage client complaints and what is next for complaint management. Complaining has never been easier due to the rising use of digital tools. Equipping public sector organisations to deal with client complaints is important, not only to hold government to account, but in order to use these complaints as a valuable tool for service improvement, which in turn will help enhance the overall user-experience to citizens.	Insights on current and next generation client complaint management in public sector service delivery – this is an ask of the Council	Lead: Mark Burns, ESDC Presenter: <i>TBC: MSDO</i>
8	3:45 – 4:00 p.m. (15 min)	Other Business	<u>Objective:</u> A) Update report: Contact Centre CoP (TAB 8) B) Welcome of new PSSDC PT Co-Chair. Thanks to outgoing PT Co-Chair C) PSSDC EVALUATION FORM – (TAB 9) Next PSSDC in-person meeting: February 29, 2023	To be completed at the meeting	Lead: James Gilbert, ESDC ICCS Secretariat
	4:00 p.m.		Adjournment of PSSDC Meeting		