

STRUCTURE

1) Mandate

The Settlement and Integration Policy and Program Committee (SIPPC) Technology working group is a table to bring together Immigration, Refugees and Citizenship Canada (IRCC) and representatives of funded settlement organizations under the Settlement and Resettlement Assistance Programs. This working group is dedicated to identifying, developing and recommending innovative strategies and best practices to optimize hybrid service delivery models, and enhancing sectoral digital capacity for service provider organizations (SPOs).

Recognizing the dynamic nature of immigration and technological landscapes, the mandate of this working group remains adaptable and responsive to evolving needs.

The SIPPC Technology working group reports directly to the SIPPC and consults with the Settlement and Integration Service Delivery Committee (SISDC) Data Privacy and Cybersecurity working group as necessary.

2) Scope

The SIPPC Technology working group is not a decision-making body for the overall administration of federal Settlement and Resettlement Assistance Programs.

This working group will assume an important role in identifying and addressing medium to long-term technology related priorities within the sector. This involves reviewing the recommendations in the National Steering Committee on Technology's (NSCT) final [report](#) to inform digital strategies to add to the capacity of SPOs to innovate in online service delivery, while organizations also work to enhance digital capacity skills and practices for their staff.

The working group will examine the challenges and opportunities to enhance the skills and resilience of IRCC-funded SPOs and allow them to navigate the growing technology needs of SPOs going forward. The working group will collaborate closely with SIPPC to ensure information exchange and alignment of efforts with SISDC and the Data Privacy and Cybersecurity working group where decisions intersect to foster an approach to address shared concerns.

The scope of work for the SIPPC Technology working group can include, but is not limited to issues of:

- Digital capacity building
- Innovative digital strategies, resources and information sharing

- Strategic approaches to digital service delivery and transformation (aligned with IRCC expectations and direction)

Recognizing the dynamic nature of immigration and technological landscapes, the scope of this working group remains adaptable and responsive to evolving needs.

3) Objectives

Working group members will review the recommendations from the NSCT's final [report](#) to identify and prioritize up to three relevant sector-specific technology issues of interest for the group to focus on within the current year of their mandate. Subsequently, the working group co-chairs will seek the approval of SIPPC to validate the identified priority areas. Based on the agreed upon priorities, and in consultation with SIPPC co-chairs, this working group may develop further specific and strategic objectives.

All working group objectives will be formulated and finalized in alignment with the scope mentioned above, in addition to IRCC Grant and Contribution Agreement requirements and directions.

Other specific objectives of the SIPPC Technology working group are to:

- Identify and compile existing best practices and emerging trends in online service delivery, including findings from the SISDC Data Privacy and Cybersecurity working group's cybersecurity and data privacy mapping exercise, to augment strategies for learning and enhancing contextualized and ongoing digital capacity of IRCC-funded SPOs, particularly in new, smaller and rural organizations.
- Develop input for a strategic vision for digital service delivery and transformation, incorporating a central repository for housing resources and protocols to safeguard information, and evaluation metrics to identify baseline capacities, resources and organizational culture requirements necessary to achieve this vision and fortify the Sector.
- Formulate tools, training and resources, such as; roadmap(s), checklists and fact sheets to enable SPO staff to optimize existing service delivery models, and strengthen digital capacity of SPO staff and leadership.
- Liaise with the SISDC Data Privacy and Cybersecurity working group to define criteria for enhancing digital capacity and crafting digital learning strategies and training opportunities.

ROLES

4) Structure and Membership Rationale

Tenure

The SIPPC Technology working group will be co-chaired by one representative from IRCC and by one representative of SIPPC, as determined by SIPPC co-chairs.

The term of the Sector working group co-chair and working group is limited to three (3) years, aligned with the tenure of SIPPC, or until the group completes its work, whichever is earlier.

The NSE Secretariat will lead the call-out and confirmation of membership for the working group using an intersectional approach to ensure equity, diversity and inclusion at the individual and organizational levels. In the event that the mandate of the working group extends beyond the three year timeline, the working group co-chairs will propose an approach to SIPPC including an overview of the work yet to be completed.

Membership

Membership will include, but may not be limited to, representation from Directors of policy and operations from IRCC funded (re) settlement organizations, subject matter experts from IRCC-funded SPOs and other experts as identified by SIPPC co-chairs or working group co-chairs, as well as an IRCC official from the Settlement and Integration Policy Branch. In addition, membership of the SIPPC Technology working group will include Francophone representation to ensure the perspectives and needs of Francophone funded organizations and the clients they serve are reflected in deliberations. Members of the former NSCT will have first right of refusal to be a member of the new SIPPC Technology working group. Membership will comprise up to eight (8) nominated representatives, including two (2) co-chairs. The size may be increased depending on the working group's objectives, subject to SIPPC co-chairs' approval. Each member will specify one alternate to cover absences.

Members are expected to represent the views of a constituency of organizations, including from small organizations and rural, northern and remote communities. Consideration will be given to ensuring working group membership reflects the specific needs, interests and experiences of diverse Sector members and stakeholders, while also ensuring participation from partners with relevant subject matter expertise (e.g., Technology and Digital Service Delivery experts).

5) Co-Chair and Member Roles and Responsibilities

Responsibilities of Co-Chairs

In collaboration with SIPPC co-chairs, working group co-chairs are responsible for:

- i) finalizing a work plan with immediate to long-term strategic objectives that align with the priorities of the SIPPC;
- ii) leading in the implementation and tracking of progress according to work plan milestones;
- iii) setting and following the agenda for working group meetings in alignment with the work plan;
- iv) ensuring the interests and experiences of various and diverse populations are considered in deliberations, including, for example, women, racialized persons, persons with disabilities, Indigenous people, linguistic minorities, sexual orientation and gender diverse groups including 2SLGBTQI+, remote, rural and northern communities;

- v) providing working group updates, in writing, on the implementation of the work plan at quarterly SIPPC meetings; and
- vi) after the inaugural year of establishing the working group, co-chairs will submit a report on the group's findings and recommendations to the SIPPC. Reporting frequency will be established in the work plan.

Member Responsibilities

Working group members will fairly represent the diverse voices of government and non-government settlement and integration colleagues.

Working group members will demonstrate a commitment to the success of the group by consistently attending meetings, participating in discussions, providing meaningful contributions to support the deliverables laid out in the work plan and working collegially. If a member is unable to fulfil their responsibility, the SIPPC co-chairs may ask them to step down from the working group. When a position becomes vacant, a call for participation will be advertised.

PROCESS

6) Meetings

Meeting Frequency

Working group co-chairs will decide the appropriate meeting schedule in alignment with the work plan and deliverables, in consultation with working group members. Meetings will be held virtually.

Budget

Subject to Departmental approvals and in accordance with the Treasury Board guidelines, IRCC will fund logistical support (including securing a location, hospitality and interpretation service costs if needed for meetings) for SIPPC working groups. SIPPC co-chairs to determine if an annual in-person working group meeting is deemed necessary.

IRCC currently funds the NSE Secretariat through Affiliation of Multicultural Societies and Serving Agencies of BC (AMSSA) to coordinate and support the sector to fully participate in the SIPPC and its working groups, including canvassing members on their views and other sector-based analyses of issues, to coordinate the costs associated with in-person Sector participation (including travel, accommodation and incidental costs), and to liaise and coordinate with the SIFA Secretariat.

National Sector Engagement (NSE) Secretariat

The secretariat and coordination function to the SIPPC working groups will be provided by the NSE Secretariat. The NSE Secretariat will convene SIPPC Technology working group meetings and provide organizational, analytical and technical support to the co-chairs of this working group. The NSE Secretariat will make arrangements for interpretation services, as required. In

accordance with TB guidelines, the NSE Secretariat will coordinate the meeting location/hospitality if working group co-chairs or members are asked to attend an annual in-person meeting.

In support of SIPPC co-chairs, the NSE Secretariat will organize and disseminate all SIPPC Technology working group meeting agendas, documents, minutes and other relevant materials to meeting participants, SIPPC and SIFA Secretariat in a timely manner. To ensure alignment between technology-focused working groups, the NSE Secretariat will share working group agendas, documents, minutes and other relevant materials from the SIPPC Technology working group with the SISDC Data Privacy & Cybersecurity working group.

Settlement, Integration and Francophone Affairs (SIFA) Secretariat Function

The monitoring and tracking function to the SIPPC working groups will be provided by the Settlement and Integration Policy Branch, IRCC. The SIFA Secretariat will track work plans, outputs and outcomes, identify opportunities for alignment between working groups, and flag challenges and risks. Secretariat functions are provided in Annex A of the SIPPC terms of reference.

Renewal of Terms of Reference

At the end of the working group's mandate, and as determined in the work plan, both incoming working group co-chairs and SIPPC co-chairs, with support from the SIFA Secretariat, will review the Terms of Reference for the SIPPC Technology working group, and adopt any changes at that time.

OFFICIAL LANGUAGES

Agendas, key documents and other material will be made available in both official languages (OL). The working group is expected to support conducting in-person and virtual meetings in both official languages.

CONFLICT OF INTEREST

Members are committed to ensure that discussions about program and operational priorities do not provide an advantage with respect to funding any SIPPC working group member, as per the "Conflict of Interest Guidelines" document presented in Annex B of the SIPPC Terms of Reference.

DATE OF ADOPTION

July 18, 2024