



Virtual Event



Local Government & Municipalities



PUBLIC  
SECTOR  
NETWORK



# National Insights - Winter Edition

Transforming to Meet the Demands of Tomorrow

Online → Wednesday, January 19, 2022 | 12:00-2:50pm ET • 9:00-11:50am

## Your Inspiring Speakers



**MOHAMED BHAMANI**  
National Municipal  
Government Practice  
Leader and Associate  
Partner  
**EY Canada**



**ANTHONY IANNUCCI**  
Chief Transformation  
Officer, Office of the  
City Manager  
**Richmond Hill**



**MEIGHAN WARK**  
Chief Administrative  
Officer  
**County of Huron**



**NATALIE KAHALE**  
Director, Service  
Transformation  
**City of Ottawa**



**ALIDA MEGHJI**  
Digital and Emerging  
Technologies  
Consulting Associate  
Partner  
**EY Canada**



**SILVIA FRASER**  
Director, Transformation,  
Workplace Strategies,  
ModernTO, Corporate  
Real Estate  
Management Division  
**City of Toronto**



**LISA SIERRA**  
Manager, Innovation,  
Data and External  
Access (IDEA),  
Corporate Analytics &  
Innovation  
**City of Calgary**



**JASON KITA**  
Director, Corporate  
Programs and  
Intergovernmental  
Relations  
**City of Richmond**



**JEFF ARASON**  
Director, Strategic  
Initiatives & Corporate  
Reporting  
**City of Surrey**



**ROB EMERSON**  
Manager, Digital  
Transformation and  
User Experience,  
Information  
Technology  
**The City of Barrie**



**KEATON SEABY**  
Project Lead,  
Continuous  
Improvement  
**City of Beaumont**



**DEAN SYDLOWSKI**  
Director of Corporate  
Security  
**City of Edmonton**



**PATRICK MATOZZO**  
Executive Director,  
Corporate Real Estate  
Management Division  
**City of Toronto**



**STEVE WITT**  
Director of Public  
Sector  
**Nintex**



**JOSH COLLE**  
Infrastructure  
Associate Partner  
**EY Canada**

## Benefits of Attending



**Learn how to maximize the use of technology and devices** in a hybrid workforce to increase efficiency and delivery excellence



**Identify how to create a culture of innovation and collaboration** to deliver on your goals



**Gain insights into best practice upskilling and training** to ensure your workforce can maximize the benefits of new ways of doing things

[CLICK HERE TO REGISTER](#)

## Transforming to Meet the Demands of Tomorrow

As the closest tier of government to citizens, local and municipal governments are facing a period of significant disruption as they deal with a range of issues in the post-pandemic era, including population changes and growth constraints, budget shortfalls, economic challenges and rising demands and expectations in service delivery. To become future ready, a whole-of-government digital transformation is crucial. Local governments need to embrace new technology, streamline processes, upskill their workforce and increase operational efficiency and resilience.

Public Sector Network's **Local Government: National Insights - Winter Edition Virtual Event** will equip attendees with the tools and ideas they need for creating vibrant, sustainable, and resilient hybrid workplaces while ensuring efficiency and operational excellence. The event will also share operational strategies and success stories to help you navigate your technological journey in this new age of citizen engagement and experience.

### Who You'll Meet

- Mayors, Councillors and Municipal Officers

#### Chiefs/Managers/Senior Leaders/Executives of :

- |                       |                          |
|-----------------------|--------------------------|
| ● City Managers       | ● Corporate Services     |
| ● Administrators      | ● Information Technology |
| ● Innovation          | ● Customer Service       |
| ● Citizen Experience  | ● Transformation         |
| ● Operations          | ● Operational Excellence |
| ● Business Excellence | ● Service Design         |



## Explore the Agenda

**12:00pm ET** Welcome from Public Sector Network

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**12:05pm ET** Welcome from Chair

**Mohamed Bhamani**, National Municipal Government Practice Leader and Associate Partner, **EY Canada**

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**12:20pm ET** **Government Keynote: Identifying and overcoming barriers to data driven decision making in large organizations**

**Lisa Sierra**, Manager, Innovation, Data and External Access (IDEA), Corporate Analytics & Innovation, **City of Calgary**

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**12:40pm ET** **Government Case Study: Innovative Solutions to Achieve Greater Efficiency and Cost Savings for the Modernized Workplace**

- Implementing and sustaining a workplace modernization program: a comprehensive approach to creating a modernized and digitalized workplace
- Re-imagining a more resilient and adaptable workplace while ensuring assets are well-utilized to deliver citizen services

**Patrick Matozzo**, Executive Director, Corporate Real Estate Management Division, **City of Toronto**

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**1:00pm ET** **Government Case Study: Agile Practices and Continuous Improvement in the 'Work from Anywhere' Age**

- Creating and sustaining an engaged and skilled workforce
- Implementing mentoring, training, and upskilling programs

**Meighan Wark**, Chief Administrative Officer, **County of Huron**

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**1:20pm ET** Break

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**1:25pm ET** **Gold Spotlight: Digital Fitness Initiatives for 2022: Modernize Forms Based Processes at Scale**

In this session Steve will highlight things you can do right now to improve all types of forms-based processes, including

- Building a Digitally Fit Organization
- Forms and eSign Process Traps
- Real World Examples of Forms Based Processes

**Steve Witt**, Director of Public Sector, **Nintex**

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1:40pm ET

### Panel Discussion 1

#### Achieving Holistic Transformation: Collaborations with People, Process, and Technology to drive Efficiency and Citizen-Centricity

- How can you best make use of current resources to generate operational efficiencies? What are some examples of achieving holistic change?
- What are some best practices to effectively manage your local team, while retaining an innovative culture as you move forward with your efficiency agenda?
- How do you balance the need for efficiency while retaining a healthy workplace environment throughout your organization?
- What tips can you share for developing a more inclusive workplace model that can enhance a culture of local citizen-centricity?

#### Panel Speakers:

**Natalie Kahale**, Director, Service Transformation, **City of Ottawa**

**Anthony Iannucci**, Chief Transformation Officer, Office of the City Manager, **Richmond Hill**

**Jeff Arason**, Director, Strategic Initiatives & Corporate Reporting, **City of Surrey**

**Jason Kita**, Director, **Corporate Programs and Intergovernmental Relations**, **Richmond**

**Rob Emerson**, Manager, Digital Transformation and User Experience, Information Technology, **The City of Barrie**

#### Moderator:

**Josh Colle**, Infrastructure Associate Partner, Government and Public Sector, **EY**

### Panel Discussion 2

#### Leveraging Technology and Automation to Drive Improvements to Your Operations and Service Delivery

- What are some real-world examples of streamlining processes and implementing process automation?
- How can you leverage current and new technologies to improve your workplace efficiency?
- How can you maximise the use of data to understand your processes and customers better to provide enhanced service delivery?
- What are some technology trends that will help shape the future digital workplace and enhance operational efficiency?

#### Panel Speakers:

**Silvia Fraser**, Director, Transformation, Workplace Strategies, ModernTO, Corporate Real Estate Management Division, **City of Toronto**

**Dean Sydlowski**, Director of Corporate Security, **City of Edmonton**

**Keaton Seaby**, Project Lead, Continuous Improvement, **City of Beaumont**

#### Moderator:

**Alida Meghji**, Digital and Emerging Technologies Consulting Associate Partner, **EY**

2:40pm ET

Closing Remarks from the Chair

2:50pm ET

Virtual Event Adjourns

## Thank you to our Event Partners

For partnership opportunities, contact [Andrew Cowan](#) for more information.

CHAIR



GOLD



## What's On Next



## National Local Insights: Spring Edition

Online

June 1, 2022