



Local Government & Municipalities



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



ANDRE SHOJAIE
Chief of Agile Practices & Continuous Improvement
Montreal City



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



MEIGHAN WARK
Chief Administrative Officer
County of Huron



KALYAN CHAKRAVARTHY
Chief Information Officer
Regional Municipality of Durham



NATALIE KAHALE
Director, Service Transformation
City of Ottawa



MOHAMED BHAMANI
National Municipal Government Practice Leader and 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



ALIDA MEGHJI
Digital and Emerging Technologies Consulting Associate Partner
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KEATON SEABY
Project Lead, Continuous Improvement
City of Beaumont



MAURICIO REYES
Director of Corporate Services
Town of Drumheller



DEAN SYDLOWSKI
Director of Corporate Security
City of Edmonton



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



GOLD SPOTLIGHT SPEAKER
TBD
Nintex

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

● Administrators

● Innovation

● Citizen Experience

● Operations

● Business Excellence

● Corporate Services

● Information Technology

● Customer Service

● Transformation

● Operational Excellence

● Service Design



Explore the Agenda

12:00pm ET Welcome from Public Sector Network

12:05pm ET Welcome from Chair

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**

12:35pm ET **Platinum Keynote: Identifying Key Process and Technology Changes to Enable Straight Through Processing for Core Business Services and Greater Ability to Meet Increasing Expectations**

12:50pm 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**

1:05pm 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**

1:20pm ET Break

1:25pm ET **Gold Spotlight: Understanding and Securing Organizational Risk Arising from Technology and IT Environment Changes**

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?

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**

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?

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

Kalyan Chakravarthy, Chief Information Officer, **Regional Municipality of Durham**

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

Andre Shojaie, Chief of Agile Practices and Continuous Improvement, **Montreal City**

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

Mauricio Reyes, Director of Corporate Services, **Town of Drumheller**

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.



What's On **Next**



National Local Insights: Spring Edition

Online

June 1, 2022