



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



Chief of Agile

Practices & Continuous Improvement

Montreal City



SILVIA FRASER

Director, Transformation, Workplace Strategies, ModernTO, Corporate Real Estate Management Division

City of Toronto



KEATON SEABY

Project Lead, Continuous Improvement

City of Beaumont



ANTHONY IANNUCCI

Chief Transformation Officer, Office of the City Manager Richmond Hill



LISA SIERRA

Manager, Innovation, Data and External Access (IDEA), Corporate Analytics & Innovation

City of Calgary



MAURICIO REYES

Director of Corporate Services

Town of Drumheller



MEIGHAN WARK

Chief Administrative Officer





JASON KITA

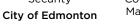
Director, Corporate Programs and Intergovernmental Relations

City of Richmond



DEAN SYDLOWSKI

Director of Corporate Security





KALYAN CHAKRAVARTHY

Chief Information Officer

Regional Municipality of Durham



Director, Strategic Initiatives & Corporate Reporting



JEFF ARASON

City of Surrey



PATRICK MATOZZO

Executive Director, Corporate Real Estate Management Division





NATALIE KAHALE

MOHAMED BHAMANI

National Municipal

Government Practice

Leader and Associate

Partner

EY Canada

ALIDA MEGHJI

Digital and Emerging

Technologies

Consulting Associate

Partner

EY Canada

Director, Service





ROB EMERSON

Manager, Digital Transformation and User Experience, Information Technology

The City of Barrie



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



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



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

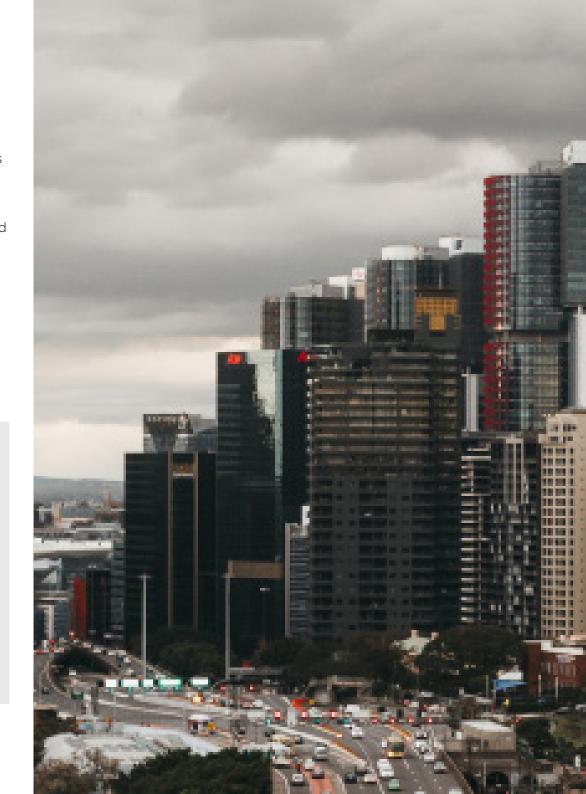
Information Technology

Customer Service

Tranformation

Operational Excellence

Service Design



Explore the Agenda

25pm ET	Gold Spotlight: Understanding and Securing Organizational Risk Arising from Technology and IT Environment Changes
20pm ET	Break
	Meighan Wark, Chief Administrative Officer, County of Huron
	Implementing mentoring, training, and upskilling programs
	Creating and sustaining an engaged and skilled workforce
1:05pm ET	Government Case Study: Agile Practices and Continuous Improvement in the 'Work from Anywhere' Age
	Patrick Matozzo, Executive Director, Corporate Real Estate Management Division, City of Toronto
	Re-imagining a more resilient and adaptable workplace while ensuring assets are well-utilized to deliver citizen services
	 Implementing and sustaining a workplace modernization program: a comprehensive approach to creating a modernized and digitalized workplace
12:50pm ET	Government Case Study: Innovative Solutions to Achieve Greater Efficiency and Cost Savings for the Modernized Workplace
	Ability to Meet Increasing Expectations
12:35pm ET	Platinum Keynote: Identifying Key Process and Technology Changes to Enable Straight Through Processing for Core Business Services and Greater
	Lisa Sierra, Manager, Innovation, Data and External Access (IDEA), Corporate Analytics & Innovation, City of Calgary
12:20pm ET	Government Keynote: Identifying and overcoming barriers to data driven decision making in large organizations
2:05pm ET	Welcome from Chair
12:00pm ET	Welcome from Public Sector Network

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 you 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

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.



GOLD







National Local Insights: Spring Edition Online

June 1, 2022