



National Insights - Spring Edition

Sustaining Digital Transformation Beyond COVID Times

Online → Wednesday, May 4, 2022 | 12pm - 2:45pm ET & 9am - 11:45am PT

Your Inspiring Speakers



CLARKE BELLAMY
Manager, 311 Citizen Services
The City of Calgary



JOHN MOREAU
Manager, Digital Services
District of North Vancouver



ARLENE WILLIAMS
Executive Director Digital Platforms
Nova Scotia Digital Service



GARY A YORKE
Director
311 Toronto



MICHAEL KARLIN
Strategic Policy Team Lead
Canadian Digital Service



ROBERT FRELICH
Director General, Digital Identity Transformation, Management Branch
Employment and Social Development Canada



SIMONIDA SIMONOVIC
OPS Accessibility Office, Senior Manager
Treasury Board



JULIANNA ROWSELL
Senior Program Manager - Accessibility and User Experience
Canadian Human Rights Commission



THE HONOURABLE NATE GLUBISH
Minister of Service Alberta
Government of Alberta



DARREN HUMPHRIES
Director Solution Engineering & Cloud Architecture
VMware



CHRIS MOORE
Community Advisor
Public Sector Network

Benefits of Attending



Chart the course for your digital transformation in 2022 by exploring the emerging trends, technologies and projects from across the Canadian public sector



Identify areas for improvement in service design and delivery by leveraging citizen-centric methodologies in every stage of customer service



Review digital products and projects developed during COVID times to identify areas for improvement and implement effective changes



Maintain and elevate a digital culture within your agency to underpin a strong digital transformation trajectory

[CLICK HERE TO REGISTER](#)



Sustaining Digital Transformation Beyond COVID Times

The Canadian public service witnessed an extraordinary acceleration of digital transformation across government service delivery. New technologies have become key business enablers, helping to consolidate government platforms, digitalize credentials and automate front and back-end. To make digital government a reality in an unpredictable environment, the government must modernize how it manages transformation to meet the changing needs and expectations of citizens. As such, a citizen-centric approach to design, development, and delivery is critical to facilitate trust and increase access to essential services.

As we move further into the digital era, citizens are looking for consumer-grade experiences from the government. With demand for digital experiences increasing across all generations of Canadians, the government has an opportunity to streamline services for the digital age. Focus on accessibility, inclusion, new technologies like digital identity and reliance on data for decision making will drive successful transformations.

Join Public Sector Network's virtual event to learn how your agency can maintain and elevate your existing digital projects in 2022. Embark on the next phase of transformation by overcoming the limitations of products born from necessity in COVID-times.



Who You'll Meet

Chiefs/Directors/Heads/Managers of :

- Digital Transformation
- Citizen Experience & Services
- Corporate Services
- Service Innovation
- Business Delivery
- Digital Experience
- Innovation
- User Experience
- Service Design & Delivery
- Workplace Accessibility
- Regulatory Affairs

12:00pm ET
9:00am PT

Welcome from Public Sector Network

12:05pm ET
9:05am PT

Welcome from Chair
Chris Moore, Community Advisor, **Public Sector Network**

12:20pm ET
9:20am PT

Ministerial Address: Ensuring Citizen Accessibility of Services in the Digital Era
The Honourable Nate Glubish, Minister of Service Alberta, **Government of Alberta**

12:35pm ET
9:35am PT

Government Case Study:
Next-Gen Engagement: Leveraging Technology, Processes & Driving Collaboration

- Identifying the right technologies that can help boost operational efficiency for a more seamless service journey across the entire agency
- Key drivers of the next generation of citizen engagement

John Moreau, Manager, Digital Services, **District of North Vancouver**

12:50pm ET
9:50am PT

Platinum Keynote:
A Force for Good: Sustainable Digital Infrastructure For Canada
Darren Humphries, Director, Solution Engineering & Cloud Architecture, **VMware**

1:05pm ET
10:05am PT

Panel Discussion:
Building Better Citizen Experience with Digital Identity

- What are the key trends that are shaping the future of digital identity? Where do we stand in our digital identity journey?
- What are the core principles for building an effective digital identity framework?
- What are some common barriers when it comes to delivering digital services efficiently? Are there any challenges that need be addressed now to ensure an effective roll-out?
- Where do you see opportunities to improve collaboration across various levels of government and the private sector?
- What steps can public sector organizations take to move the needle on digital ID adoption and utilization?

Arlene Williams, Executive Director Digital Platforms, **Nova Scotia Digital Service**

Michael Karlin, Strategic Policy Team Lead, **Canadian Digital Service**

Robert Frelich, Director General, Digital Identity Transformation, Transformation Management Branch, **Employment and Social Development Canada**

Moderated by: **Chris Moore**, Community Advisor, **Public Sector Network**

1:35pm ET
10:35am PT

Government Case Study:
Using Citizen Data for Better Citizen Outcomes

Clarke Bellamy, Manager, 311 Citizen Services, **The City of Calgary**

1:50pm ET
10:50am PT

Break

1:55pm ET
10:55am PT

Panel Discussion:
Digital Inclusion and Accessibility for better Citizen Experience

- How do you ensure that accessibility and inclusion are priorities throughout the digital design process and built into your organizational culture?
- What are the key success factors in making digital inclusion a reality?
- What are the challenges in your work advancing digital accessibility or inclusive design, and how did you overcome them?
- In what ways have approaches to digital inclusion differed pre-pandemic vs. post pandemic, if at all?
- What do you envision for the future?

Gary A Yorke, Director, **311 Toronto**

Simonida Simonovic, OPS Accessibility Office, Senior Manager, **Treasury Board Secretariat**

Juliana Rowsell, Senior Program Manager – Accessibility and User Experience, **Canadian Human Rights Commission**

Moderated by: **Chris Moore**, Community Advisor, **Public Sector Network**

2:40pm ET
11:40am PT

Closing Remarks from the Chair
Chris Moore, Community Advisor, **Public Sector Network**

2:45pm ET
11:45am PT

PSN Closing & Virtual Event Adjourns

Thank you to our **Event Partner**

Gold



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

What's On **Next**



**National Digital Insights:
Summer Edition**

Online

August 24, 2022