



Virtual Event



Local Government & Municipalities



National Insights - Spring Edition

Sustainable Transformation for Better Citizen Experience

Online → Wednesday, June 1, 2022 | 12:00-1:35pm ET • 9:00-10:35am PT

Your Inspiring Speakers



MARNIE CLUCKIE

Chief Administrative Officer

Town of Niagara-on-the-Lake



MEIGHAN WARK

Chief Administrative Officer

County of Huron



KALYAN CHAKRAVARTHY

Chief Information Officer
Regional Municipality of Durham



ASIM HUSSAIN

Director, Digital Service Transformation

City of Toronto



ANDREA MCKINNEY

General Manager, Corporate Services
Town of Orangeville



EPSIT JAJAL

vCIO
RICOH
Digital Services

Benefits of Attending



Hear how the local governments and municipalities are **undertaking strategic transformation to achieve operations excellence with hybrid workforce**



Practical insights and takaways for **seamless transition and change management strategies**



Enhance integration and collaboration across departments by **learning and adopting effective leadership during transformation**



It is an amazing session as it unveils fundamental initiatives that could drive innovations in municipalities.

Halifax Regional Municipality

[CLICK HERE TO REGISTER](#)



Sustainable Transformation for Better Citizen Experience

Municipalities continue to experience significant shift due to the ongoing pandemic. In the wake of the disruption caused by the pandemic, today's cities and local governments have an opportunity to revolutionize how they function. It is imperative that they responsibly meet the rapidly changing needs and expectations of their citizens, businesses, partners across the diverse cities and communities they serve.

Critical to local governments' success is their ability to learn from the others' best practices, while acknowledging that government has a social and economic mandate that covers all its constituents. The accelerated pace of change caused by the COVID-19 pandemic has led cities and local governments to evolve their understanding of community needs and citizen expectations. The world we knew before the pandemic and the world we're living in today are two vastly different things, and the transformation journey that's unfolding now is breaking down traditional government silos. To become future ready, a whole-of-government transformation is crucial. Local governments need to embrace new technology, adopt sustainable change management, streamline processes, upskill their workforce and increase operational efficiency and resilience.

Public Sector Network's **Local Government: National Insights – Spring Edition** Virtual Event will equip attendees with the tools and ideas they need for sustaining the change with a potential for continuous improvement while ensuring efficiency, operational excellence, and responsible governance.

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
9:00am PT

Welcome from Public Sector Network

12:05pm ET
9:05am PT

Opening Remarks from the Chair
Meighan Wark, Chief Administrative Officer, **County of Huron**

12:20pm ET
9:20am PT

Government Keynote:
Strategic Transformation: The Roadmap to Operational Excellence with a Dispersed Workforce

- Streamlining processes and implementing process automation so that employees can focus on high-value, interesting work
- Achieving greater agility and efficiency in the workplace

Marnie Cluckie, Chief Administrative Officer, **Town of Niagara-on-the-Lake**

12:35pm ET
9:35am PT

Fireside Chat:
Change Management: The Road to a New Path in Citizen Centricity

- From strategic to tactical: Creating a value chain beginning and ending with the citizen
- Understanding the importance of collaboration with key groups and individuals for a better model

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

12:50pm ET
9:50am PT

Break

12:55pm ET
9:55am PT

Panel Session:
Leadership during Transformation

- What are the challenges inherent in building a digital transformation team?
- How have recent events changed your approach and philosophy for creating an agile organizational culture?
- Digital transformation isn't a onetime initiative, but a journey. How has this reframed your view of what digital transformation can accomplish in your organization?
- What role have partnerships and other stakeholders played to help you achieve your mission?

Asim Hussain, Director, Digital Service Transformation, **City of Toronto**
Andrea McKinney, General Manager, Corporate Services, **Town of Orangeville**
Epsit Jajal, vCIO, **RICOH Digital Services**

1:25pm ET
10:25am PT

Closing Remarks from the Chair

1:35pm ET
10:35am PT

Virtual Event Adjourns

Thank you to our **Event Partners**

Silver

RICOH
imagine. change.

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

What's On **Next**



**National Local Insights:
Fall Edition
Online**

September 20, 2022



Great info, very timely. Very current to our reality.

City of Calgary