







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



Chief Administrative Officer County of Huron

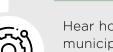


CHAKRAVARTHY Chief Information Officer Regional Municipality of Durham



ASIM HUSSAIN Director, Digital Service Transformation City of Toronto





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

Benefits of Attending



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



ANDREA MCKINNEY General Manager, Corporate Services Town of Orangeville



EPSIT JAJAL vCIO RICOH **Digital Services**



It is an amazing session as it

unveils fundamental initiatives that could drive innovations in municipalities.





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.

Mayors, Councillors and Municipal Officers Chiefs/Managers/Senior Leaders/Executives of: City Managers Administrators Information Technology Customer Service Tranformation

Operational Excellence

Service Design

Operations

Business Excellence



Explore the Agenda 12:00pm ET **Welcome from Public Sector Network** 9:00am PT 12:05pm ET **Opening Remarks from the Chair** Meighan Wark, Chief Administrative Officer, County of Huron 9:05am PT 12:20pm ET **Government Keynote:** 9:20am PT 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 **Fireside Chat:** 12:35pm ET 9:35am PT 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 Kalvan Chakravarthy. Chief Information Officer. Regional Municipality of Durham 12:50pm ET **Break** 9:50am PT 12:55pm ET **Panel Session:** 9:55am PT **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 Jaial. vCIO. RICOH Digital Services 1:25pm ET Closing Remarks from the Chair 10:25am PT 1:35pm ET **Virtual Event Adiourns** 10:35am PT

Silver



For partnership opportunities, contact **Andrew Cowan** for more information.





National Local Insights: Fall Edition Online

September 20, 2022



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

City of Calgary