

# Driving Citizen-Centric Service Delivery in Local Government

Digital Tools and Innovative Strategies for Modernization and Citizen Engagement

Online → Thursday, December 8, 2022 | 12:00-2:00pm ET • 9:00-11:00am PT

## Your Inspiring Speakers



**KALYAN CHAKRAVARTHY**  
Chief Information Officer  
Durham Region



**ASIM HUSSAIN**  
Director, Digital Service  
Transformation  
City of Toronto



**NAKIA PHILLIPS**  
Manager, Corporate  
Services Department  
City of Mississauga



**STEVE WITT**  
Director, Public Sector  
Nintex



**MAURICIO REYES**  
Director of Corporate and  
Community Services  
Chief Financial Officer  
Town of Drumheller



**MOHAMED BHAMANI**  
National Municipal  
Government Practice  
Leader and Associate  
Partner  
Ernst & Young



**SAM MOD**  
Partner | Co-Lead EY  
Design Studio  
Ernst & Young

## Benefits of Attending



Get to grips with the **latest technologies driving citizen engagement**



Hear what the trailblazers are doing to **ensure a culture of ever-increasing innovation, collaboration and modernization**



Explore **fit-for-future technology options for long-term cost savings and increased efficiency**



Understand what it takes to **put citizens at the heart of your digital transformation journey**

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

Halifax Regional Municipality

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## Digital Tools and Innovative Strategies for Modernization and Citizen Engagement

Rapid change precipitated by the COVID-19 pandemic has forced municipalities to view the needs of citizen and community through an entirely different lens. In the wake of post-pandemic disruption, new opportunities for local governments to drive innovation have emerged. By building on technologies and operational processes forged over the course of the past 2 years, municipalities are in a better position than ever before to modernize service delivery and respond to shifting citizen demands.

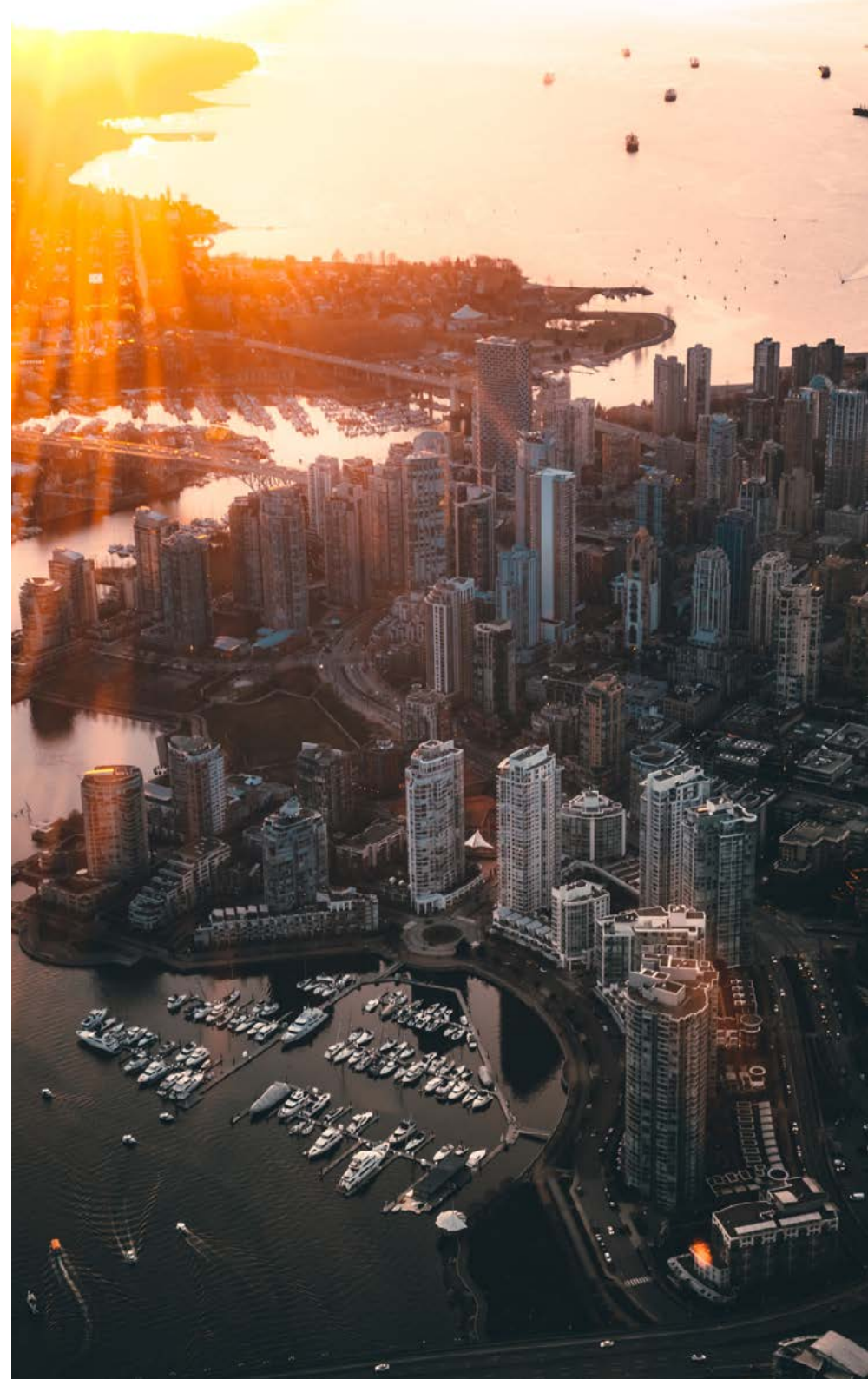
Embracing new technologies and ways of collaborating is key to increasing citizen engagement and enhancing service delivery. Digitally enabled, data-driven and citizen-focused are at the heart of the post-pandemic transformational journey. Ultimately, new technologies and ways of working have armed municipalities with the tools they need to put citizens at the centre of everything that every modern local government should strive towards.

Public Sector Network's **Driving Citizen-Centric Service Delivery in Local Government** will showcase the latest digital tools and strategies being embraced by municipal governments to modernize service delivery. Join us for the final installment of our Virtual National Insights in Local Government to be part of the conversation!

### Who You'll Meet

**Chief Executive Officers / Chief Operating Officers / Chief Information Officers  
Chief Digital Officers Senior Leaders and Executives from:**

- Operations
- Business Excellence
- Corporate Services
- Information Technology
- Human Resources
- Governance
- Innovation
- Digital Transformation
- Data
- People and Culture
- Policy



## Explore the Agenda

**12:00pm ET**  
**9:00am PT**

**Welcome from Public Sector Network**

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**12:05pm ET**  
**9:05am PT**

**Opening Remarks from the Chair**

**Mohamed Bhamani**, National Municipal Government Practice Leader and Associate Partner, **Ernst & Young**

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**12:20pm ET**  
**9:20am PT**

**Government Keynote:**

**Bridging the Gap Between Digital and Human Experience**

- Overcoming internal silos to forge a common understanding of citizen expectations and service delivery strategies
- Adopting a blueprint for redesigning and optimizing services – comprehending priorities and creating user-friendly experiences
- Putting the citizen at the heart of your digital transformation journey

**Kalyan Chakravarthy**, Chief Information Officer, **Durham Region**

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**12:35pm ET**  
**9:35am PT**

**Platinum Keynote:**

**Digital Fitness Initiatives for 2022: Modernize Forms Based Processes at Scale**

- Building a Digitally Fit Organization
- Forms and eSign Process Traps
- Real World Examples of Forms Based Processes

**Steve Witt**, Director, Public Sector, **Nintex**

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**12:50pm ET**  
**9:50am PT**

**Fireside Chat:**

**Overcoming the Digital Divide for More Accessible, Efficient Service Delivery**

- What ways can technology be used to increase inclusive service delivery
- How is AI being used to increase customisation and accessibility?
- To what degree should services be digitalized? How can municipalities ensure a user-friendly user experience that enhances rather than decreases accessibility?
- Creating a culture that is ripe to foster change - how to break down silos, increase collaboration and ensure a top-down approach to digital aspirations
- What can municipalities do to ensure citizen buy-in, trust and engagement

**Asim Hussain**, Director of Digital Transformation, **City of Toronto**

**Nakia Phillips**, Manager, Corporate Services Department, **City of Mississauga**

**Moderator: Sam Mod**, Partner | Co-Lead, EY Design Studio, **Ernst & Young - Canada**

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1:10pm ET  
10:10am PT

**Government Case Study:**

**Connecting the Dots Between Your Innovation Roadmap, Efficiency and Cost Savings**

**Mauricio Reyes**, Director of Corporate and Community Services Chief Financial Officer, **Town of Drumheller**

1:25pm ET  
10:25am PT

**Closing Remarks from the Chair**

**Mohamed Bhamani**, National Municipal Government Practice Leader and Associate Partner, **Ernst & Young**

1:30pm ET  
10:30am PT

**Virtual Event Adjourns**

**Thank you to our Event Partners**

Chair



Platinum



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