Ontario

PUBLIC SECTOR NETWORK

Certified B Corporation

2023
Public Sector Innovation Show **Ontario**

From Innovation to Impact:
Building a Better Tomorrow

Wednesday, September 13, 2023
Chelsea Hotel, Toronto, ON | 8:00am
33 Gerrard Street West, Toronto, Ontario, M5G 1Z4

Agenda at a glance

Ontario is leading the charge in public sector innovation, with a focus on enhancing services and improving operational efficiency. From the Digital Service Standard to the creation of the Ontario Digital Service, there have been numerous innovative solutions developed to make government services and information more accessible to Ontarians. We are proud to announce that the Government of Ontario is partnering with us in this endeavor, further demonstrating their commitment to driving innovation in the public sector.

However, as with any innovation, there are also challenges to be overcome. The public sector faces unique obstacles in adopting new technologies, such as strict security and privacy regulations and limited budgets. This conference will provide an opportunity to discuss these challenges and explore ways to overcome them, with the active participation and support of the Government of Ontario.

Join us at the Public Sector Innovation Show, Ontario to learn about the latest innovations in public sector IT and how they are driving transformation in Ontario. This conference will feature insightful sessions from leading experts, networking opportunities, and drill-down roundtable sessions to help you take the next steps in innovation. By partnering with the Government of Ontario, we aim to foster collaboration and knowledge sharing to build a brighter future for the Ontario public sector. Together, we can overcome the challenges and achieve our shared goal of delivering efficient, accessible, and innovative services to the people of Ontario.
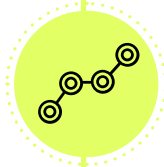
Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Digital, Transformation & Engagement
- Government Technology Platforms
- Strategy
- Innovation
- Technology
- Insights & Analytics

- Customer Engagement & Experience (CX)
- Strategic Planning & Operations Data
- Corporate Service
- Service Design & Delivery
- Workforce
- Learning & Development
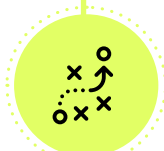
Benefits of Attending

Hear how innovative digital experience strategies and processes are transforming government services to deliver positive outcomes to citizens
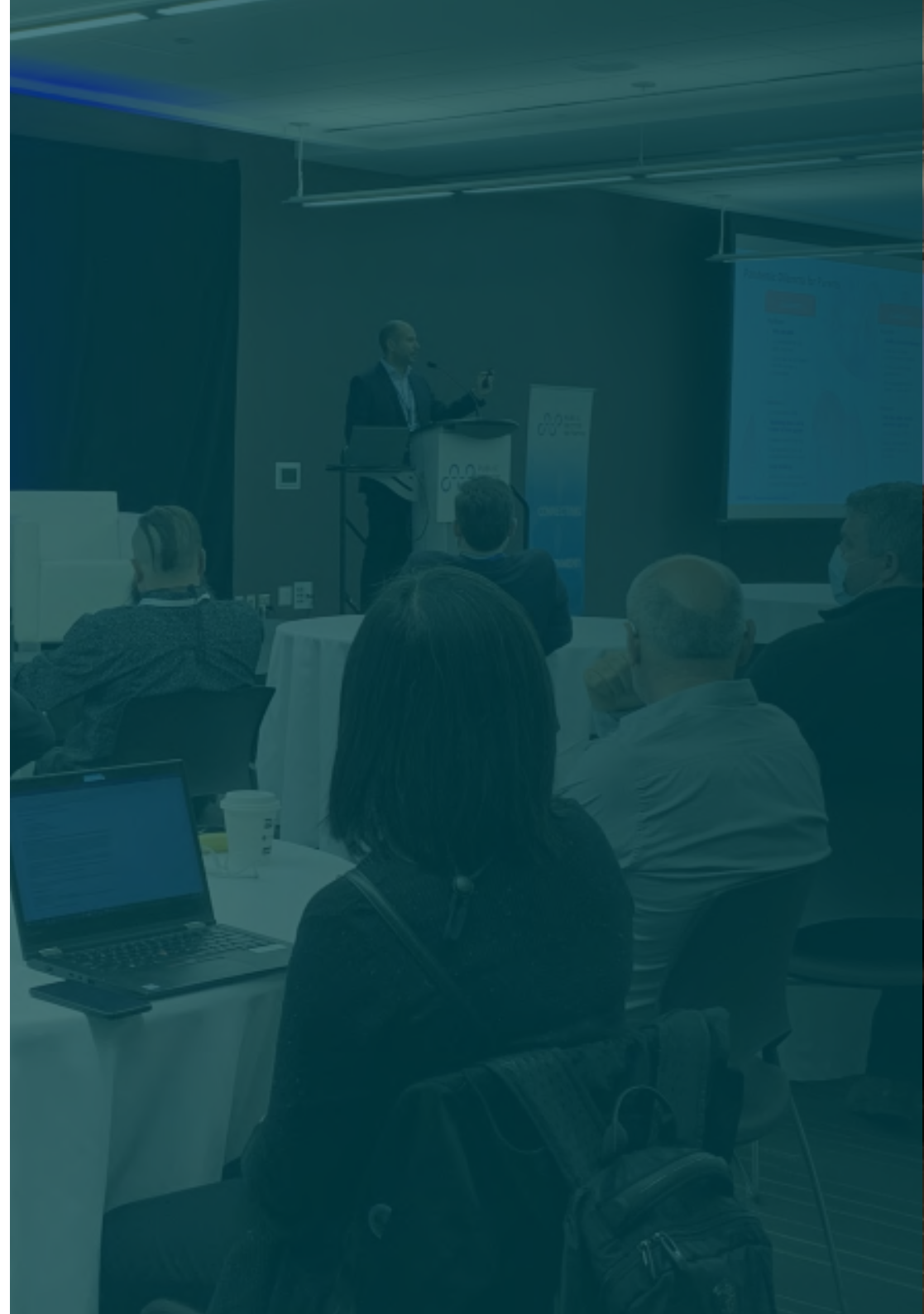
Learn how to seize opportunities to enhance integration across departments and agencies to deliver shared outcomes

Explore ways to create an autonomous and trusting environment to promote innovative thinking within an organization

Discuss how to employ emerging technologies to enable fast, progressive, safe, and efficient operations

Your Inspiring Speakers

HONOURABLE KALEED RASHEED

Minister of Public and Business Service Delivery of Ontario

Government of Ontario

MICHELLE E. DIEMANUELE

Secretary of the Cabinet

Head of the Ontario Public Service

RENU KULENDRAN

Deputy Minister

Ministry of Public and Business Service Delivery

MAUD MURRAY

Deputy Minister

Ministry of Red Tape Reduction

GORD REYNOLDS

Vice President, Commercial Advisory & Strategy

Infrastructure Ontario

JOHN ROBERTS

Associate Deputy Minister, Deputy Chief Digital and Data Officer, Chief Privacy Officer and Archivist

Ontario

GREG ESSENSA

Chief Electoral Officer

Elections Ontario

ALEX COLEMAN

Chief Information Officer/Assistant Deputy Minister Children, Youth and Social Services I+IT Cluster

Ministry of Children, Community and Social Services

JOANNE ANDERSON

Assistant Deputy Minister, Citizen Experience, Strategy, and Integration Division

ServiceOntario

MANDEEP FLORA

Director, Data Strategy and Solutions Platform, Business Intelligence and Practice Division

Ministry of Children, Community and Social Services

CIELO MEDEL

Director IT and Chief Information Officer

City of Mississauga

SHYAM OBEROI

Chief Digital Officer

Royal Ontario Museum

KALYAN CHAKRAVARTHY

Chief Information Officer

Electrical Safety Authority

UMA GOPINATH

Chief Information Officer

Metrolinx

GARY A YORKE

Executive Director Customer Experience

City of Toronto

ANDREA MCKINNEY

Chief Technology and Innovation Officer, Chief Corporate Services Officer

Workplace Safety and Insurance Board Ontario

ANDY KRENZ

General Manager / Senior Director of Public Sector

ThoughtExchange

KYLE WIERKS

Account Executive

ThoughtExchange

ANTHONY CERAMI

Customer Success Manager

ThoughtExchange

ANDREW BAILEY

Director, Data & Analytics

Maximus

MICHAEL OAS

Vice President, Solutions

Maximus

Your Inspiring Speakers

KELLIE SCOTT
Vice-President of Consulting
CGI

REEM GEDEON
Consulting Services Leader - Ontario Public Sector
CGI

CHANTEL BOYD
Director Consulting Services - Public Sector
CGI

SUJATHA KAMMA
Public Sector Industry Advisor
SAP ISBN

SUSAN HOGAN
Spend Management Advisor
SAP ISBN

PAUL WEST
Director, Global Public Sector
ThinkOn Inc.

CRAIG MCLELLAN
CEO and Founder
ThinkOn Inc.

DARREL SHAW
Client Partner, Public Sector
IBM

ALISON OLEKSIAK
Digital Transformation Executive
IBM

TERRY SIMPSON
Manager of Presales
Nintex

JOE BULTENA
Public Sector Account Executive
Nintex

ADAM BURLEY
Director - IoT
Rogers Communications

STEVEN VAN BINSBERGEN
Director, Ontario Public Sector
Rogers Communications

ADAM FOURNIER
Director Solution Engineering
VMware Tanzu

AMADEO TRITTO
National Strategist | Enterprise Architect - Digital Transformation
VMware Tanzu

MIKE TAYLOR
Director of Engineering
Dynatrace

MATTHEW ROSE
Principal, Global Public Sector
Snowflake

JASON FALOVO
VP and General Manager, Canada
Cradlepoint

NEIL DANIELL
Solution Architect
NetApp

PHILLIP BLAND
Global Government Advisor
Qualtrics

Explore the Agenda

Chelsea Hotel, Toronto, ON

8:00am	**Registration and Networking Breakfast**
9:00am	**Welcome from the Public Sector Network**
9:10am	Welcome from the Chair: **Great Leaders are Great Listeners** **Andy Krenz,** *General Manager / Senior Director of Public Sector,* ThoughtExchange
9:30am	**Ministerial Address** **Honorable Kaleed Rasheed,** *Minister of Public and Business Service Delivery of Ontario,* Government of Ontario
9:40am	Government Keynote: **Building Trust and Transparency Through Innovative Citizen Engagement** **Michelle E. DiEmanuele,** *Secretary of the Cabinet,* Head of the Ontario Public Service
10:00am	Government Keynote: **From a Systematic to a Human-Centered Approach - How Technology is Enhancing Citizen Services** • Citizen services evolution - from a systematic to human-centered approach • How technology improves citizen services in the public sector • Best practices and challenges **Renu Kulendran,** *Deputy Minister,* Ministry of Public and Business Service Delivery
10:20am	Platinum Partner Session: **Innovating with Emerging Technologies: What's Next for the Public Sector** **Sujatha Kamma,** *Public Sector Industry Advisor,* SAP ISBN
10:40am	Panel Discussion: **The Future of Public Services: Anticipating Trends and Preparing for Change** • How do you envision the role of technology in the future of public services, and what are the key challenges that will need to be overcome to realize this vision? • How can the public sector leverage new technologies to improve service delivery and citizen outcomes? • How can public sector organizations prepare for and respond to changing citizen expectations and demands, particularly in the context of rapidly evolving technology and increasing digitization? **Maud Murray,** *Deputy Minister,* Ministry of Red Tape Reduction **Greg Essensa,** *Chief Electoral Officer,* Elections Ontario **Darrel Shaw,** *Client Partner, Public Sector,* IBM Moderator: **Kyle Wierks,** *Account Executive,* ThoughtExchange

11:10am	**Refreshment Break**

	TRACK SESSIONS	
	Digital & CX Track	**Innovation & Technology Track**

11:40am	Welcome from Track Chair: **Why Data is the Key to Unlocking Digital Transformation Potential** **Michael Oas,** *Vice President, Solutions,* Maximus	Welcome from Track Chair: **Mastering Your Data: Data Management Tools to Improve Service Delivery in the Public Sector** **Kellie Scott,** *Vice-President of Consulting,* CGI **Reem Gedeon,** *Consulting Services Leader - Ontario Public Sector,* CGI
12:00pm	Government Keynote: **Leveraging Data for Better Government Innovation** • Key considerations and challenges for implementing digital transformation using data • Exploring issues related to privacy, security, and interoperability • Challenges and learnings **John Roberts,** *Associate Deputy Minister, Deputy Chief Digital and Data Officer, Chief Privacy Officer and Archivist,* Ontario Public Service	Government Keynote: **Culture Shift: Empowering Transformation for Future Success** • Post pandemic leadership • Culture and Transformation • Transformation for ongoing success **Alex Coleman,** *Chief Information Officer/Assistant Deputy Minister Children, Youth and Social Services I+IT Cluster,* Ministry of Children, Community and Social Services
12:20pm	Gold Partner Session: **Improving the Citizen Experience through Intelligent Modernization** **Adam Fournier,** *Director Solution Engineering,* VMware Tanzu	Gold Partner Session: **5G and Digital Transformation** **Jason Falovo**, *VP and General Manager, Canada,* **Cradlepoint**
12:40pm	Government Keynote: **Digital Dealership: Better Car Buying Experience for Ontarians** **Joanne Anderson,** *Assistant Deputy Minister, Citizen Experience, Strategy, and Integration Division,* ServiceOntario	Government Keynote: **A Data-Driven Public Sector: Transforming How Government Uses Data for Better Outcomes** • Current considerations in how government collects and uses data for service delivery and analytics • Rethinking our organizations, technology and culture to better use data as a strategic asset • Emerging opportunities, including in cloud and data science **Mandeep Flora,** *Director, Data Strategy and Solutions Platform, Business Intelligence and Practice Division,* Ministry of Children, Community and Social Services

| 1:00pm | **Networking Lunch Break** |

<div align="center">**TRACK SESSIONS**</div>

	Digital & CX Track	**Innovation & Technology Track**
2:00pm	Panel Discussion: **Bridging the Digital Divide - Building Equitable Access to Digital Services**	Panel Discussion: **Innovating with Emerging Technologies: What's Next for the Public Sector**

Digital & CX Track — 2:00pm

Panel Discussion: **Bridging the Digital Divide - Building Equitable Access to Digital Services**

- What are some of the key barriers that prevent certain groups from accessing digital services, and how can governments work to overcome these barriers and ensure equitable access for all?
- How can governments and other organizations leverage technology to reach marginalized or remote communities that may have limited access to traditional service delivery models?
- What role can public-private partnerships play in bridging the digital divide, and where have the biggest successes been to date?

Cielo Medel, *Director IT and Chief Information Officer,* City of Mississauga

Shyam Oberoi, *Chief Digital Officer,* Royal Ontario Museum

Mike Taylor, *Director of Engineering,* Dynatrace

Moderator: **Michael Oas,** *Vice President, Solutions,* Maximus

Innovation & Technology Track — 2:00pm

Panel Discussion: **Innovating with Emerging Technologies: What's Next for the Public Sector**

- What emerging technologies have the greatest potential to transform the public sector in the next five to ten years, and how can governments best prepare to harness their potential benefits?
- As the use of emerging technologies becomes more widespread in the public sector, what challenges and risks do you anticipate, and how can governments best address these challenges to ensure public trust and accountability?
- How can governments balance the potential benefits of emerging technologies with the need to protect the privacy and security of citizens' data, and what steps can they take to ensure that emerging technologies are deployed in an ethical and responsible manner?

Kalyan Chakravarthy, *Chief Information Officer,* Electrical Safety Authority

Uma Gopinath, *Chief Information Officer,* Metrolinx

Gord Reynolds, *Vice President, Commercial Advisory & Strategy,* Infrastructure Ontario

Matthew Rose, *Principal, Global Public Sector,* Snowflake

Moderator: **Kellie Scott,** *Vice-President of Consulting,* CGI

2:30pm

Digital & CX Track

Gold Partner Session: **Next-Gen Engagement: Leveraging Technology, Processes and Driving Collaboration**

Terry Simpson, *Manager of Presales,* Nintex

Innovation & Technology Track

Gold Partner Session: **Smart cities are sustainable cities**

Adam Burley, *Director - IoT,* Rogers Communications

2:50pm   **Interactive Rountable Discussions**

1. Identifying and Meeting Citizen Needs with Data and Analytics
    Facilitated by: **Alison Oleksiak,** *Digital Transformation Executive,* **IBM**

2. Sustainable Digital Infrastructure for Canada
    Facilitated by: **Paul West,** *Director, Global Public Sector,* **ThinkOn Inc.**

3. Intelligent App Modernization in Practice: prioritizing efforts in the face of limited resources and legacy systems
    Facilitated by: **Adam Fournier,** *Director Solution Engineering,* **VMware Tanzu & Amadeo Tritto,** *National Strategist | Enterprise Architect - Digital Transformation,* **VMware Tanzu**

4. Smart Cities are Sustainable Cities
    Facilitated by: **Steven Van Binsbergen,** *Director, Ontario Public Sector,* **Rogers Communications**

5. Modernizing IT Architectures for Seamless Delivery
    Facilitated by: **Neil Daniell,** *Solution Architect,* **NetApp**

6. What can Cloud do for You: Leveraging Cloud to Meet your Innovation Needs!
    Facilitated by: **Oracle**

7. Revolutionizing Public Sector Services: Capturing Value of the Digital Foundation with Data and Analytics
    Facilitated by: **Andrew Bailey,** Director, Data & Analytics, **Maximus**

8. Ways to Automate CX Processes and Enable Self Service
    Facilitated by: **Phillip Bland,** Global Government Advisor, **Qualtrics**

9. Enhancing Cybersecurity in the Public Sector: Strategies for Protecting Data and Systems
    Facilitated by: **Jason Falovo,** VP and General Manager, Canada, **Cradlepoint**

10. Leveraging Artificial Intelligence and Machine Learning in Government Operations
    Facilitated by: **Susan Hogan,** Spend Management Advisor, **SAP ISBN**

11. Empowering Citizen Participation: Engaging the Public through Digital Platforms and Civic Tech
    Facilitated by: **Kyle Wierks,** *Account Executive,* **ThoughtExchange & Anthony Cerami,** *Customer Success Manager,* **ThoughtExchange**

12. The Roadmap from Identity & Access Management to Digital Identity and Digital Trust
    Facilitated by: **Chantel Boyd,** *Director Consulting Services - Public Sector,* **CGI**

13. How Low Code Can You Go? Technology Trends in No-Code/Low-Code Space
    Facilitated by: **Joe Bultena,** *Public Sector Account Executive,* **Nintex**

3:50pm   **Refreshment Break**

4:05pm — **Welcome back from the Chair**

Andy Krenz, *General Manager / Senior Director of Public Sector,* ThoughtExchange

4:10pm — Platinum Partner Session: **Shifting the IT Transformation Ideology from Technology-Driven to Outcome-Driven**

Craig McLellan, *CEO and Founder,* ThinkOn Inc.

4:30pm — Panel Discussion: **Unlocking Tools and Strategies to Drive Innovation and Modernization**

- How can the public sector foster a culture of continuous learning and experimentation, encouraging employees to embrace new tools and strategies to drive innovation forward?
- Where are new strategies and technologies driving the most change and demonstrating the potential for long-term innovation?
- Connecting the dots between Government, public sector employees and the shifting needs and priorities of Ontarians

Gary A Yorke, *Executive Director Customer Experience,* City of Toronto
Andrea McKinney, *Chief Technology and Innovation Officer, Chief Corporate Services Officer,* Workplace Safety and Insurance Board Ontario
Moderator: **Anthony Cerami,** *Customer Success Manager,* ThoughtExchange

5:00pm — **Closing Remarks from the Chair, followed by Networking Reception**

Andy Krenz, *General Manager / Senior Director of Public Sector,* ThoughtExchange

JOIN THE WAITLIST TODAY

Thank You to our Partners

Diamond
ThoughtExchange

Sapphire
CGI · maximus

Platinum
SAP · ThinkOn — Where Data Thrives

Platinum VIP Breakfast
EY — Building a better working world

Platinum VIP Lunch
pwc

Ruby
IBM · ORACLE Cloud

Gold
cradlepoint PART OF ERICSSON · nintex · ROGERS BUSINESS · vmware | intel

Silver
dynatrace · snowflake

Branding Partner
imdoingit!

Marketing Partner
CODE for CANADA · TOnow NETWORK OF WOMEN

Exhibitor
Adobe · Collibra · DELL Technologies · LINKDIGITAL · NetApp · NETSCOUT · qualtrics XM · snow · veeam

Cocktail Reception
CERIDIAN

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