

Event Partner



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

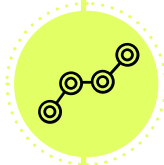
Chiefs/Directors/Heads/Managers of:

- 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



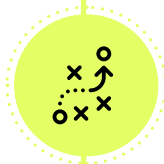
Hear how innovative digital experience strategies and processes are transforming government services to deliver positive outcomes to citizens



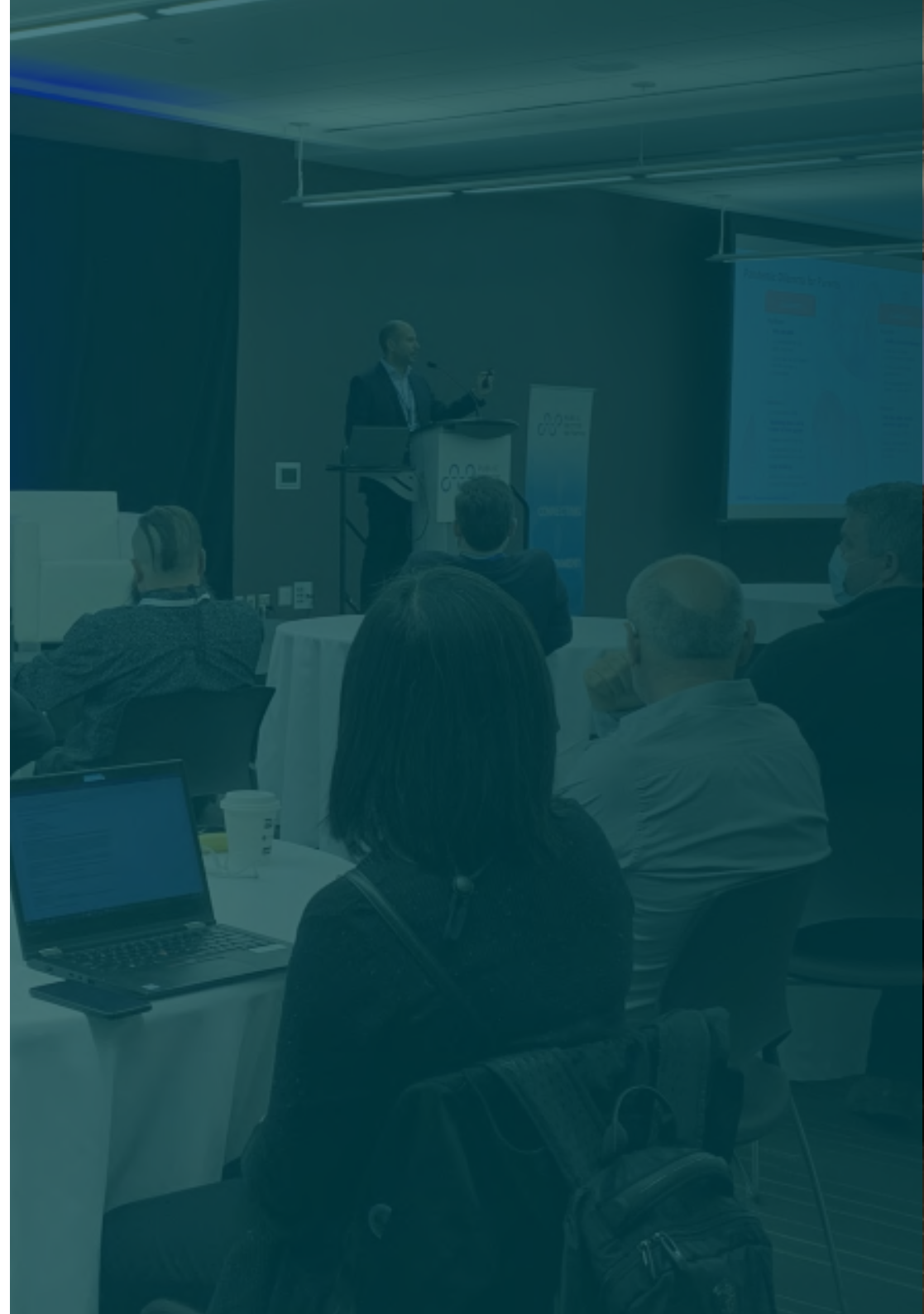
Learn how to seize opportunities to enhance integration across departments and agencies to deliver shared outcomes



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. DI MANUELE

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 GIDEON
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 OLEKSIK
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

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 Gideon, *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**

TRACK SESSIONS

Digital & CX Track

Innovation & Technology 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

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

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

Terry Simpson, *Manager of Presales*, Nintex

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



Platinum VIP Breakfast



Platinum VIP Lunch



Ruby



Gold



Silver



Exhibitor



Cocktail Reception



Sponsorship Packages



SPONSORSHIP PACKAGES	DIAMOND	SAPPHIRE	PLATINUM	RUBY	GOLD	SILVER	EXHIBITOR
AVAILABILITY	1	2	2	2	4	2	4
SPEAKING	Main Stage Chair (including opening remarks, Q&A and panel moderation)	Track Chair (including opening remarks, Q&A and panel moderation)	Main Stage Keynote	Main Stage Panel	Track Keynote	Track Panel Position	-
ROUNDTABLES	60 min Roundtable	60 min Roundtable	60 min Roundtable	60 min Roundtable	60 min Roundtable	-	-
BRANDING	Recognition as Diamond Sponsor & logo in event collateral Logo & company profile on Attendee App	Recognition as Sapphire Sponsor & logo in event collateral Logo & company profile on Attendee App	Recognition as Platinum Sponsor & logo in event collateral Logo & company profile on Attendee App	Recognition as Ruby Sponsor & logo in event collateral Logo & company profile on Attendee App	Recognition as Gold Sponsor & logo in event collateral Logo & company profile on Attendee App	Recognition as Silver Sponsor & logo in event collateral Logo & company profile on Attendee App	Recognition as Exhibition Sponsor & logo in event collateral Logo & company profile on Attendee App
LEADS	Receive all opt-in leads, including delegate polling and profiling	Receive all opt-in leads, with delegate polling and profiling (Track Only)	Receive all opt-in leads	Receive all opt-in leads	Receive all opt-in leads (Track Only)	Receive opt-in leads (Track Only)	Scanned leads
TICKETS	4	3	3	3	2	2	2
EXHIBIT/ MEETING AREA	Furnished Attendee Lounge Premium space	Preferred Space	Preferred Space	Preferred Space	Standard space	Standard space	Standard space
PRICE	\$50,000	\$30,000	\$25,000	\$20,000	\$20,000	\$12,500	\$6,500

Sponsorship Upgrades

Boost your presence and profile onsite by taking advantage of one of our additional sponsorship opportunities

Sponsorship opportunities will only be available in line with Covid Safe guidelines.



Networking Lunch

Secure an exclusive opportunity to host key speakers and delegates at a private sit-down lunch

\$20,000



Networking Drinks

Be the brand that helps relax and unwind by sponsoring the Networking Drinks

\$15,000



Coffee Carts

Keep your brand and attendees on-the-go with our Coffee Cart sponsorship

\$10,000



Lanyards

Remain front of mind by ensuring your logo is worn by every delegate onsite

\$5,000

Upcoming Events



Public Sector Innovation Show Alberta
Thursday, November 9, 2023
Edmonton, AB



**Public Sector Innovation Show
British Columbia**
Tuesday, December 5, 2023
Victoria, BC