

ROADSHOW



Local
Government



Embracing Connection and Resilience for a Future-Proof Local Government

Online

November 24 | **East & Central**
November 29 | **West**

[Publicsectornetwork.co](https://publicsectornetwork.co)

P: +1 (647) 459 8904

E: andrew.cowan@publicsectornetwork.com

Embracing Connection and Resilience for a Future-Proof Local Government

Over the past few years, local governments across Canada have undergone a rapid transformation in the way they deliver services to citizens. Urgent circumstances have necessitated quick adaptation, emphasizing the importance of accessibility and digitized processes.

How should local governments respond to these pressures and position themselves for the future? The answer lies in being connected and resilient. Local governments need to leverage new skills, digital capabilities, and collaborative approaches to enhance internal teamwork, as well as engage and connect with their communities. They must also build resilience by utilizing data-driven decision-making to future-proof financial prosperity, address social outcomes, and effectively respond to climate change.

Join us at the 2023 Local Government Roadshow as we delve into how municipalities across Canada have embraced disruptive forces and embarked on transformative journeys. This event will showcase key projects, best practices, and valuable insights to empower local government to embrace continuous change, foster a culture of innovation, and deliver exceptional citizen services. Together, let's shape the future of local government and create a positive impact on our communities.

REGISTER TODAY



Benefits of Attending



Delve into insights and strategies regarding **key issues impacting local government, including workforce, customer experience, technology, and data**



Hear about **the latest initiatives being undertaken at other local governments**



Network and learn with your fellow peers

Who You'll Meet

Mayors, Councillors, CAOs and Municipal Officers

Chiefs/Managers/Senior Leaders/Executives of :

- Innovation
- Technology
- Transformation
- CX
- Service Delivery
- Operational Excellence
- Infrastructure
- Community Engagement

EAST & CENTRAL

NOVEMBER 24, 2023
10:30AM - 1:30PM ET | Online



SUMON ACHARJEE
Chief Information Officer, Information Technology Services
City of Markham



CHRIS WALKER
Manager, Technology and Innovation
Town of Ajax



LAURA DELLE PALME
Supervisor of GIS and Data Services
Town of Ajax



ALI CARDEN
Global Practice Director, Products and Platforms
GHD Digital



MARCO PALERMO
Director, Digital Government & Modernization
City of Toronto



CAROLE TINK
Director Technology
City of Regina



RON SINGH
Digital Technology Strategist
City of Regina



JENNA SCHROEDER
Executive Director, Provincial Capital Commission
Government of Saskatchewan



MAUREEN H. WEITERMAN
Mayor
Town of Outlook



KIM GARTNER
CAO
Town of Macklin



DR. WENDY CUKIER
Founder & Academic Director, Diversity Institute, and Research Lead, Future Skills Centre
Toronto Metropolitan University



BEN BERNADO
Senior Manager - Strategy, Transformation & Innovation
D-Lab



EMILY GALLANT
Organizational Development Lead / Americas Service Line Leader, Engagement & Communications
GHD



MARK YEP
Business Group Leader - Strategy, Transformation & Innovation
D-Lab North America

Thank You to our Partners

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Marketing Partners



10:30am ET Welcome from Public Sector Network

10:35am ET **Welcome from Chair**
Ali Carden, *Global Practice Director, Products and Platforms*, GHD Digital

10:55am ET **Government Keynote: Driving Digital Transformation Within Local Government with Flexible Strategies and Robust Leadership**



- Reviewing the importance of a digital transformation roadmap at every stage of the journey
- Adopting alternative models for service operation and delivery by reviewing current data
- Embracing best practice project management methodologies to increase the rate of technology implementation and effectively utilize internal resources

Sumon Acharjee, *Chief Information Officer, Information Technology Services*, City of Markham

11:15am ET **Panel Discussion: Placing People at the Heart of Digital Transformation to build Resilient, Connected Communities**



- How can local government become more connected and resilient?
- How do you shift the focus to culture to ensure stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

Marco Palermo, *Director, Digital Government & Modernization*, City of Toronto

Carole Tink, *Director Technology*, City of Regina

Moderator: **Emily Gallant**, *Organizational Development Lead / Americas Service Line Leader, Engagement & Communications*, GHD

11:45am ET **Government Case Study: Harnessing GIS and Non-Spatial Data to Enhance Citizen Engagement and Transparency**



- Harnessing GIS and non-spatial data to enhance citizen engagement and transparency in government services
- Utilizing real time data and smart technologies to support minimum maintenance standards
- Visualizing complex datasets to reveal trends and patterns to enable better decision making

Chris Walker, *Manager, Technology and Innovation*, Town of Ajax

Laura Delle Palme, *Supervisor of GIS and Data Services*, Town of Ajax

12:05pm ET Break

12:10pm ET Government Keynote: Leveraging Technologies for Improved Services



- Improving transparency practices to build trust in how data is used and managed
- Consistently reviewing technology use to explore ways for continual improvement and efficiency

Ron Singh, *Digital Technology Strategist*, City of Regina

12:30pm ET Government Keynote: Embracing Collaboration and Robustness for a Future-Proof Local Government



Dr. Wendy Cukier, *Founder & Academic Director, Diversity Institute, and Research Lead, Future Skills Centre*, Toronto Metropolitan University

12:50pm ET Panel Discussion: Building a Collaborative Leadership Culture



- Exploring the importance of collaboration and teamwork in effective leadership
- Strategies for fostering a culture of collaboration within local government organizations
- What does it mean to be connected and what are the opportunities that face our workforce into the future?

Jenna Schroeder, *Executive Director, Provincial Capital Commission*, Government of Saskatchewan

Maureen H. Weiterman, *Mayor*, Town of Outlook

Kim Gartner, *CAO*, Town of Macklin

Mark Yep, **Business Group Leader** - *Strategy, Transformation & Innovation*, D-Lab North America

Moderator: **Ben Bernardo**, **Senior Manager** - *Strategy, Transformation & Innovation*, **D-Lab**

1:20pm ET Closing Remarks and Virtual Event Adjourns

Ali Carden, *Global Practice Director, Products and Platforms*, GHD Digital

REGISTER TODAY



WEST

NOVEMBER 29, 2023
9:00AM - 11:45AM PT | Online



SARAH KIRBY-YUNG
Deputy Mayor
City of Vancouver



NISREEN HUSSAIN
*Director, Corporate
Technology Projects*
City of Edmonton



DOUGLAS MCGUIRE
*Corporate Citizen
Experience Manager,
Corporate Citizen
Experience*
**The City of Grande
Prairie**



NIKKI CAULFIELD
*General Manager,
Corporate Services*
City of Coquitlam



JIMMY ZAMMAR
*Director, Urban
Watersheds, Sewers &
Drainage*
City of Vancouver



BACHAR KHAWAJAH
Chief Information Officer
City of Burnaby



DARYL CROFT
*Chief Information Officer
& Branch Manager*
City of Edmonton



ANITA BHANDARI
*Chief Human Resource
Officer,*
City of Burnaby



DARIN YOUNG
Chief Information Officer
City of Delta



ALI CARDEN
*Global Practice Director,
Products and Platforms*
GHD Digital



BEN BERNADO
*Senior Manager -
Strategy, Transformation
& Innovation*
D-Lab



EMILY GALLANT
*Organizational
Development Lead /
Americas Service Line
Leader, Engagement &
Communications*
GHD



CATHERINE CROFTON
Digital Market Leader
GHD Digital



JONAH RITTER
Partner Sales Manager
JazzHR

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9:00am PT **Welcome from Public Sector Network**

9:05am PT **Welcome from Chair**
Ali Carden, *Global Practice Director, Products and Platforms*, GHD Digital

9:25am PT **Deputy Mayor Address**
Sarah Kirby-Yung, *Deputy Mayor*, City of Vancouver

9:45am PT **Government Keynote: Driving Business Value by Embracing Best Practice Project Management**



- Improving transparency to build trust and reduce overhead
- Leveraging real time data and smart technologies for enhanced performance
- Consistently measuring maturity to attain uninterrupted focus on continuous improvement

Nisreen Hussain, *Director, Corporate Technology Projects*, City of Edmonton

10:05am PT **Fireside Chat: Driving Digital Transformation Within Local Government with Flexible Strategies and Robust Leadership**



- Reviewing the importance of a digital transformation roadmap at every stage of the journey
- Adopting alternative models for service operation and delivery by reviewing current data
- Embracing best practice project management methodologies to increase the rate of technology implementation and effectively utilize internal resources

Douglas McGuire, *Corporate Citizen Experience Manager, Corporate Citizen Experience*, The City of Grande Prairie
Moderator: **Ben Bernardo**, *Senior Manager - Strategy, Transformation & Innovation*, **D-Lab**

10:25am PT **Government Keynote: Green Infrastructure for Resilient Communities**



- Transforming communities through modernized green infrastructure
- Digitizing sustainable infrastructure: empowering resilient communities with green innovations
- Consistently reviewing technology use to explore ways for continual improvement and efficiency

Jimmy Zammar, *Director, Urban Watersheds, Sewers & Drainage*, City of Vancouver

10:45am PT Fireside Chat: Empowering the Future-Ready Local Government Workforce

- How can local governments attract and retain skilled talent amidst technological advancements, fostering a versatile workforce?
- What are effective strategies for upskilling and reskilling employees in local governments to adapt to evolving technology?
- How can HR leaders in local governments promote innovation, well-being, and work-life balance to empower their workforce for future challenges?

Bachar Khawajah, *Chief Information Officer, City of Burnaby*

Anita Bhandari, *Chief Human Resource Officer, City of Burnaby*

Jonah Ritter, *Partner Sales Manager, JazzHR*

Moderator: **Catherine Crofton**, *Digital Market Leader, GHD Digital*

11:05am PT Break

11:10am PT Panel Discussion: Placing People at the Heart of Digital Transformation to build Resilient, Connected Communities



- How can local government become more connected and resilient?
- How do you shift the focus to culture to ensure stability in the long term?
- What does it mean to be connected and what are the opportunities that face our workforce into the future?
- What are your top tips for keeping the focus on your workforce when there are competing interests such as budgets and business processes?

Daryl Croft, *Chief Information Officer & Branch Manager, City of Edmonton*

Darin Young, *Chief Information Officer, City of Delta*

Nikki Caulfield, *General Manager, Corporate Services, City of Coquitlam*

Moderator: **Emily Gallant**, *Organizational Development Lead / Americas Service Line Leader, Engagement & Communications, GHD*

11:40am PT Closing Remarks and Virtual Event Adjourns

Ali Carden, *Global Practice Director, Products and Platforms, GHD Digital*

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