Public Sector Innovation Show Manitoba

Driving Digital Change for a Transformational Shift in Manitoba's Public Sector

Wednesday, June 5, 2024

RBC Convention Centre
375 York Avenue, Winnipeg, Manitoba, R3C 3J3

Agenda at a Glance

The landscape of technology in the public sector is rapidly evolving, presenting governments with unprecedented opportunities and challenges. As we step into 2024, the public sector must utilize digital technologies to improve the delivery of public services and step up as a digital government. Now is the time for the public sector to be investing in digital government, transforming the public service and providing better and smarter services through various innovative initiatives.

Join this not to be missed event and delve into the latest trends and emerging technologies that are shaping the government in Manitoba today. From cutting-edge solutions to transformative strategies, our panel of speakers and experts will explore the dynamic intersection of technology and public service in the year 2024.You will benefit from the latest insights and share your thoughts on modernizing and transforming the Manitoba public service, leveraging technology, innovation, and strategic planning to improve efficiency, effectiveness, and citizen-focused outcomes.

This one-day event will pave the way towards achieving the digital shift in the government while building a bullet proof innovative government of the future. We eagerly anticipate welcoming you to what promises to be a highlight in your calendar for 2024!

VIEW THE WEBSITE

Be a part of our Canadian Innovation Series

PSIS Saskatchewan - Jun 26

PSIS Ontario - Sep 10

PSIS Alberta - Oct 9

PSIS British Columbia - Dec 3

Who You'll Meet

This series is designed for Chiefs/ Directors/Heads/Managers of:

- Digital, Transformation & Engagement
- Government Technology Platforms
- Strategy
- Innovation & Technology
- Insights & Analytics
- Customer Engagement & Experience (CX)
- User Experience (UX)
- Strategic Planning & Operations Data
- Corporate Service
- Service Design & Delivery
- Workforce
- Learning, Development & HR

Benefits of Attending

Gain exclusive access to insights and perspectives from key stakeholders, leaders, and experts driving digital change in Manitoba's public sector.

Understand how others have navigated digital transformations, overcome challenges, and achieved positive outcomes

Stay abreast of the latest trends, advancements and implementation of innovative solutions

Engage with peers, government officials, and innovators through valuable networking opportunities

Key Themes for 2024

Fostering a supportive community focused on building an innovative government through collaborations, partnerships, and the exchange of ideas

Shaping the digital future of governments, ensuring the public sector remains at the forefront of innovation

Driving change within the government and fostering a culture of continuous improvement and innovation

Our Steering Committee

SANDI HOWELL
Director, Innovation and Business Development
Manitoba Institute of Trades and Technology

JOCELYN BAKER
Acting Commissioner and Deputy Minister,
Public Service Commission, Government of Manitoba

TERESA DUKES
Executive Director, Social Innovation Office
Government of Manitoba

FAISAL SHIBLEY
Director, BSSB, Corporate Services
Manitoba Education and Early Childhood Learning

Your Inspiring Speakers

Plenary

MARKUS CHAMBERS
Deputy Mayor, **City of Winnipeg &** Chair of Innovation and Economic Development and Chair Winnipeg Police Board City Councillor, **City of Winnipeg**

JEREMY READ
CEO
The University of Winnipeg

KEVIN KROEKER
Assistant Deputy Minister (Executive Financial Officer)
Manitoba Agriculture

RYAN KUFFNER
President & CEO
Economic Development, Winnipeg

BEVERLIE STUART
Vice President, Business and Organizational Development
Manitoba Institute of Trades and Technology

DIANE BURELLE
Equity, Diversity & Inclusion Coordinator
City of Winnipeg

FRANKIE SNIDER
Assistant Deputy Minister
Manitoba Indigenous Reconciliation

Process & CX Track

KEN KLASSEN
Executive Chief Operating Officer, Shared Administrative Services (Corporate Services)
Shared Health

JENNIFER CHIAROTTO
Executive Director, Population and Public Health
Government of Manitoba

BARB WASILEWSKI
Assistant Deputy Minister
Manitoba Health

RICHARD CORMIER
Executive Director of Operations, Strategy and Special Projects, Communications and Engagement Division
Manitoba Finance

Innovation & Technology Track

BRAM STRAIN
President & CEO
Business Council of Manitoba

Agenda at a Glance

8:00am   **Registration and Networking Breakfast**

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

9:10am   **Welcome from the Chair**

9:30am   **Ministerial Address**

9:40am   Government Keynote: **Making Culture a Catalyst for Change: Building a Future-Ready Public Sector of Leadership and Service-Focused Excellence**

Markus Chambers, *Deputy Mayor,* City of Winnipeg & *Chair of Innovation and Economic Development and Chair Winnipeg Police Board City Councillor,* City of Winnipeg

10:00am   Platinum Partner Session: **Harnessing the Power of Generative AI in Manitoba's Innovation Journey**

10:20am   **Tech Trends Transforming the Public Sector: Navigating the New Frontier in Manitoba**

- Current state of digital transformation in the Manitoba public sector
- Success stories: AI and Machine Learning, Blockchain, Internet of Things (IoT)
- Tech trends shaping the public sector in Manitoba, opportunities and challenges faced in adopting digital technologies.

Jeremy Read, *CEO,* The University of Winnipeg

Beverlie Stuart, *Vice President, Business and Organizational Development,* Manitoba Institute of Trades and Technology

Diane Burelle, *Equity, Diversity & Inclusion Coordinator,* City of Winnipeg

11:00am   **Refreshment Break**

	Process & CX Track	Innovation & Technology Track
11:30am	Welcome from Track Chair	Welcome from Track Chair
11:50am	Gold Partner Session: **Crafting Seamless Journeys: CX Transformation Strategies for Enhanced Public Services** • Implementing human-centered design in public services that prioritize the needs and preferences of citizens • Ensuring integration across various online platforms • Data-driven decision-making for more personalized and effective public service delivery	Gold Partner Session: **Ethics in AI and Automation: Ensuring Responsible Implementation** • Ethical considerations in the development and implementation of AI and automation technologies • Transparency in AI systems and automation processes • Role of governance structures in ensuring responsible implementation **ServiceNow**
12:10pm	Government Keynote: **Manitoba Healthcare Case Study: Utilising the Voice of the Customer Approach** • Demonstrate to our customers how collaboration results in the best service outcomes • Listening and understand what is important to the customers while supporting personal communication and trust • Real life examples of how we have utilized (and plan to utilize further) technology to achieve this goal **Ken Klassen,** *Executive Chief Operating Officer, Shared Administrative Services (Corporate Services),* Shared Health	Government Keynote: **Ensuring Robust Data Security and Privacy in Government Operations** • Data Privacy vs. Data-Driven Decision-Making: Finding the equilibrium • Implementing transparent data handling practices and robust protocols to maintain the confidentiality of information • Ensuring compliance through regular assessments and audits
12:30pm	**Networking Lunch Break**	
1:30pm	Government Keynote: **Building Resilient Government: Navigating Change Management in Manitoba's Public Sector Innovation Landscape** • Adapting to technological shifts • Identifying key drivers and trends influencing government operations • Strategies for inclusive stakeholder communication and collaboration • Implementing change management practices that foster collaboration across government departments **Jennifer Chiarotto,** *Executive Director, Population and Public Health,* Government of Manitoba	Government Keynote: **Closing the Feedback-Loop with Patients to Improve Patient Safety and Care** • Turning on an early warning system to detect poor care experiences and intervene • Adopting AI-technology (XM) to listen, understand and act on large datasets from free-text fields • Sharing real-time feedback with dynamic dashboards to encourage cross-functional collaboration • Mapping patient journeys in healthcare to improve data collection at point-of-care **Winnipeg Regional Health Authority**

	Process & CX Track	Innovation & Technology Track
1:50pm	Gold Partner Session: **Innovations in Client Services: Navigating Efficiency, Excellence, and Technological Advancements**	Gold Partner Session: **Transforming Manitoba's Public Sector: Embracing Automation for Efficient Governance**
2:10pm	Panel Discussion: **Building Trust and Transparency Through Innovative Citizen Engagement** • Utilizing technology for enhanced citizen engagement • Strategies for open and transparent communication channels between the government and citizens • Enhancing transparency in governance processes **Barb Wasilewski,** *Assistant Deputy Minister,* Manitoba Health **Richard Cormier,** *Executive Director of Operations, Strategy and Special Projects, Communications and Engagement Division,* Manitoba Finance	Panel Discussion: **Navigating Obstacles to Government Innovation: Why are Some Organizations Not Harnessing their Full Potential?** • Identifying Barriers to Innovation: Bureaucratic hurdles, resistance to change, and resource constraints. • Successful adoption of digital public services by organizations facing similar challenges • Instill a mindset of adaptability, creativity, and continuous improvement among government stakeholders **Bram Strain,** *President & CEO,* Business Council of Manitoba

2:50pm   **Interactive Rountable Discussions**

1. Assessing the Preparedness of Canadian Enterprises for Evolving ESG Standards and Reporting Regulations
2. Building an Innovative Workplace
3. Identifying and Meeting Citizen Needs with Data and Analytics
4. Innovations in Client Services: Customer Engagement and Experience (CX), User Experience (UX), and Service Design
5. Helping Employees embrace Digital Innovation More Effectively
6. Innovative Budgeting: Maximizing Impact with Limited Resources
7. Smart Cities for Smart Citizens: Balancing Urban Innovation with Citizen Concerns
8. Implementing Cybersecurity Controls
9. Quality Assurance in Digital Services
10. Equipping Government Employees with Cyber Security Training

3:50pm   Government Keynote: **Through the Lens of a CTO/CIO: Safeguarding Government Systems from Cyber Threats**

4:10pm	Platinum Partner Session: **Automation within the Public Sector: Technology and the Future of Public Sector Service Delivery**
4:30pm	Panel Discussion: **Shaping the Future: Collaboration and Beyond** • Emphasizing the critical role of technology in enhancing government services • Public and Private Sector Dynamics: Collaborative efforts for sustained innovation • Future trajectory of the public sector in Manitoba: Experiences, challenges, and visions for driving innovation in Manitoba **Ryan Kuffner,** *President & CEO,* Economic Development, Winnipeg **Kevin Kroeker,** *Assistant Deputy Minister (Executive Financial Officer),* Manitoba Agriculture **Frankie Snider,** *Assistant Deputy Minister,* Manitoba Indigenous Reconciliation
5:00pm	**Closing Remarks from the Chair, followed by networking reception**

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Testimonials

"**The whole day was very organized, even the staff handing out our name tags had it set up so they didn't have to shuffle through a big pile. Presentations were great as well.**"

Department of Agriculture - Financial & Administrative Services

"**Great networking event, informative speakers, good learning opportunity for public servants.**"

Indigenous Services Canada

Event Schedule

JUNE

Data Management & Analytics Roadshow	**AB | BC | ON**
Police Innovation Showcase	**ON**
Public Sector Innovation Show - Saskatchewan	**SK**

SEPTEMBER

Public Sector Innovation Show - Ontario	**ON**
Ontario Government Cybersecurity Showcase	**ON**
Artificial Intelligence Roadshow	**ON**
Healthcare Infrastructure Showcase & Public Sector Health Facilities Showcase	**ON**

OCTOBER

Public Sector Innovation Show - Alberta	**AB**
Alberta Government Cybersecurity Showcase	**AB**
Digital Government & CX Roadshow	**AB | BC | MB | NS ON**

NOVEMBER

Edutech Showcase	**ON**

DECEMBER

Public Sector Innovation Show - British Columbia	**BC**
British Columbia Government Cybersecurity Showcase	**BC**
Canadian Security Showcase	**ON**

![Public Sector Network logo] ![Certified B Corporation logo]

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