Public Sector Innovation Show Ontario

From Innovation to Impact:
Building a Better Tomorrow

Post-Event Report

Wednesday, September 13, 2023
Chelsea Hotel, Toronto, ON

PUBLIC
SECTOR
NETWORK

Certified
B
Corporation

Event Statistics

41
Speakers

405
Registrations

28
Partners

Delegate Profile
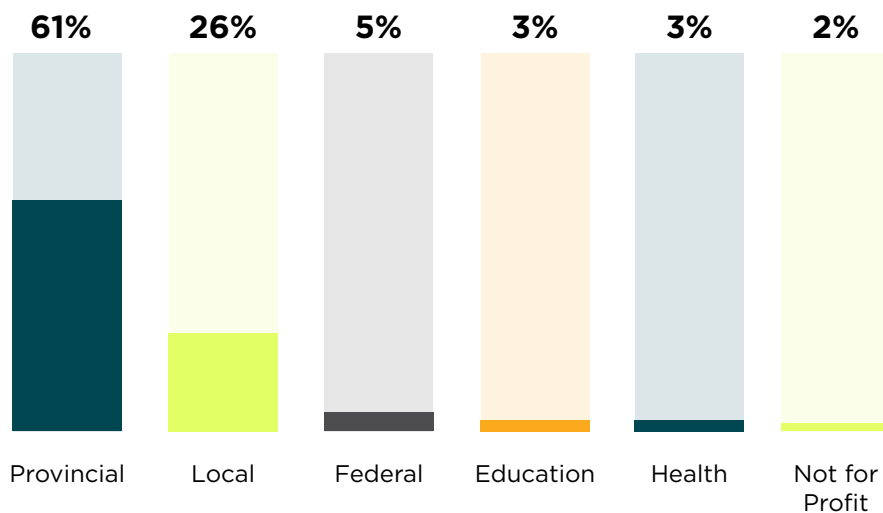
Attendee Role
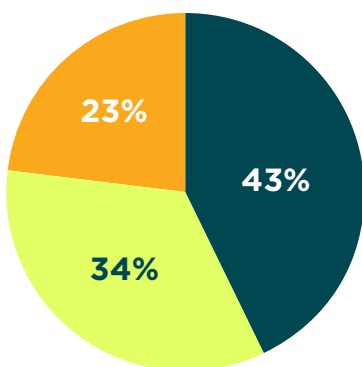
- Influencer
- Decision Maker
- User

43%

34%

23%

Investment Timeframe

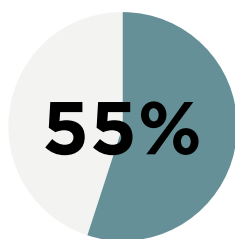| 18%	22%	23%	37%
0-6 months	6-12 months	12-24 months	24+ months
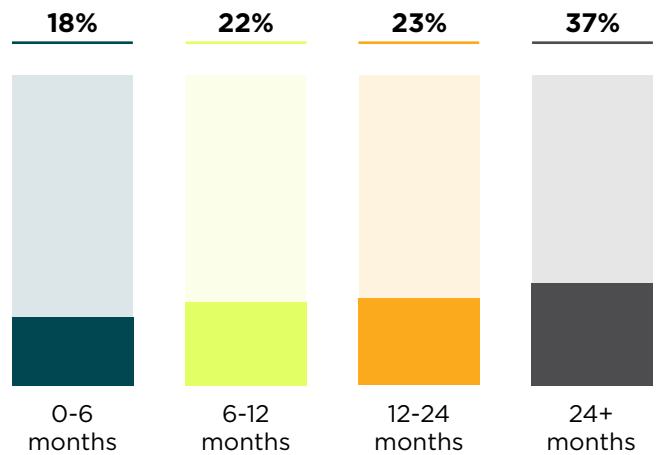
2023 Survey

A snapshot of trends happening in Ontario's Public Sector

405 ATTENDEES PARTICIPATED IN THIS SURVEY

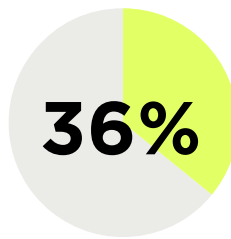| Provincial	Local	Federal	Education	Health	Not for Profit
61%	26%	5%	3%	3%	2%

Which area of public service delivery do you believe is most in need of innovative solutions?

55%

said process automation

What aspect of AI implementation do you find most challenging in the public sector?

36%

said integrating AI with existing systems

What are the top Government Technology Trends for 2023?

28%
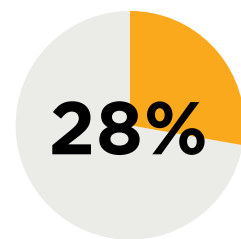
said AI

TOP 3 FOCUS AREAS

Business Process Transformation and Optimization

Data Management and Analytics

Digital Product Development
(service design, mobile, web, content delivery/management etc.)

PUBLIC SECTOR NETWORK

Poll Report

Which area of public service delivery do you believe is most in need of innovative solutions?

Process automation	**55%**
Citizen engagement	**29%**
Data security	**9%**
Sustainability initiatives	**7%**

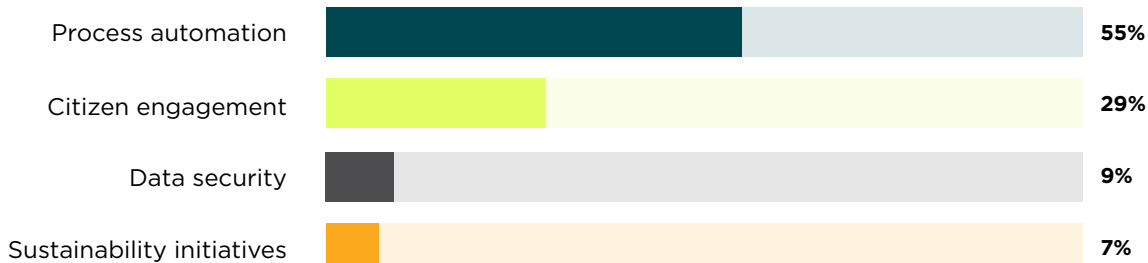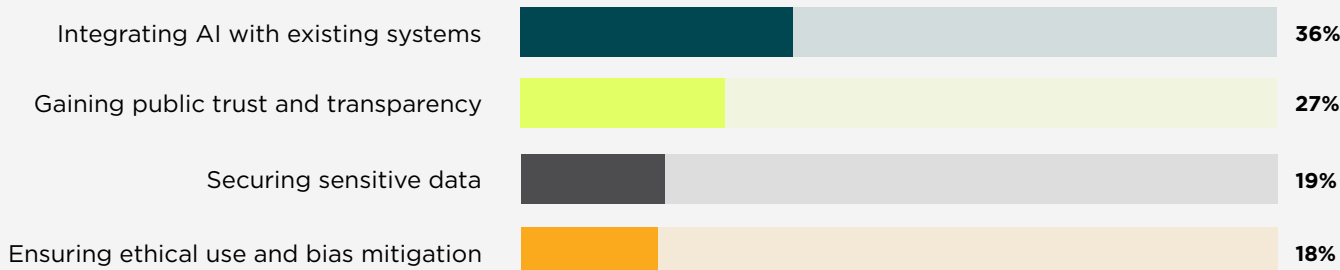## What aspect of AI implementation do you find most challenging in the public sector?

Integrating AI with existing systems	**36%**
Gaining public trust and transparency	**27%**
Securing sensitive data	**19%**
Ensuring ethical use and bias mitigation	**18%**

What are the top Government Technology Trends for 2023?

AI	**28%**
Data sharing as a program	**14%**
Digital identity ecosystems	**12%**
Total experience	**11%**
Decision intelligence	**11%**
Accelerated legacy modernization	**8%**
Adaptive security	**5%**
Anything as a Service (XaaS)	**5%**
Case Management as a Service (CMaaS)	**3%**
Hyperautomation	**3%**
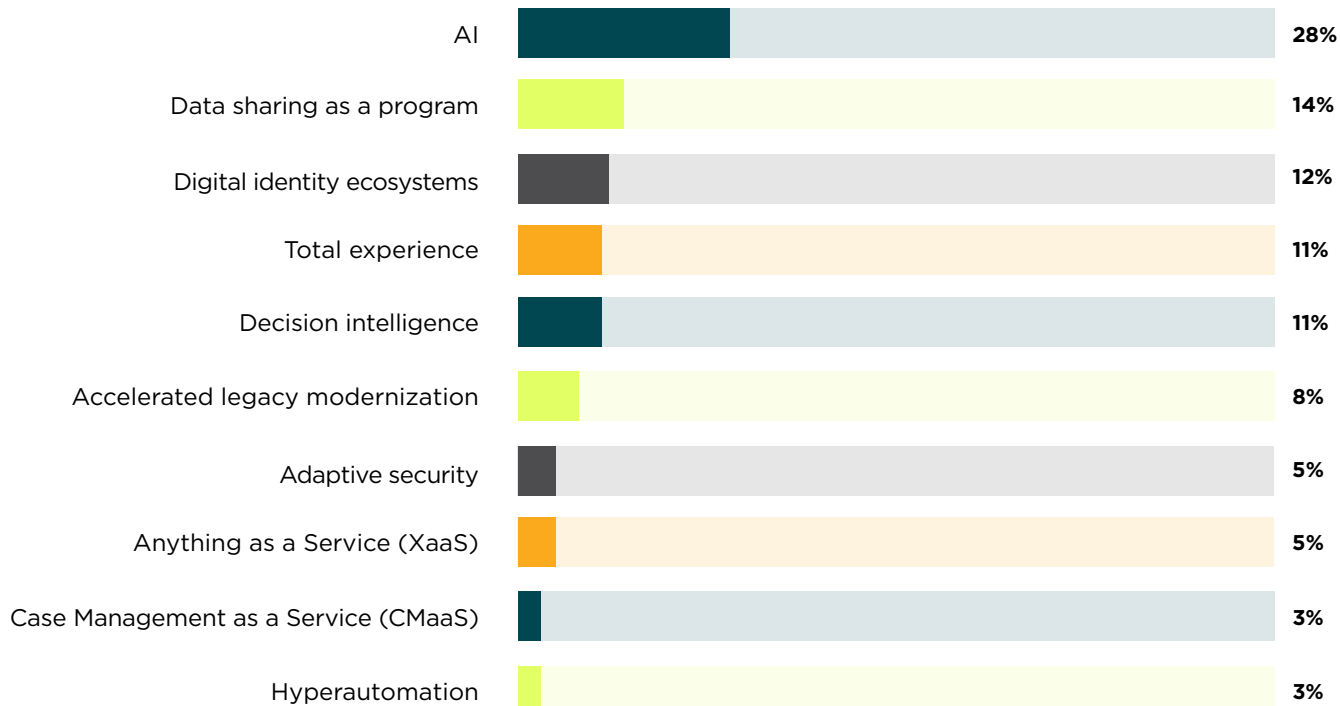
Poll Report

What is your organization, department or function's top priority over the next 12-24 months?

Priority	Percentage
Transforming and automating processes	24%
Investing in new technology and digital services	22%
Becoming more data driven in decision making	18%
Modernizing data and cyber security processes	13%
Collaborating with other departments/ tiers of government	11%
Updating workplace culture and upskilling the workforce	9%
Building resiliency and improving business continuity plans	3%

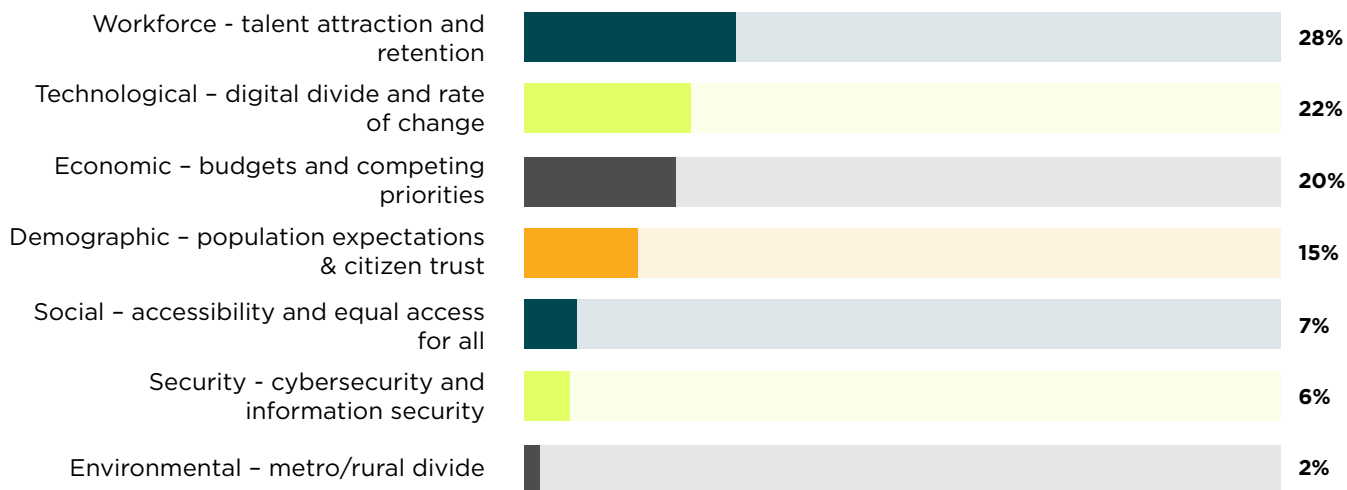## What are the biggest barriers to building a culture of continuous innovation within your agency/department?

Barrier	Percentage
Policy and processes (red tape!)	22%
Budget constraints	18%
Talent/Skill shortage	15%
Change management	15%
Digital capabilities	14%
Establishing a shared vision	9%
Leadership buy-in	7%
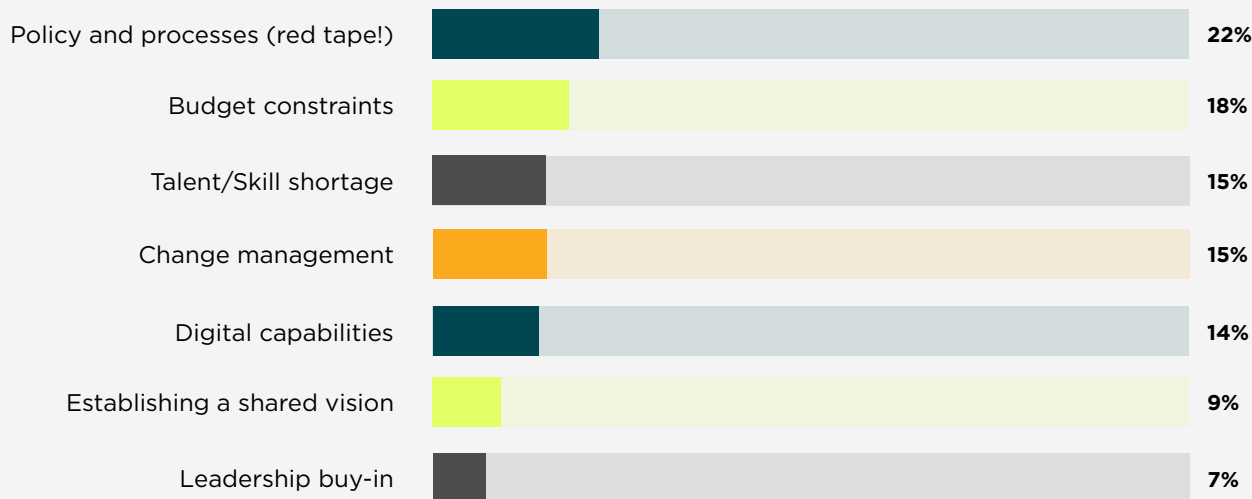
Poll Report

What do you see as the biggest challenge facing the Public Sector in Ontario?

Challenge	Percentage
Workforce - talent attraction and retention	28%
Technological – digital divide and rate of change	22%
Economic – budgets and competing priorities	20%
Demographic – population expectations & citizen trust	15%
Social – accessibility and equal access for all	7%
Security - cybersecurity and information security	6%
Environmental – metro/rural divide	2%

How is your agency working to overcome the talent challenge across government?

Response	Percentage
Focusing on career paths and upskilling	39%
We're not, but we should be	22%
Expanding talent pools with flexible working	19%
Improving the government brand	9%
Aligning with employee values	9%
Not a current priority for us	2%
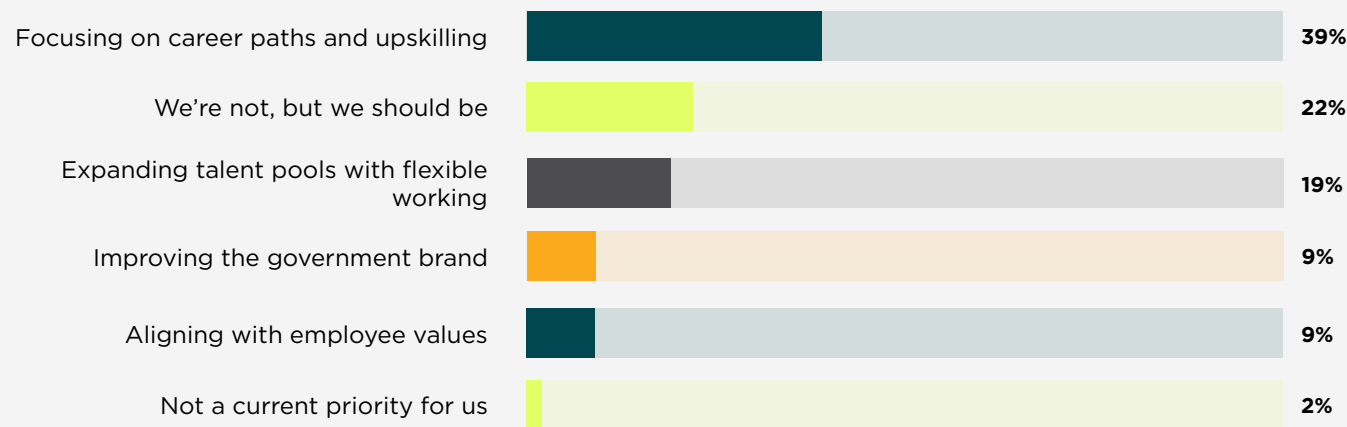
What do you believe is the #1 change that can help Government meet expectations?

Change	Percentage
Talent attraction & retention strategies	33%
Cross agency & cross sector collaboration	26%
Expanding digital services	17%
Workforce upskilling	11%
Improved data democratization and utilization	11%
Other	2%
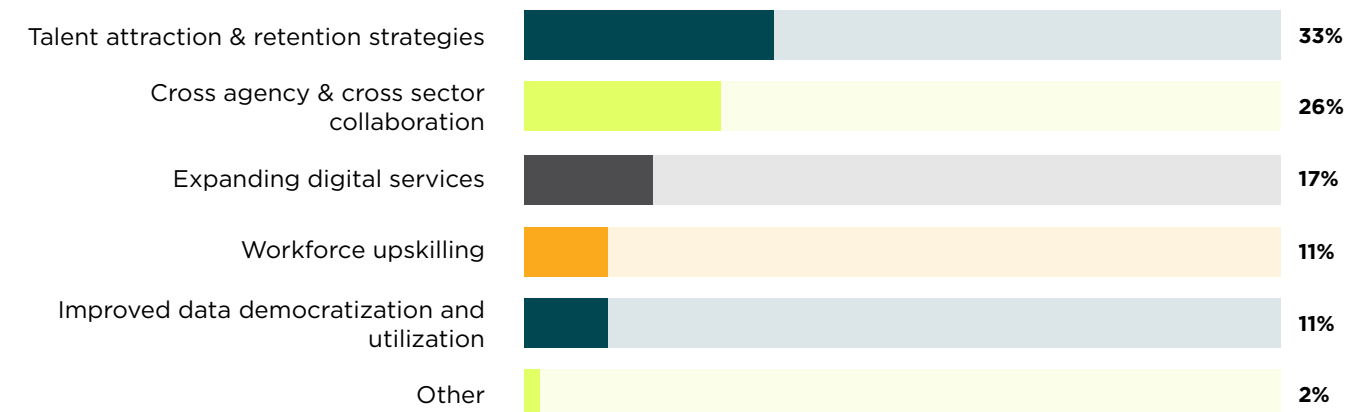
In Attendance

Job Titles

Accessibility and Compliance	Chief Information Officer/ Assistant Deputy Minister, Children, Youth and Social Services I+IT Cluster (CYSSC)	Director of communications
Account Director		Director of Finance
Account Executive	Chief of Staff	Director Solution Consulting
Account Executive - Public Sector	CIO	Director Solution Engineering
Account Manager	Client Director, Ontario Public Sector	Director Strategic Analytics
Accounting & Reporting Advisor	Cloud Sales Executive	Director Strategic Technologies, Architecture and Data Services
Analyst	Consultant	Director, Business Services, Systems & Insight
Applications Sales Manager	Consultant Training and Development	Director, CP
Assistant Business Advisor	Consulting Services Leader - Ontario Public Sector	Director, Cyber Defence
Assistant Deputy Minister	Controllership, Accounting & Reporting Lead	Director, Data & Analytics
Assistant Deputy Minister, Citizen Experience, Strategy, and Integration Division	Corporate Application Technical Leader	Director, Data Strategy and Solutions Platform, Business Intelligence and Practice Division
Assistant Director	Creative Director	Director, Enterprise Data Governance
Assistant Director, Customer Experience and Digital	Customer Success Manager	Director, Information Security
Associate Deputy Minister, Service Ontario	Data Analyst	Director, Innovation & Economic Development
Associate Partner – Public Sector	Data and Analytics Governance Advisor	Director, IT
BDM Public Sector and Federal Government	Data and Systems Analyst	Director, OTSB
Board Member	Data Strategy and Design Lead	Director, Project Management & Program Delivery
Business Advisor	Data Systems Analyst	Director, Workplace Strategies, ModernTO
Business Analyst	DBA	Director/Chief Building Official
Business Project Specialist	Dental Clerk	District Manager
Business Technology Analyst	Deputy Medical Officer of Health	Education & Strategy Advisor
Case Financial Officer	Digital Product Manager	Executive Assistant
Case Manager	Director	Executive Director
CEO	Director - IoT	Facility in Charge
Chairman	Director and Chief Building Official	Finance Officer 3
Chef d'entreprise	Director Consulting Services - Public Sector	Financial controller
Chief Electoral Officer	Director for Engagement	Financial Planning Analyst
Chief Information Officer		

Job Titles

General Manager / Sr. Director of Public Sector

Global Government Advisor

Global Project Manager & Business Analyst

Government Transformation Leader

GVP of Sales, AI/ML

Head of Business Application

High Risk Specialist

HR Assistant

HR Business Advisor

HR Business Analyst

Human Factors Manager

Human Resources Business Advisor

I&IT Business Consultant

I&IT Sr. Strategy and Planning Team Lead, Cyber Security Division

I&IT Tech Lead

IBM Advisory Data & AI Sales Specialist - Ontario Provincial Sector & Government Accounts

Industry Liaison/Professor

Information Management Lead

Information Systems Coordinator

Inside Sales

Issues and Policy Coordinator

IT Client Engagement Manager

IT Project Manager

Job Evaluation Specialist

Junior Program Analyst

Lead System Analyst / Developer

Lead, Performance Measures and Analytics

Leadership & Organizational Development Advisor

Management Consultant

Manager

Manager Application Security

Manager Business Transformation

Manager Connected Community

Manager Digital Delivery

Manager Information & Technology

Manager of Business Transformation & Change Management

Manager Policy and Program Management

Manager Strategy and Support Services

Manager, Business Consulting

Manager, Business Operations

Manager, Cognitive Computing & Innovation Services

Manager, Health Information, Privacy and Security

Manager, IT Portfolio and Development Community Services

Manager, Road Safety

Managing Director

MARKETING ASSISTANT

Partner

Partnerships and Investor Relations Manager

Policy Advisor

Policy Analyst

Policy and Planning Advisor

Policy Development Officer

Policy Intern

Privacy Analyst

Program Analyst

Program Manager

Project Coordinator

Project Lead/ Senior Developer

Project Manager

Project Manager PMO

Project Manager Transportation Planning

Project Manager, Business Transformation

Project Manager, Grant Services

Public Sector Account Executive

Public Sector Industry Advisor

QA Test Lead

Quality Control/ Assurance Coordinator

Quality Improvement Specialist

Regional Lead - Central Region

SAC

Sales Director

Sales Rep

Secretary of the Cabinet, Head of the Ontario Public Service

Senior Account Manager

Senior Advisor

Senior Analyst Cyber Services

Senior Business Analyst/ Customer Relationship Manager

Senior Business Consultant

Senior Change Management Consultant

Senior Client Executive, Ontario Government

Senior Data Lead

Senior DBA

Senior Financial Analyst

Senior Financial Policy Advisor

Senior I&IT Project Manager

Senior Information Analyst

Senior Lead

Senior Learning Analyst

Senior Manager

Senior Manager Category Management & Strategic Sourcing

Senior Manager Purchasing Client Services

Senior PM

Job Titles

Job Titles
Senior Policy Advisor
Senior Policy and Program Advisor
Senior Policy and Strategy Team Lead
Senior Program Advisor
Senior Program Analyst
Senior Program and Organizational Performance Lead
Senior Project Manager
Senior Project Manager Strategic Projects
Senior Projects Manager
Senior Sales Engineer
Senior Sector Policy Advisor
Senior Strategic Sourcing Specialist
Senior Strategy Analyst
Senior Talent Management Consultant
Senior Technology & Policy Advisor
Senior Transportation Planner
Senior UX Designer
Service Canada Benefits Officer
Solution Advisor, External Workforce Management
Solution Architect
Solutions Development Manager
Strategic Advisor
Strategic Business Advisor
Supervisor
Systems Integrator1
Team Lead
Training and Development Consultant
Vice President, Corporate and Government Relations
VP and General Manager, Canada
VP Business Development

Job Titles
VP of Business Development & Growth
Water Inspector

In Attendance

Organizations

Adobe	Customer Care Division, ServiceOntario, Ministry of Public and Business Service Delivery	Konica Minolta
AGCO	Data Insights and Strategic Initiatives	Labour and Transportation I&IT Cluster
Alcohol and Gaming Commission of Ontario	Dell Technologies	Lake of the Woods District Hospital
Anti-Racism Directorate	DFO	Lean and Continuous Improvement Office
AWS	Digital Governance Council	Lean Office
Cabinet Office	Durham Region	Link Digital
Canada School of Public Service	Durham Region Health Department	Liquor Control Board of Ontario
Canadian Digital Service	Dynatrace	Maximus Canada
Canadian Institute for Health Information	eCampusOntario	McMaster University
Canadian Mental Health Association Peel Dufferin	ECOE, CSD, MPBSD - Government of Ontario	Metrolinx
Canadian RegTech Association	Elections Ontario	Ministry of Children, Community and Social Services
CBC/Radio-Canada	Electrical Safety Authority	Ministry of Citizenship and Multiculturalism
Central Agencies I&IT Cluster	Emergency Management Ontario	Ministry of Economic Development, Job Creation and Trade
Ceridian	Enterprise Technology Strategy	Ministry of Education
CGI	Environment, Conservation and Parks	Ministry of Finance Ontario
City Housing Hamilton	EY	Ministry of Health
City of Burlington	George Brown College	Ministry of Labour, Immigration, Training and Skills Development
City of Cambridge	Government of Canada	Ministry of Municipal Affairs and Housing
City of Hamilton	Government of Ontario	Ministry of Natural Resources and Forestry
City of Mississauga	Government of Ontario, Ministry of Children, Community and Social Services	Ministry of Public and Business Service Delivery
City of Richmond Hill	Hulayfah Consult	Ministry of Public and Business Service Delivery, GSIC
City of Sudbury	IBM	Ministry of Public and Business Service Delivery, ServiceOntario, Government of Ontario
City of Toronto	IMDOINGIT	Ministry of Public Service and Business Service Delivery
City of Toronto- TONow	Indigenous Services Canada	
City of Toronto, Customer Experience	Information and Privacy Commissioner of Ontario	
City of Toronto, Parks, Forestry & Recreation	Infrastructure Canada	
City of Vaughan	Infrastructure Ontario	
Code for Canada	Infrastructure Technology Services	
Collibra		
Courts Administration Service		
Cradlepoint		

Organizations

Ministry of Red Tape Reduction	Ontario Ministry of the Solicitor General	Regional Municipality of Durham, Health Department
Ministry of Solicitor General	Ontario Ministry of Transportation	Regional Municipality of Niagara
Ministry of the Attorney General	Ontario Motor Vehicle Industry Council	Regional Municipality of York
Ministry of the Solicitor General	Ontario Northland Transportation Commiss	Renascent Fellowship
Ministry of Transportation		Rogers Communications
Ministry of Transportation and MLITSD Ontario	Ontario Power Generation	Rogers Cybersecure Catalyst @ Toronto Metropolitan University
Ministry of Transportation, Ontario Public Service	Ontario Public Service	Royal Ontario Museum
Ministry Public and Business Service Delivery of Ontario	Ontario Public Service - Cyber Security Division	SAP
MTO - Ontario government	Ontario Public Service, Cabinet Office	Service Canada
Municipal Property Assessment Corporation	Ontario Public Service, Ministry of Children, Community and Social Services	ServiceOntario
Municipality of York		ServiceOntario - Citizen Experience, Strategy, and Integration Division
Natural Resources and Forestry	Ontario Public Service, Ministry of Children, Community and Social Services, Youth Justice	Sinai Health System
NetApp		Skilled Trades Ontario
Netscout	Ontario Public Service, Ministry of Education	Snow Software
Niagara Region		Snowflake
Nintex	Ontario Public Service, Ministry of Public and Business Service Delivery	Société d'Etanchéité et Cuvelage SEC
Office of the Auditor General of Ontario		Solicitor General of Canada
Office of the Minister of Public and Business Service Delivery	Ontario Public Service, Treasury Board of Canada Secretariat	Southlake Regional Health Centre
Ontario Court of Justice	Ontario Science Centre	Spills Action Center
Ontario Digital Service	Ontario Shores	Statistics Canada
Ontario Energy Board	OPS- MCCSS	Supply Ontario
Ontario Government, i5 OPS Innovation Community of Practice	OPS-MECP	Tanzania Shippers Council
	Oracle	Technical Standards and Safety Authority
Ontario Health	Peel Region	
Ontario Ministry of Children, Community and Social Services	Public Safety	The City of Richmond Hill
Ontario Ministry of Economic Development, Job Creation and Trade	Public Services and Procurement Canada	The Regional Municipality of Durham
	PwC	The Regional Municipality of York
Ontario Ministry of Finance	Qualtrics	ThinkOn
Ontario Ministry of Long-Term Care	Red Hat Canada	ThoughtExchange
	Region of Durham	Toronto Court Services
Ontario Ministry of the Attorney General	Region of Waterloo	Toronto Parking Authority
	Regional Municipality of Durham	Toronto Police Service
		Toronto Public Health

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Organizations

Toronto Public Library
Town of Aurora
Town of Innisfil
Town of Oakville
Town of Orangeville
Treasury Board of Canada
Treasury Board of Canada Secretariat
Treasury Board Secretariat
University Health Network
Veeam
VMware
VMware Tanzu
Waterloo Region
Workplace Safety & Insurance Appeals Tribunal
Workplace Safety and Insurance Board
Workplace Safety Insurance Appeal Tribunal
York Region
York Regional Police
York University

Audience Testimonials

"My experience was great. I enjoyed the event and will definitely check out the following events."

City of Toronto

"Well organized event. It flowed well from the more general to the specific topics and speakers. All agenda items were pertinent to the information, data and technology fields."

Supply Toronto

"Schedule was on time and speakers were amazing. High level of participants made it worthwhile coming."

OPS

"I enjoyed the event. Was appreciative of the opportunity to speak with other public service peers. The venue was very convenient too. Free - made it possible. Thank you."

City of Toronto

"The event was well-organized. Professional speakers and valuable content."

Toronto Public Health

Event Images

Featured Speakers

Honourable Kaleed Rasheed
Minister of Public and Business Service Delivery of Ontario
Government of Ontario

Maud Murray
Deputy Minister
Ministry of Red Tape Reduction

Greg Essensa
*Chief Electoral Officer*
Elections Ontario

Mandeep Flora
Director, Data Strategy and Solutions Platform, Business Intelligence and Practice Division
Ministry of Children, Community and Social Services

Kalyan Chakravarthy
Chief Information Officer
Electrical Safety Authority

Andrea McKinney
Chief Technology and Innovation Officer, Chief Corporate Services Officer
Workplace Safety and Insurance Board Ontario
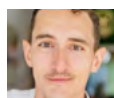
Anthony Cerami
Customer Success Manager
ThoughtExchange

Kellie Scott
Vice-President of Consulting
CGI

Sujatha Kamma
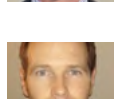*Industry Executive Advisor Canada – Public Sector, Healthcare & Higher*
SAP ISBN

Craig McLellan
CEO and Founder
ThinkOn Inc.

Terry Simpson
Manager of Presales
Nintex

Steven Van Binsbergen
Director, Ontario Public Sector
Rogers Communications

Mike Taylor
Director Engineering
Dynatrace

Neil Daniell
Solution Architect
NetApp

Michelle E. Diemanuelle
Secretary of the Cabinet
Head of the Ontario Public Service

Gord Reynolds
Vice President, Commercial Advisory & Strategy
Infrastructure Ontario

Alex Coleman
Chief Information Officer/Assistant Deputy Minister Children, Youth and Social Services I+IT Cluster
Ministry of Children, Community and Social Services

Cielo Medel
Director IT and Chief Information Officer
City of Mississauga

Uma Gopinath
Chief Information Officer
Metrolinx

Andy Krenz
General Manager / Senior Director of Public Sector
ThoughtExchange

Andrew Bailey
Director, Data & Analytics
Maximus

Reem Gedeon
Consulting Services Leader - Ontario Public Sector
CGI

Susan Hogan
Spend Management Advisor
SAP ISBN

Darrel Shaw
Client Partner, Public Sector
IBM

Joe Bultena
Public Sector Account Executive
Nintex

Adam Fournier
Director Solution Engineering
VMware Tanzu

Matthew Rose
Principal, Global Public Sector
Snowflake

Phillip Bland
Global Government Advisor
Qualtrics

Renu Kulendran
Deputy Minister
Ministry of Public and Business Service

John Roberts
Associate Deputy Minister, Deputy Chief Digital and Data Officer, Chief Privacy Officer and Archivist
Ontario

Joanne Anderson
Assistant Deputy Minister, Citizen Experience, Strategy, and Integration Division
ServiceOntario

Shyam Oberoi
Chief Digital Officer
Royal Ontario Museum

Gary A Yorke
Executive Director customer Experience
City of Toronto

Kyle Wierks
Account Executive
ThoughtExchange

Michael Oas
Vice President, Solutions
Maximus

Chantel Boyd
Director Consulting Services - Public Sector
CGI

Paul West
Director, Global Public Sector
ThinkOn Inc.

Alison Oleksiak
Digital Transformation Executive
IBM

Adam Burley
Director - IoT
Rogers Communications

Amadeo Tritto
National Strategist | Enterprise Architect - Digital Transformation
VMware Tanzu

Jason Falovo
VP and General Manager, Canada
Cradlepoint

2023 Partners

ThoughtExchange

CGI

maximus

SAP

ThinkOn
Where Data Thrives

EY
Building a better
working world

pwc

IBM

ORACLE
Cloud

cradlepoint
PART OF ERICSSON

nintex

ROGERS
BUSINESS

vmware | intel

dynatrace

snowflake

imdoingit!

CODE for
CANADA

TOnow
NETWORK OF WOMEN

Adobe

Collibra

DELL
Technologies

LINKDIGITAL

NetApp

NETSCOUT

qualtrics XM

snow

veeAM

CERIDIAN

About Us

Public Sector Network connects government organizations across the globe.

Our mission is to give public sector professionals a single place to come together, share ideas, and get free, unlimited access to the latest information about critical topics that are transforming the government landscape.

Our government-only network helps members find relevant international content and case studies that are critical to your work and can help you save time, and money. For those who are looking to network at a deeper level, we hold insightful online and in-person events, ranging from conferences and exhibitions, to intimate training courses and forums across major cities around the world.

Certified B Corporation

The Public Sector Network (PSN) is a certified B Corporation, a business that meets the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

The goal of the B Corps is to accelerate a global culture shift to redefine success in business and build a more inclusive and sustainable economy.

Public Sector Network events, like the Public Sector Innovation Show, limit waste where possible. Initiatives like using reusable dishware instead of plastic disposable options and limiting paper through use of our event app are only small examples of our commitment to sustainability.

Become a Supplier

We understand that government needs to partner with private sector, but this can often be a crowded, noisy market.

Our network is designed for public sector professionals only as it maintains the credibility of our content for our government members.

In order to help our members connect with private sector, we have created Public Sector Network's Marketplace where solution and service providers can create free profiles showcasing their business. Our members can easily search for any requirement and connect directly with you.

If you want to get exposure to our ever-growing membership, then start your free page today.

⟶ Set up a supplier page here

CONNECTING GOVERNMENT
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