



# Public Sector Innovation Show Alberta

Building a Future-Ready Public Service  
in Alberta

**Wednesday, October 9, 2024**

Edmonton, Alberta



## Agenda at a Glance

The Public Sector Network is partnering with the Government of Alberta and Ministry for Technology and Innovation to deliver this year's Public Sector Innovation Showcase.

Alberta's public service continues to transform every layer of its processes and services in response to emerging technology and customer experience innovations. This continual growth creates both challenges and opportunities for Alberta's public servants to deliver for its citizens. There is also ongoing importance being placed on ensuring public servants can prioritize their own professional development in this ever-changing environment to be best suited to deliver for its citizens. Being at the forefront of the opportunity areas for innovation is paramount.

Now is the time to share, grow, and connect on all things technology and innovation to ensure that across Alberta's government, there is a collaborative and dynamic workforce being fostered. Impactful and values-driven partnerships and development opportunities that prioritize innovation will ensure positive outcomes across the public sector.

The Public Sector Innovation Show program will touch on a range of themes, pain points, and opportunities currently impacting citizen service journeys, employee development, as well as digital transformation and evolution of technology within government. Attendees should expect to hear from innovation and public sector thought leaders, engage in panel discussions, and participate in roundtables that dig in to the opportunities, trends, and latest developments in government innovation.

[VIEW THE WEBSITE](#)



## Be a part of our Canadian Innovation Series

**PSIS British Columbia - Dec 3**

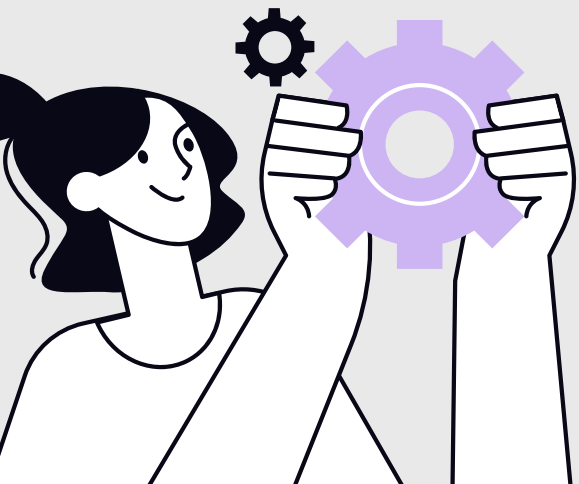


**Check out last year's highlight reel!**

## Who You'll Meet

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

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



## Benefits of Attending



Connect with leaders who are successfully navigating the innovation-filled public sector landscape through roundtable and panel sessions



Gain valuable insights and best practise tips from present day case studies and initiatives.



Network with similar roles across Alberta's government departments as well as Cyber professionals attending a co-located event.

## Key Themes for 2024

- Digital Transformation and Digital Strategies
- Leveraging Technologies and getting ahead
- Driving data-led decision making and service-oriented mindsets
- Discussing the balance of both protecting and enabling our citizens through technology and services

# Your Inspiring Speakers



**RACHEL MELYNCHUK**

Executive Director  
**Police Review  
Commission**



**NJI LIONEL**

Director - Compliance  
Support  
**Office of the  
Information and Privacy  
Commissioner**



**RYAN BLACK**

Director of Business  
Analysis, Innovation and  
Strategy  
**Alberta Ministry of  
Public Safety and  
Emergency Services**



**ANNE RYTON**

Acting- Assistant  
Deputy-Minister of  
Programs, Engagement  
and Innovation Division  
**Ministry for Advanced  
Education**



**KIM SIMMONDS**

ADM, Strategic Planning  
and Performance  
**Ministry of Health**

# Agenda at a Glance

<b>8:30am</b>	<b>Welcome to Country</b>	
<b>8:40am</b>	<b>Welcome from the Public Sector Network</b>	
<b>8:50am</b>	<b>Welcome from the Chair</b>	
<b>9:10am</b>	Ministerial Welcome Address: <b>Transformation and Modernization in Our Digital Services</b>	
<b>9:20am</b>	Government Keynote: <b>Inspiring Radical Service Excellence Through Data and Strategic Technology</b>	
<b>9:40am</b>	Platinum Partner Session: <b>How AI Can Take Away Some of The Guesswork and Strengthen Our Ability to Service Citizens Efficiently</b>	
<b>10:00am</b>	<p>Panel Discussion: <b>Lessons Learned: A Year in Review With Technology and Innovation ADMs</b></p> <p>We invite the Assistant-Deputy Ministers dive into lessons learned in the process of launching new initiatives such as the Data Ethics and Privacy Framework phases, and the impact of cybersecurity, privacy, and AI, and trying to find the balance between protecting citizens while still enabling beneficial technologies. Finally, there will be discussions around Alberta's new digital services, lessons learned, and priorities for the next phases of delivery.</p>	
<b>10:30am</b>	<b>Refreshment Break</b>	
	<b>Innovation &amp; Technology Track</b>	<b>Citizen Experience &amp; Digital Track</b>
<b>11:00am</b>	<b>Welcome from the Track Chair</b>	<b>Welcome from the Track Chair</b>
<b>11:20am</b>	Government Keynote: <b>Designing a Scalable IT Infrastructure</b>	Government Keynote: <b>Digital Accessibility: How to Deliver to ALL Albertans</b>
<b>11:40am</b>	Gold Partner Session: <b>People-Centric IT Solutions</b>	Gold Partner Session: <b>How To Partner Effectively with Service Providers for Enhanced Staff Experience and Citizen Engagement</b>
<b>12:00pm</b>	Fireside Chat: <b>Data and Services: Drive a Citizen's Journey Through Government Systems</b>	Fireside Chat: <b>Impactful Partnerships: Where Municipal Government Can Be a Powerful Partner For Serving Citizens Across The Province</b>

Innovation & Technology Track		Citizen Experience & Digital Track
<b>12:20pm</b>	Gold Partner Session: <b>Borderless Service - Accessibility for Remote Government Customers</b>	Gold Partner Session: <b>Digital Transformation with The Help of Enterprise Solutions</b>
<b>12:40pm</b>	Panel Discussion: <b>Public Sector Digital Landscape and The Digital Revolution With Data-Driven Decision Making</b>	Panel Discussion: <b>Privacy, Modernization and Digital Trust</b>
<b>1:10pm</b>	<b>Networking Lunch Break</b>	
<b>2:10pm</b>	<b>Interactive Rountable Discussions</b>	
<b>3:15pm</b>	Panel Discussion: <b>Elevating The Profile of Learning and Development, Reiterating The Importance of Investment in Our People, and Incorporating Innovative Hiring Practices Into Discussion</b>	
<b>3:35pm</b>	Platinum Partner Session: <b>Streamlining and Unifying Multi-Cloud Ecosystems for Enhanced Service Delivery</b>	
<b>3:55pm</b>	Government Keynote: <b>Shifting Government Mindsets To Being Service Oriented</b>	
<b>4:15pm</b>	<b>Closing Remarks from the Chair</b>	
<b>4:30pm</b>	<b>End of Event</b>	

# Testimonials

**“I enjoyed the speakers and panels, they all shared great topics to take back to our offices.”**

City of Alberta

**“My experience was very positive - the discussion and panels were very informative.”**

Technology and Innovations, Government of Alberta

**“Great opportunity to hear others challenges and opportunities, and to share learnings. And of course, to network. Thank you for hosting this event.”**

AHS

# Our Sponsors

## Diamond

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## Sapphire

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## Platinum

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## Platinum | Women in Innovation Dinner

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## Ruby

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# Event Schedule

## OCTOBER

Digital Government & CX Roadshow 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





CONNECTING GOVERNMENT  
**WWW.PUBLICSECTORNETWORK.COM**

**CANADA / USA**

**P** +1 (510) 556 0789

**E** [contact@publicsectornetwork.com](mailto:contact@publicsectornetwork.com)

**AUSTRALIA / NEW ZEALAND**

**P** +61 2 9057 9070

**E** [info@publicsectornetwork.com](mailto:info@publicsectornetwork.com)

