



# Public Sector Innovation Show Ontario

Innovating Together for a Smarter Ontario:  
Unleashing Potential, Enhancing Services

**Tuesday, September 10, 2024**

Toronto, ON



## Agenda at a Glance

In partnership with the Government of Ontario, the Public Sector Innovation Show, Ontario, stands as a pivotal moment where the essence of technological innovation propels the province towards a future marked by sustainability, inclusivity, and economic prosperity. Aligning with strategic objectives, the show tackles contemporary challenges through the lens of advanced solutions, expanding the scope of digital governance, data analytics, and pioneering technologies. This dedicated push towards excellence lays the groundwork for a transformative tomorrow, built on the pillars of collaboration and unparalleled creativity.

Join us for an energizing, one-day journey where pioneers and policymakers gather to unveil the power of innovation in the public sector. This event is a platform to witness the unveiling of the latest advancements, engage with transformative concepts, and exchange ideas that will forge a stronger, more adaptive Ontario. Together, we'll redefine public sector innovation, ushering in a new chapter of visionary governance.

[VIEW THE WEBSITE](#)



## Be a part of our Canadian Innovation Series

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[PSIS Alberta - Oct 9](#)

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[PSIS British Columbia - Dec 3](#)

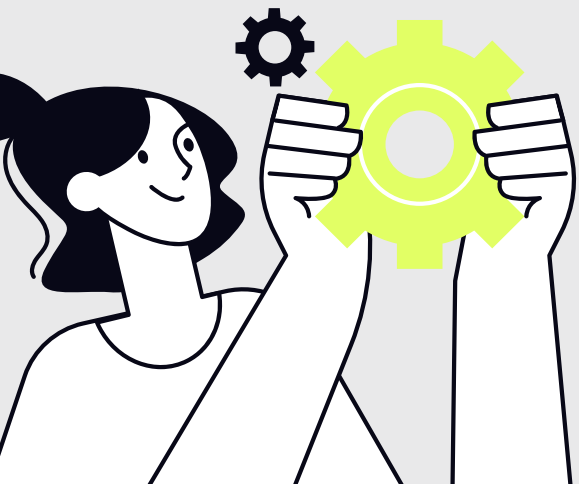


[Check out last year's highlight reel!](#)

# Who You'll Meet

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

- Digital, Transformation & Engagement
- Government Technology Platforms
- Strategy
- Innovation & Technology
- 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 insights from the visionary leaders at the forefront of Ontario's technological and innovative transformation within the public sector,



Participate in in-depth roundtable discussions with peers, exploring the cutting edge of innovation and modernization catalysts,



Acquire specialized knowledge across specialized tracks

# Key Themes for 2024

- Adopting digital-first strategies, emerging technologies, and innovative frameworks for government modernization
- Building partnerships, facilitating knowledge exchange, and fostering collaborative efforts to enhance public services,
- Utilizing data analytics, open data, and evidence-driven policies for improved service delivery and transparency,
- Equipping public sector workers with digital tools, AI insights, and training opportunities for workforce development,
- Improving citizen engagement through personalized services, efficient service delivery, and equitable access to government

# Your Inspiring Speakers

## Plenary



**HON. TODD MCCARTHY**

Minister  
Ministry of Public  
& Business Service  
Delivery



**RENU KULENDRAN**

Deputy Minister  
Ministry of Public  
& Business Service  
Delivery



**KEITH PALMER**

Deputy Minister  
Ministry of Citizenship &  
Multiculturalism



**MAUD MURRAY**

Deputy Minister  
Ministry of Red Tape  
Reduction



**GREG ESSENSA**

Chief Electoral Officer  
Elections Ontario



**JOHN ROBERTS**

Associate Deputy  
Minister, Chief Digital  
and Data Officer  
Ministry of Public  
and Business Service  
Delivery



**ALEX COLEMAN**

Assistant Deputy  
Minister, Chief  
Information Officer  
Children, Youth, Social  
Services



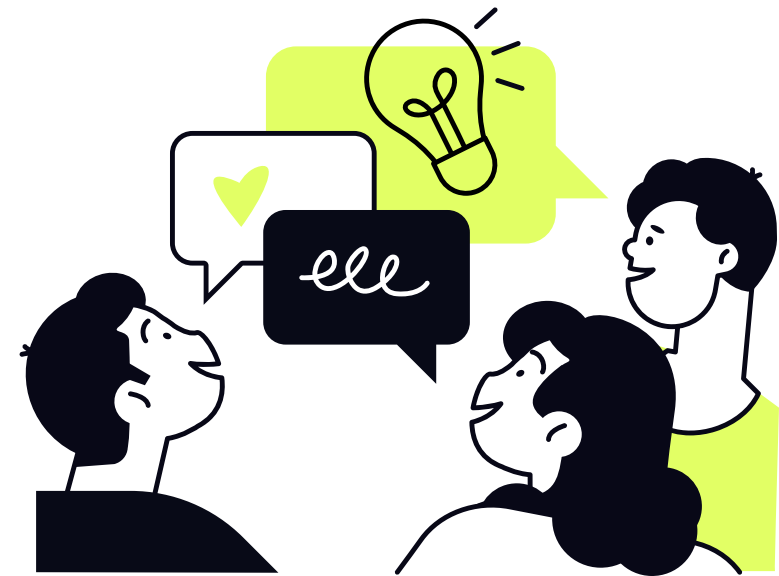
**DAN WILKINS**

Chief Information  
Security Officer  
Arizona Department of  
Economic Security



**MELISSA KITTMER**

Assistant Deputy  
Minister, Policy and  
Data Division, Privacy,  
Archives, Digital and  
Data  
Ministry of Public  
and Business Service  
Delivery



## Digital & CX Track



**JOANNE ANDERSON**

Assistant Deputy  
Minister, Citizen  
Experience, Strategy  
and Integration  
**ServiceOntario**



**KATY LALONDE**

Assistant Deputy  
Minister, Digital  
Innovation and Product  
**Ontario Digital Services**



**ANDREA MCKINNEY**

Chief Technology and  
Innovation Officer, Chief  
Corporate Services  
Officer  
**Workplace Safety  
and Insurance Board  
Ontario**

## Innovation & Technology Track



**JOYCE DROHAN**

Chief Technology  
Officer, Enterprise  
Technology Strategy  
**Ministry of Public  
and Business Service  
Delivery**



**KALYAN  
CHAKRAVARTHY**

Chief Information  
Officer  
**Electrical Safety  
Ontario**



**SUMON ACHARJEE**

Chief Information  
Officer  
**City of Markham**

# Agenda at a Glance

**7:30am** Registration and Networking Breakfast

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**8:30am** Welcome from the Public Sector Network

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**8:40am** Welcome from the Chair

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**9:00am** Ministerial Address

**Hon. Todd McCarthy**, *Minister*, Ministry of Public & Business Service Delivery

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**9:20am** Government Keynote: **Leading Through Transformation: The Role of Innovation in Building a Resilient and Responsive Public Sector**

**Renu Kulendran**, *Deputy Minister*, Ministry of Public & Business Service Delivery

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**9:40am** Platinum Partner Session: **AI Unleashed: Navigating the Realms of Possibility**

- Discover real-world applications of AI transforming government services
  - Explore how AI enhances operational efficiency and anticipates citizen requirements
  - Get insights into the concrete opportunities reshaping the public sector
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**10:00am** Panel Discussion: **Embracing Change as Fuel for a People-Centric Future**

- How can we foster a culture that sees change, including AI, as an opportunity for enhancing public services?
- In what ways can technology be leveraged to ensure change initiatives are directly benefiting the community and enhancing citizen engagement?
- What strategies are effective in preparing and supporting employees through transitions that prioritize people-centric outcomes?

**Keith Palmer**, *Minister*, Ministry of Citizenship & Multiculturalism

**Greg Essensa**, *Chief Electoral Officer*, Elections Ontario

**Maud Murray**, *Deputy Minister*, Ministry of Red Tape Reduction

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**10:30am** Refreshment Break

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Digital & CX Track		Innovation & Technology Track	
<b>11:00am</b>	Welcome from Track Chair: <b>Bridging the Divide Between Digital and Customer Experience</b>		Welcome from Track Chair: <b>Prioritizing Future Technology Imperatives</b>
<b>11:20am</b>	Government Keynote: <b>Advancing Citizen-Centric Digital Services</b> <ul style="list-style-type: none"> <li>Leveraging digital technologies to advance strategic goals</li> <li>Exploring new ways to use digital technologies to improve service delivery and customer experience</li> <li>Lessons to learn – getting to grips with the digital tools that citizen really want</li> </ul>		Government Keynote: <b>Navigating AI in the Public Sector: Strategies for Readiness and Ethical Deployment</b>
<b>11:40am</b>	Gold Partner Session: <b>Unleashing the Potential of AI in Transforming Digital Customer Experience (CX) for Public Services</b> <ul style="list-style-type: none"> <li>Explore the latest advancements in AI and its role in revolutionizing CX strategies for public sector organizations</li> <li>Discover real-world use cases where AI-driven applications have significantly improved citizen interactions and service delivery</li> </ul>		Gold Partner Session: <b>Future-Proofing Government with Smart IoT Solutions</b> <ul style="list-style-type: none"> <li>Unleashing the Power of IoT: How IoT technologies can revolutionize public sector services.</li> <li>Real-time Data for Real Impact: Harnessing IoT data for data-driven decision-making.</li> </ul>
<b>12:00pm</b>	Government Keynote: <b>Digital Disruptors: Clearing the Path to Seamless Transformation</b> <ul style="list-style-type: none"> <li>Uncover the common hurdles that hinder digital transformation and explore effective approaches to overcome them.</li> <li>Fostering a culture of innovation and agility, enabling organizations to adapt swiftly to emerging technologies</li> <li>Discover proactive strategies to anticipate and address potential challenges, ensuring a smooth and successful digital transformation journey.</li> </ul> <p><b>Joanne Anderson</b>, Assistant Deputy Minister, Citizen Experience, Strategy and Integration, ServiceOntario</p>		Government Keynote: <b>Navigating Tomorrow: Unleashing Futuristic Tech Solutions for Government Challenges</b> <ul style="list-style-type: none"> <li>Explore next-generation technologies and their application to address pressing government challenges</li> <li>Discover innovative approaches to stay ahead in an ever-evolving digital landscape for the public sector</li> </ul> <p><b>Joyce Drohan</b>, Chief Technology Officer, Enterprise Technology Strategy, Ministry of Public and Business Service Delivery</p>

**Digital & CX Track****Innovation & Technology Track**

- 12:20pm** Gold Partner Session: **Igniting Citizen Engagement: Empowering a Personalized Digital Experience**
- Learn how to leverage personalization to drive meaningful citizen interactions and engagement.
  - Discover strategies for tailoring digital experiences that resonate with individual citizens and foster active participation

- Gold Partner Session: **Navigating Tomorrow: Unleashing Futuristic Tech Solutions for Government Challenges**
- Explore next-generation technologies and their application to address pressing government challenges
  - Discover innovative approaches to stay ahead in an ever-evolving digital landscape for the public sector.

- 12:40pm** Panel Discussion: **Building a Digital-First Government: Challenges and Opportunities**
- What are the key challenges faced by the public sector in transitioning to a digital-first approach, and how can they be overcome?
  - How can emerging technologies such as AI, blockchain, and IoT be leveraged to enhance citizen services and government operations?
  - How can government agencies collaborate with the private sector to drive innovation and implement cutting-edge technologies?
- Katy Lalonde**, *Assistant Deputy Minister, Digital Innovation and Product, Ontario Digital Services*
- Andrea McKinney**, *Chief Technology and Innovation Officer, Chief Corporate Services Officer, Workplace Safety and Insurance Board Ontario*

- Panel Discussion: **Pioneering the Technological Frontier: Charting the Course for Public Sector Innovation**
- Which emerging technologies will revolutionize the public sector, and how can governments prepare?
  - What risks and hurdles accompany widespread tech adoption, and how can governments overcome them?
  - How can governments balance tech benefits with citizen data privacy and security, ensuring responsible use?
- Kalyan Chakravarthy**, *Chief Information Officer, Electrical Safety Ontario*
- Sumon Acharjee**, *Chief Information Officer, City of Markham*

**1:10pm** **Networking Lunch Break**

**2:10pm** **Interactive Rountable Discussions**

**3:10pm** **Welcome back from the Chair**

**3:15pm** Government Keynote: **Empowering Innovation with Data, Technology, and AI: A Future-Forward Perspective**  
**John Roberts**, *Associate Deputy Minister, Chief Digital and Data Officer, Ministry of Public and Business Service Delivery*



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**3:35pm** Platinum Partner Session: **Streamlining and Unifying Multi-Cloud Ecosystems for Enhanced Service Delivery**

- Enhancing Performance through Integrated Cloud Solutions
- Simplified Solutions for Efficient Service Delivery

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**3:55pm** Panel Discussion: **Navigating Tomorrow: The Impact of AI on Government Technology and Strategic Pathways Forward**

- What are the most promising AI technologies for GovTech today, and what challenges do we face in implementing them within public services?
- How is Ontario addressing ethical considerations and privacy concerns in the deployment of AI in government services?
- Looking ahead, what key areas should Ontario focus on to ensure AI significantly enhances GovTech over the next decade?

**Alex Coleman**, *Assistant Deputy Minister, Chief Information Officer*, Children, Youth, Social Services

**Dan Wilkins**, *Chief Information Security Officer*, Arizona Department of Economic Security

**Melissa Kittmer**, *Assistant Deputy Minister, Policy and Data Division, Privacy, Archives, Digital and Data*, Ministry of Public and Business Service Delivery

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**4:25pm** **Closing Remarks from the Chair, followed by Networking Reception**

# Testimonials

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

City of Toronto

**“The event was well-organized. Professional speakers and valuable content.”**

Toronto Public Health

**“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

# Our Sponsors

## Diamond

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## Sapphire

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## Platinum

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## Ruby

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## Gold

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## Silver

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## Bronze

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## Exhibitor

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# Event Schedule

## SEPTEMBER

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 | NS | ON

## NOVEMBER

EduTech Showcase ON

## DECEMBER

Public Sector Innovation Show - British Columbia BC

British Columbia Government Cybersecurity Showcase BC

Canadian Security Showcase ON





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