



Virtual Process Excellence

Driving Citizen Centricity and Efficiency in Government through Operational Transformation

Online | Wednesday, January 27, 2021 | Start: 12:00pm ET / 9:00am PT



Agenda

More than just buzzwords, process excellence and continuous improvement are the cornerstones of any successful organization's long-term growth strategy, and with government operators across all levels being tasked with doing more with less, process optimization becomes the only way to overcome the challenges of operating in the current climate.

If achieved process excellence empowers employees, drives efficiencies, improves citizen experiences and streamlines workflows leading to greater agility and innovation within your department.

However, according to reports by McKinsey, 80% of public sector transformation projects fail to meet objectives, with the greatest challenge in bringing about successful change and significant, sustained performance improvement in the public sphere coming down to balancing people and process change.

To help make your process transformation initiative a success we've put together the Public Sector Network's Process Excellence virtual event. The event, which brings together a broad group of public sector transformation experts, will explore emerging operational excellence tools and strategies, as well as best practice methodologies to help you overcome transformation challenges to drive resiliency and operational excellence.

Who should attend

Chief/Director/Heads of:

- Data & Analytics
- Data Science
- Information Management
- Digital Capability
- Business Intelligence
- Data Management
- Data Privacy/Security
- Transformation
- Integration
- Business Systems

Speakers



ANDRE SHOJAIE
Chief of Agile Practices and Continuous Improvement, **City of Montreal**



GENEVIEVE BINET
Director General, Enterprise Transformation, **Canada Border Services Agency**



JACINT L. BOUCHER
Director, IT Client Services Transformation & Modernization Services
Agriculture and Agri-Food Canada



LYNE LACRIOX
Process Improvement Lead - Major Projects, OCIO, **Shared Services Canada**



SIMON RAYBOULD
Director General, Process Management and CoE Client Experience, **Service Canada**



PIA ANDREWS
Director General, Digital Experience and Client Data, **Service Canada**



JONATHAN ALBOIM
Federal CTO and Principal Digital Strategist **ServiceNow**



STEVE WITT
Director - Public Sector **Nintex**



JASON DUCHARME
Provincial Leader (ON) - **Public Sector- MNP**



CHRIS LAVIN
Regional Managing Partner, **Prairies Consulting- MNP**

Reasons to Attend

Must attend event for public sector operational excellence professionals looking to build resiliency and drive transformation



Discover how to seamlessly enact change through exploration of real-world case studies



Explore emerging technologies, methodologies and strategies that will take your department to the next level



Learn from local and international process excellence experts and explore best practice, top tips and lessons learned



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PUBLIC SECTOR NETWORK

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12.00pm ET 9.00am PT	Welcome from PSN	1.20pm ET 10.20am PT	Break
12.05pm ET 9.05am PT	Chair Opening - Jason Ducharme, Provincial Leader (ON) – Public Sector MNP - Chris Lavin, Regional Managing Partner, Prairies Consulting MNP	1.25pm ET 10.25am PT	Panel Discussion: Process Design: Centering Your Operations Around the User and Improving Agility <ul style="list-style-type: none"> Mapping out and embedding the most beneficial process improvements to become more citizen-centric Managing change: ensuring change is communicated and embedded effectively
12.20pm ET 9.20am PT	Government Case Study: Creating, Executing and Embedding the Roadmap for Process Excellence Geneviève Binet, Director General, Enterprise Transformation, Canada Border Services Agency		Andre Shojaie , Chief of Agile Practices and Continuous Improvement, City of Montreal Lyne Lacroix , Process Improvement Lead - Major Projects, OCIO, Shared Services Canada Pia Andrews , Director General, Digital Experience and Client Data, Service Canada Steve Witt , Director - Public Sector, Nintex
12.35pm ET 9.35am PT	Partner Session: The Foundations for Digital Government Too often, it is hard for a citizen to interact with their government. Digital Transformation has the power to change this. Join Jonathan Alboum, Federal CTO at ServiceNow, as he shares insights for data-driven-decision making within government to help them break down silos, create efficiencies, and deliver excellent experiences. Jonathan Alboum , Federal CTO and Principal Digital Strategist, ServiceNow	2.05pm ET 11.05am PT	Chair Wrap Up
12.50pm ET 9.50am PT	Government Case Study: Continuous Process Improvement: Achieving Timely and Tangible Results Jacint L. Boucher , Director, IT Client Services Transformation & Modernization Services, Agriculture and Agri-Food Canada	2:15pm ET 11.15am PT	End of Session
1:05pm ET 10.05am PT	Government Case Study Simon Raybould , Director General, Process Management and CoE Client Experience, Service Canada		

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