



Virtual: Improving the Operational Efficiency of your Municipality

Innovative Solutions to Achieve Greater Efficiency and Cost Savings in Service Delivery

Online | Tuesday, March 2, 2021 | Start: 12:00pm ET / 9:00am PT



Agenda Overview

With significant budget cuts and hiring freezes, public sector organizations are under increasing pressure to improve mission delivery without tapping into additional resources. As a result, municipality leaders are being asked to focus on finding efficiencies by reframing the way their organizations are structured and how operations are managed.

Peak operational efficiency occurs when the right combination of people, processes and technology come together to optimize business performance. The goal should be to eliminate waste and maximize value creation. The result will be a municipality that is more productive, efficient and sustainable for the citizens.

Public Sector Network's **Improving the Operational Efficiency of your Municipality** Virtual Event will showcase how municipalities are achieving these goals, creating meaningful and sustainable gains. Important topics covered include: innovation, better capability to scale, improved measurement and greater use of management incentives.

Sponsors:

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Speakers



GARY VANSUCH
Director, Office of Process Improvement
Colorado Department of Transportation



GARY DYKE
Chief Administrative Officer
Municipality of North Grenville



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



ZHILA PIRMORADI
Lean Six Sigma Program Lead,
Engineering Strategy and Standards
City of Vancouver



KELLY LINTON
Mayor, Centre Wellington
Warden, Wellington County



NOREEN KASSAM, CPA, CGA
Director Finance
City of Burnaby



JAMES RICHARDSON
Advisory Partner, AB Lead for Public Sector Consulting
MNP



BILL REID
Advisory Partner, BC Lead for Public Sector Consulting
MNP



TOM YEATTS
Global Head of State, Local, and Regional Government Solutions
ServiceNow

Reasons to Attend

Learn about operational transformation opportunities, threats and challenges



Discover how to utilize operational business models to identify key costs and continuous improvement opportunities



Explore ways to identify and manage resource constraints by understanding capacity and utilization



Examine methods for attaining a holistic and interconnected municipalities network



Who Should Attend

Human Resource Chief/Director/Heads/
Senior Managers of:

Innovation

Business Excellence

People and Culture

Corporate Service

Operational Excellence

Policy

Lean Management



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12.00pm ET 9:00am PT	Welcome from PSN		
12.05pm ET 9:05am PT	Chair Opening: From a Crisis Management to Sustainability James Richardson , Advisory Partner, AB Lead for Public Sector Consulting, MNP		
12.20pm ET 9:20am PT	Government Case Study: Strategic Transformation that Makes Operational Sense Kelly Linton , Mayor, Centre Wellington, Warden, Wellington County		
12.40pm ET 9:40am PT	International Case Study: Innovative Solutions to Achieve Greater Efficiency and Cost Savings in Service Delivery Gary Vansuch , Director, Office of Process Improvement, Colorado Department of Transportation		
1.00pm ET 10:00am PT	Government Case Study: Unlocking Capacity that Already Exists in Your Municipality by Effectively Managing Your Resources Gary Dyke , Chief Administrative Officer, Municipality of North Grenville		
1.20pm ET 10:20am PT	Break		
1.25pm ET 10:25am PT	Partner Session: Accelerate and Automate the Delivery of Modern Services and Drive Down Costs Your government is mission-driven to make life better for citizens, customers, and employees. Learn how you can deliver a digital experience by connecting every team —streamlining every workflow —and integrating every system on a single, secure platform. Tom Yeatts , Global Head of State, Local, and Regional Government Solutions, ServiceNow		
1.40pm ET 10:40am PT	Panel Discussion: Achieving holistic transformation: collaborating with people, process, and technology to drive efficiency and citizen-centricity <ul style="list-style-type: none"> Making use of data to generate operational efficiencies and innovation Recognizing the importance of transformational leadership: managing people, culture and change to drive forward your efficiency agenda Considering collaboration, diversity and anecdotal idea sharing to leverage other council approaches Zhila Pirmoradi , Lean Six Sigma Program Lead, Engineering Strategy and Standards, City of Vancouver Andre Shojaie , Chief of Agile Practices and Continuous Improvement, City of Montreal Noreen Kassam, CPA, CGA , Director Finance, City of Burnaby Moderator: Bill Reid , Advisory Partner, BC Lead for Public Sector Consulting, MNP		
2.10pm ET 11:10am PT	Closing Remarks from the Chair Bill Reid , Advisory Partner, BC Lead for Public Sector Consulting, MNP		
2.15pm ET 11:15am PT	Virtual Event Adjourns		

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