



Public Sector Innovation Show – Alberta

Connecting people with ideas to build a better public service



ONLINE



VIRTUAL EVENT

Thursday, October 14th, 2021

**1:00pm-3:30pm
Mountain Time**



Agenda Overview

Discover the Next Generation of Innovation!

Back at PSN's Digital Government Series in April 2020, an important question was discussed at length as public sector organizations shared insights on their rapid response to the pandemic: how do we turn this crisis-driven digital response to the pandemic into a permanent way of doing things?

To build sustainability around that vision, leaders will need champions of innovation. Members of a team who are unafraid to be the first to do something. Trailblazers who see possibilities even in the most challenging of times.

As we emerge from a time shaped by disruption, uncertainty and tragedy for many, we want to shine a light on a hopeful future. We want to showcase projects that are making a difference to the people you serve and your colleagues across government. We want to ensure that change implemented under pressure becomes sustainable and scalable, backed by strong fundamentals and a collaborative, iterative approach to getting things done.

It is in that spirit that we bring our Public Sector Innovation Show back to Alberta! We are thrilled to once again bring together a series of case studies, panel discussions and keynotes that highlight and celebrate the next generation of innovation in public service.

Reasons to attend



Enhance integration and collaboration across all levels of government for improved outcomes



Discover opportunities to learn new skills, increase capabilities, reduce redundancies and create better days for public sector employees



Leverage lessons learned to reprioritize and reframe your processes and services in a way that best supports efficiency, ease-of-use and inclusivity



Build connections, engage and share ideas that support an iterative, flexible and innovative public sector environment

Who should attend?

- Digital, Innovation and ICT
- Corporate Services
- Citizen Engagement and Experience
- Service Design and Delivery
- Workforce and HR
- Strategic Planning
- Data, Analytics and AI
- Information and Enterprise Architecture
- Information Management
- Change, Culture and Transformation
- Procurement
- Finance

Reviews of Last Year's Public Sector Network Innovation Show - Alberta

I appreciate the high level and experienced speakers, relevant to our situation, including some Alberta and federal leaders.

City of Edmonton

Excellent experience! I liked the diversity of the different levels of government and focus areas on digital innovation.

Culture, Multiculturalism and Status of Women

Great job finding engaging and innovative speakers. The conversations were extremely interesting and thought provoking.

City of Edmonton

Featured Speakers



Hon. Nate Glubish
Minister
Service Alberta



Blair Neufeld
Innovation Lead, Digital Innovation Office
Government of Alberta



Brad Salomons
Manager, Digital Services
City of Edmonton



Bob Duchene
Client Director
Cisco



Jessica MacQueen
Lead Content Strategist
Canada Revenue Agency



Jonathan Alboum
Principal Digital Strategist for the
Federal Government
ServiceNow



Sophia Hoosein
Lead Content Strategist
Canada Revenue Agency



Ammneh Azeim
Digital Experience Lead
Alberta Health Service



Steve Witt
Director, Public Sector
Nintex



Gloria Leung
Acting Director, Innovation and
Technology Solutions
Government of Alberta



Paul Bellows
President
Yellow Pencil

Public Sector Innovation Show – Alberta

Connecting people with ideas to build a better public service



Thursday, October 14th, 2021

1:00pm MT Welcome from Public Sector Network

1:05pm MT Special Address

Hon. Nate Glubish, Minister, Service Alberta

1:10pm MT Opening Remarks from the Chair

Paul Bellows, President, Yellow Pencil

Government Keynote: Frugal, Fast and Furious: Enabling Innovation in Alberta

1:25pm MT

- Shining a light on real-world examples of service transformation during the pandemic
- Incorporating feedback and human-centred design to ensure efficiency, ease-of-use and inclusivity
- Steps to take to re-prioritize, reframe and reimagine your services

Gloria Leung, Acting Director, Innovation and Technology Solutions, Government of Alberta

1:40pm MT

Partner Session: Innovating the Citizen Experience

- In a recent study, 84% of Canadians indicated government services would be simpler to navigate with more digital options. Jonathan Alboum, ServiceNow Federal CTO, will talk about what citizens expect, how public sector organizations can innovate and some of the trends that will impact service beyond the pandemic.

Jonathan Alboum, Principal Digital Strategist for the Federal Government, ServiceNow

1:55pm MT

Innovators at Work: Partnering to Deliver Better Services

- A guide to becoming iterative and increasing flexibility in a public sector environment
- Exploring the most effective strategies for implementing new ideas and processes

Jessica MacQueen, Lead Content Strategist, Canada Revenue Agency
Sophia Hoosein, Lead Content Strategist, Canada Revenue Agency

2:15pm MT Virtual Refreshment Break

2:25pm MT

Partner Session: Increasing Productivity, Promoting Flexibility and Unlocking the Power of Team-Based Work

Steve Witt, Director, Public Sector, Nintex

Panel: Becoming Digital Champions – Lessons Learned from Catalysts and Trailblazers

- What are the key leadership competencies you need as a successful digital champion?
- In your experience, what are the most common obstacles when implementing new ideas and processes? How do you overcome them?
- What approaches do you recommend to encourage your non-technical colleagues to become digital champions?
- What steps can you take to ensure that an innovative initiative is scalable and sustainable?

2:40pm MT

Blair Neufeld, Innovation Lead, Digital Innovation Office, Government of Alberta
Ammeh Azeim, Digital Experience Lead, Alberta Health Service
Brad Salomons, Manager, Digital Services, City of Edmonton
Bob Duchene, Client Director, Cisco

Moderated by: Paul Bellows, President, Yellow Pencil

3:20pm MT

Q&A Session

3:25pm MT

Closing Remarks from the Chair

Paul Bellows, President, Yellow Pencil

3:30pm MT

Virtual Event Adjourns

Thank you to our sponsors and partners

CHAIR



PLATINUM



GOLD



SILVER



INTERESTED IN SPONSORING? CONTACT ANDREW COWAN



ANDREW.COWAN@PUBLICSECTORNETWORK.CO