

TUESDAY, SEPTEMBER 27, 2022

Radisson Blu Hotel - Toronto Harbourfront

ICCS BOARD MEETING

(Board members only)

8:30 a.m. – 11:00 a.m. EDT

Water's Edge Meeting Room (4th floor)

WELCOME LUNCH

Joint Councils Members/Observers

View Room (5th floor)

12:00 p.m. – 12:50 p.m. EDT

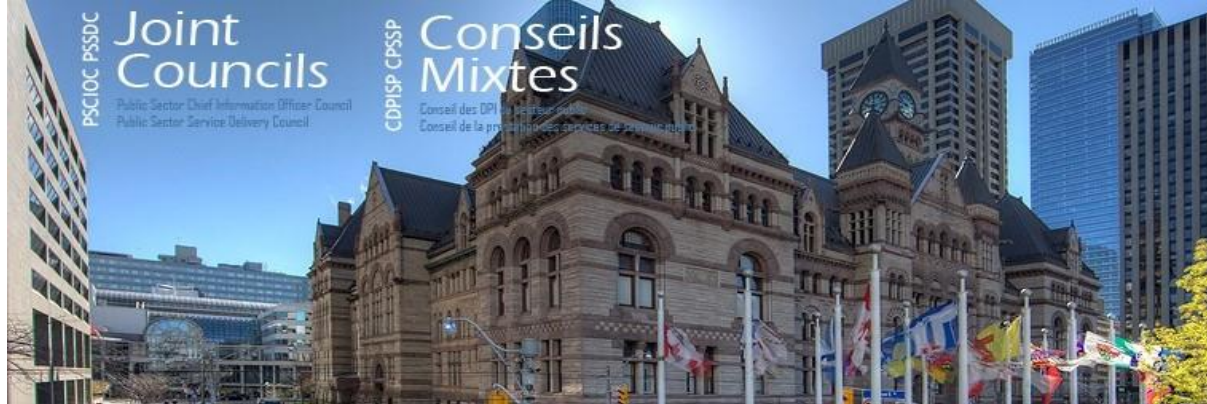
*(12:50 P.M. PARTICIPANTS TO GATHER IN HOTEL LOBBY TO BOARD BUS
FOR LEARNING EVENT PROGRAM)*

LEARNING EVENT AGENDA v7

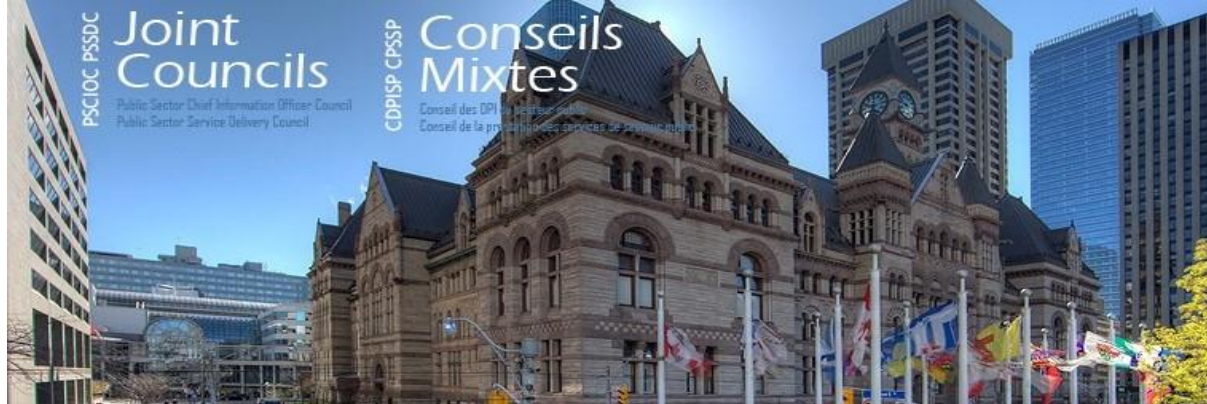
1:00 p.m. – 5:00 p.m. EDT

Host: Government of Ontario

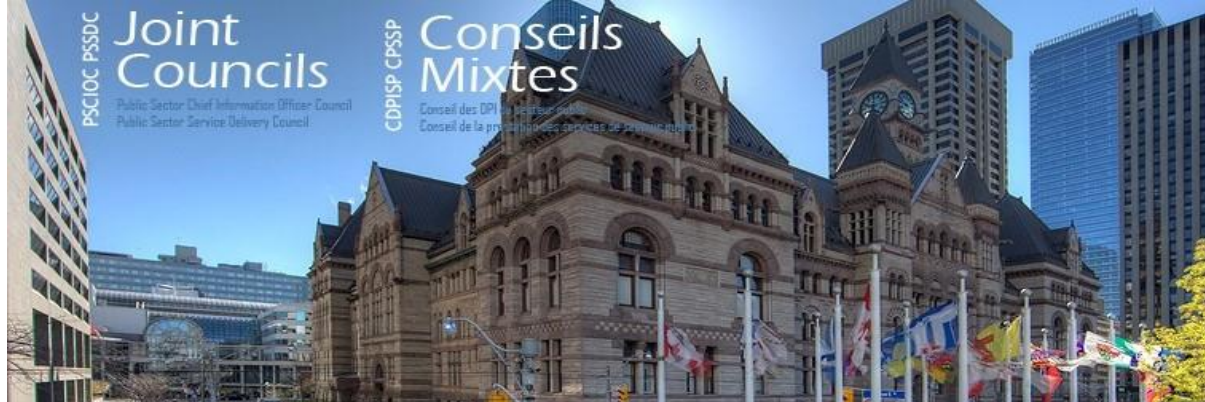
12:55 p.m.	Delegates to gather in the lobby of the Radisson Blu Hotel to board bus.
1:00 p.m.	Depart Hotel for Ontario Public Service (222 Jarvis St., Toronto, ON M7A 0B6)
1:20 p.m.	Arrival at 222 Jarvis St. – proceed to Midland meeting room <i>Please bring ID to the learning event, required for security pass to enter the building.</i>
1:30 – 1:40 p.m. (10 min)	Welcome remarks by Deputy Minister Renu Kulendran, Ministry of Public and Business Service Delivery, Ontario.
1:40 – 2:20 p.m. (40 min)	<u>Session A:</u> Ontario's Business Registry Lessons Learned <i>(launched October 2021)</i> Presenter: Violeta Quintanilla-Webb, Director, Ontario Business Registry, Registries and Licencing Division, ServiceOntario MPBSD The new Ontario Business Registry (OBR) allows businesses and not-for-profit corporations to complete more than 90 transactions online, 24/7, 365 days of the year. Key services include business registrations, incorporations, company



	<p>name searches, and self-serve information updates. The OBR was enabled through legislative and regulatory changes and a close focus on improving and expanding client journeys. Ontario is also looking to the future possibilities of OBR, including interjurisdictional collaboration to improve service to business across Canada.</p>
<p>2:20 – 2:50 p.m. (30 min)</p>	<p><u>Session B:</u> Modernization of Justice Delivery</p> <p>Presenter: Catherine Emile Working with the Ministry of the Attorney General (MAG) and the Ministry of the Solicitor General (SolGen), JTS designs, delivers and sustains digital solutions and enterprise IT services; and provides technology support for the justice sector including court, victim, prosecution and legal services; the judiciary; agencies and tribunals; corrections, police and public safety.</p> <p>2021-22 was a year of accelerated transformation, modernizing the justice sector to be more accessible, responsive, and affordable. The sector has established new ways of delivering services more remotely and digitally, putting the user at the center of the design. We continue our transformation efforts, envisioning a sustainable criminal justice system where information is digitally connected and securely available to those who need it in real time, throughout the lifecycle of the criminal case.</p>
<p>2:50 – 3:05 p.m.</p>	<p>REFRESHMENT BREAK</p>
<p>3:05 – 3:35 p.m. (30 min)</p>	<p><u>Session C</u> Digital ID – Ontario Digital Service Ontario Wallet DEMO</p> <p>Presenter: Jo-anna D’Silva, Senior Product Manager, ODS</p> <p>See how our Ontario Wallet prototype will enable users to easily interact with governments and businesses to securely share information in a digital age. This product is key to driving digital transformation in Ontario, making us digitally open for business. It will allow for more digital channels that help Ontarians access services in ways that are simpler, faster, and better.</p> <p>The Ontario Digital Wallet Program is creating a trusted digital wallet that will enable people to request, store, manage and use verifiable digital information to easily access goods and services online and in-person. The new digital wallet is an open-source collaboration that supports interoperability and technology innovation that will enable citizens to use it anywhere at any time. Through collaboration, Ontario can also influence and contribute to emerging standards that will inform the future of digital wallets and digital wallet use.</p>



<p>3:35 – 4:05 p.m.</p> <p>(30 min)</p>	<p><u>Session D:</u> Municipal Showcase (MSDO)</p> <p>Using Smart Home Devices to make Regional Services More Accessible</p> <p>Presenter: Kalyan Chakravarthy, CIO, Durham Region MyDurham 311 Smart Home Device Voice Service</p> <p>Durham Region is proud to be the first Regional municipality in Canada to be introducing this technology and delivering municipal services through smart home devices. It gives our residents an additional communication platform to use any time of the day. The service is currently being piloted, and more services will be added over time.</p> <p>With the release of our Intelligent Communities Framework, Durham Region was seeking opportunities to work with the innovation community. In the spring of 2021, the Region partnered with the Ontario Centre of Innovation and Spark Centre to create a Smart City Challenge for small and medium-sized enterprises to help make Regional services more accessible to the public. The challenge also fit within the scope of an enterprise-wide program currently underway, myDurham 311, which is taking a new approach to our work and how we deliver services to the public, embracing innovation and partnership to better serve residents. One of myDurham 311's goals is ensuring residents have many ways of interacting with Regional services by using an omnichannel approach – a coordinated system that ensures Regional services are accessible through a variety of channels.</p> <p>We wanted to explore the option of using Smart Home devices to access Regional services while having a conversational experience. This was the perfect opportunity to combine the Smart City Challenge with the myDurham 311 program as the myDurham 311 Smart Home Device Voice Service project. This tool helps customers access information and frequently asked questions, through their smart home devices. As a first step, we envisioned residents being able to ask, 'Hey Alexa, where is my closest bus stop?' This, along with other use cases, formed the first set of services and we plan to increase these to create a fully functional digital Region. In November 2021 Durham Region launched this first-of-its-kind voice service in Canada, bringing Regional services to smart home devices.</p>
<p>4:05 – 4:35 p.m.</p> <p>(30 min)</p>	<p><u>Session E:</u> ServiceOntario's Business Resumption Journey following COVID closures</p> <p>Presenter: Glenn Brunetti, Manager, Customer Experience, Customer Experience, Reporting and Analytics Branch, Citizen Experience, Strategy and Integration Division, ServiceOntario MPBSD</p>



	<p>ServiceOntario is the front door to government services in Ontario, working closely with ministry partners to deliver over 50 million interactions to people and businesses, in-person, online, or over the phone. This is enabled by an end-to-end focus on customer care and informed by data, metrics, and customer feedback.</p> <p>In March 2020, the Ontario Government deferred the expiry of some high-volume product renewals to protect the health and safety of Ontarians and public servants. The government restored the expiries in September 2021, providing a six-month period to complete outstanding renewals. With almost 9 million additional transactions to be processed, ServiceOntario required an extensive data driven, integrated plan and delivery to drive customers online and significantly expand capacity in its offices while managing the end-to-end experience. Over the six-month period, ServiceOntario delivered on its ambitious business resumption plan and processed 17 million transactions, including an additional 6.7 million deferred transactions on top of the regular 10 million transactions, while ensuring a positive customer experience.</p>
4:35 p.m.	Wrap up
4:45 p.m.	<i>Participants board bus</i>
4:50 p.m.	<i>Depart Ontario Public Service (222 Jarvis St., Toronto, ON M7A 0B6)</i>
5:15 p.m. <i>(approx.)</i>	<i>Arrival at Radisson Blu Hotel</i>
<p style="text-align: center;">WELCOME RECEPTION 6:30 – 8:00 p.m. Radisson Blu Hotel - Toronto Harbourfront <i>(Terrace 5th floor)</i> Business casual attire</p>	
6:30 p.m.	Reception Radisson Blu Hotel
6:30 – 8:00 p.m.	Reception
7:00 p.m.	Welcome Remarks
8:00 p.m.	Reception ends
	<i>Post-reception: Informal gathering at Amsterdam Brewhouse on the Lake (steps from the hotel). Please advise the ICCS Secretariat if you wish to attend.</i>