

TUESDAY, SEPTEMBER 27, 2022

Radisson Blu Hotel - Toronto Harbourfront

ICCS BOARD MEETING

(Board members only)

8:30 a.m. – 12:00 p.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

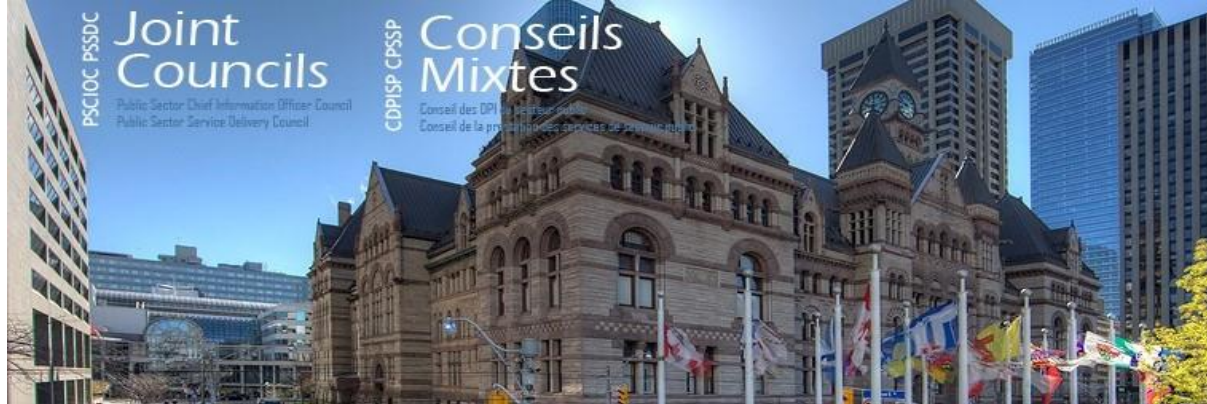
(12:50 P.M. PARTICIPANTS TO GATHER IN HOTEL LOBBY TO BOARD BUS FOR LEARNING EVENT PROGRAM)

LEARNING EVENT AGENDA

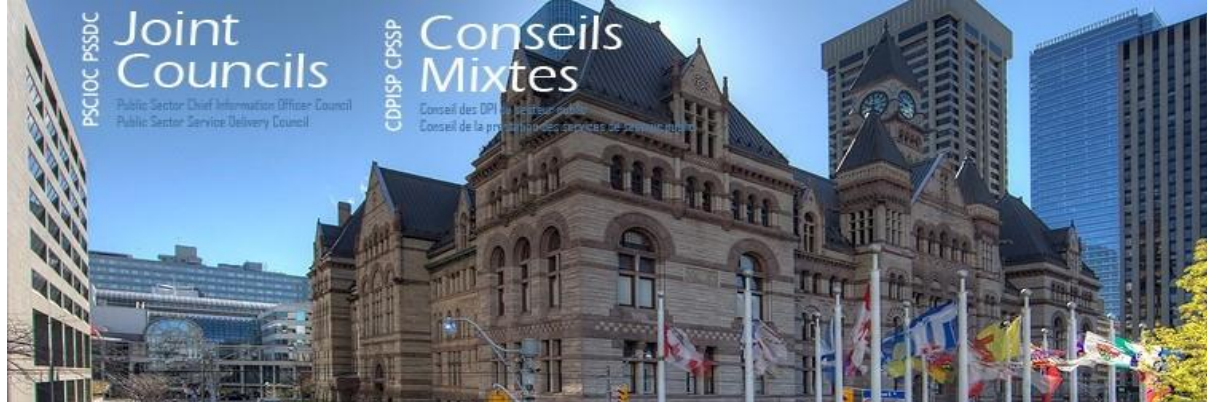
1:00 p.m. – 5:00 p.m. EDT

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
1:30 – 1:40 p.m. (10 min)	<ul style="list-style-type: none"> • Welcome remarks by Deputy Minister, MGCS, Ontario
1:40 – 2:20 p.m. (40 min)	<u>Session A:</u> Ontario's Business Registry Lessons Learned (launched October 2021)
2:20 – 3:00 p.m. (40 min)	<u>Session B:</u> Justice Technology Services – Modernization of Justice Delivery
3:00 – 3:15 p.m.	REFRESHMENT BREAK
3:15 – 3:45 p.m. (30 min)	<u>Session C</u> Digital ID – GSIC and ODS Joint Work



<p>3:45 – 4:15 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>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. 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>4:15 – 4:45 p.m.</p> <p>(30 min)</p>	<p><u>Session E:</u> ServiceOntario's Business Resumption Journey following COVID closures</p>
<p>4:45 p.m.</p>	<p>Wrap up</p>
<p>4:50 p.m.</p>	<p><i>Participants to board bus</i></p>
<p>4:55 p.m.</p>	<p><i>Depart Ontario Public Service (222 Jarvis St., Toronto, ON M7A 0B6)</i></p>
<p>5:20 p.m. <i>(approx.)</i></p>	<p><i>Arrival at Radisson Blu Hotel</i></p>



**Joint
Councils**
Public Sector Chief Information Officer Council
Public Sector Service Delivery Council

**Conseils
Mixtes**
Conseil des DPH
Conseil de la prestation de services et de l'innovation

WELCOME RECEPTION

6:30 – 8:00 p.m.

Radisson Blu Hotel - Toronto Harbourfront

(onsite)

Business Attire

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