



ROUNDTABLE: JOINT SERVICE DELIVERY IN CANADA AND OTHER FEDERATIONS

Ottawa Convention Centre, Room 212
55 Colonel By Drive, Ottawa, ON K1N 9J2
October 21, 2011

Welcome

9.00 Felix Knüpling, Head – Programs and Partnerships, Forum of Federations

Session 1: Joint Service Delivery: Canada Compared

9.15 Chair: Liseanne Forand (President, Shared Services Canada)

Presentations:

- Tony Dean (former Cabinet Secretary, Government of Ontario) and Marie Boutilier (University of Toronto)
- Kenneth Kernaghan (Brock University)

10.30 **Break**

Session 2: Service Canada

10.45 Chair: Leslie Seidle (Senior Program Advisor, Forum of Federations)

- Presentation: Karen Jackson (Chief Operating Officer, Service Canada)
- Commentator: Gilles Paquet (University of Ottawa)

12.15-13.30 **Lunch**

Session 3: The Public Environment and Citizens' Views

13.30 Chair: Judy Ross (Executive Director, Service New Brunswick)

Presentations:

- Nicholas Gafuik (Manning Centre for Building Democracy)
- Guy Gordon (Executive Director, Institute for Citizen-Centred Service (ICCS))

Session 4: Provincial Government Service Delivery Innovations

14.45 Chair: Bette-Jo Hughes (Assistant Deputy Minister, Service BC)

Presentations:

- ServiceOntario: Richard Steele (Assistant Deputy Minister – Service Strategy and Delivery)
- Services Québec: Pierre Rodrigue (Vice-président – Partenariat et Développement)

Session 5: Wrap-up

16.00 Observations from the day's proceedings:

- John Langford (University of Victoria)
- Leslie Seidle