



Oct 17-20 . 2011 . Ottawa Convention Centre

Distinction Awards Oct 17 | Exhibition Oct 18-19 | Conference Oct 18-20

'Connected Government – Working Together to Better Serve Canadians'

GTEC 2010 focused on high performance government and surfaced the priorities that are essential to achieving high performance. Among the priorities, the need to work horizontally across departments and jurisdictions to satisfy citizen and business expectations for service echoed repeatedly throughout the deliberations. Combined with the increasing dependence on technology throughout the public service and the public they serve, delegates recognized the need to leverage technology in order to harness the *tsunami of change* ahead.

The pressure on governments to provide more and better services within diminishing budgets continues.

GTEC 2011 will continue to push the discussions forward and will examine this evolution in government service delivery. Within the theme, ***'Connected Government – Working Together to Better Serve Canadians'***, GTEC participants will collaborate and participate in discussions on:

- Collaboration through connections – connectedness within the public service at large and with the public they serve;
- Completing the service loop – working together and collaborating within the public service and with external partners to satisfy citizen and business expectations to provide better and a more seamless service experience
- Embracing the technology - Leveraging and renewing the technology and information infrastructure and deploying new and emerging technologies that promote more collaboration and connections;
- Protecting the individual and government – adopting and reinforcing the information policy and practices that are necessary to balance the demands for more connectedness, convenience and transparency while at the same time protecting the privacy of the individual
- Examining the communities and organic organizations that are emerging in response to a more connected and mobile service provision environment
- Understanding the people and the relationships – our communities, our employees and our cross-functional, cross-jurisdictional, public-private partnerships that are emerging to provide better more seamless service

In keeping with the GTEC tradition, the program will explore the foregoing in the course of participant interactive workshops, panel discussions, keynote addresses, results of research findings and presentation of case studies.