

# Speaker Presentation Profile

## 1. PRESENTER'S INFORMATION

FULL NAME	David Marshall Primmer		
DESIGNATION	CIO / Assistant Deputy Minister		
COMPANY	ICT Services Manitoba, Department of Science, Technology, Energy and Mines, Government of Manitoba (Canada)		
TEL	1-204-945-6949	FAX	1-204-948-3120
EMAIL	david.primmer@gov.mb.za		

## 2. PRESENTER'S BACKGROUND

David is the Chief Information Officer for the Province of Manitoba and Assistant Deputy Minister for ICT Services Manitoba and is responsible for setting the direction for how information technology should be used to enhance the government's service delivery capabilities. As the leader of the central ICT organization within government, he is responsible for the transformation of ICT related services to better focus available resources in support of service delivery to the citizens of Manitoba.

David plays a key role in the development of ICT strategies, policies, standards and business processes to optimize the government's corporate ICT competencies. These high level activities ensure that appropriate technologies are applied from a business perspective and are fully integrated with government's service delivery requirements.

David's career with the Manitoba Government has spanned over twenty years. Throughout his career he has consistently led change activities to promote the advancement of ICT service delivery including the evolution of an infrastructure capable of supporting innovative program delivery and service to the public. David is past president of the Institute for Citizen Centered Government and has served as chair of the Public Sector CIO Council (PSCIOC). He continues to be an active member of this national CIO group.

## 3. TITLE/TOPIC OF PRESENTATION

**Best Practice for Citizen-centered Service Delivery**

## 4. PRESENTATION SYNOPSIS/ABSTRACT

### *Brief summary of content and focus of the presentation:*

In this global best practice session, David Primmer provides insight into citizen-centred service delivery in Canada. He takes a closer look at how ICT is enabling Service Transformation in Manitoba and the role of the Institute for Citizen Centered Government in supporting the Canadian Service agenda. He will provide feedback on successes achieved to date with the single window, multi-channel, collaboration approach to citizen-centred services in Canada, shared services, benchmarking and the promotion and marketing of the Canadian Government's Service Delivery Agenda

### *Key points for discussion include:*

- Citizen-Centred Service: What it is and what do Canadians expect
- How ICT is enabling Service Transformation in Manitoba
- What is ICCS and how is it supporting the Canadian Service agenda