



Institute on  
Governance

LEADING EXPERTISE

Institut sur  
la gouvernance

EXPERTISE DE POINTE

## Modernizing Government

### Implementing Scalable and Practical Solutions

The structures, systems and processes typical of current governments are under pressure. The challenges of citizen involvement, technology, demographics and globalization have drastically changed expectations and governments are now seeking new ways of governing, engaging partners and delivering services. Our work in this area helps forward-looking organizations seeking advanced practices on structure, training and technology.

## Recent Experience

### Government of Iraq & Regional Government of Kurdistan

We have been working at the frontline of the governance challenges in Iraq since 2011. Our team, led by president Maryantonett Flumian, has collaborated with the United Nations Development Programme (UNDP) on the implementation of a Senior Executive Service (SES) based on merit and ability for the Iraqi and Kurdistan Region governments, while establishing a leadership cadre inclusive of Iraq's diverse society.

### City of Ottawa

We have been working with the City of Ottawa since 2011, assisting ServiceOttawa to better deliver streamlined citizen centric services to Ottawans. We have developed a three-year transformational roadmap detailing the strategic initiatives necessary to support ServiceOttawa's Integrated Service Model, including a comprehensive integrated service delivery strategy, identity management strategy and client segmentation.



## Our advisory work addresses your specific needs

Our approach takes account of your particular objectives, history, stakeholders, personalities and culture and is underpinned by our extensive research in all areas of governance. We can help your public sector organization by:

- Improving your organizational effectiveness and efficiency through business process transformation
- Conducting comparative research, stakeholder engagement and organizational reviews that generate actionable insights you can use to improve your operations
- Supporting strategy development and strategic planning through in depth analysis and expert facilitation
- Conducting customized training, facilitation and moderated work shops and retreats
- Helping you better understand the unique challenges of distributed governance as more power and responsibilities are distributed out among the broader public sector
- Optimizing public policy out comes by aligning new ways of working to mandate and organizational structure