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**2022 MBNCanada National Forum – May 5 & 6, 2022**

**Theme: *Learning through Sharing***

**About the Event**

The 2022 MBNCanada National Forum, to be held on May 5 and 6, 2022 in Markham, Ontario is an opportunity for municipal government leaders, managers and staff across Canada to exchange knowledge about leading-edge and emerging practices in municipal government and to network with peers and government leaders. This is a must-attend event for those concerned with data driven decision-making, business process management, continuous improvement, and measuring organizational performance.

**About the Audience**

Attendees include service delivery professionals from MBN Canada member municipalities, as well as benchmarking, strategic planning and performance improvement specialists and invited guests.

**Call For Presenters**

We are looking for presenters from all member municipalities to share their stories of program measurement and improvement based on MBN Canada benchmarking data. The Forum will showcase strategies and approaches to assist you in improving performance and municipal service delivery. The Forum will also provide a wide-range of networking opportunities to share and explore best practices with other members.

Forum topics will include (but are not limited to):

* **Analyzing Data to Manage Performance:** including big data; performance analytics to manage process performance; measurement and using MBN Canada data and analysis to support decision making
* **Aligning to the Business:** governance & identifying the right measures to support organizational strategy; alignment and integration across business practices; capturing and transferring critical knowledge; quality and risk management, and business value
* **Aligning Improvement to Provincial and Federal Goals:**strategic alignment; stakeholder engagement, and continuous improvement
* **Communication:** communicating municipal performance and results to citizens (e.g. use of citizen-facing dashboards)

**Presentation Proposal Criteria**

* Presentation content should showcase relevant business process and performance management strategies/approaches related to any of the 36 MBN Canada service areas, including a specific measure or measures.
* Presentation description should include title, relevant MBN Canada service area/measure and learning objectives (i.e., what will participants learn or better understand from the presentation?).
* Preference will be given to presentations that focus on case studies or practical tools and techniques versus general or theoretical presentations.
* Preference will also be given to MBN Canada member staff who are involved in the process improvement initiative or data driven decision-making. Consultants or academics are encouraged to co-submit with an MBN Canada member municipality.
* Proposals should be clear, concise and identify proposed format (e.g., presentation, workshop, panel presentation) and presentation length.

**DEADLINE FOR SUBMISSIONS IS FRIDAY, DECEMBER 31, 2021**

**Please Note:** Presenters for the MBN Canada Forum in 2022 will be eligible for a reduced registration rate or one free hotel night to support their participation in this event.

Presenters will be notified of the decision on their submission in early February 2022. Selected presenters are asked to provide their final presentation materials (including numbered slide deck) no later than 2 weeks before the Forum.



Please contact patti.tomalin@hamilton.ca if you have any questions about the Call for Presenters.