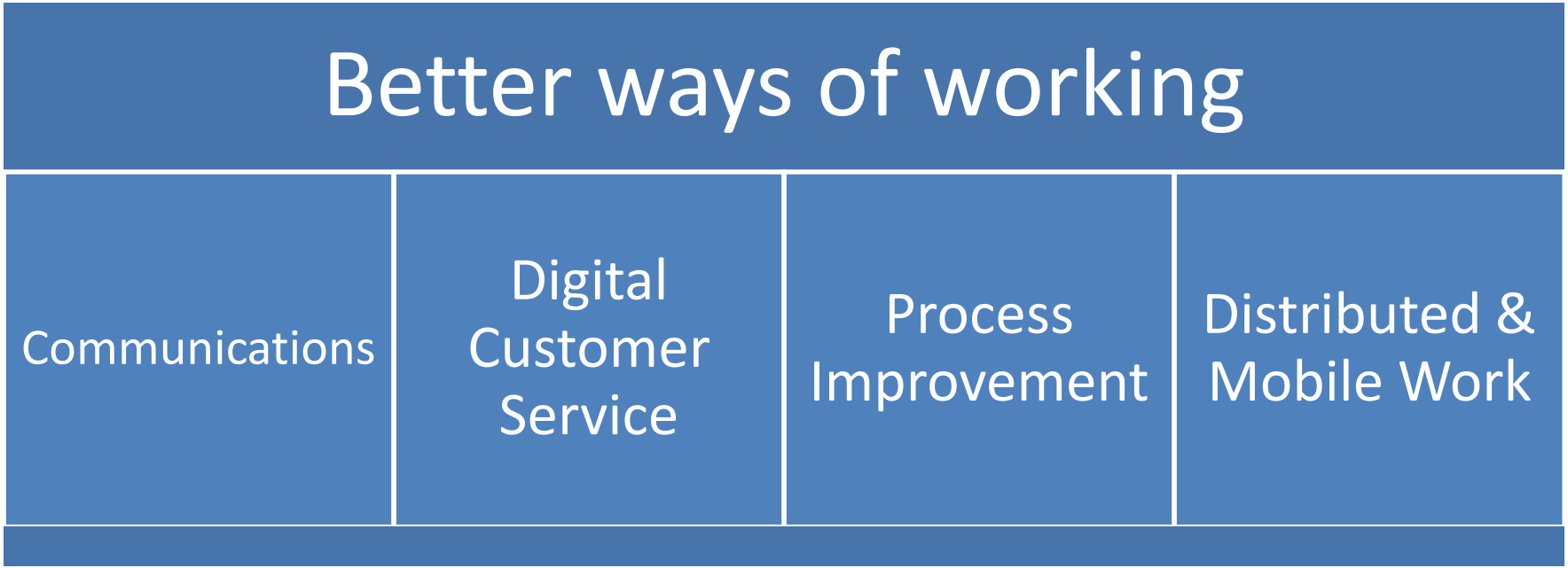
Opportunities from COVID-19 Learnings

Standing Policy Committee on
Innovation and Economic Development
City Hall
May 11, 2022

Winnipeg

Opportunities from COVID-19 Learnings



Opportunities from COVID-19 Learnings

Communications

- Faster, richer communications
- Lower time and travel costs
- Training availability and participation
- “Swarm” collaboration on problems and opportunities



Opportunities from COVID-19 Learnings

Digital Customer Service

- Improved customer experience
- Increased customer choice
- Increased electronic payments
- Increased self-serve transactions



Opportunities from COVID-19 Learnings

Process Improvement

- Faster value delivery and less “waiting” waste
- Increased use of digital signatures
- Increased digital record management
- Significantly reduced printing



Opportunities from COVID-19 Learnings

Distributed & Mobile Work

- Increased service resiliency
- Improved collaboration, both synchronous and asynchronous
- Improved staff mobility and cross-functional teams



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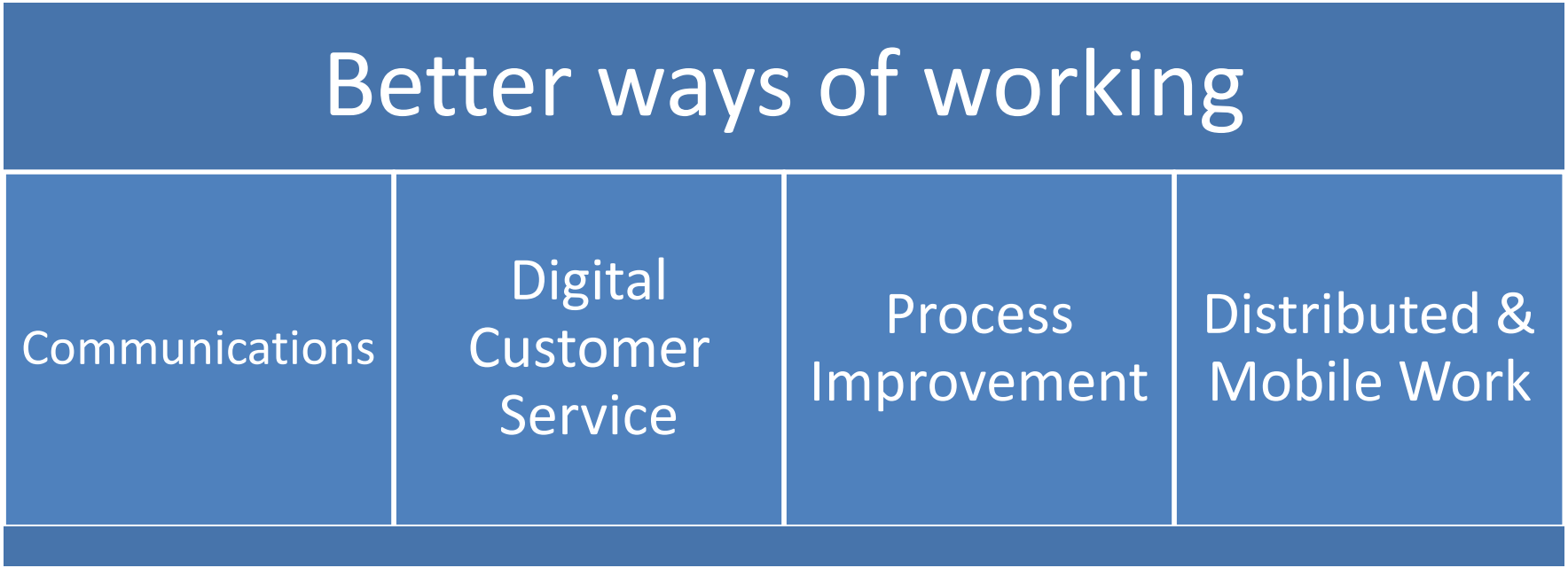

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Thank you

Tyler Gooch
Director of Innovation & Technology
winnipeg.ca