



## Electronic Service Delivery the 'Complete Business Solution' and Making the case for

DATE: Tuesday, October 6th, 2015 TIME: 1:40 pm

LOCATION: Grand Ballroom Centre

GUEST SPEAKERS: Mr. Jack Hinton - City of Mississauga, Mr. Vincent Lue - City of Toronto

DESCRIPTION: Mr. Vincent Lue - City of Toronto, Mr. Jack Hinton - City of Mississauga, David Karlson - Avolve Software

Vincent Lue - The 1st part of the session will be a case study of Toronto Building's Electronic Service Delivery as a complete business solution. | Jack Hinton - The 2nd part of the session will focus on a generic plans solution for municipalities vs a specific vendor solution. We will explore the business case internally and the external benefits for clients and residents.

BIOGRAPHY: Mr. Jack Hinton, Manager, Business and Customer Service  
Not Available

BIOGRAPHY: Mr. Vincent Lue, Manager, Business Operations Information Systems

Mr. Vincent Lue, Manager, Business Transformation and Change Management

Mr. Lue has worked for Toronto Building (TB) for over 23 years. His current position is in the Toronto Building, Business Operations. His role is to oversee the Division's Electronic Service Delivery (ESD) strategy, divisional change management and business process transformation necessary to assist the TB, clients and stakeholders through a combination of technology, service delivery and business process changes to ensure the quality of services delivered.

He has also worked as a Building Inspector, Building Consultant, Customer Service Manager at Toronto Building and the Zoning By-law Project at City Planning for the City of Toronto.