



## The Open Government Partnership Webinar Series

### Webinar: Ombudsman Innovations for Advancing Open Government

*Tuesday, March 17, 2015*  
*10:00 a.m. – 11:00 a.m. EST*

#### Presenters:

- **Jim Martin** – Scottish Public Services Ombudsman
- **Fiona Crean** – Ombudsman of the City of Toronto, Canada

**Sponsored by:** the OGP Support Unit, the International Ombudsman Institute and the World Bank

#### Agenda

- 10:00 AM - 10:02 AM: Introductions by **Jaime Mercado**
- 10:02 AM - 10:17 AM: Presentation by **Jim Martin**
- 10:17 AM - 10:20 AM: Break - Submission of questions and comments by participants
- 10:20 AM - 10:30 AM: Replies from **Jim Martin**
- 10:30 AM - 11:45 AM: Presentation by **Fiona Crean**
- 10:45 AM - 10:48 AM: Break - Submission of questions and comments by participants
- 10:48 AM - 10:58 AM: Replies from **Fiona Crean**
- 10:58 AM - 11:00 AM: Closing remarks by **Jaime Mercado**