ROADSHOW

Digital Government & CX

PUBLIC SECTOR NETWORK

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October 12 - 31
ON | NS | AB | BC

Publicsectornetwork.co
P: +1 (647) 459 8904
E: andrew.cowan@publicsectornetwork.com

Convenient, Reliable, Accessible, Secure

The COVID-19 pandemic reshaped how Canadians work, shop, learn, and engage with the government. A digital transformation has taken center stage. Canadians now expect and require user-friendly digital options that are accessible and convenient. In response, the government of Canada is actively leveraging digital technologies to deliver enhanced programs and services. By embracing this transformation, the government aims to make interactions with the Government of Canada seamless and hassle-free for Canadians, meeting their needs and preferences in the digital era.

The Digital Government & CX Road Show 2023 galvanizes senior government technology executives to explore and discuss how to advance the goal of improving citizen experiences with digital government services while ensuring that they are accessible, reliable, convenient, and secure.

REGISTER TODAY

Benefits of Attending

Examine the new digital era to **deliver services to citizens at unprecedented speed and convenience**

Explore how to **develop client-centric service delivery that citizens can access 24 hours a day, 7-days a week**

Build a **data-enabled digital government to support service delivery and decision making**

Identify the **digital CX strategies in government and emerging trends and future opportunities for successful digital transformation**

Who You'll Meet

Chief, Deputy Ministers, Assistant Deputy Ministers, EVPs, VPs, Executive Directors, and Directors of:

- Information Technology
- Technology and Innovation
- Transformation
- Digital Transformation
- Digital and Innovation

- Customer Experience and Technology
- Technology Support and Operations
- Digital Delivery and Innovation

Your **Guide**

◯ Half-Day Event   ◯ Full-Day Event

Day 1

Toronto, ON

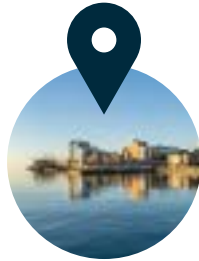**Thursday, October 12**

CHESTNUT CONFERENCE CENTRE
89 Chestnut St.
Toronto, ON

Day 2

Halifax, NS

Thursday, October 19

KPMG OFFICE
1959 Upper Water St Suite 1000
Halifax, NS

Day 3

Edmonton, AB

Tuesday, October 24

KPMG OFFICE
10175 101 St NW #2200
Edmonton, AB

Day 4

Victoria, BC

Thursday, October 26

DELTA HOTELS BY MARRIOTT
VICTORIA OCEAN POINTE RESORT
100 Harbour Rd
Victoria, BC

Day 5

Ottawa, ON

**Tuesday, October 31
(Full Day)**

KPMG OFFICE
150 Elgin St.
Ottawa, ON

HON. TODD J. MCCARTHY
Minister of Public and Business Service Delivery
Ontario Government

ALEX COLEMAN
Chief Information Officer/Assistant Deputy Minster,, Children, Youth and Social Service I&IT Cluster
Ministry of Children, Community and Social Service

JOHN ROBERTS
Assistant Deputy Minister, Privacy, Archives, Digital, and Data
Government of Ontario, Public & Business Service Delivery

MARCO PALERMO
Deputy Chief Technology Officer, Technology Standardization and Delivery
City of Toronto

STEVE BRAR
Executive Vice President, Chief Technology Officer, and Chief Information Officer, Payments
Metrolinx

ALI CARDEN
Principal, Global Practice Director, Products and Platforms
GHD Digital

GERARD GOOCH
Head of Consumer Experience-Americas
Fujitsu

STEVE WITT
Director of Public Sector
Nintex

ANNA LEON
Partner, Technology Advisory, Digital Strategy & Transformation
KPMG

WENDY CUKIER
Founder
Diversity Institute, Toronto Metropolitan University

STANLEY SHIAH
Executive Director, Technology Strategy and Transformation
KPMG

PAULA KWAN
Senior Manager | Customer Experience Design & Digital Strategy
KPMG

ADAM FOURNIER
Director Solution Engineering
VMware Tanzu

Chair

KPMG

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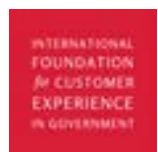| Platinum	Gold			Silver	Host Marketing	Marketing
govstack	vmware | intel.	FUJITSU		nintex	TED ROGERS SCHOOL OF MANAGEMENT | DiVERSITY INSTITUTE	INTERNATIONAL FOUNDATION for CUSTOMER EXPERIENCE in GOVERNMENT

For partnership opportunities, contact Andrew Cowan for more information.

8:30am   **Registration and Networking Coffee**

9:00am   **Welcome from Public Sector Network**

9:10am   **Welcome from Chair**

Anna Leon, *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG
Stanley Shiah, *Executive Director, Technology Strategy and Transformation,* KPMG

9:30am   **Government Keynote: The New Digital Era**

Hon. Todd J. McCarthy, *Minister of Public and Business Service Delivery,* Ontario Government

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9:40am   **Platinum Partner Session: Transforming Citizen Experience: The Role of Digital Government**

How governments can employ digital technologies to transform the citizen experience, increase transparency and encourage community participation

- Create an optimized, personalized, and highly efficient citizen experience at every touchpoint
- Leverage an omnichannel experience platform to provide services anywhere, anytime to citizens on their preferred devices
- Achieve relevance and create real-time, contextual experiences based on citizen activity and priorities

Ali Carden, *Principal, Global Practice Director, Products and Platforms,* GHD Digital

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10:00am   **Government Keynote: Client-Centric Service Delivery**

How to invest in an end-to-end digital services model that citizens can access 24 hours a day, 7-days a week

- Assessing gaps in digital service experience and increasing availability and security of end-to-end online services
- Using citizen feedback in designing and continuously improving service delivery
- Identifying the needs of vulnerable populations and providing specific forms of support

Alex Coleman, *Chief Information Officer/Assistant Deputy Minster, Children, Youth and Social Service I&IT Cluster,* Ministry of Children, Community and Social Service

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10:20am   **Gold Partner Session: Evolving Citizen Experience**

Bridging the Gap Between Public Services and Modern Expectations

- Explore the changing landscape of public services and the need to evolve in step with citizens' modern expectations – Public Service Design
- Highlight how a commitment to human-centric, value-led, and outcome-focused service design can empower governments to meet these evolving expectations
- Examine proven strategies and case studies

Gerard Gooch, *Head of Consumer Experience-Americas,* Fujitsu

10:40am	**Morning Coffee and Networking Break**

11:10am	**Concurrent Roundtable Discussions**

Roundtable 1: The Impact of Emerging Technologies on the Public Sector

Facilitated by: **Anna Leon,** *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

Roundtable 2: Developping a Digital Roadmap

Facilitated by: **Ali Carden,** *Principal, Global Practice Director, Products and Platforms,* GHD Digital

Roundtable 3: Practical App Modernization in Practice: prioritizing efforts in the face of limited resources and legacy systems

Facilitated by: **Adam Fournier,** *Director Solution Engineering,* VMware Tanzu

Roundtable 4: Embedding Human Value in Public Service Design
Facilitated by: **Gerard Gooch,** *Head of Consumer Experience-Americas,* Fujitsu

Roundtable 5: Innovation at the Edge
Facilitated by: **Steve Witt,** *Director Public Sector,* Nintex

12:10pm	**Gold Partner Session: Improving the Citizen Experience through practical Modernization**

Canadians are moving more of their government interactions online and have increasingly high expectations for what those digital services should look like, as revealed by VMware's recent Citizen Satisfaction Survey. Join Adam Fournier to hear more about the survey insights and learn about how a practical approach to modernization can target resources to the places that have the greatest impact - improving agility, decreasing technical debt, strengthening security, and improving the overall citizen experience quickly and effectively.

Adam Fournier, *Director Solution Engineering,* VMware Tanzu

12:30pm	**Panel Discussion: Digital-Centric Culture**

Build an institutional strength to keep pace with digital transformation and foster a digital and collaborative culture

- Develop a clear vision of what the organization wants to achieve while prioritizing digital transformation
- Create a culture of collaboration and experimentation in cross-functional teams and provide a safe environment to experiment with new technologies and approaches
- Invest in data infrastructure and train employees to use data and evidence to inform policy and government programs

John Roberts, *Assistant Deputy Minister, Privacy, Archives, Digital, and Data,* Government of Ontario, Public & Business Service Delivery

Marco Palermo, *Deputy Chief Technology Officer, Technology Standardization and Delivery,* City of Toronto

Steve Brar, *Executive Vice President, Chief Technology Officer, and Chief Information Officer, Payments,* Metrolinx

Steve Witt, *Director Public Sector,* NIntex
Moderated By: **Paula Kwan,** *Senior Manager | Customer Experience Design & Digital Strategy,* KPMG

1:10pm   **Partner Session: Skills Strategy for Digital Government**

Wendy Cukier, *Founder,* Diversity Institute, Toronto Metropolitan University

1:30pm   **Closing Remarks from Chair**

1:40pm   **Networking Lunch**

NS
OCTOBER 19, 2023
8:30AM - 1:00PM

MIKE DOWNS
*Executive Director
Service Design and
Delivery*
**Department of Cyber
Security and Digital
Solutions**

JOHN KENNEY
*Director Digital
Governance*
**Department of Cyber
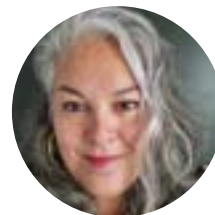Security and Digital
Solutions**

SCOTT MCKENNA
Chief Information Officer
**Nova Scotia Health &
IWK Health**

DERRICK WHALEN
*Director Information &
Technology Services*
Port of Halifax

CLAUDIA CYR
*Vertical Lead,
Government Samsung
Canada*
Samsung

**RAZMIG DER
ARAKELIAN**
*Manager, Sales
Engineering*
Samsung

LOUIE VELOCCI
*Chief Operating Officer
and Regional Leader,
Management Consulting*
KPMG

RAADHIKA GOPINATH
*Senior Manager,
Advisory Services*
KPMG

MATT CLOW
*Senior Strategy Manager,
TELUS Business
Solutions*
Telus

ANNA LEON
*Partner, Technology
Advisory, Digital
Strategy &
Transformation*
KPMG

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For partnership opportunities, contact Andrew Cowan for more information.

8:30am	**Registration and Networking Coffee**

9:00am	**Welcome from Public Sector Network**

9:10am — **Welcome from Chair**

Louie Velocci, *Chief Operating Officer and Regional Leader, Management Consulting,* KPMG & **Anna Leon,** *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

9:30am — **Government Keynote: The New Digital Era**

Leading your agency in an online world to deliver services to your citizens at unprecedented speed and convenience at their fingertips

- How digital approaches can meet your citizen's service expectations
- How to utilize the potential of the digital economy and data
- How to protect, support, connect and equip your province's people and businesses to succeed in the digital world

Scott McKenna, *Chief Information Officer,* Nova Scotia Health & IWK Health

9:55am — **Government Keynote: Client-Centric Service Delivery**

How to invest in an end-to-end digital services model that citizens can access 24 hours a day, 7-days a week

- How multidisciplinary teams enable the delivery of simple and secure public services
- Using citizen feedback in designing and continuously improving service delivery
- Identifying the needs of vulnerable populations and providing specific forms of support

Mike Downs, *Executive Director Service Design and Delivery,* Department of Cyber Security and Digital Solutions

10:20am — **Gold Partner Session: Redefine Modern Workplace**

- Providing a proper workplace environment
- Choosing the right tools for the right user
- Secure your systems and mobile fleet
- Maximize current infrastructure you are already invested in
- Keep your employee happy to avoid turnover

Claudia Cyr, *Vertical Lead, Government Samsung Canada,* Samsung

10:40am	**Morning Coffee and Networking Break**

11:10am **Concurrent Roundtable Discussions**

Suggested Topics:

- Modernizing IT Infrastructure and Systems

Facilitated by: **Raadhika Gopinath,** *Senior Manager, Advisory Services,* KPMG

- Enterprise Digital Security Networks Infrastructure Ecosystem

Facilitated by: **Razmig Der Arakelian,** *Sales Engineer - Government & Enterprise - Eastern Canada,* Samsung

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12:10pm **Panel Discussion: Digital-Centric Culture**

Build an institutional strength to keep pace with digital transformation and foster a digital and collaborative culture

- Develop a clear vision of what the organization wants to achieve while prioritizing digital transformation
- Create a culture of collaboration and experimentation in cross-functional teams and provide a safe environment to experiment with new technologies and approaches
- Invest in data infrastructure and train employees to use data and evidence to inform policy and government programs

John Kenney, *Director Digital Governance,* Department of Cyber Security and Digital Solutions

Derrick Whalen, *Director Information & Technology Services,* Port of Halifax

Matt Clow, *Senior Strategy Manager, TELUS Business Solutions,* Telus

Moderated by: **Louie Velocci,** *Chief Operating Officer and Regional Leader, Management Consulting,* KPMG

12:50pm **Closing Remarks from Chair**

1:00pm **Networking Lunch**

AB

OCTOBER 24, 2023
8:30AM - 1:00PM

DAVID JAMES
Deputy Minister of Technology and Innovation
Government of Alberta

GENE SMITH
Assistant Deputy Minister and Chief Digital Officer-Digital Design and Delivery Division
Government of Alberta

QUINN MAH
Executive Director, Information Management
Alberta Health

GAETANO MAZZUCA
Chief Information Officer
City of Red Deer

BRYAN MATTHEWS
Partner, Global Infrastructure Advisory
KPMG

GERARD GOOCH
Head of Consumer Experience-Americas
Fujitsu

CHLOE TOTTEM
Alberta Public Sector Lead
Google Cloud

ANNA LEON
Partner, Technology Advisory, Digital Strategy & Transformation
KPMG

TODD WILSON
Department Head, Canada - Regional Office of Technology
RedHat

ADAM FOURNIER
Director Solution Engineering
VMware Tanzu

DMYTRO NECHYTAILO
Partner, Management Consulting
KPMG

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For partnership opportunities, contact Andrew Cowan for more information.

8:30am   **Registration and Networking Coffee**

9:00am   **Welcome from Public Sector Network**

9:10am   **Welcome from Chair**

Bryan Matthews, *Partner, Global Infrastructure Advisory,* KPMG & **Anna Leon,** *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

9:30am   **Government Keynote: The New Digital Era**

Leading your agency in an online world to deliver services to your citizens at unprecedented speed and convenience at their fingertips

- How digital approaches can meet your citizen's service expectations
- How to utilize the potential of the digital economy and data
- How to protect, support, connect and equip your province's people and businesses to succeed in the digital world

David James, *Deputy Minister of Technology and Innovation,* Government of Alberta

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9:50am   **Platinum Partner Session: Removing Barriers to Digital Delivery**

There are numerous constraints in the public sector that burden digital delivery; Hear how to accelerate value and "level up" application delivery capabilities.

- Why application delivery matters for the public sector
- What are the common challenges and limitations that hinder application delivery in the public sector such as legacy systems, complex processes, security requirements, budget constraints, and cultural barriers
- How new ways of working can help you overcome these challenges and limitations

Todd Wilson, *Department Head, Canada - Regional Office of Technology,* RedHat

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10:10am   **Government Keynote: Client-Centric Service Delivery**

How to invest in an end-to-end digital services model that citizens can access 24 hours a day, 7-days a week

- Assessing gaps in digital service experience and increasing availability and security of end-to-end online services
- Using citizen feedback in designing and continuously improving service delivery
- Identifying the needs of vulnerable populations and providing specific forms of support

Quinn Mah, *Executive Director, Information Management,* Alberta Health

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10:30am   **Gold Partner Session: Evolving Citizen Experience**

Bridging the Gap Between Public Services and Modern Expectations

- Explore the changing landscape of public services and the need to evolve in step with citizens' modern expectations – Public Service Design
- Highlight how a commitment to human-centric, value-led, and outcome-focused service design can empower governments to meet these evolving expectations
- Examine proven strategies and case studies

Gerard Gooch, *Head of Consumer Experience-Americas,* Fujitsu

10:50am	**Morning Coffee and Networking Break**

11:10am	**Gold Partner Session: Improving the Citizen Experience through practical Modernization**

ave increasingly high expectations for what those digital services should look like, as revealed by VMware's recent Citizen Satisfaction Survey. Join us to hear more about the survey insights and learn about how a practical approach to modernization can target resources to the places that have the greatest impact - improving agility, decreasing technical debt, strengthening security, and improving the overall citizen experience quickly and effectively.

Adam Fournier, *Director Solution Engineering,* VMware Tanzu

11:30am	**Concurrent Roundtable Discussions**

Roundtable 1: The Impact of Emerging Technologies on the Public Sector

Facilitated By: **Anna Leon,** *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

Roundtable 2: Modernizing IT Infrastructure and Systems

Facilitated By: **Todd Wilson,** *Department Head, Canada - Regional Office of Technology,* RedHat

Roundtable 3: Practical App Modernization in Practice: prioritizing efforts in the face of limited resources and legacy systems

Facilitated by: **Adam Fournier,** *Director Solution Engineering,* VMware Tanzu

Roundtable 4: Embedding Human Value in Public Service Design
Facilitated by: **Gerard Gooch,** *Head of Consumer Experience-Americas,* Fujitsu

Roundtable 5: The Transformative Potential of Generative AI for the Public Sector

Facilitated By: **Chloe Tottem,** *Alberta Public Sector Lead,* Google Cloud

12:30pm	**Panel Discussion: Digital-Centric Culture**

Build an institutional strength to keep pace with digital transformation and foster a digital and collaborative culture

- Develop a clear vision of what the organization wants to achieve while prioritizing digital transformation
- Create a culture of collaboration and experimentation in cross-functional teams and provide a safe environment to experiment with new technologies and approaches
- Invest in data infrastructure and train employees to use data and evidence to inform policy and government programs

Gaetano Mazzuca, *Chief Information Officer,* City of Red Deer

Gene Smith, *Assistant Deputy Minister and Chief Digital Officer-Digital Design and Delivery Division,* Government of Alberta

Chloe Tottem, *Alberta Public Sector Lead,* Google Cloud
Moderated By: **Dmytro Nechytailo,** *Partner, Management Consulting,* KPMG

1:10pm	**Closing Remarks from Chair**

1:25pm	**Networking Lunch**

BC

OCTOBER 26, 2023
8:30AM - 1:00PM

ALEX MACLENNAN

Assistant Deputy Minister and Chief Technology Officer, Enterprise Services, Office of the Chief Information Officer

Citizens' Service

NANCY NORRIS

Senior Director, ESG & Digital Trust

BC Ministry of Energy, Mines and Low Carbon Innovation

MIKE PALMER

Chief Information Officer

City of Victoria

BILL DEVEY

Chief Technology Officer & Executive Director, Business Delivery

Natural Resources Information & Digital Services

MARK WYSE

Business Consulting Director

Fujitsu

ALEX MENDELEV

Solutions Architect, Canadian Public Sector

Google

PHILIP DUFFY

Partner, Management Consulting

KPMG

ADAM FOURNIER

Director Solution Engineering

VMware Tanzu

TODD WILSON

Department Head, Canada - Regional Office of Technology

RedHat

DR. HILARY CURRY

People & Change Leader, Management Consulting

KPMG

ANNA LEON

Partner, Technology Advisory, Digital Strategy & Transformation

KPMG

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For partnership opportunities, contact Andrew Cowan for more information.

8:30am **Registration and Networking Coffee**

9:00am **Welcome from Public Sector Network**

9:10am **Welcome from Chair**

Philip Duffy, *Partner, Management Consulting,* KPMG & **Anna Leon,** *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

9:30am **Government Keynote: The New Digital Era**

Leading your agency in an online world to deliver services to your citizens at unprecedented speed and convenience at their fingertips

- How digital approaches can meet your citizen's service expectations
- How to utilize the potential of the digital economy and data
- How to protect, support, connect and equip your province's people and businesses to succeed in the digital world

Alex MacLennan, *Assistant Deputy Minister and Chief Technology Officer, Enterprise Services, Office of the Chief Information Officer,* Citizens' Services

9:50am **Platinum Partner Session: Removing Barriers to Digital Delivery**

There are numerous constraints in the public sector that burden digital delivery; Hear how to accelerate value and "level up" application delivery capabilities.

- Why application delivery matters for the public sector
- What are the common challenges and limitations that hinder application delivery in the public sector such as legacy systems, complex processes, security requirements, budget constraints, and cultural barriers
- How new ways of working can help you overcome these challenges and limitations

Todd Wilson, *Department Head, Canada - Regional Office of Technology,* RedHat

10:10am **Government Keynote: Client-Centric Service Delivery**

How to invest in an end-to-end digital services model that citizens can access 24 hours a day, 7-days a week

- Assessing gaps in digital service experience and increasing availability and security of end-to-end online services
- Using citizen feedback in designing and continuously improving service delivery
- Identifying the needs of vulnerable populations and providing specific forms of support

Mike Palmer, *Chief Information Officer,* City of Victoria

10:30am **Gold Partner Session: Reinventing Citizen Experience**

Pathways to Inclusive and Sustainable Public Services

- Reinventing the Citizen Experience to meet contemporary challenges
- Providing integrated, efficient, and inclusive services
- Underscore the power of human-centric, value-led, and outcome-focused methodologies

Mark Wyse, *Business Consulting Director,* Fujitsu

10:50am   **Morning Coffee and Networking Break**

11:10am   **Gold Partner Session: Improving the Citizen Experience through practical Modernization**

Canadians are moving more of their government interactions online and have increasingly high expectations for what those digital services should look like, as revealed by VMware's recent Citizen Satisfaction Survey. Join us to hear more about the survey insights and learn about how a practical approach to modernization can target resources to the places that have the greatest impact - improving agility, decreasing technical debt, strengthening security, and improving the overall citizen experience quickly and effectively.

Adam Fournier, *Director Solution Engineering,* VMware Tanzu

11:30am   **Concurrent Roundtable Discussions**

Roundtable 1: Digital Skills and Workforce Development

Facilitated by: DR. **Hilary Curry,** *People & Change Leader, Management Consulting,* KPMG

Roundtable 2: Modernizing IT Infrastructure and Systems

Facilitated by: **Todd Wilson,** *Department Head, Canada - Regional Office of Technology,* RedHat

Roundtable 3: Practical App Modernization in Practice: prioritizing efforts in the face of limited resources and legacy systems

Facilitated by: **Adam Fournier,** *Director Solution Engineering,* VMware Tanzu

Roundtable 4: Embedding Sustainability Value in Public Service Design

Facilitated by: **Mark Wyse,** *Business Consulting Director,* Fujitsu

Roundtable 5: The Transformative Potential of Generative AI for the Public Sector

Facilitated by: **Alex Mendelev,** *Solutions Architect, Canadian Public Sector*, Google

12:30pm   **Panel Discussion: Digital-Centric Culture**

Build an institutional strength to keep pace with digital transformation and foster a digital and collaborative culture
- Develop a clear vision of what the organization wants to achieve while prioritizing digital transformation
- Create a culture of collaboration and experimentation in cross-functional teams and provide a safe environment to experiment with new technologies and approaches
- Invest in data infrastructure and train employees to use data and evidence to inform policy and government programs

Bill Devey, *Chief Technology Officer & Executive Director, Business Delivery,* Natural Resources Information & Digital Services

Nancy Norris, *Senior Director, ESG & Digital Trust,* BC Ministry of Energy, Mines and Low Carbon Innovation

Alex Mendelev, *Solutions Architect, Canadian Public Sector*, Google

Moderated By: **Philip Duffy,** *Partner, Management Consulting,* KPMG

1:10pm   **Closing Remarks from Chair**

1:25pm   **Networking Lunch**

OTTAWA ON

OCTOBER 31, 2023
8:00AM - 3:40PM

PAULA KWAN
Senior Manager | Customer Experience Design & Digital Strategy
KPMG

RESHMA SHARMA VEMURI
CDPSE, Data Analytics Manager
KPMG

IAN GALLWAY
Partner
IBM Canada

KAREN FIGUEROLA
Executive Director, Management Consulting, People & Change
KPMG

SILVAIN BELANGER
Executive Director and Chief Information Officer
Treasury Board of Canada Secretariat

ROBYN HULAN
Chief Transformation Officer
Royal Canadian Mounted Police

ANTHONY SHEEHAN
Chief Digital Officer
Courts Administration Service

AISSATOU BELLA BERRY
Chief Digital Officer and Information Systems
Agence Nationale de Lutte contre la Corruption

MATT DAVIES
Chief Technology Officer
Shared Services Canada

ISABELLE TANGUAY
Chief Information Officer and Director General
Department of Finance Canada

ADAM FOURNIER
Director Solution Engineering
VMware Tanzu

MIKE BERTHOLD
Sr. Solutions Architect
Okta

LEIGH HARRIS
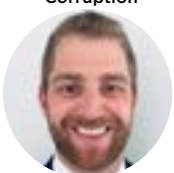*Lead Partner, Federal Government*
KPMG

MOHAMED FRENDI
Executive Director, Strategic Advisor to CIO
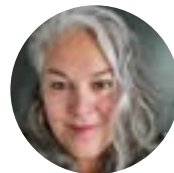Department of National Defence

FRANCOIS SARRAZIN
Deputy Chief Information Officer
Department of Finance Canada

AARON JAFFERY
Director General for Service Experience Design and Delivery, Benefits Delivery Modernization Programme
Service Canada

ROB DUNLAP
Partner and Generative AI Consulting Practice Leader
IBM Canada

CLAUDIA CYR
Vertical Lead, Government Samsung Canada
Samsung

ANNA LEON
Partner, Technology Advisory, Digital Strategy & Transformation
KPMG

VEN ADAMOV
Partner, Advisory, Governance, Risk & Compliance Analytics | Responsible AI co-Leader
KPMG

Chair

KPMG

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For partnership opportunities, contact Andrew Cowan for more information.

8:30am	**Registration and Networking Coffee**

9:00am	**Welcome from Public Sector Network**

9:10am — **Welcome from Chair**

Leigh Harris, *Lead Partner, Federal Government,* KPMG

Anna Leon, *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

MC: **Paula Kwan,** *Senior Manager | Customer Experience Design & Digital Strategy,* KPMG

9:30am — **Government Keynote: The New Digital Era**

Leading your organization to deliver services to your citizens at unprecedented speed and convenience at their fingertips

- How Shared Services Canada's enterprise approach is enabling the government to deliver secure and reliable services
- Focusing on meeting and exceeding your citizen's expectations
- Leveraging current and emerging technology to improve service delivery and customer experiences

Matt Davies, *Chief Technology Officer,* Shared Services Canada

9:50am — **Platinum Partner Session: A Zero Trust Approach Using Phishing Resistant and Passwordless Authentication**

Organizations of all sizes are increasingly targets for credential-based phishing attacks, which often lead to costly breaches and the theft of confidential data. Traditional multi-factor authentication (MFA) methods are increasingly under attack, and are especially prone to phishing. Implementing a Zero Trust approach using phishing resistant and passwordless authentication is key to defending against these threats.

Mike Berthold, *Sr. Solutions Architect,* Okta

10:10am — **Government Keynote: Client-Centric Service Delivery**

How to invest in an end-to-end digital services model that citizens can access 24 hours a day, 7-days a week

- Assessing gaps in digital service experience and increasing availability and security of end-to-end online services
- Using citizen feedback in designing and continuously improving service delivery
- Identifying the needs of vulnerable populations and providing specific forms of support

Anthony Sheehan, *Chief Digital Officer,* Courts Administration Service

10:30am — **Platinum Partner Session: Trusted AI for Data-Enabled Digital Government**

Build trusted AI governance processes, tools and controls to be able to accelerate value with confidence for your organization, customers, and society.

- The AI hype.
- The AI risk and regulatory landscape.
- Standardized approaches and practical solutions to effective AI, data and information governance that enables trusted use of AI technologies.

Ven Adamov, *Partner, Advisory, Governance, Risk & Compliance Analytics | Responsible AI co-Leader,* KPMG

Reshma Sharma Vemuri, *CDPSE, Data Analytics Manager,* KPMG

10:50am	**Morning Coffee and Networking Break**

11:20am **Government Keynote: Digital CX Strategies in the Public Sector**

Emerging trends and future opportunities for successful digital transformation

- How government can better utilize digital resources to enhance citizen services
- How government organizations have applied CX strategies in a practical way
- How to measure the benefits of its implementation from the citizen's and the organization's perspectives

Aaron Jaffery, *Director General for Service Experience Design and Delivery, Benefits Delivery Modernization Programme,* Service Canada

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11:40am **Gold Partner Session: Digital Gov and Generative AI - Enabling a More Responsive and Transparent Government**

Learn the possibilities of AI for government and where to successfully begin the transformation

- Why so many levels of government are exploring and implementing AI in their systems and services
- How AI can be trusted to govern and process large amounts of current and future data
- What AI could be used for: from automating infrastructure monitoring to cyber-attack prevention, improving constituent services, hiring the right talent, and generating government reports

Rob Dunlap, *Partner and Generative AI Consulting Practice Leader,* IBM Canada

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12:00pm **Panel Discussion: Digital Skills and Workforce Development**

How to close the gap that exists between the skills needed for the digital age and the current workforce in the Government of Canada
- What are the digital skills required to drive digital transformation
- What are the challenges and opportunities in developing a future-ready digital workforce
- How collaboration and partnerships can facilitate building a digitally skilled workforce in the Government of Canada

Robyn Hulan, *Chief Transformation Officer,* Royal Canadian Mounted Police

Isabelle Tanguay, *Chief Information Officer and Director General,* Department of Finance Canada

Claudia Cyr, *Vertical Lead, Government Samsung Canada,* Samsung

Moderated By: **Karen Figuerola,** *Executive Director, Management Consulting, People & Change,* KPMG

12:30pm **Networking Lunch**

1:30pm **Gold Partner Session: Improving the Citizen Experience through practical Modernization**

Canadians are moving more of their government interactions online and have increasingly high expectations for what those digital services should look like, as revealed by VMware's recent Citizen Satisfaction Survey.   Join Adam Fournier to hear more about the survey insights and learn about how a practical approach to modernization can target resources to the places that have the greatest impact - improving agility, decreasing technical debt, strengthening security, and improving the overall citizen experience quickly and effectively.

Adam Fournier, *Director Solution Engineering,* VMware Tanzu

1:50pm   **Concurrent Roundtable Discussions**

Roundtable 1: The Impact of Emerging Technologies on the Public Sector

Facilitated By: **Anna Leon,** *Partner, Technology Advisory, Digital Strategy & Transformation,* KPMG

Roundtable 2: Data-Enabled Digital Government

Facilitated by: **Ven Adamov,** *Partner, Advisory, Governance, Risk & Compliance Analytics | Responsible AI co-Leader,* KPMG

Roundtable 3: Identity Powered Zero Trust

Facilitated by: **Mike Berthold,** *Sr. Solutions Architect,* Okta

Roundtable 4: Digital Gov and Generative AI – Identifying and Prioritizing use cases

Facilitated by: **Ian Gallway,** *Partner,* IBM Canada

Roundtable 5: Practical App Modernization in Practice: prioritizing efforts in the face of limited resources and legacy systems

Facilitated by: **Adam Fournier,** *Director Solution Engineering,* VMware Tanzu

Roundtable 6: Modernizing IT Infrastructure and Systems

Facilitated by: **Claudia Cyr,** *Vertical Lead, Government Samsung Canada,* Samsung

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2:50pm   **Government Keynote: Data Literacy**

How are you enabling government employees to understand, analyze, interpret, and present data in their day-to-day realities

- Creating a data culture that fosters and values to use of data in decision-making
- Providing self-service to make data easily accessible to employees to analyze data
- Encouraging data sharing and collaboration between departments and teams to share data and insights

Sylvain Belanger, *Executive Director and Chief Information Officer,* Treasury Board of Canada Secretariat

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3:10pm   **Panel Discussion: Digital-Centric Culture**

Build an institutional strength to keep pace with digital transformation and foster a digital and collaborative culture

- Develop a clear vision of what the organization wants to achieve while prioritizing digital transformation
- Create a culture of collaboration and experimentation in cross-functional teams and provide a safe environment to experiment with new technologies and approaches
- Invest in data infrastructure and train employees to use data and evidence to inform policy and government programs

Mohamed Frendi, *Executive Director, Strategic Advisor to CIO,* Department of National Defence

Aissatou Bella Berry, *Chief Digital Officer and Information Systems,* Agence Nationale de Lutte contre la Corruption

Francois Sarrazin, *Deputy Chief Information Officer,* Department of Finance Canada

Moderated By: **Paula Kwan,** *Senior Manager | Customer Experience Design & Digital Strategy,* KPMG

3:40pm   **Closing Remarks from Chair**