



Corporate & Shared Services



PUBLIC
SECTOR
NETWORK



National Insights - Summer Edition

Reimagining Business Processes to Enable the Evolving Government

Online → Thursday, May 5, 2022 | 12pm - 2:30pm ET & 9am - 11:30am PT

Your Inspiring Speakers



ANDRE SHOJAIE

Chief of Agile Practices
and Continuous
Improvement
City of Montreal



JEAN-CLAUDE AZAR

Director, Contracting
Division
Canada Revenue Agency



**CLINTON LAWRENCE-
WHYTE**

Director General,
Procurement Assistance
Canada
Public Services and
Procurement Canada



MARIA TEJEDA

Director, Strategy,
Improvement & Innovation
Branch, Corporate
Services Division
Ministry of Transportation



ERIKA WASHINGTON

Executive Director, Technical
Services & Procurement
Branch, Strategic Integration
& Operations
Alberta Infrastructure



STEPHEN GAIM

Procurement Advisor,
Corporate Services
Government of Yukon



CLAE HACK

Chief Financial Officer
City of Saskatoon



SHANNON KENNEY

Senior Director of
Major Projects Chief
Information Office
Shared Services Canada



MELANIE ROUSSEAU

Director, Risk and Business
Continuity Management
and Chief Risk Officer,
Operational Services Branch
Alberta Environment and
Parks

Benefits of Attending



Explore the modern ways many corporate functions are **addressing the demands of constant disruption, increased pace, and changeable outcomes**



Consider the role each back-office division plays in accelerating an organization's overall vision, and how to ensure there is synchronicity and cohesion across all



Explore how your department could embrace innovative approaches to corporate service delivery after hearing real-world case studies from Canada's wider public sector

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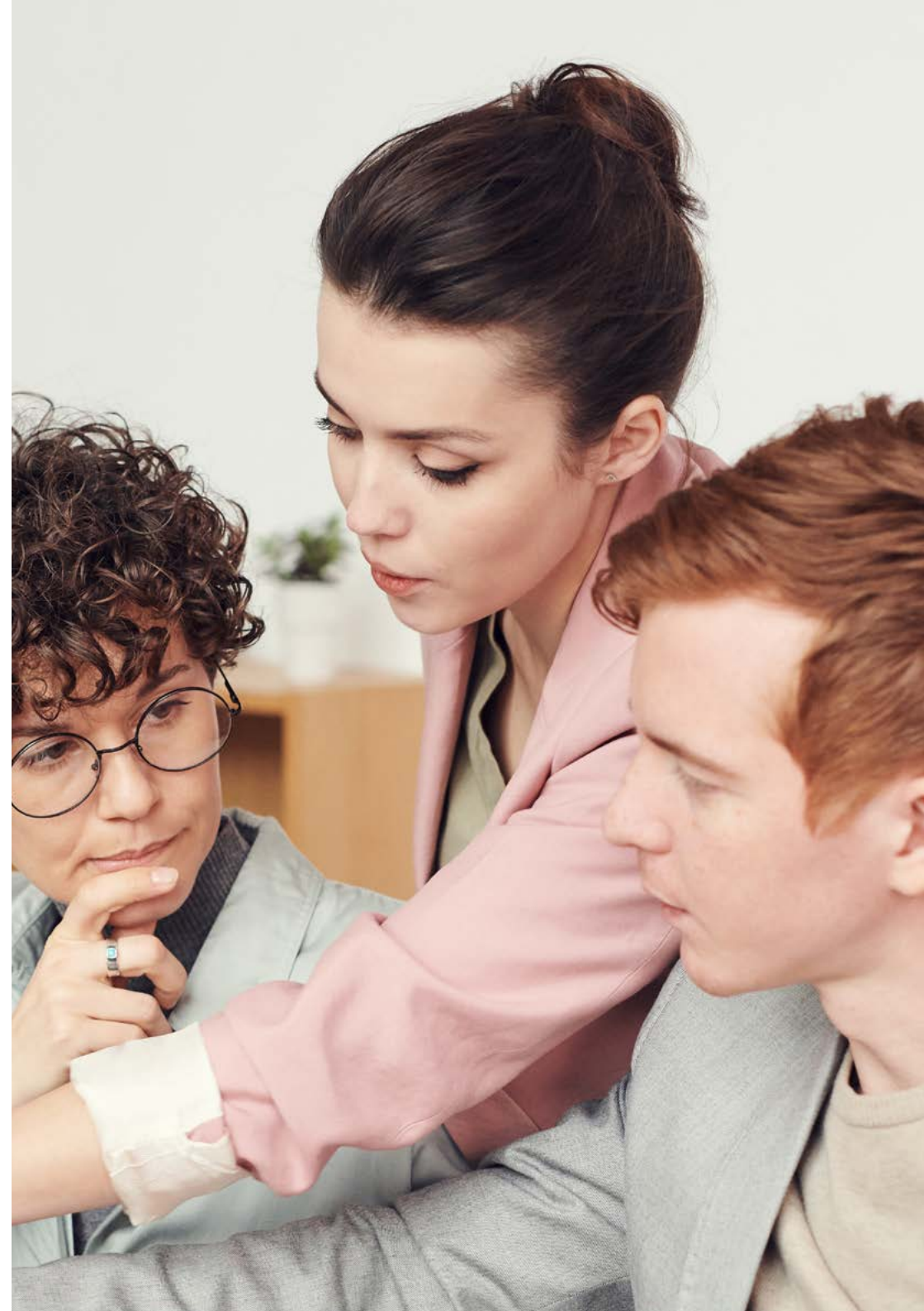
Reimagining Business Processes to Enable the Evolving Government

Corporate functions play a crucial role in department-wide decision-making and excellence. Coupled with modern approaches to strategy, analytical insight reporting, and ever-evolving trends and expectations, working to deliver value internally and externally means the back-office must always look to optimize their ways of working, and fast.

To aid further exploration of how corporate functions can lean into new technologies and processes to accelerate efficiencies, we've put together this 'Summer Edition' Virtual Event as part of our **2022 Corporate & Shared Services Community National Insights series**.

Join us as we hear case studies from corporate-focused peers and discuss how to further integrate modern practices into all corporate service roles across Canada's public service.

Current corporate challenges, successes and everything in between will be addressed in two concurrent panel sessions, allowing you to choose the one that piques your own interests the most.



Who You'll Meet

Chiefs/Directors/Heads of:

- | | |
|-------------------------------|------------------------|
| ● Finance | ● Process Excellence |
| ● Finance Transformation | ● Contract Management |
| ● Corporate Services | ● Supply Chain |
| ● Procurement Shared Services | ● Supplier Management |
| ● Business Transformation | ● Compliance |
| ● Governance | ● Business Improvement |

12:00pm ET
9:00am PT

Welcome from Public Sector Network

12:05pm ET
9:05am PT

Welcome from Chair

12:20pm ET
9:20am PT

Government Keynote:

Procurement Transformation: Integrating New Engagement Approaches to Ensure Supplier Diversity

- The importance of supplier diversity and helping underrepresented groups successfully participate in federal procurement
- Identifying the challenges of incorporating new outreach programs and reworking traditional operating models, while addressing risk management initiatives
- Onboarding new tools and systems to expand and optimize external networks

Clinton Lawrence-Whyte, Director General, Procurement Assistance Canada, **Public Services and Procurement Canada**

12:35pm ET
9:35am PT

Platinum Keynote (Partner Session):

Achieving Back-Office Excellence and Improved Decision Support with Automation

12:50pm ET
9:50am PT

Panel Discussion:

Capability without Capacity: Addressing Gaps within our Workforce Challenging Our Transformation Roadmap

- How is the CSS sector tackling the ongoing problem of limited resources needed to further digital transformation
- Prioritizing continuous personnel development, education and training to drive operational success
- Simple tips that will yield quick wins and sustained benefits
- Managing these challenges from a Municipal, Provincial and Federal viewpoint

Jean-Claude Azar, Director, Contracting Division, **Canada Revenue Agency**

Maria Tejeda, Director, Strategy, Improvement and Innovation Branch, Corporate Services Division, **Ministry of Transportation**

Erika Washington, Executive Director, Technical Services & Procurement Branch, Strategic Integration and Operations, **Alberta Infrastructure**

1:20pm ET
10:20am PT

Government Keynote:

How a New Approach to Corporate Services is Maximizing the Time-to-Value to Citizens

- Achieving results by moving from traditional operating models to value-based systems
- Driving citizen centricity and ensuring efficiency and productivity
- Putting value in the hands of citizens

Andre Shojaie, Chief of Agile Practices and Continuous Improvement, **City of Montreal**

1:25pm ET
10:25am PT

Break

1:40pm ET **Gold Spotlight (Partner Session):**
10:40am PT **Boosting Efficiency, Compliance and Risk Management Strategies Through Systems that Collect, Analyse and Report Meaningful Data**

1:55pm ET **Panel Discussion:**
10:55am PT **Resiliency in Corporate Services: Maintaining a Sustainable Transformation within Fiscal and Operational Constraints**

- Assessing ways to balance competing priorities, potential risks and best practices to build resilience long-term
- Focusing on lasting results: Evaluating and implementing the best digital tools and automated solutions to address operational needs
- Understanding modern practices beyond temporary solutions and pandemic responses – What needs to stay, what needs to go?
- Preparing for the future: How are teams leveraging new digital solutions and/or strategies to become more proactive rather than reactive

Shannon Kenney, Senior Director of Major Projects Chief Information Office, **Shared Services Canada**
Melanie Rousseau, Director, Risk and Business Continuity Management and Chief Risk Officer, Operational Services Branch, **Alberta Environment and Parks**
Stephen Gaim, Procurement Advisor, Corporate Services, **Government of Yukon**
Clae Hack, Chief Financial Officer, **City of Saskatoon**

2:25pm ET
11:25am PT **Closing Remarks from the Chair**

2:30pm ET
11:30am PT **Virtual Event Adjourns**

Thank you to our **Event Partners**

For partnership opportunities, contact [Sylvie Pesut-Manneke](#) for more information.

What's On **Next**



**National Corporate
Insight: Fall Edition**

Online

September 13, 2022