



Public Sector Innovation Show **Federal**

Collaborate - Ideate - Innovate

Wednesday, February 23 & Thursday, February 24, 2022

Online | 12pm ET & 9am PT

Certified



Corporation



Agenda at a glance

Building on the conversations and ideas raised at our 2020 and 2021 programs, the third annual **Public Sector Innovation Show (Federal)** will once again bring together the public sector innovators and decision-makers who are leading the way at the Government of Canada.

This year, the culture of innovation and how it can help government “build back better” and recover in a post-COVID environment will be examined. To build sustainability around this vision, leaders will need champions across all departments who advocate for innovation and in turn will drive transformation. That’s where you come in!

Our program will showcase the projects and ideas that are making a difference to the people you serve and your colleagues across government – from practical case studies to keynotes that will inspire you and your teams to panel discussions meant to show cross-departmental and enterprise-wide change and opportunities. This two-day virtual event is a forum meant to ensure that the change implemented under pressure over the past two years becomes sustainable and scalable, backed by strong fundamentals and a collaborative, iterative approach to getting things done.

We invite you to join the conversation that is exclusively and complimentary for government employees. With one half-day of plenary sessions and another with topic streams that focus on **People, Technology** and **Digital & CX**, our program is full of learning opportunities that you and your team can implement to improve collaboration, build trust and action together to achieve results.

“

Great information, precise and straight to the point.”

Shared Services Canada

What’s New in 2022



Plenary day, followed by a **specialized second day of streams**



Special focus on **3 specialty streams** – People, Digital & CX, and Technology



Hear from **25+ senior level federal and provincial speakers**



Learn from **8 keynotes, 4 panels, and a case study**



Chance to **ask questions from the expert** after each session

Who You'll Meet

- Digital, Innovation & ICT
- Corporate Services
- Citizen Engagement & Experience
- Service Design & Delivery
- Workforce & HR
- Strategic Planning
- Data, Analytics & AI
- Information & Enterprise Architecture
- Information Management
- Change, Culture & Transformation

Benefits of Attending



Create opportunities to learn new skills, increase capabilities, reduce redundancies, and create better days for public sector employees



Leverage lessons learned from the crisis-driven response to COVID-19 to reprioritize and reframe your processes and services in a way that best supports efficiency, ease-of-use and inclusivity
Assimilate how to achieve a more agile and innovative organization



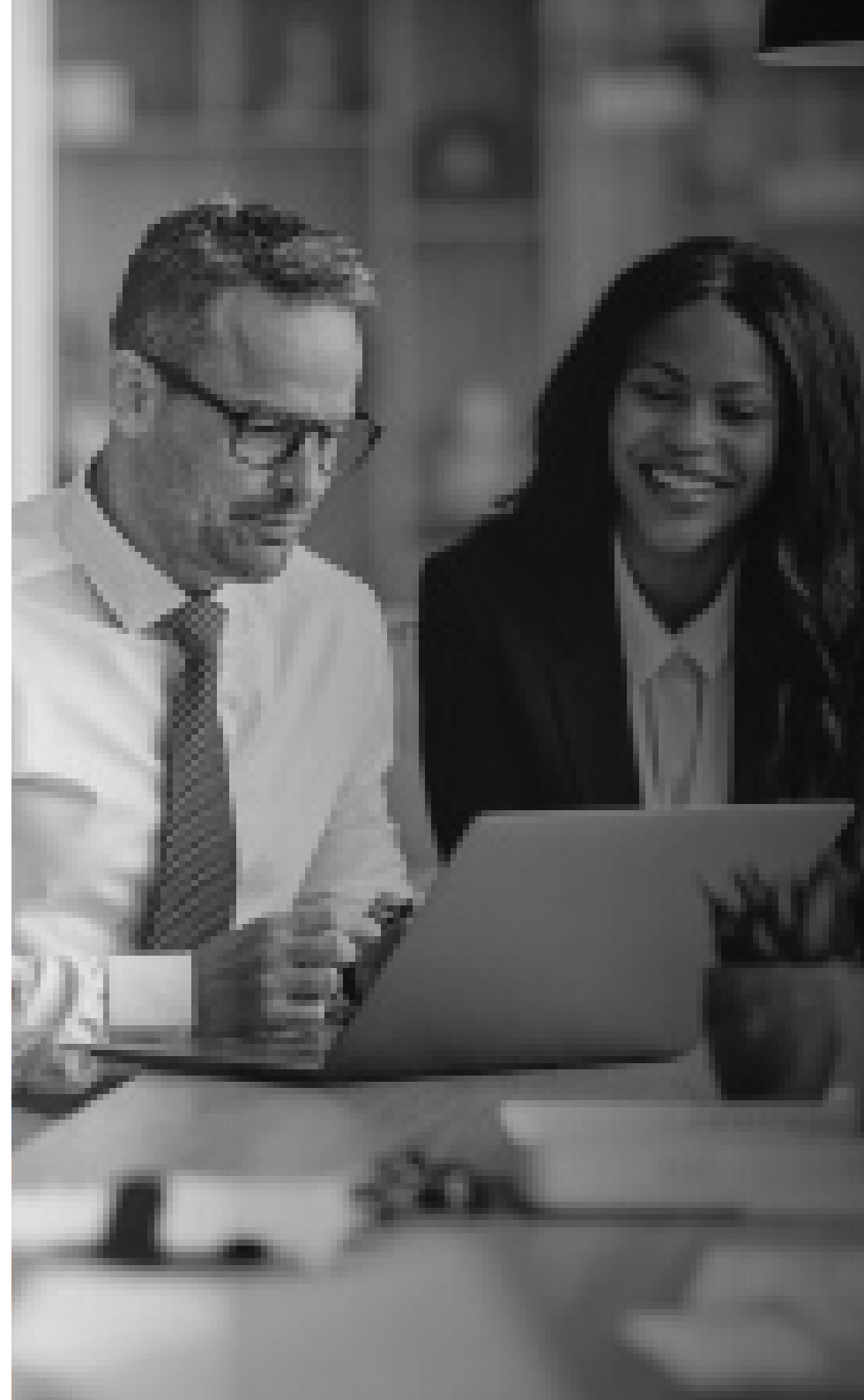
Learn how to achieve a more agile and innovative organization



Discover habits of highly effective digital governments



Build connections, engage, and share ideas that support an iterative, flexible, and innovative public sector environment



Your Inspiring Speakers



JOANNE YO
Regional Lead - Canada
Atlassian



RICH SAVAGE
Sales Director
Carahsoft



ANNIE MURPHY
Business Transformation Partner
EY



IVAN MILAM
Partner, Public Sector Consulting
PwC Canada



RODNEY HELAL
Director, Public Sector Canada
VMware



OMAR ELYAKOBI
Solution Manager Digital Solutions & Software
Schneider Electric



LOREN KRIEGER
Global Public Sector, Digital Strategist
Salesforce



GAIL BOWKETT
Vice President, Programs
Mitacs



ROBERT FALZON
Head of Engineering Office of the CTO
Check Point Software Technologies



ANATOLE PAPADOPOULOS
COO
The Canadian Digital Service



DOMINIQUE BOHN
Chief Officer + Assistant Deputy Minister, Digital Innovation Office
Government of Alberta



HONEY DACANAY
Executive Director, Benefits Delivery Modernization
Employment & Social Development Canada



SILVANO TOCCHI
Assistant Commissioner, Digital Transformation Officer
Canada Revenue Agency



PASCALE ELVAS
Executive Director, Priorities and Planning
Treasury Board of Canada Secretariat



MARTINE ST-LOUIS
Director, Leadership, Performance & Talent Management, Human Resources Branch
Canada Border Services Agency



LEN BASTIEN
Assistant Deputy Minister Information Management and CIO
Department of National Defence



AMANDA BERNARDO
Manager, Organizational Change Management, Enterprise Transformation, Strategy & Engagement Branch
Shared Services Canada



ALIDA MEGHJI
Digital and Emerging Technologies Consulting Associate Partner
EY



ASHLEY BELANGER
Director Design and Experimentation at Innovation
Science & Economic Development Canada



RAJ THUPPAL
Chief Digital Officer, Digital Services and Transformation Office
Transport Canada



SANDY KYRIAKATOS
Chief Data Officer
Canada Border Services Agency



NATASHA JETTÉ
Head, Exploration and R&D, Digital Innovation Network
Public Services & Procurement Canada



NATALIE KAHALE
Director, Service Transformation
City of Ottawa



TAMMY LABELLE
Former CIO of PSPC, Public Sector Network Advisor , and Partner at
Dojeiji Consulting



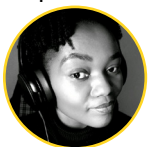
UTTARA CHAUHAN
Executive Director, Future of Work
Employment & Social Development Canada



MICHAEL JAY
Director, Innovation
Science & Economic Development Canada



JEFF BRAYBROOK
Senior Advisor, Collaboration Solutions, Chief Information Office
Shared Services Canada



PETRONILA MICHAEL
Research Advisor, Innovation Lab
Employment & Social Development Canada



URVASHI DHAWAN-BISWAL
Executive Director
Employment & Social Development Canada



LIZ MCKEOWN
Director General, Digital Strategy
Immigration, Refugees and Citizenship Canada



SYLVAIN BÉLANGER
Senior Director General, Digital Services, CIO, CDO, Office of the Senior Director General, Digital Services
Library & Archives Canada



PHILIPPE JOHNSTON
CIO
National Research Council of Canada



RAJIV GUPTA
Associate Head
Canadian Centre for Cyber Security



IMA OKONNY
Chief Data Officer
Employment and Social Development Canada



BRENDA LANDRY
Public Sector Network Advisor, President
Evoke Consulting Inc.



YVAN GAUTHIER
Head, Artificial Intelligence Accelerator, Data Analytics Centre, NRC Digital Technologies
National Research Council Canada



PHILLIP BLAND
Public Sector Strategy Lead
Qualtrics



MARGOT C. GOODSON
VP, Head of North America Diversity & Inclusion
SAP America, Inc.



MIKE MCCURDY
Principal Solution Architect
ESI Technologies



FERNANDO EGEEA
Global Vice President, AI/Specialized Sales
TalkDesk



JASON ADOLF
Industry Vice President, Public Sector
Appian



BOB OSBORN
CTO, Global Governments
ServiceNow



TONY VENTURA
Director, Information Technology Services
Peel Regional Police



TODD WILSON
Chief Strategist
Red Hat



DON JONES
Partner
MetaData Solutions

12:00pm ET
9:00am PT

Opening Remarks from Public Sector Network

12:10pm ET
9:10am PT

Opening Remarks from the Chairs:
Achieving a More Agile and Innovative Public Sector
Joanne Yo, Regional Lead - Canada, Atlassian
In partnership with Carahsoft

12:30pm ET
9:30am PT



Opening Keynote Session:
Putting Citizens' Needs at the Centre of Government Services
Anatole Papadopoulos, Chief Operating Officer, Canadian Digital Service

12:50pm ET
9:50am PT



Government Case Study:
Managing Teams in a Hybrid Work Environment
Uttara Chauhan, Executive Director, Future of Work, Employment and Social Development Canada

1:10pm ET
10:10am PT

Platinum Partner Session
Transforming Government Service Delivery

Your department or agency's IT organization has been challenged to support recent changes impacting both your workforce and citizens. And some of these changes—like remote workforce—are likely here to stay. By harnessing the power of a single platform for IT services and operations, you can keep employees productive, maintain service resiliency, and enable innovation. Without a solid foundation, IT can't meet the future demands of government - where speed and agility are everything. Join Bob Osborn, CTO, Global Governments as he discusses:

- The biggest barriers still facing government in the effort to modernize in a remote work environment
- Scaling IT intelligently to support changing employee needs and department goals
- Delivering more resilient and compelling experiences from anywhere to anyone



Bob Osborn, CTO, Global Governments, ServiceNow

1:30pm ET
10:30am PT

Refreshment Break

1:40pm ET
10:40am PT

Government Keynote Session:
An Update from Alberta: Meeting the Needs of Citizens in the Digital Era
Dominique Bohn, Chief Officer + Assistant Deputy Minister, Digital Innovation Office, Government of Alberta

2:00pm ET
2:00am PT **Platinum Partner Session**
Patterns of Successful Digital Transformation

Loren Krieger, Global Public Sector, Digital Strategist, **Salesforce**
By Salesforce/Tableau/Mulesoft

2:20pm ET
11:20am PT **Fire Side Chat:**
Helping Public Servants Help People



Pascale Elvas, Executive Director, Priorities and Planning, **Treasury Board of Canada Secretariat**

2:40pm ET
11:40am PT **Platinum Partner Session**
The Foundation for Innovation: The New IT Operating Model
Todd Wilson, Chief Strategist, **Red Hat**

3:00pm ET
3:00am PT Panel Session:
CIO Panel – Challenges and Priorities in the New Normal

- How is the CIO role expanding beyond IT?
- In what ways can CIOs champion enterprise-wide transformation?
- What are the key leadership skills required to excel in the CIO role?
- Sharing lessons learned and a vision for the future

Sylvain Bélanger, Senior Director General, Digital Services, CIO, CDO, Office of the Senior Director General, Digital Services, Library and Archives Canada, **Government of Canada**

Philippe Johnston, Chief Information Officer, **National Research Council of Canada**

Len Bastien, Assistant Deputy Minister Information Management and CIO, **Department of National Defence**

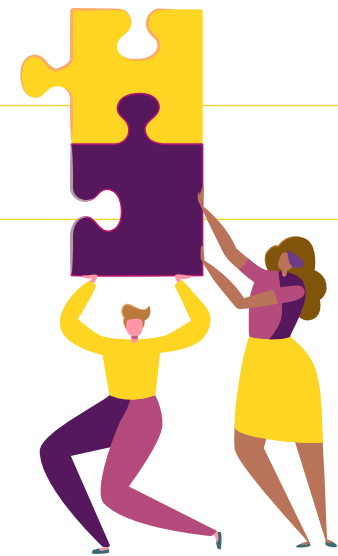
Tammy Labelle, Former CIO of PSPC, Public Sector Network Advisor , and Partner at **Dojeiji Consulting**

Moderator: Don Jones, Partner, **MetaData Solutions** (in association with **ActiveNAV**)

3:30pm ET
12:30pm PT **Closing Remarks from Chair**
Joanne Yo, Regional Lead - Canada, **Atlassian**

3:40m ET
12:40pm PT **Virtual Event Adjourns to Day 2**

REGISTER TODAY



People Track		Digital & CX Track	Technology Track
12:00pm ET 9:00am PT	Opening Remarks from Public Sector Network	Opening Remarks from Public Sector Network	Opening Remarks from Public Sector Network
12:05pm ET 9:05am PT	<p>Welcome from the Track Chair:</p> <p>Focusing on Digital Upskilling - Empower Your Public Sector Workforce for More Efficiency</p> <p>Brenda Landry, Public Sector Network Advisor, President, Evoke Consulting Inc.</p>	<p>Welcome from the Track Chair:</p> <p>Synching the Modern and Traditional Processes - Focus on Distributed Workforce</p> <p>Alida Meghji, Digital and Emerging Technologies Consulting Associate Partner, EY</p>	<p>Welcome from the Track Chair:</p> <p>Mobile Security - The Hackers Next Frontier</p> <p>At the intersection between business and pleasure, mobile social applications access the most sensitive information about us and the world we live in. Hackers are focused on Mobile attacks now more than ever, as they represent the next frontier for security risk.</p> <p>Robert Falzon, Head of Engineering, Office of the CTO, Check Point Software Technologies</p>
12:20pm ET 9:20am PT	 <p>Government Keynote:</p> <p>Focusing on a smarter, more productive government workforce</p> <ul style="list-style-type: none"> Investing in skills development to support greater capability as the demand for government services continue to grow Fostering inclusion to build a culture and reputation that attracts, develops, retains and engages a diverse range of talent Trailing novel approaches to mobilizing multi-skilled teams <p>Honey Dacanay, Executive Director, Benefits Delivery Modernization, Employment and Social Development Canada</p>	<p>Government Keynote:</p> <p>Habits for Highly Effective Digital Governments</p> <ul style="list-style-type: none"> Deliver citizen-centric more efficient digital services Connecting the dots - bridging together the moving parts that support citizen-centric service delivery Culture and practices - what are the habits of winning distributed workplaces? <p>Liz McKeown, Director General, Digital Strategy, Immigration, Refugees and Citizenship Canada</p>	<p>Government Keynote:</p> <p>Omni / Multi Channel Citizen Engagement</p> <ul style="list-style-type: none"> By enhancing multi-channel capabilities, government can provide services through various channels, including mobile, website, branch, and phones. Leveraging technology and human behaviors to foster innovation and increase engagement Approach to help foster trust and encourage digital adoption <p>Raj Thuppal, Chief Digital Officer, Digital Services and Transformation Office, Transport Canada</p>
12:50pm ET 9:50am PT	<p>Gold Partner Session</p> <p>How to Embed Diversity, Equity, and Inclusion (DE&I) into Your Workplace DNA?</p> <p>Learn how:</p> <ul style="list-style-type: none"> SAP has embedded DE&I into its business strategy Technology empowers departments and agencies to eliminate bias Accessibility Inclusion - Disability:IN as a 100% Scorer and WCAG 2.1 compliance Key SAP partners and solutions help embed DE&I into your workplace DNA <p>Margot C. Goodson, VP, Head of North America Diversity & Inclusion, SAP America, Inc.</p>	<p>Gold Partner Session</p> <p>Case Study: Peel Regional Police: 'Creating a more Transparent, Accountable Police Force'</p> <p>Tony Ventura, Director, Information Technology Services, Peel Regional Police</p> <p>Rodney Helal, Director, Public Sector Canada, VMware</p>	<p>Gold Partner Session</p> <p>Cyber RecoveryLast Line of Defense</p> <p>Mike McCurdy, Principal Solution Architect, ESI Technologies</p>
1:10pm ET 10:10am PT	Refreshment Break	Refreshment Break	Refreshment Break
1:20pm ET 10:20am PT	 <p>Government Keynote:</p> <p>Embedding a Culture of Internal Innovation</p> <ul style="list-style-type: none"> Workforce and culture — driving modern workforce practices by strengthening innovation in the public sector Collaborate, communicate, connect - to achieve shared goals Focus on emotional and physical wellbeing <p>Urvashi Dhawan-Biswal, Executive Director, Employment and Social Development Canada</p>	<p>Government Keynote:</p> <p>What Does a Digital First Government Look Like?</p> <ul style="list-style-type: none"> Spotlight on progress: How is it going now? How leadership and teams on board are ensuring support and collaboration for shared goals Balancing productivity and agility in this new era Sharing best practices and lessons learned <p>Ashley Belanger, Director Design and Experimentation, Innovation, Science and Economic Development Canada</p>	<p>Government Keynote:</p> <p>Building a Cyber Resilient Organization</p> <ul style="list-style-type: none"> Stay one step ahead of cyber threats by equipping workforce to recognize risks and follow security protocol Keep users mindful of present-day threats and tactics Create a culture of cyber security <p>Philippe Johnston, Chief Information Officer, Science and Economic Development Canada</p> <p>Rajiv Gupta, Associate Head, Canadian Centre for Cyber Security</p>

	People Track	Digital & CX Track	Technology Track
1:50pm ET 10:50am PT	Gold Partner Session Gail Bowkett , Vice President, Programs, Mitacs	Gold Partner Session Managing citizen experience during and after disaster Phillip Bland , Public Sector Strategy Lead, Qualtrics	Gold Partner Session Future of low-code automation in a digital government Jason Adolf , Industry Vice President, Public Sector, Appian Ivan Milam , Partner, Public Sector Consulting, PwC Canada
2:10pm ET 11:10am PT 	Panel Session: Leadership and Team Management <ul style="list-style-type: none"> Team management and leadership require different capabilities than pre pandemic times. Leaders will require training and upskilling to learn how to support employees and teams who are both remote and still in the main location of work. Focus on new strategies to improve performance management and employee coaching. Amanda Bernardo , Manager, Organizational Change Management, Enterprise Transformation, Strategy and Engagement Branch, Shared Services Canada Jeff Braybrook , Senior Advisor, Collaboration Solutions, Chief Information Office, Shared Services Canada Petronila Michael , Research Advisor, Innovation Lab, Employment and Social Development Canada Moderator: Rich Savage , Sales Director, Carahsoft	Panel Session: Digital Transformation Process <ul style="list-style-type: none"> Challenge to make the most beneficial changes stick Drive meaningful and sustainable value for both public sector employees and the citizens they serve. Managing, supporting, and embracing diversity within a new hybrid workforce Natasha Jetté , Head, Exploration and R&D, Digital Innovation Network, Public Services and Procurement Canada Silvano Tocchi , Assistant Commissioner, Digital Transformation Officer, Canada Revenue Agency Natalie Kahale , Director, Service Transformation, City of Ottawa Michael Jay , Director, Innovation, Science and Economic Development Canada Fernando Egea , Global Vice President, AI/Specialized Sales, Talkdesk Moderator: Annie Murphy , Business Transformation Partner, EY Canada	Panel Session: AI in Government: The Next Stage of Evolution <ul style="list-style-type: none"> Exploring new forms of AI and its practical applications in government Making the best use of AI: deciding when to automate and when to augment - what factors should drive your decisions? How does the new AI tech stack map to your priorities? Sandy Kyriakatos , Chief Data Officer, Canada Border Services Agency Yvan Gauthier , Head, Artificial Intelligence Accelerator, Data Analytics Centre, NRC Digital Technologies, National Research Council, Government of Canada Ima Okonny , Chief Data Officer, Employment and Social Development Canada Omar Elyakobi , Solution Manager - Digital Solutions & Software, Schneider Electric Moderator: Robert Falzon , Head of Engineering, Office of the CTO, Check Point Software Technologies
2:40pm ET 11:40am PT	Closing Remarks from the Chair Brenda Landry , Public Sector Network Advisor, President, Evoke Consulting Inc.	Closing Remarks from the Chair Alida Meghji , Digital and Emerging Technologies Consulting Associate Partner, EY	Closing Remarks from the Chair Robert Falzon , Head of Engineering, Office of the CTO, Check Point Software Technologies
2:50pm ET 11:50am PT	Virtual event Adjourns		

REGISTER TODAY



Thank You to our Partners



Diamond



Platinum



Gold



Silver



Bronze

