

servicenow®

June 9, 2022

# Canadian Federal Forum 2022

## Shaping the Future of Digital Government

National Arts Centre | 8:00am - 4:00pm ET

In association with  PUBLIC  
SECTOR  
NETWORK



# Agenda Overview

As our Federal Government continues to ramp up its digital transformation efforts, it is important that we continue to share strategies that further support the shift to becoming more agile, open, and user-focused.

The 3rd Annual ServiceNow Canadian Federal Forum will highlight how IT and modern digital solutions are driving the successful evolution of operational excellence enhancing the employee experience, IT services, securing and derisking our national infrastructure, citizen services, and prioritizing program delivery of strategic initiatives.

Learn how government executives will execute on their vision for the future through the creation of stronger and more sustainable foundations and frameworks. Join the discussion on modernizing IT systems to mitigate future risks. Dive into one of the many breakout sessions highlighting important topics such as cybersecurity, citizen engagement and access, NextGen HR, and building more efficient backend operations through transparency and resiliency.

# Reasons to Attend

- 1 Discover new ways to **solidify departmental foundations and modernize legacy systems that support continued digital transformation**
- 2 Examine how **digital platforms that enable transparency and risk management throughout your organization**
- 3 Enable the development of low-code no-code **citizen-centred platforms and applications that deliver modern mobile services for Canada**
- 4 Transform **traditional paper-based and email workflows and drive efficiency with analytics, automation, and resource planning solutions**
- 5 Empower the Federal workforce **with the help of public cloud SAAS services**
- 6 Align departmental mandate programs that **maintain interoperability across agencies, reduce costs, and eliminate silos for public sector workers**

# Your Inspiring Speakers



**Shaifa Kanji**

Assistant Deputy  
Minister and Chief  
Digital Officer, Digital  
Transformation  
Service Sector

**ISED**



**Matt Davies**

Chief Technology  
Officer

**Shared Services  
Canada**



**Raj Thuppal**

Chief Digital Officer

**Transport Canada**



**Antoine Bedward,  
Ph.D.**

Assistant Director,  
User Experience and  
Digital Accessibility

**Canada School of  
Public Service**



**Elizabeth Rhodenizer**

Director General,  
Email and Workplace  
Technology Services

**Shared Services  
Canada**



**Ambereen Jamal-  
Rahim**

A/Director, Service  
Management and ICT  
Accessibility Digital  
Policy and Service  
Sector

**Treasury Board of  
Canada Secretariat**



**Christopher Henry**

Director, Business IT  
Programs

**House of Commons**



**Kleo Hapitas**

Senior Digital Product  
Manager, Digital  
Member Services

**House of Commons**



**Marc Brouillard**

Senior Assistant  
Deputy Minister and  
Chief Digital Officer

**Fisheries and Oceans  
Canada**



**Isabelle Tanguay**

Director, Cloud  
Delivery & Operations,  
Technology Services &  
Support

**Public Services &  
Procurement Canada**



**Dimitra Maniatis**

AMS Solution  
Consulting  
Commercial and  
Emerging Markets

**ServiceNow**



**Kevin Murnaghan**

Sales Director, Canada  
Federal

**ServiceNow**

# Your Inspiring Speakers



**Nick Tzitzon**

Chief Strategy and  
Corporate Affairs  
Officer

**ServiceNow**



**Jonathan Alboum**

Federal Chief  
Technology Officer

**ServiceNow**



**Arunkumar Iyer**

Field CTO/Principal  
Executive Architect  
- Federal - Civilian/  
Healthcare/Financial

**ServiceNow**



**Marc Van Kralingen**

Advisory Solution  
Consultant, ITOM

**ServiceNow**



**Justin Herman**

AVP, Global Public  
Sector Industry

**ServiceNow**



**Laura Clayton  
McDonnell**

SVP, Sales, Enterprise  
East, Canada, and  
LATAM

**ServiceNow**



**John Spirko**

Senior Executive  
Architect

**ServiceNow**



**Kevin Brooks**

Field Chief  
Technology Officer  
and Executive  
Strategist, Defense  
and National Security

**ServiceNow**



**Jim O'Malley**

Senior Manager,  
Solution Consulting,  
App Engine

**ServiceNow**



**Nick Pegg**

Senior Principal  
Strategist

**ServiceNow**



**Rob Schaeffer**

Director, Product  
Management

**ServiceNow**



**Cristin Gooderham**

Director, Technology  
Workflows

**ServiceNow**

# Agenda

Thursday, June 9, 2022

8:00am ET Registration, Breakfast and Networking

---

9:05am ET Welcome Address

**Dimitra Maniatis**, AVP, AMS Solution Consulting Commercial and Emerging Markets, **ServiceNow**

**Kevin Murnaghan**, Sales Director, Canada Federal, **ServiceNow**

---

9:15am ET Opening Keynote:

**Digital Transformation for a People Focused Government**

**Nick Tzitzon**, Chief Strategy and Corporate Affairs Officer, **ServiceNow**

---

9:35am ET Fireside Chat:

**The Vision for our Digital Government by Re-Imagining Service Delivery**

- Building new systems with the user at its core
- Reworking and creating new policies aimed at reshaping legacy systems and eliminating silos
- Connecting teams and creating unified workflows to drive transformation
- Addressing capacity challenges when implementing change
- Adopting a strong framework for digital governance

**Shaifa Kanji**, Assistant Deputy Minister and Chief Digital Officer, Digital Transformation Service Sector, **ISED**

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

**Moderator: Jonathan Alboum**, Federal Chief Technology Officer, **ServiceNow**

---

10:05am ET Fireside Chat:

**Adopting a Centralized Approach to Cloud Services**

- Examining the current goals, strategies and challenges supporting the delivery of cloud services
- Propelling and implementing the centralized delivery of cloud technologies
- Leveraging the latest cloud technologies and policies that allow for further adaptability
- Where are we now and how do we maintain the course of transformation with cloud technologies

**Marc Brouillard**, Senior Assistant Deputy Minister and Chief Digital Officer, **Fisheries and Oceans Canada**

**Moderator: Arunkumar Iyer**, Field CTO/Principal Executive Architect - Federal - Civilian/Healthcare/Financial, **ServiceNow**

---

10:35am ET Networking Break

---

---

10:50am ET **Fireside Chat:**  
**Modernizing Government IT Systems: Infrastructure, Application, Cybersecurity Strategies**

- Addressing the risks of an aging IT infrastructure
- Consolidating government systems and networks to address security gaps
- Incorporating new cybersecurity and digital privacy strategies

**Raj Thuppal**, Chief Digital Officer, **Transport Canada**

**Isabelle Tanguay**, Director, Cloud Delivery and Operations, Technology Services and Support, **Public Services and Procurement Canada**

**Moderator: Justin Herman**, AVP, Global Public Sector Industry, **ServiceNow**

---

11:25am ET **Panel Discussion:**  
**Enhancing and Prioritizing Digital Accessibility and Inclusivity Within the Public Sector**

- How have technological advancements impacted accessibility and inclusivity in the workplace
- Building new systems and policies with accessibility at their core
- Creating a unique employee-centred experience with the help of digital solutions
- Discussing the new reality of the workplace and how the public sector is making technology more accessible to all users
- Developing workplace solutions that address disabilities and employee needs by creating more inclusive resources

**Antoine Bedward, Ph.D.**, Assistant Director, User Experience and Digital Accessibility, **Canada School of Public Service**

**Elizabeth Rhodenizer**, Director General, Email and Workplace Technology Services, **Shared Services Canada**

**Ambereen Jamal-Rahim**, A/Director, Service Management and ICT Accessibility Digital Policy and Service Sector, **Treasury Board of Canada Secretariat**

**Moderator: Laura Clayton McDonnell**, SVP, Sales, Enterprise East, Canada, and LATAM, **ServiceNow**

---

12:00pm ET **Lunch**

**Break Out Sessions**

	Le Salon	Rossy Pavillion	Lantern Room	O’Born Room
1:00pm ET	<p><b>Prioritizing Asset Management Strategies with the Latest Digital Solutions</b></p> <p>Addressing the challenges of maintaining and managing resources and eliminating liabilities with software tools</p> <p><b>Cristin Gooderham</b>, Director, Technology Workflows, <b>ServiceNow</b></p> <p><b>Marc Van Kralingen</b>, Advisory Solution Consultant, ITOM, <b>ServiceNow</b></p>	<p><b>Delivering Access and Accelerating Processes for a Citizen Focused Experience</b></p> <p>Utilizing automation to enhance engagement and expedite processes with self-serve digital platforms</p> <p><b>John Spirko</b>, Senior Executive Architect, <b>ServiceNow</b></p>	<p><b>Art of the Possible: Unified &amp; Seamless Services at the House of Commons</b></p> <p>In 2019, the House of Commons of Canada tabled its latest strategic plan with a focus on improving its service offering to its core customers, the Members of Parliament (MPs). Leveraging ServiceNow to orchestrate human resources, corporate security &amp; IT workflows into a single highly polished service experience, MPs &amp; staff now enjoy 40% faster turnaround times on hiring, improved quality &amp; accuracy, &amp; most importantly a world class service experience. Join us to see how ServiceNow is pivotal in the mission to unify service offerings &amp; how the art of the possible is becoming a reality.</p> <p><b>Christopher Henry</b>, Director, Business IT Programs, <b>House of Commons</b></p> <p><b>Kleo Hapitas</b>, Senior Digital Product Manager, Digital Member Services, <b>House of Commons</b></p> <p><b>Moderator: Kevin Brooks</b>, Field Chief Technology Officer and Executive Strategist, Defense and National Security, <b>ServiceNow</b></p>	<p><b>Innovation with ERP: Modernizing SAP business operations with Low-Code automation</b></p> <p>Examining solutions that build resilient and optimized business functions (finance, procurement, asset management). In this session we will discuss how ServiceNow can be used to provide a wrapper of agile, consumer grade workflow automation around traditional ERP systems of record: Breaking the paradigm of IT telling operations how to run based on out of the box processes. This enables operations to compliantly work in the most effective and efficient ways, with the ability to change or implement new processes as requirements change, while also allowing IT to minimize development, support and upgrade costs and risks.</p> <p><b>Nick Pegg</b>, Senior Principal Strategist, <b>ServiceNow</b></p> <p><b>Jim O’Malley</b>, Senior Manager, Solution Consulting, App Engine, <b>ServiceNow</b></p>
1:30pm ET	Coffee Break and Networking Break			

<p><b>2:00pm ET</b></p> <p><b>Partner Session: Government of Canada: Accelerating Value with ServiceNow</b></p> <p>Examining the accelerating path to value realization for Project Management, Programme Management, Application Portfolio Management, Services, IT Plan, Investment Plan, and more. How to increase speed to delivery by leveraging inter-department commonalities such as policies and mandates. Streamlining implementation approach through lessons learned, thought leadership, and peer communication to avoid “recreating the wheel”, and enabling automation to reduce time-intensive reporting.</p> <p><b>Optovia</b></p>	<p><b>Partner Session: Re-imagining the Citizen Experience in the Digital Government</b></p> <p>The rising need for consumer-grade experiences, new hybrid work models and growing service expectations create the demand on Government of Canada to pivot to digital service delivery. In this session, we will explore how Deloitte and ServiceNow has enabled a critical Australian Government Agency to move beyond paper forms, manual processes and disconnected legacy systems to provide a seamless world class experience and service. Join us to discuss the civil servant engagement increases, the improvements to service access, and lessons learned from this journey.</p> <p><b>Kelsey Langford, Deloitte Partner, ServiceNow Federal Practice Leader</b></p> <p><b>Matt Day, Deloitte Partner, Technology Strategy and Transformation Leader</b></p>	<p><b>Partner Session: Reespond with Agility to Evolving Cyber Threats</b></p> <p>How can ServiceNow help the public sector transform security operations, while managing risk and resilience at the same time? Learn about NewRocket’s best practice approach to implementing Security Operations and Integrated Risk Management across the public sector, and how we incorporate automation, optimized workflows, robust analytics, and machine learning to deliver secure and resilient services to Canadians. Join an open discussion on how digital transformation makes it increasingly more difficult for the public sector to respond with agility to evolving cyber threats and how ServiceNow helps manage technology and cyber risks.</p> <p><b>Tom Sweeney, Vice President, Sales, NewRocket</b></p>	<div data-bbox="1727 842 2181 924" style="background-color: #1a3d4d; color: white; text-align: center; padding: 10px; font-weight: bold; font-size: 1.2em;">Register Now</div>
<p><b>2:30pm ET</b></p> <p><b>Digitally Transforming Field and Facilities Service Management</b></p> <p>Transform disconnected, manual ways of work, delivering what you and your citizens, customers and agencies need — faster, safer and easier</p> <p><b>Rob Schaeffer, Director, Product Management, ServiceNow</b></p>	<p><b>Leveraging New Technologies to Ensure Quick Turnarounds for Complex Workflows</b></p> <p>Simplifying complicated workflows with simplified application development</p> <p><b>Jim O’Malley, Senior Manager, Solution Consulting, App Engine, ServiceNow</b></p>	<p><b>The Digital Evolution of the Modern Workplace</b></p> <p>Achieving NextGen HR by enhancing productivity and efficiency with digital solutions, while navigating the hybrid workspace</p> <p><b>Kevin Brooks, Field Chief Technology Officer and Executive Strategist, Defense and National Security, ServiceNow</b></p>	
<p><b>3:00pm ET    Networking Reception</b></p>			



# Thank You to Our Partners

## GOLD



**Deloitte.**



**NEWROCKET**



## SILVER



**COFOMO**



## Wi-Fi



## HEALTH & SAFETY

