PUBLIC SECTOR NETWORK

Certified B Corporation

ROADSHOW

Digital Government & CX

// Roadmap to a Successful Digital Transformation

October 18 - 28

Toronto | Halifax | Ottawa Edmonton | Victoria

Publicsectornetwork.co

P: +1 (647) 969-4509

E: contact@publicsectornetwork.co

Roadmap to a Successful Digital Transformation

As service delivery moves further into the virtual realm, a strong digital transformation strategy is paramount for all levels of government. Identifying the needs of citizens, gaining trust through reliable and secure services, and striking the right balance between innovation and practicality is essential to success and progress.

Designing digital services which are accessible, inclusive and citizen-centric is an absolute must. By committing to inclusive and innovative design, the public sector can create exceptional products and services. To achieve this, internal buy-in and a culture that is receptive to change is paramount. Eembracing a digital mindset and adopting the technologies to facilitate change is key to success.

To optimize your digital transformation journey, **Digital Government & CX Roadshow 2022** will bring together public sector leaders to explore the most efficient strategies to help you gain internal buy-in and develop a roadmap for your digital transformation. This series will head to 5 Canadian cities, from coast to coast, to highlight emerging trends, future opportunities, and the barriers to successful digital transformation.

// Benefits of Attending

Chart the course for your digital transformation by exploring the most cutting-edge trends, technologies and projects

Examine strategies that will help you maintain and elevate a digital culture and place you on a strong, upward digital transformation trajectory

Find new ways to ensure that digital accessibility is built into, rather than tacked onto, your strategy for change

Get to grips with tips and tools you need to build your digital strategy and adoption toolkit
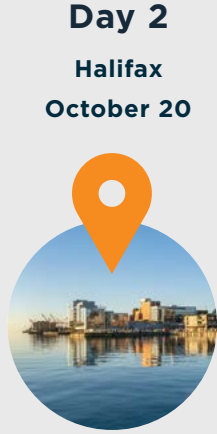
// Who You'll Meet

Chiefs/Directors/Heads/Managers of :

- Information Officers
- Digital Officers
- Technology Officers
- Digital Transformation
- Citizen Experience & Services

- Corporate Services
- Service Innovation
- Business Delivery
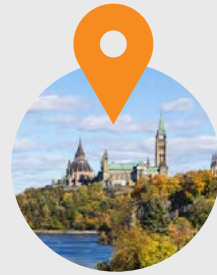- Service Delivery
- Digital Experience
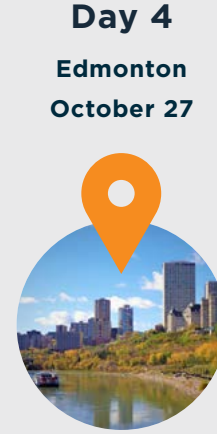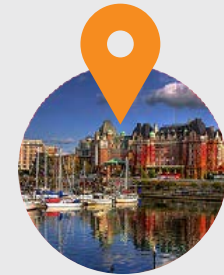
// Your Guide

Day 1
Toronto
October 18

Day 2
Halifax
October 20

Day 3
Ottawa
October 25

Day 4
Edmonton
October 27

Day 5
Victoria
October 28

// Thank You to Our Partners

Chair

maximus   **Barrington** CONSULTING

Platinum

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THINKDIGITAL
DIGITAL TRANSFORMATION FOR PUBLIC GOOD

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// Your Inspiring **Speakers**

Toronto
TREVOR RUTHERFORD
Senior Digital Strategist
Ontario Digital Service

Toronto
GARY YORKE
Director, 311
City of Toronto

Toronto
GLORIA ER-CHUA
Director, Policy & Digital
Enterprise
Ontario Digital Service

Toronto
MARCO PALERMO
Director, Digital Government
& Modernization, Technology
Services
City of Toronto

Toronto
MANDEEP FLORA
Director, Data Strategy and
Solutions Platform, Business
Intelligence and Practice Division
**Ministry of Children, Community
and Social Services**

Toronto
ASIM HUSSAIN
Director, Digital Service
Transformation
City of Toronto

Toronto
SAM ERRY
Former Deputy Minister
Ontario Government

Toronto
STEVEN MAITUKAITIS
Principal Strategic Designer,
Digital Solutions
Maximus Canada

Toronto
ALEC WENZOWSKI
President and Co-Founder
Button

Toronto
JAY KUNARATHNAM
COO, Client Experience Solutions
**Ministry of Children, Community
and Social Services**

Toronto
BILAL HUSAIN
Director, Client Experience
Solutions
Connex Telecommunications

Toronto
WISSAM MOUSSA
Head of Platform Core Services
Canadian Digital Service

Toronto
NANCY NEWELL
Head of Marketing Experiences
Adobe

Toronto
OLGA BAKONYI
Head, Digital Enterprise
Engagement Practice
Government of Ontario

Halifax
SCOTT MCKENNA
Chief Information Officer
Nova Scotia Health Authority

Halifax
GRAHAM MACDOUGALL
Senior Consultant
The Barrington Group

Halifax
BETH FOX
Strategic Engagement Advisor
Canadian Digital Service

Halifax
JOSHUA LEE
Executive Director, Service
Design & Delivery
The Nova Scotia Digital Service

Halifax
KIM MATTHEWS
Senior Business Strategist
Service New Brunswick

Halifax
JENNIFER GUITARD
Director, Workforce Intelligence
& Systems
Government of Nova Scotia

Halifax
MATT CLOW
Senior Strategy Manager,
TELUS Business Solutions
Telus

Halifax
KEVIN LALEYAN
Senior Lead - Emerging IOT
Telus

Ottawa
ALLEN PINK
Director General, Digital Design
and Production Directorate
(DDPD), Public Affairs Branch
Canada Revenue Agency

// Your Inspiring **Speakers**

Ottawa

ANTOINE BEDWARD
Director, Policy Development, Office of the Chief Information Officer
Treasury Board of Canada Secretariat

Ottawa

JORDAN STOROZUK
Chief of Staff, Digital Experience and Client Data Workstream
Employment and Social Development Canada

Ottawa

TRINA FOSTER
Vice President, Strategy and Social Sector
Maximus Canada

Ottawa

KEVIN BROOKS
Field CTO and Executive Strategist – Defense and National Security
ServiceNow

Ottawa

MIKE NOVOSAD
Enterprise Account Manager - Mobile - Federal Government & Strategic Accounts
Samsung Canada

Ottawa

CLAUDIA CYR
Enterprise Mobility Sales Manager
Samsung Canada

Ottawa

ROBERT FRELICH
Director General, Digital Identity Transformation, Transformation Management Branch
Employment and Social Development Canada

Ottawa

MARK MAGNUSSON
Service Design Practice Lead
Fujitsu

Ottawa

LIZ MCKEOWN
Executive Director, Digital Community Management and Development
Treasury Board of Canada Secretariat

Ottawa

MICHAEL JAY
Director, Measurement Canada Digital Office
Innovation, Science and Economic Development Canada

Ottawa

RYAN ANDROSOFF
CEO & Founder
Think Digital

Ottawa

LAUREN HUNTER
Director, Talent Policy and Platforms, Office of CIO
Treasury Board of Canada Secretariat

Ottawa

ELIZABETH RHODENIZER
Director General Email and Workplace Technology Services
Shared Services Canada

Ottawa

YVAN GAUTHIER
Head of Artificial Intelligence Accelerator
National Research Council Canada

Ottawa

NATALIE KAHALE
Director, Service Transformation
City of Ottawa

Edmonton

DAVID ALMOND
Executive Director, Information Technology
Alberta Innovates

Edmonton

STEPHEN SABEY
Executive Director, Platforms, Digital Delivery + Innovation
Service Alberta

Edmonton

KARI RASMUSSEN
Executive Director, Curriculum Learning and Teaching Resources Sector
Government of Alberta

Edmonton

ANDREW BUNKA
Leader, Web & Digital Development & User Experience (UX), Web & Digital, Customer Service & Communications
The City of Calgary

Edmonton

BLAIR NEUFELD
Executive Director, Product, Digital Delivery and Innovation
Service Alberta

Edmonton

RYAN HUM
Chief Information officer & Vice President of Data
Canada Energy Regulator

Edmonton

KIM WIERINGA
Assistant Deputy Minister, Health Information Systems Division
Alberta Health, Government of Alberta

Edmonton

JOHN ROGERS
Director, Service Innovation and Digitization
Government of Alberta

Edmonton

SEAN DUVAL
Senior Director, Sales Engineering
Armis

// Your Inspiring Speakers

Victoria
OLENA MITOVSKA
Product Director of Private Cloud as a Service Platform
BC Provincial Government

Victoria
MOUMITA BHADRA
Client Lead, BC Government
Fujitsu

Victoria
KEVIN EHMAN
Director of Strategic Design
Ministry of Environment and Climate Change Strategy
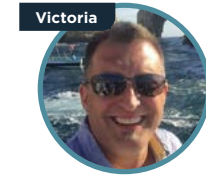
Victoria
ALEX MACEACHERN
Director of Strategic Engagement
Canadian Digital Service

Victoria
NATASHA THAMBIRAJAH
Director, Digital Health Policy
Province of British Columbia

Victoria
DANIEL DARCHE
Executive Director, Technology Modernization and Strategic Projects
Ministry of Attorney General, Information Services Branch, Government of BC

Victoria
KATRINA SUMMERS
Team Lead, Web Governance and Content Strategy
Ministry of Citizens' Services

Victoria
STEPHEN GORDON
Chief Information Officer
Office of the Auditor General of British Columbia

Victoria
SID TOBIAS
Director, Digital Services, Environmental Assessment Office
Government of British Columbia

Victoria
GARY WONG
DevOps Chapter Lead, DevExchange
BC Provincial Government

Victoria
ERYN SYLVESTER
Business Development Analyst
Maximus Canada

Multi-City
JIM MICKELSON, MBA
National Vice President – Sales and Marketing
Maximus Canada

Multi-City
ERIC HOLOWACH
Customer Service Solution Sales Manager
ServiceNow

Multi-City
PETER MADDEN
Senior Client Director, Government, Western Canada
ServiceNow

Multi-City
ADAM FOURNIER
Director Solution Engineering
VMware Tanzu

Multi-City
ELLIOT LEE
User Researcher
Button

Multi-City
CURTIS SIMPSON
CISO
Armis

Multi-City
CINDY MCMATH
Senior Director, Capture & Business Implementationr
Maximus Canada

Multi-City
SIMON WENG
Sr. Mobile Transformations Consultant for Public Sector
Samsung

Multi-City
BILL FOLLOWELL
Solution Architect - Public Sector
Armis

// **Explore** the Agenda - Toronto

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

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

9:05am   **Welcome from Chair**

Steven Matukaitis, *Principal Strategic Designer, Digital Solutions,* **Maximus Canada**

9:20am   **Government Keynote:**
Addressing the Future of Digital Government

Marco Palermo, *Director, Digital Government & Modernization, Technology Services,* **City of Toronto**

9:40am   **Platinum Partner Session:**
Personalization in Government: Build Trust with Omnichannel Experiences

Nancy Newell, *Head of Marketing Experiences,* **Adobe**

10:00am   **Panel Discussion:**
Digital Transformation Roadmaps
- What are the key trends that are shaping the future of digital transformation?
- What are the core principles for building an effective digital transformation framework?
- What are some common barriers when it comes to delivering digital services efficiently? Are there any challenges that need to be addressed now to ensure an effective roll-out?
- Where do you see opportunities to improve collaboration across various levels of government and the private sector?
- In what ways have approaches to digital transformation differed pre-pandemic vs. post pandemic, if at all?

Wissam Moussa, *Head of Platform Core Services,* **Canadian Digital Service**

Gloria Er-Chua, *Director, Policy & Digital Enterprise,* **Ontario Digital Service**

Mandeep Flora, *Director, Data Strategy and Solutions Platform, Business Intelligence and Practice Division,* **Ministry of Children, Community and Social Services**

Curtis Simpson, *CISO,* **Armis**

Moderated By: **Steven Matukaitis,** *Principal Strategic Designer, Digital Solutions,* **Maximus Canada**

10:40am   **Gold Partner Session:**
Bringing Together Technology, People and Processes: Meeting Citizens Expectations Online

Adam Fournier, *Director Solution Engineering,* **VMware Tanzu**

11:00am   **Morning Coffee and Networking Break**

11:20am **Concurrent Roundtable Discussions**

Roundtable 1
IThe Future of Omnichannel Experience in Government: Bridging the Gap between UX and CX

Facilitated By: **Sam Erry,** *Former Deputy Minister,* **Ontario Government**

Roundtable 2
Accelerating your Migration & Modernization Journey to Improve the Digital Experience

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

Roundtable 3
Mitigating Risk in your Digital Transformation Strategy with Robust Asset Identification, Management and Protection

Facilitated By: **Curtis Simpson,** *CISO,* **Armis**

Roundtable 4
Sustainable Digital Infrastructure for Canada

Facilitated By: **Alec Wenzowski,** *President and Co-Founder,* **Button**

Roundtable 5
How to Enhance the Citizen Experience with AI-Driven Self Service

Facilitated By: **Jay Kunarathnam,** *COO, Client Experience Solutions,* **Connex Telecommunications** *and* **Bilal Husain,** *Director, Client Experience Solutions,* **Connex Telecommunications**

12:20pm **Panel Discussion:**
Overcoming Internal Barriers for Digital Adoption
- How do leaders embed a culture of digital adoption in their organizations? How do they ensure buy-in?
- What strategies can be used to overcome shared challenges and barriers to transformation?
- What strategies can be used to attract and retain the next generation of digital leaders for tomorrow's public sector?
- What are the best practices for building a tech stack that will help improve adoption?
- Ways to ensure all departments are on a symbiotic transformation journey

Trevor Rutherford, *Senior Digital Strategist,* **Ontario Digital Service**

Asim Hussain, *Director, Digital Service Transformation,* **City of Toronto**

Olga Bakonyi, *Head, Digital Enterprise Engagement Practice,* **Government of Ontario**

Elliott Lee, *User Researcher,* **Button**

Moderated By: **Steven Matukaitis,** *Principal Strategic Designer, Digital Solutions,* **Maximus Canada**

12:50pm **Government Keynote:**
Digital Inclusion and Accessibility for Better Citizen Experiences

Gary Yorke, *Director, 311,* **City of Toronto**

1:10pm **Closing remarks from Chair and Networking Lunch**

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

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

9:05am	**Welcome from Chair**
	Graham MacDougall, *Senior Consultant,* **The Barrington Group**

9:20am

Government Keynote:
Addressing the Future of Digital Government

Scott McKenna, *Chief Information Officer,* **Nova Scotia Health Authority**

9:40am

Panel Discussion:
Digital Transformation Roadmaps and Overcoming Internal Barriers
- What are the key trends that are shaping the future of digital transformation?
- How do leaders embed a culture of digital adoption in their organizations? How do they ensure buy-in?
- What are the core principles for building an effective digital transformation framework?
- What are some common barriers when it comes to delivering digital services efficiently? Are there any challenges that need to be addressed now to ensure an effective roll-out?
- What are the best practices for building a tech stack that will help improve adoption?

Joshua Lee, *Executive Director, Service Design & Delivery,* **The Nova Scotia Digital Service**

Jennifer Guitard, *Director, Workforce Intelligence & Systems,* **Government of Nova Scotia**

Kim Matthews, *Senior Business Strategist,* **Service New Brunswick**

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

Moderated By: **Graham MacDougall,** *Senior Consultant,* **The Barrington Group**

10:20am	**Gold Partner Session:**
	Bringing Together Technology, People and Processes: Meeting Citizens Expectations Online
	Adam Fournier, *Director Solution Engineering,* **VMware Tanzu**

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

Public Sector Network will closely monitor COVID-19 regulations in accordance with the advice from the Canadian Government and local health authorities to ensure the safety of everyone attending the event physically. In addition, we will be working closely with the venue to ensure precautionary measures are in place.

11:00am **Concurrent Roundtable Discussions**

Roundtable 1

Accelerating your Migration & Modernization Journey to Improve the Digital Experience

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

Roundtable 2

Identifying and Meeting Citizen Needs with Data and Analytics

Facilitated By: **Kevin Laleyan,** *Senior Lead - Emerging IOT,* **Telus**

Roundtable 3

Mitigating Risk in your Digital Transformation Strategy with Robust Asset Identification, Management and Protection

Facilitated By: **Bill Followell,** *Solution Architect - Public Sector,* **Armis**

12:00pm **Government Keynote:**

Digital Inclusion and Accessibility for Better Citizen Experiences

Beth Fox, *Strategic Engagement Advisor,* **Canadian Digital Service**

12:20pm **Closing remarks from Chair and Networking Lunch**

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

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

9:05am   **Welcome from Chair**

Trina Foster, *Vice President, Strategy and Social Sector,* **Maximus Canada**

9:20am   **Government Keynote:**
Addressing the Future of Digital Government

Jordan Storozuk, *Chief of Staff, Digital Experience and Client Data Workstream,* **Employment and Social Development Canada**

9:40am   **Platinum Partner Session:**
Keeping Citizens at the Centre of Digital Design

Kevin Brooks, *Field CTO and Executive Strategist – Defense and National Security,* **ServiceNow**

10:00am   **Panel Discussion:**
Digital Transformation Roadmaps
- What are the key trends that are shaping the future of digital transformation?
- What are the core principles for building an effective digital transformation framework?
- What are some common barriers when it comes to delivering digital services efficiently? Are there any challenges that need to be addressed now to ensure an effective roll-out?
- Where do you see opportunities to improve collaboration across various levels of government and the private sector?
- In what ways have approaches to digital transformation differed pre-pandemic vs. post pandemic, if at all?

Michael Jay, *Director, Measurement Canada Digital Office,* **Innovation, Science and Economic Development Canada**

Yvan Gauthier, *Head of Artificial Intelligence Accelerator,* **National Research Council Canada**

Natalie Kahale, *Director, Service Transformation,* **City of Ottawa**

Claudia Cyr, *Enterprise Mobility Sales Manager ,* **Samsung Canada**

Moderated By: **Trina Foster,** *Vice President, Strategy and Social Sector,* **Maximus Canada**

10:30am   **Gold Partner Session:**
Bringing Together Technology, People and Processes: Meeting Citizens Expectations Online

Adam Fournier, *Director Solution Engineering,* **VMware Tanzu**

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

11:10am **Concurrent Roundtable Discussions**

Roundtable 1

Re-imagining Successful IT Service Delivery Frameworks for Public Service

Facilitated By: **Kevin Brooks,** *Field CTO and Executive Strategist – Defense and National Security,* **ServiceNow**

Roundtable 2

Accelerating your Migration & Modernization Journey to Improve the Digital Experience

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

Roundtable 3

Designing a User-Centric Digital Channel

Facilitated By: **Mark Magnusson,** *Service Design Practice Lead,* **Fujitsu**

Roundtable 4

Sustainable Digital Infrastructure for Canada

Facilitated By: **Mike Novosad,** *Enterprise Account Manager - Mobile - Federal Government & Strategic Accounts,* **Samsung Canada**

Roundtable 5

Mitigating Risk in Your Digital Transformation Strategy with Robust Asset Identification, Management and Protection

Facilitated By: **Bill Followell,** *Solution Architect - Public Sector,* **Armis**

12:10pm **Panel Discussion:**

Overcoming Internal Barriers for Digital Adoption

- How do leaders embed a culture of digital adoption in their organizations? How do they ensure buy-in?
- What strategies can be used to overcome shared challenges and barriers to transformation?
- What strategies can be used to attract and retain the next generation of digital leaders for tomorrow's public sector?
- What are the best practices for building a tech stack that will help improve adoption?
- Ways to ensure all departments are on a symbiotic transformation journey

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

Antoine Bedward, *Director, Policy Development, Office of the Chief Information Officer,* **Treasury Board of Canada Secretariat**

Liz McKeown, *Executive Director, Digital Community Management and Development,* **Treasury Board of Canada Secretariat**

Allen Pink, *Director General, Digital Design and Production Directorate (DDPD), Public Affairs Branch,* **Canada Revenue Agency**

Mark Magnusson, *Service Design Practice Lead,* **Fujitsu**

Moderated By: **Ryan Androsoff,** *CEO & Founder,* **Think Digital**

12:50pm **Government Case Study:**

Digital Inclusion and Accessibility for Better Citizen Experiences

Lauren Hunter, *Director, Talent Policy and Platforms, Office of CIO,* **Treasury Board of Canada Secretariat**

1:10pm **Closing remarks from Chair and Networking Lunch**

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

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

9:05am   **Welcome from Chair**
Jim Mickelson, MBA, *National Vice President – Sales and Marketing,* **Maximus Canada**
MC: Eryn Sylvester, *Business Development Analyst,* **Maximus Canada**

9:20am   **Government Keynote:**
Addressing the Future of Digital Government
Stephen Sabey, *Executive Director, Platforms, Digital Delivery + Innovation,* **Innovation and Technology**

9:40am   **Platinum Partner Session:**
How to Move Fast in Government without Sacrificing Citizen Experience
Eric Holowach, *Customer Service Solution Sales Manager,* **ServiceNow**

10:00am **Panel Discussion:**
Digital Transformation Roadmaps
• What are the key trends that are shaping the future of digital transformation?
• What are the core principles for building an effective digital transformation framework?
• What are some common barriers when it comes to delivering digital services efficiently? Are there any challenges that need to be addressed now to ensure an effective roll-out?
• Where do you see opportunities to improve collaboration across various levels of government and the private sector?
• In what ways have approaches to digital transformation differed pre-pandemic vs. post pandemic, if at all?
Andrew Bunka, *Leader, Web & Digital Development & User Experience (UX), Web & Digital, Customer Service & Communications,* **The City of Calgary**
John Rogers, *Director, Service Innovation and Digitization,* **Government of Alberta**
Kim Wieringa, *Assistant Deputy Minister, Health Information Systems Division,* **Alberta Health, Government of Alberta**
Simon Weng, *Sr. Mobile Transformations Consultant for Public Sector,* **Samsung**
Moderated By: **Cindy McMath,** *Senior Director, Capture & Business Implementation,* **Maximus Canada**

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

11:00am **Concurrent Roundtable Discussions**

Roundtable 1	**Roundtable 2**
How Governments Take an Agile Approach to Citizen Experience	**Designing a User-Centric Digital Channel**
Facilitated By: **Peter Madden,** *Senior Client Director, Government, Western Canada,* **ServiceNow**	Facilitated By: **Simon Weng,** *Sr. Mobile Transformations Consultant for Public Sector,* **Samsung**
Roundtable 3	**Roundtable 4**
Sustainable Digital Infrastructure for Canada	**Mitigating Risk in Your Digital Transformation Strategy with Robust Asset Identification, Management and Protection**
Facilitated By: **Alec Wenzowski,** *President and Co-Founder,* **Button**	Facilitated By: **Sean Duval,** *Senior Director, Sales Engineering,* **Armis**

12:00pm **Panel Discussion:**

Overcoming Internal Barriers for Digital Adoption

- How do leaders embed a culture of digital adoption in their organizations? How do they ensure buy-in?
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- What strategies can be used to attract and retain the next generation of digital leaders for tomorrow's public sector?
- What are the best practices for building a tech stack that will help improve adoption?
- Ways to ensure all departments are on a symbiotic transformation journey

Blair Neufeld, *Executive Director, Product, Digital Delivery and Innovation,* **Service Alberta**

David Almond, *Executive Director, Information Technology,* **Alberta Innovates**

Kari Rasmussen, *Executive Director, Curriculum Learning and Teaching Resources Sector,* **Government of Alberta**

Elliott Lee, *User Researcher,* **Button**

Moderated By: **Cindy McMath,** *Senior Director, Capture & Business Implementation,* **Maximus Canada**

12:40pm **Government Keynote:**

Digital Inclusion and Accessibility for Better Citizen Experiences

Ryan Hum, *Chief Information Officer & Vice President of Data,* **Canada Energy Regulator**

1:00pm **Closing remarks from Chair and Networking Lunch**

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

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

9:05am   **Welcome from Chair**
Jim Mickelson, MBA, *National Vice President – Sales and Marketing,* **Maximus Canada**

9:20am   **Government Keynote:**
Digital Inclusion and Accessibility for Better Citizen Experiences

Stephen Gordon, *Chief Information Officer,* **Office of the Auditor General of British Columbia**

9:40am   **Platinum Partner Session:**
How to Move Fast in Government without Sacrificing Citizen Experience
Eric Holowach, *Customer Service Solution Sales Manager,* **ServiceNow**

10:00am   **Panel Discussion:**
Digital Transformation Roadmaps
- What are the key trends that are shaping the future of digital transformation?
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- Where do you see opportunities to improve collaboration across various levels of government and the private sector?
- In what ways have approaches to digital transformation differed pre-pandemic vs. post pandemic, if at all?

Natasha Thambirajah, *Director, Digital Health Policy,* **Province of British Columbia**

Daniel Darche, *Executive Director, Technology Modernization and Strategic Projects,* **Ministry of Attorney General, Information Services Branch, Government of BC**

Katrina Summers, *Team Lead, Web Governance and Content Strategy,* **Ministry of Citizens' Services**
Simon Weng, *Sr. Mobile Transformations Consultant for Public Sector,* **Samsung**
Moderated By: **Cindy McMath,** *Senior Director, Capture & Business Implementation,* **Maximus Canada**

10:30am   **Gold Partner Session:**
Rethinking Citizen-Expectation/Experience through DX

Moumita Bhadra, *Client Lead, BC Government,* **Fujitsu**

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

11:10am	**Concurrent Roundtable Discussions**	
	Roundtable 1 **How Governments Take an Agile Approach to Citizen Experience** Faciltated By: **Peter Madden,** *Senior Client Director, Government, Western Canada,* **ServiceNow**	**Roundtable 2** **Designing a User-Centric Digital Channel** Faciltated By: **Moumita Bhadra,** *Client Lead, BC Government,* **Fujitsu**
	Roundtable 3 **Developing a Blueprint for Inter-Departmental and Government-Citizen Collaboration and Communication** Faciltated By: **Simon Weng,** *Sr. Mobile Transformations Consultant for Public Sector,* **Samsung**	**Roundtable 4** **Sustainable Digital Infrastructure for Canada** Faciltated By: **Elliott Lee,** *User Researcher,* **Button**

Roundtable 3
Mitigating Risk in Your Digital Transformation Strategy with Robust Asset Identification, Management and Protection
Facilitated By: **Curtis Simpson,** *CISO,* **Armis**

12:10pm **Panel Discussion:**
Overcoming Internal Barriers for Digital Adoption
- How do leaders embed a culture of digital adoption in their organizations? How do they ensure buy-in?
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- Ways to ensure all departments are on a symbiotic transformation journey

Kevin Ehman, *Director of Strategic Design,* **Ministry of Environment and Climate Change Strategy**

Olena Mitovska, *Product Director of Private Cloud as a Service Platform,* **BC Provincial Government**

Gary Wong, *DevOps Chapter Lead, DevExchange,* **BC Provincial Government**

Alex MacEachern, *Director of Strategic Engagement,* **Canadian Digital Service**

Elliott Lee, *User Researcher,* **Button**
Moderated By: **Cindy McMath,** *Senior Director, Capture & Business Implementation,* **Maximus Canada**

12:40pm **Government Case Study:**
Building Modern Digital Engagement Tools

Sid Tobias, *Director, Digital Services, Environmental Assessment Office,* **Government of British Columbia**

1:00pm **Closing remarks from Chair and Networking Lunch**