Public Sector Innovation Show
British Columbia

Harnessing the Power of Innovation to Deliver Better Government Services

Tuesday, December 6, 2022
Victoria | 8am PT

Agenda at a glance

The B.C. government presented the Province's 2022 budget and updated StrongerBC Economic Plan. Both the budget and the economic plan promises to take bold actions to build a B.C. economy that is sustainable, innovative and inclusive – with mission-oriented goals set around solving urgent issues related to people, planet and prosperity. To achieve this, the B.C. government is focused on growing technology and innovation in the Province; innovation is not just about implementing technology. Public sector organizations are now actively collaborating with an array of external organizations and industry partners to gather feedback about digital solutions to create more robust and user-friendly public services. The government is also investing in the rapid upskilling and reskilling of talent that can fill the anticipated one million job vacancies forecasted over the next decade.

Public Sector Innovation Show – B.C., is a one-day, in-person event designed to help you navigate the future digital landscape to benchmark best practices, leverage emerging technologies and harness the latest innovations to deliver life-changing outcomes for your citizens. This event will examine strategies by putting people first and building a stronger B.C. for everyone.

What's New in 2022

20 speakers from across the Victoria region

Two dedicated conference tracks

Five keynotes, **four** interactive panel discussions, **one** fireside chat

An exhibition that showcases emerging technologes that drive operational efficiencies, solve challenges and deliver better digital experiences

One big event to connect in-person with fellow innovators

Who You'll Meet

- Digital, Innovation and IT
- Corporate Services
- Citizen Engagement and Experience (CX)
- User Experience (UX)
- Service Design and Delivery
- Workforce, Learning and Development, and HR

- Strategic Planning and Operations
- Data and Analytics
- Artificial Intelligence and Machine Learning
- Information, Security and Enterprise Architecture
- Information Management

Benefits of Attending

Hear about the shared vision for public sector innovation and how to leverage cross-agency collaboration to drive expected outcomes

Explore the emerging technologies enabling faster, stronger, safer and more efficient operations across the public sector in the British Columbia region

Hear how innovative digital strategies and processes are transforming government services to deliver positive outcomes to all citizens

Learn how inclusion and diversification are reshaping the workplace

Explore ways to create an autonomous and trusting environment to promote innovative thinking within your organization

Develop and implement robust cyber solutions to safeguard your data and digital transformation

Your Inspiring Speakers

HONOURABLE LISA BEARE
Minister of Citizens' Services
Government of British Columbia

CJ RITCHIE
Associate Deputy Minister and Government CIO
Ministry of Citizens' Services

SUSAN STANFORD
Assistant Deputy Minister Connectivity
Ministry of Citizens' Services

ADAM FOURNIER
Director Solution Engineering
VMware Tanzu

MARK MILOTAY
Chief Information Officer
Office of the Representative for Children and Youth

INES PICCININO
Executive Vice President, People, Strategy & Transformation
Oil and Gas Commission

JEFF GROOT
ADM Digital Experience Division
Ministry of Citizens' Services

JEREMY HIGGS
Executive Director, Education Analytics Office, Governance and Analytics Division
Ministry of Education and Child Care

ELEANOR LIDDY
ADM CIO
Ministry of Education and ChildCare

REG BAWA
ADM Policy, Programs & Partnerships
Ministry of Transport and Infrastructure

TIM LESIUK
ADM Investment and Innovation Division
Ministry of Jobs, Economic Recovery and Innovation

SHEILA ROBINSON
ADM ServiceBC
Ministry of Citizens' Services

DANIEL DARCHE
Executive Director, Technology Modernization and Strategic Projects
Ministry of Attorney General

JOHN JORDAN
Executive Director, BC Digital Trust Service
Ministry of Citizens' Services

IAN BUSBY
Chief Data Officer
BC Public Service Agency

JUDY SIN
Senior Consultant
MNP Digital

TARA FAGANELLO
ADM Local Government Division
Ministry of Municipal Affairs

HEATHER HOUSE
Executive Director, Strategic Human Resources and Communications Branch
Ministry of Social Development and Poverty Reduction

CHRISTINE VOGGENREITER
Executive Director, Integrated Analytics
Ministry of Health

ALEX MACLENNAN
Assistant Deputy Minister and Chief Technology Officer, Enterprise Services, Office of the Chief Information Officer
Ministry of Citizens' Services

CORRIE BARCLAY
BC Government and Public Sector Leader
PwC

Your Inspiring Speakers

CATHERINE CHERNOFF
Executive Director, Strategic Design and Delivery
Ministry of Citizens' Services

YONGMEI CHEN
Executive Director, Sector Priorities
Ministry of Social Development and Poverty Reduction

JODY ELSON
Executive Director, Organizational Capacity, Culture and Communications
Ministry of Citizens' Services

JEREMY MOSS
Executive Director, Operations
Ministry of Citizens' Services

KELSEY SINGBEIL
A/Executive Director, Service Transformation
Ministry of Environment and Climate Change Strategy

PAM SMITH
Executive Director
Digital Health Strategic Initiatives

MICHAEL SAMPSON
VP, Digital Customer Success
Maximus

GENEVIEVE LAMBERT
Chief Digital Officer
Ministry of Citizens' Services

RYAN FRASER
Vice President, Creator Workflows and Design Studio
ServiceNow

MARSHALL BERKIN
Vice-President - Public Sales, West
TELUS

JOHN COUSENS
Managing Director, Public Sector Canada
Google Cloud

STEVE WITT
Director, Public Sector
Nintex

PAUL ZIKOPOULOS
Vice President,
IBM Technology Sales - Skills Vitality & Enablement

ROB BARTON
Chief Technology Officer
CISCO

BRAD TRUSWELL
Director, Road Safety Systems Service Delivery
Ministry of Public Safety and Solicitor General

DAVID JONES
Senior Director, Engineering
Dynatrace Canada

JAIMIE PARK
Service Designer
Button

TODD WILSON
Chief Strategist
RedHat

DEBORA MONTEIRO
Senior Manager, Incident Management, Digital
MNP Digital

ADRIANA POVEDA
Executive Director, Service Delivery
Service BC

CINDY MCMATH
Senior Director, Capture & Business Implementation
Maximus Canada

ANDY KRENZ
Director of Public Sector
Thought Exchange

KYLE EMPRINGHAM
Director of Partnerships, Social Impact & Higher Education
Thought Exchange

TED SMITH
Enterprise Account Executive
RedHat

ADAM BURLEY
Senior Manager - IoT
Rogers

KEVIN CRAFT
Managing Director, Operations
Accenture

PAUL PINKNEY
General Manager, Canada Sales
RedHat

JEFF HAMILTON
Vice President, Sales & Marketing
Button Inc.

Explore the Agenda

8:00am PT   **Registration**

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

9:10am PT   **Welcome from the Chair**
John Cousens, Managing Director, Public Sector Canada, **Google Cloud**

9:30am PT   **Ministerial Address:**

Building a Stronger B.C. for Everyone
- A Plan for Today, a Vision for Tomorrow builds on B.C.'s strength – its people
- How does the Government plan to deliver above goals

Honourable Lisa Beare, Minister of Citizens' Services, **Government of British Columbia**

9:40am PT   **Government Keynote:**

Digital in B.C.: Building on Insights
- What we learned when faced with a global pandemic
- Using these lessons and our success stories to build our capacity for continuously improving digital service delivery

CJ Ritchie, Associate Deputy Minister and Government Chief Information Officer, **Government of British Columbia**

10:00am PT   **Platinum Partner Session:**

Drive Innovation by Focusing on and Empowering People

How do you empower the people across an organization to drive their own rapid transformation and digitization initiatives, while still maintaining governance and control?   Join us to see how organizations are solving their complex challenges to drive agility, transformation, and scale – while balancing with control and governance.

Ryan Fraser, Vice President, Creator Workflows and Design Studio, **ServiceNow**

10:20am PT   **Panel Discussion:**

The Future of Work, Skills and Diversity in the Public Sector

Ines Piccinino, Executive Vice President, People, Strategy & Transformation, **Oil and Gas Commission**
Heather House, Executive Director, Strategic Human Resources and Communications Branch, **Ministry of Social Development and Poverty Reduction**
Brad Truswell, Director, Road Safety Systems Service Delivery**, Ministry of Public Safety and Solicitor General**
Simon Weng, Sr. Mobile Transformation Consultant, **Samsung**
Moderator: Kyle Empringham, Director of Partnerships, Social Impact & Higher Education, **Thought Exchange**

10:50am PT   **Refreshment Break and Networking**

	SPECIALIST TRACKS	
	Digital & CX Track	**Technology & Data Track**
11:30am PT	**Welcome from the Track Chair:** **What Does Good CX Look Like?** **Michael Sampson,** VP, Digital Customer Success, **Maximus**	**Welcome from the Track Chair:** **The DevOps Pivot** • What is DevOps' value and explore common pitfalls and traps that reduce DevOps' ROI to the enterprise • Avoid dead-ends on your DevOps journey as we evolve from traditional IT shops to cloud native application delivery ninjas • Walk through the risks and learn how to pivot towards success to achieve DevOps success **Todd Wilson,** Chief Strategist, **RedHat**
11:50am PT	**Government Keynote:** **Enhancing Online Experiences and Building Digitally Inclusive Services for BC** • What are the top barriers for successful digital transformation? • Top tips for working around the cultural barriers **Jeff Groot,** ADM Digital Experience Division, **Ministry of Citizens' Services**	**Panel Discussion:** **Creating Connected Service Experiences** • Working across organizational boundaries • Understanding citizen journeys • Case Study: BC vaccination card rollout **Pam Smith,** Executive Director, **Digital Health Strategic Initiatives** **Kelsey Singbeil,** A/Executive Director, Service Transformation, **Ministry of Environment and Climate Change Strategy** **Adriana Poveda,** Executive Director, Service Delivery, **Service BC** **Jeremy Moss,** Integrated Service Solutions, **Service BC** **Genevieve Lambert,** Chief Digital Officer, **Ministry of Citizens' Services** **Moderator: Todd Wilson,** Chief Strategist, **RedHat**
12:10pm PT	**Gold Partner Session:** **Bringing Together Technology, People and Processes: Meeting Citizens Expectations Online** - Digital Government Services VMware Survey: Results In View - Enabling delivery of Government in the digital age for all Canadians by: • Leveraging emerging technologies to hyper-personalize the customer experience • Providing modernized and accessible tools to support service delivery **Adam Fournier,** Director Solution Engineering, **VMware Tanzu**	**Gold Partner Session:** **Digital Fitness Initiatives for 2022: Modernize Forms Based Processes at Scale** • Building a Digitally Fit Organization • Forms and eSign Process Traps • Real World examples of Forms Based Processes **Steve Witt,** Director, Public Sector, **Nintex**

12:30pm PT	**Government Keynote:** **Digital Trust and the New BC Wallet** • How is the government combating identity theft, phishing and surveillance through a new layer of digital trust • Delivering trust for both individuals and businesses, and across the public and private sectors through digital services • Instilling a deep commitment to interoperability, open standards and protocols, and open source software **John Jordan,** Executive Director, BC Digital Trust Service, **Ministry of Citizens' Services**	**Government Keynote:** **Cybersecurity Practices to Enable a Modern Public Service** • Transition of Cloud and Hybrid work are creating new security challenges for organizations • How is the BC Government shifting its approach to address the challenges of the future? **Alex MacLennan,** Assistant Deputy Minister and Chief Technology Officer, Enterprise Services, Office of the Chief Information Officer, **Ministry of Citizens' Services**
12:50pm PT	**Interactive Session:** **Creating Digitally Inclusive Public Services** **Andy Krenz,** Director of Public Sector**, Thought Exchange**	**Gold Partner Session:** **Creating Digitally Inclusive Public Services** **Judy Sin, CISSP, CISA,** Senior Consultant, **MNP Digital** **Debora Monteiro,** Senior Manager, Incident Management, Digital, **MNP Digital**
1:10pm PT	**Panel Discussion:** **Empowering Citizen-Centric Digital Innovation** **Mark Milotay,** Chief Information Officer, **Office of the Representative for Children and Youth** **Eleanor Liddy,** ADM CIO, **Ministry of Education and ChildCare** **Daniel Darche,** Executive Director, Technology Modernization and Strategic Projects, **Ministry of Attorney General** **Marshall Berkin,** Vice-president - Public Sales, West, **Telus** **Moderator: Cindy McMath,** Senior Director, Capture & Business Implementation, **Maximus Canada**	**Panel Discussion:** **Advancing Data & Analytics Maturity in the BC Public Sector** **Jeremy Higgs,** Executive Director, Education Analytics Office, Governance and Analytics Division, **Ministry of Education and Child Care** **Ian Busby,** Chief Data Officer, **BC Public Service Agency** **Christine Voggenreiter,** Executive Director, Integrated Analytics, **Ministry of Health** **David Jones,** Senior Director, Engineering, **Dynatrace Canada** **Moderator: Paul Pinkney,** General Manager, Canada Sales, **RedHat**
1:40pm PT	**Networking Lunch Break on the Exhibition Showfloor**	
2:35pm PT	**Welcome Back from the Chair** **Andy Krenz,** Director of Public Sector**, Thought Exchange**	
2:40pm PT	**Ruby Partner Session:** **Achieving your sustainability goals through technology innovation** **Rob Barton,** Chief Technology Officer, **CISCO**	
2:55pm PT	**Government Keynote:** **Providing Better Connectivity Throughout BC** • BC's plan to achieve universal connectivity for all rural and Indigenous communities • Connectivity investments as a cornerstone of digital equity • Shared accountability and partnership model central to funding program success **Susan Stanford,** Assistant Deputy Minister, Connectivity, **Ministry of Citizens' Services**	

3:15pm PT   **Fireside Chat**

Delivering Service Excellence to Our Public

Sheila Robinson, Assistant Deputy Minister, Service BC, **Ministry of Citizens' Services**
Moderator: Corrie Barclay, BC Government and Public Sector Leader, **PwC**

3:35pm PT   **Platinum Partner:**

Putting Data to Work ... For the People

Paul Zikopoulos, Vice President, IBM Technology Sales - Skills Vitality & Enablement, **IBM Canada**

3:55pm PT   **Panel Discussion:**

Growing Digital Capacity Within Public Service

- The imperative for digital capacity
- Creating a culture that supports capacity-building
- Success stories and potential pitfalls

Catherine Chernoff, Executive Director, Strategic Design and Delivery, **Ministry of Citizens' Services**
Yongmei Chen, Executive Director, Sector Priorities, **Ministry of Social Development and Poverty Reduction**
Jody Elson, Executive Director, Organizational Capacity, Culture and Communications, **Ministry of Citizens' Services**
Moderator: Kevin Craft, Managing Director, Operations, **Accenture**

4:15pm PT   **Platinum Partner Session:**

The Changing Face of Digital Collaboration, Working Together to Shape the Future of Cities

Adam Burley, Senior Manager - IoT, **Rogers**

4:35pm PT   **Panel Discussion:**

Lessons Learned, and What's next for the Public Sector in B.C?

Reg Bawa, ADM Policy, Programs & Partnerships, **Ministry of Transport and Infrastructure**
Tim Lesiuk, ADM Investment and Innovation Division, **Ministry of Jobs, Economic Recovery and Innovation**
Tara Faganello, ADM Local Government Division, **Ministry of Municipal Affairs**
Jaimie Park, Service Designer, **Button**
Moderator: Jeff Hamilton, Vice President, Sales & Marketing, **Button Inc.**

5:05pm PT   **Closing Remarks & Key Takeaways**
Andy Krenz, Director of Public Sector**, Thought Exchange**

5:15pm PT   **Closing Remarks from Public Sector Network**

5:20pm PT   **Networking Drinks**

Accommodation Information

A discounted room rate of $189 has been arranged at the **Marriott Inner Harbour** for event attendees. For reservations, please call the hotel directly, +1-888-236-2427 and identify yourself as part of the **"PUBLIC SECTOR INNOVATION DEC 2022"** group rate or click here to book online and ensure group code: **PSIPSIW** has been applied. Rooms will be available on a first come first served basis.

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