

2023

# Public Sector Innovation Show Federal

Innovation to Drive Recovery, Modernization and  
Positive Citizen Outcomes



**Wednesday, February 22, 2023**

Ottawa Conference & Event Centre, ON | 8am ET



## Agenda at a glance

Following on from the conversations at Public Sector Network's 2022 event, the Fourth Annual Public Sector Innovation Show – Federal, will bring together the trailblazers and decision-makers who are driving change and modernization in the Canadian Government.

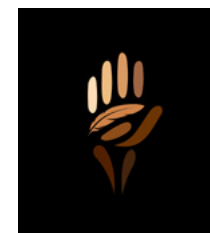
The Federal Government remains firmly committed to helping Canadians recover post-pandemic. The budget and economic plan demonstrates a bold commitment to take imminent action to build an economy that is sustainable, innovative and inclusive, with mission-oriented goals set around solving urgent issues related to people, planet and prosperity. To achieve this, the Federal Government is focused on growing technology and innovation across Canada, in urban landscapes and rural communities.

**Public Sector Innovation Show - Federal**, is a senior-level, one-day, in-person event designed to help you navigate the future, armed with the tools to benchmark best practices, leverage emerging technologies, and harness the latest innovations to deliver positive and progressive outcomes for citizens. Learn and be inspired through a range of plenary keynotes, case study sessions, panel discussions and customizable content in the dedicated People, Technology and Digital & CX tracks. This conference is absolutely bursting with learning opportunities you and your team cannot afford to miss.

Join us to probe strategies that put citizens first by improving collaboration, building trust and implementing solutions to shape a stronger public sector and better Canada for everyone.



Reconnect with your government colleagues and learn more about the innovative work they are doing in our GovHub space at our Innovation Show - Federal



**Anti-Racism  
Ambassadors Network**



Innovation, Science and  
Economic Development Canada

Innovation, Sciences et  
Développement économique Canada



Employment and  
Social Development Canada

Emploi et  
Développement social Canada



Canadian Space  
Agency

Agence spatiale  
canadienne

CONSEIL DE  
GOUVERNANCE  
NUMÉRIQUE



DIGITAL  
GOVERNANCE  
COUNCIL

If you're interested in joining our GovHub,  
please contact Andrew Jensen at [andrew@publicsectornetwork.com](mailto:andrew@publicsectornetwork.com).

## Who You'll Meet

*Chiefs/Directors/Heads/Managers of:*

- Digital, Transformation & Engagement
- Government Technology Platforms
- Strategy
- Innovation
- Technology
- Insights & Analytics
- Customer Engagement & Experience (CX)
- Strategic Planning & Operations Data
- Corporate Service
- Service Design & Delivery
- Workforce
- Learning & Development

## Benefits of Attending



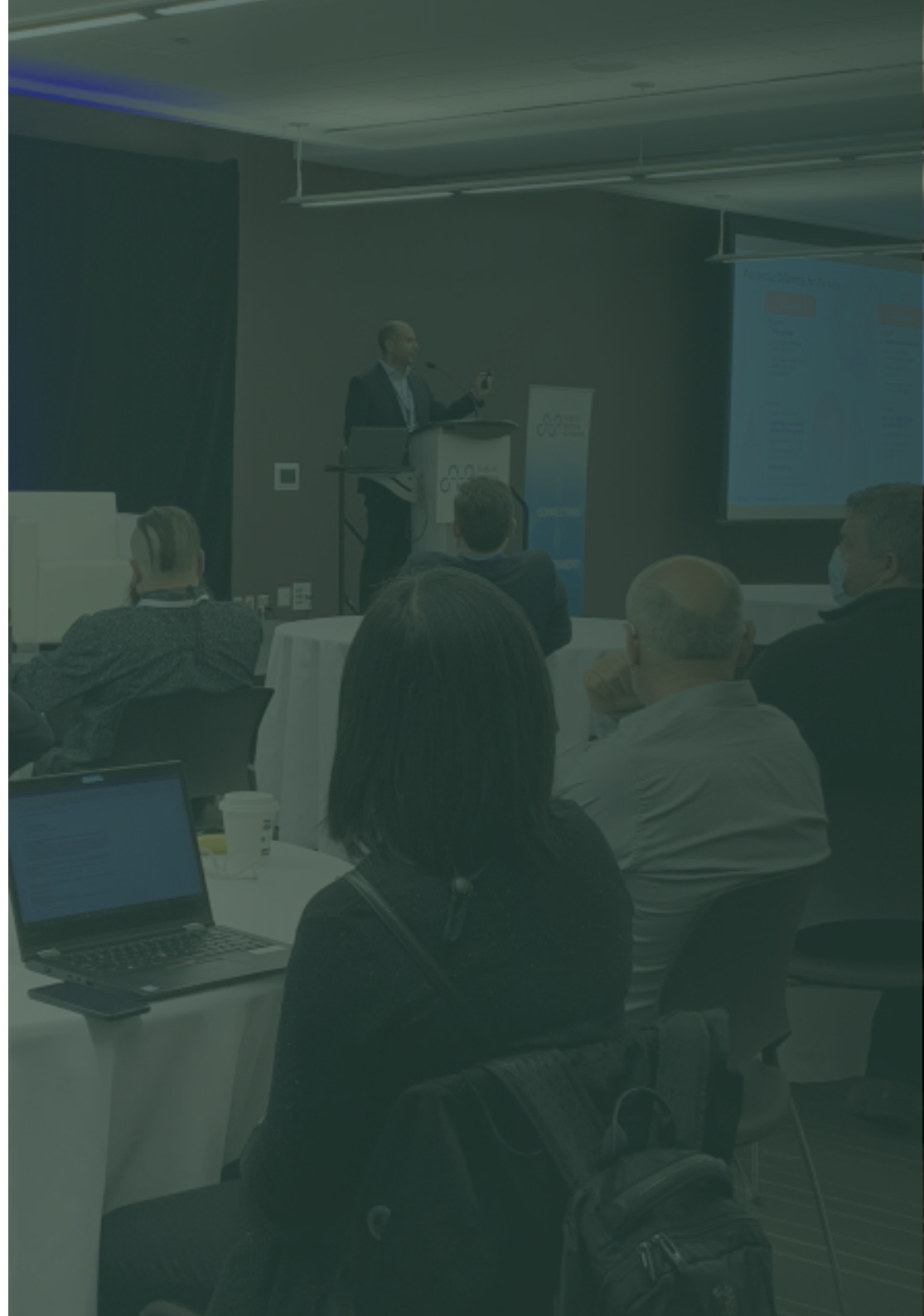
**Meet and learn from the chief protagonists driving change and modernization in Federal Government, all under one roof**



**Get up close and personal with your peers to discuss the latest drivers for innovation and modernization in a series of drill-down roundtable sessions**



**Gain tailored insight in People, Technology and Digital & CX in 3 separate conference tracks**





# Your Inspiring Speakers



**ANDREA JOHNSTON**  
ADM, Innovation  
Canada  
**ISED**



**PAUL WAGNER**  
Deputy CIO  
**Treasury Board of  
Canada Secretariat**



**RACHEL PORTEOUS**  
CIO  
**Financial Transactions  
and Reports Analysis  
Centre of Canada**



**MATT DAVIES**  
Chief Technology  
Officer  
**Shared Services  
Canada**



**RAJ THUPPAL**  
Chief Service and  
Digital Officer  
**Transport Canada**



**PHILIPPE JOHNSTON**  
CIO  
**National Research  
Council of Canada**



**ANTHONY SHEEHAN**  
CIO  
**Courts Administration  
Service**



**IRWIN BESS**  
Chief Innovation and  
Technology Officer  
**Immigration and  
Refugee Board of  
Canada**



**KATIE ROSOLEN  
DAOUST**  
CIO and Senior Director  
**Administrative Tribunals  
Support Service of  
Canada**



**JOEL MARTIN**  
Chief Digital Research  
Officer  
**National Research  
Council of Canada**



**JASON REID**  
CIO  
**Natural Resources  
Canada**



**HILLARY HARTLEY**  
Chief Digital and Data  
Officer and Deputy  
Minister for Digital  
Government  
**Cabinet Office**



**LUCIE LOIGNON**  
CIO  
**Environment and  
Climate Change  
Canada**



**MARC BROUILLARD**  
Chief Digital Officer  
**Fisheries and Oceans  
Canada**



**CHRIS DILLEY**  
Field CTO, State and  
Local Government  
Strategy and Business  
**ServiceNow**



**ALEX COLEMAN**  
CIO/Assistant Deputy Minister,  
Children, Youth and Social  
Services I+IT Cluster  
**Ministry of Children,  
Community and Social  
Services**



**ANIL ARORA**  
Chief Statistician of  
Canada  
**Statistics Canada**



**KAREN FIGUEROLA**  
Assistant Director and  
CHRO, People & Culture  
**Financial Transactions  
and Reports Analysis  
Centre of Canada**



**MUFLEHA MUGHAL**  
Associate Partner-  
Public Sector  
Consulting  
**IBM**



**TIM PAYDOS**  
Vice President &  
General Manager,  
Government Industry  
Global Sales (WW)  
**IBM**



**IMA OKONNY**  
Chief Data Officer  
**Employment and  
Social Development  
Canada**



**ELIZABETH  
RHODENIZER**  
Director General  
**Shared Services  
Canada**



**FRANK ATTAIE**  
GM, Technology  
**IBM Canada**



**ALAYNE CRAWFORD**  
Associate Partner -  
Lead Client Partner,  
Federal Public Sector  
**IBM**



**MICHELLE ZULAUF**  
Director, Client Engineering,  
IBM Technology, Canada  
Global Sales  
**IBM**



**NANCY NEWELL**  
Head of Marketing  
Experiences  
**Adobe**



**MIKE GELLER**  
Distinguished Cyber  
Security Architect  
**Radware**

# Your Inspiring Speakers



**SUHA FATIMA**  
UX Designer  
**Button Inc.**



**ELLIOTT LEE**  
User Researcher  
**Button Inc.**



**STEVE WITT**  
Director, Public  
Sector  
**Nintex**



**VIRDEI MILORIN**  
Senior Director, HR,  
Regional Operations  
**Public Service and  
Procurement Canada**



**MIKE AUGER**  
Principal Enterprise  
Architect  
**Workday**



**REBECCA CHANDLER**  
Director, Digital  
Solutions  
**Maximus**



**ADAM FOURNIER**  
Director, Solutions  
Engineering  
**Vmware**



**JEFF PRICE**  
Chief Architect  
**SUSE**



**TAMARA  
VANDERSLUIS**  
VP Innovations  
**R2i**



**DAVID SENF**  
National  
Cybersecurity  
Strategist  
**Bell Canada**



**DEAN CLARK**  
National Director and  
Practice Lead, Cloud  
**Bell Canada**



**JOHN MCGURRIN**  
Global VP, SAP  
Intelligent Spend &  
Business Networks –  
Strategic Customers  
**SAP ISBN**



**JASON FALOVO**  
Vice President and  
General Manager  
**Cradlepoint**



**CINDY MCMATH**  
Senior Director,  
Capture and Business  
Implementation  
**Maximus**



**DAVID DANTO**  
Director of UC  
Strategy and  
Research  
**Poly / HP**



**BRYAN KRAMER**  
National Architect  
**Checkpoint**



**NICHOLAS SPEECE**  
Snowflake Chief  
Federal Technologist  
**Snowflake**



**MATT BUSBRIDGE**  
Head of Commercial  
Sector & Healthcare  
**Amazon Business**



**DAVID ESKENAZI**  
Principal Account  
Manager  
**AWS**



**KIMBERLY ROGERS**  
VP, Practice Leader –  
Public Sector Practice  
**NewRocket**



**KEITH JANSJA**  
CEO  
**Digital Governance  
Council**



**KEVIN MURNAGHAN**  
Sales Director,  
Federal  
**ServiceNow**



**KUMUDU JINADASA**  
Project Engineer and  
Mission Manager  
**Canadian Space  
Agency**

**8:00am Registration and Networking Breakfast**

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

**9:10am Welcome from the Chair**

**Mufleha Mughal**, Associate Partner- Public Sector Consulting, **IBM**

**Tim Paydos**, Vice President & General Manager, Government Industry Global Sales (WW), **IBM**

**9:30am Keynote Address: Canada's Role in Moon Exploration : Innovative Technologies to Benefit Life on Earth**

**Kumudu Jinadasa**, Project Engineer and Mission Manager, **Canadian Space Agency**

**9:50am Platinum Partner Session: Build Trust with Omnichannel Experiences**

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

**10:10am Panel Discussion: Humanizing Technology to Deliver More Engaging Citizen Experiences**



- Exploring the latest technologies being implemented to improve service delivery
- Automation, Cloud and AI – what's working, what still needs work?
- Developing a blueprint to ensure long term cost savings
- ROI – where is the value?

**Andrea Johnston**, ADM, Innovation Canada, **ISED**

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

**Mike Geller**, Distinguished Cyber Security Architect, **Radware**

**Moderator: Frank Attaie**, GM, Technology, **IBM Canada**

**10:40am Refreshment Break**

## TRACK SESSIONS

### People Track

**11:10am Welcome from Track Chair:**  
**Driving People-First Technological Innovation**

**Mike Auger**, Principal Enterprise Architect  
**Workday**

### Digital & CX Track

Welcome from Track Chair:  
**Bridging the Divide Between Digital and Customer Experience**

**Rebecca Chandler**, Director, Digital Solutions,  
**Maximus**

### Technology Track



Welcome from Track Chair: **Prioritizing Future Technology Imperatives**

**Chris Dilley**, Field CTO, State and Local  
Government Strategy and Business,  
**ServiceNow**

## TRACK SESSIONS

| People Track   | Digital & CX Track   | Technology Track   |
|--|--|--|
| <p><b>11:30am</b></p>  <p>Government Keynote: <b>Digital Governance and Creating a Data-Driven Culture</b></p> <ul style="list-style-type: none"> <li>• Creating a culture that is conducive to more robust and efficient service delivery</li> <li>• Connecting the dots between people and process for a modern digital infrastructure</li> <li>• Developing a strategy to attract and retain digital talent</li> </ul> <p><b>Keith Jansar, CEO, Digital Governance Council</b></p> | <p>Government Keynote: <b>Strategies for Delivering Citizen-Centric Digital Services</b></p> <ul style="list-style-type: none"> <li>• Leveraging digital technologies to advance strategic goals</li> <li>• Exploring new ways to use digital technologies to improve service delivery and customer experience</li> <li>• Lessons to learn – getting to grips with the digital tools that citizen really want</li> </ul> <p><b>Paul Wagner, Deputy CIO, Treasury Board of Canada Secretariat</b></p>   | <p>Panel Discussion: <b>Small Digital Organizations with Big Digital Ambitions: Perspectives and Opportunities of Administrative Tribunals and Courts Administrative Service</b></p> <ul style="list-style-type: none"> <li>• Adapting to deliver through agile, partnerships and planning to get the fundamentals right and transform</li> <li>• The pivot to post-pandemic environment - enabling and driving innovation and transformation in digital strategies</li> <li>• Lessons to learn from pathfinder success and challenges</li> </ul> <p><b>Irwin Bess, Chief Innovation and Technology Officer, Immigration and Refugee Board of Canada</b></p> <p><b>Katie Rosolen Daoust, CIO and Senior Director, Administrative Tribunals Support Service of Canada</b></p> <p><b>Anthony Sheehan, CIO, Courts Administration Service</b></p> <p><b>Moderator: Kimberly Rogers, VP, Practice Leader – Public Sector Practice, NewRocket</b></p> |
| <p><b>11:50am</b></p> <p>Gold Partner Session: <b>Tech to Future-Proof your 21st Century Workforce</b></p> <ul style="list-style-type: none"> <li>• Hybrid- an undefined state</li> <li>• Government &amp; enterprise perspectives</li> <li>• Considerations for successful hybrid work experiences</li> </ul> <p><b>David Danto, Director of UC Strategy and Research, Poly / HP</b></p>  | <p>Gold Partner Session: <b>How Trust is Won and Lost in Digital Service Delivery</b></p> <ul style="list-style-type: none"> <li>• The services we build are the front-face of our government, so building trust with denizens is a critical component</li> <li>• Being responsive, reliable, open, fair, and having integrity are key ingredients</li> <li>• Remaining steadfastly focused on the people who are using the services will result in better services that build trust</li> <li>• We will show the human-centred perspective combined with a systems-level approach that are the key methods to building trust</li> </ul> <p><b>Elliott Lee, User Researcher, Button Inc.</b><br/><b>Suha Fatima, UX Designer, Button Inc.</b></p> | <p>Gold Partner Session: <b>Minimizing Bumps in the Journey to Cloud</b></p> <p>As the IT environment evolves, focus on ensuring capabilities, controls and operational hygiene is a concern that our executives, investors, employees and the public know are critical components to a modernized business. In this session, Bryan will dive into this topic to provide industry best practices and a realistic visual into the threats that are lurking beyond our perimeters, to exploit organizations that are on their journey to the cloud.</p> <p><b>Bryan Kramer, National Architect, Checkpoint</b></p>   |



|   | People Track   | Digital & CX Track  | Technology Track  |
|---|--|---|---|
| <p><b>12:10pm</b></p>  | <p>Government Keynote: <b>The Public Sector Data Challenge - leveraging recent insights and move the dial on progress and innovation</b></p> <p><b>Anil Arora</b>, Chief Statistician of Canada, <b>Statistics Canada</b></p>  | <p>Government Keynote: <b>Overcoming Potential Hurdles to Digital Transformation</b></p> <p><b>Rachel Porteous</b>, CIO, <b>Financial Transactions and Reports Analysis Centre of Canada</b></p>  | <p>Government Keynote: <b>How to Successfully Position Your Organization to Lead Innovation and Business Transformation</b></p> <ul style="list-style-type: none"> <li>Shifting your organizational culture to embrace change and innovation at every corner;</li> <li>Adopting a “Dare to fail” mindset and learning from mistakes.;</li> <li>Creating a separate group/sector dedicated to innovation and business transformation</li> </ul> <p><b>Marc Brouillard</b>, Chief Digital Officer, <b>Fisheries and Oceans Canada</b></p>   |
| <b>12:30pm</b>  | <b>Networking Lunch Break</b>  |   |   |
| <p><b>1:30pm</b></p>   | <p>Panel Discussion: <b>Cultural Shifts and New Recruitment and Training Imperatives – how can IT help?</b></p> <ul style="list-style-type: none"> <li>Where is the talent – accounting for skills shortages?</li> <li>Strategies for using IT to identify and attract the right people to your department</li> </ul> <p><b>Steve Witt</b>, Director, Public Sector, <b>Nintex</b><br/> <b>Virdei Milorin</b>, Senior Director, HR, Regional Operations, <b>Global Affairs Canada</b><br/> <b>Karen Figueroa</b>, Assistant Director and CHRO, People &amp; Culture, <b>Financial Transactions and Reports Analysis Centre of Canada</b><br/> <b>Moderator: Mike Auger</b>, Principal Enterprise Architect, <b>Workday</b></p> | <p>Panel Discussion: <b>Leveraging the Latest Tools to Encourage Innovation</b></p> <ul style="list-style-type: none"> <li>Enhancing the use of leading-edge data and digital and methodological tools to inform better policy and program outcomes</li> <li>Thinking creatively about how to deliver better quality services at lower cost</li> </ul> <p><b>Raj Thuppal</b>, Chief Service and Digital Officer, <b>Transport Canada</b><br/> <b>Joel Martin</b>, Chief Digital Research Officer, <b>National Research Council of Canada</b><br/> <b>Ima Okonny</b>, Chief Data Officer, <b>Employment and Social Development Canada</b><br/> <b>Jason Falovo</b>, Vice President and General Manager, <b>Cradlepoint</b><br/> <b>Moderator: Cindy McMath</b>, Senior Director, Capture and Business Implementation, <b>Maximus</b></p> | <p>Panel Discussion: <b>Creating a Robust IT Infrastructure in Changeable Times</b></p> <ul style="list-style-type: none"> <li>Identifying the technologies and innovations required to safeguard government systems and processes</li> <li>Strategies for advancing organisational efficiency and agility</li> <li>Reducing costs – the good, the bad and the ugly</li> </ul> <p><b>Philippe Johnston</b>, CIO, <b>National Research Council of Canada</b><br/> <b>Elizabeth Rhodenizer</b>, Director General, <b>Shared Services Canada</b><br/> <b>Nicholas Speece</b>, Snowflake Chief Federal Technologist, <b>Snowflake</b><br/> <b>Moderator: Chris Dilley</b>, Field CTO, State and Local Government Strategy and Business, <b>ServiceNow</b></p> |



|        | People Track   | Digital & CX Track  | Technology Track  |
|--------|--|---|---|
| 2:00pm | <p>Gold Partner Session: <b>Tech and Tools for a Dispersed Workforce: Amazon's Culture of Innovation</b></p> <p><b>Matt Busbridge</b>, Head of Commercial Sector &amp; Healthcare, <b>Amazon Business</b></p> <p><b>David Eskenazi</b>, Principal Account Manager, <b>AWS</b></p>  | <p>Gold Partner Session: <b>Improving the Citizen Experience through Intelligent App Modernization</b></p> <p><b>Adam Fournier</b>, Director, Solutions Engineering, <b>Vmware</b></p>  | <p>Gold Partner Session: <b>Demystifying Kubernetes, from Cloud to the Edge</b></p> <p><b>Jeff Price</b>, Field CTO, State and Local Government Strategy and Business, <b>SUSE Services</b></p> <p><b>Tamara Vandersluis</b>, VP Innovations, <b>R2i</b></p>  |
| 2:20pm | <p> <b>Co-Hosted Roundtable Discussions</b></p> <ol style="list-style-type: none"> <li>Addressing the changing Talent Supply Chain in Public Sector<br/>Facilitated by: <b>Lindsey McGowen</b>, Product Expert, Public Sector, <b>SAP Fieldglass</b></li> <li>Hybrid by Design: Strategies for Government Leaders<br/>Facilitated by: <b>Chris Nantes</b>, Federal Hybrid Practice Lead, <b>Poly/HP &amp; Mike Wright</b>, Federal Modern Work Practice Lead, <b>Microsoft</b></li> <li>Digital tech for enhanced internal collaboration<br/>Facilitated by: <b>David Eskenazi</b>, Principal Account Manager, <b>AWS &amp; Matt Busbridge</b>, Head of Commercial Sector, <b>Amazon Business</b></li> <li>Upskilling and reskilling for the future<br/>Facilitated by: <b>Mike Auger</b>, Principal Enterprise Architect, <b>Workday</b></li> <li>Readying applications for improved service delivery<br/>Facilitated by: <b>Raj Cherchattil</b>, CTO for Canadian Federal Government Global Sales, <b>IBM</b></li> <li>Accelerating innovation in the cloud without compromising security<br/>Facilitated by: <b>Dominique Gagnon</b>, National Director &amp; Practice Lead, Network &amp; Security, <b>Bell Canada</b></li> </ol> | <p><b>Co-Hosted Roundtable Discussions</b></p> <ol style="list-style-type: none"> <li>Unseen opportunities to build public trust with empathy and human-centred design<br/>Facilitated by: <b>Jaimie Park</b>, Service Designer, <b>Button Inc</b></li> <li>Accessibility. Does everyone get same service from government? Is Perfection the enemy to access?<br/>Facilitated by: <b>Cindy McMath</b>, Senior Director, Capture and Business Implementation, <b>Maximus</b></li> <li>The future of Omnichannel Experience in Government : Bridging the gap between UX and CX<br/>Facilitated by: <b>Brent Kilbertus</b>, Senior Enterprise Account Manager - Public Sector, <b>Adobe</b></li> <li>Intelligent App Modernization in Practice: Prioritizing Efforts in the Face of Limited Resources and Legacy Systems<br/>Facilitated by: <b>Adam Fournier</b>, Director, Solutions Engineering, <b>Vmware</b></li> </ol> | <p><b>Co-Hosted Roundtable Discussions</b></p> <ol style="list-style-type: none"> <li>Demystifying Kubernetes - From Cloud to the Edge<br/>Facilitated by: <b>Tamara Vandersluis</b>, VP Innovations, <b>R2i &amp; Jeff Price</b>, Chief Architect and Enterprise Innovation Officer, <b>SUSE Services</b></li> <li>Bolstering Cybersecurity in Your organization by Driving Innovation and Efficiency with Cloud Technology<br/>Facilitated by: <b>Paul Mason</b>, Security Engineering Manager, <b>Checkpoint</b></li> <li>Humanizing technology and ensuring availability : maximizing user experience and ensuring availability of critical services<br/>Facilitated by: <b>Mike Geller</b>, Distinguished Cyber Security Architect , <b>Radware</b></li> <li>Best Practice Cyber Security<br/>Facilitated by: <b>Chris Dilley</b>, Field CTO, State and Local Government Strategy and Business, <b>ServiceNow &amp; Kimberly Rogers</b>, VP, Practice Leader - Public Sector Practice, <b>NewRocket</b></li> </ol> |
| 3:20pm | <b>Refreshment Break</b>   |   |   |

**3:35pm**

**Welcome back from the Chair**

**Alayne Crawford**, Associate Partner - Lead Client Partner, Federal Public Sector, **IBM**

**3:40pm**



**Government Keynote: Unlocking Tools and Strategies to Drive Innovation and Modernization**

- Responding to new, post-pandemic imperatives – what's changed and learning from past shortcomings to deliver future success
- Where are new strategies and technologies driving the most change demonstrating the most potential for long-term innovation?
- Connecting the dots between Government, public sector employees and the shifting needs and priorities of Canadian citizens

**Hillary Hartley**, Chief Digital and Data Officer and Deputy Minister for Digital Government, **Cabinet Office**

**4:00pm**

**Platinum Partner Session: Running Cloud-native Workloads Successfully and Securely**

- Lessons learned from cloud and security leaders in Canada
- Optimizing allocation of limited resources for delivering more successful outcomes in the cloud
- Best practices in building out a security strategy for your cloud operations across people, process and technology.

**David Senf**, National Cybersecurity Strategist, **Bell Canada**

**Dean Clark**, National Director and Practice Lead, Cloud, **Bell Canada**

**4:20pm**



**Panel Discussion: Crystal Ball Gazing: Tech and the Future of Public Sector Service Delivery**

- What role will future CIOs play in driving innovation and change?
- Setting yourself up for enterprise-wide transformation – skills, technologies and strategies that are delivering results
- Identifying the leaders of tomorrow – plugging skills shortages and technology gaps to arm your organization for success
- Lessons learned and how to apply these to a vision destined for future success

**Jason Reid**, CIO, **Natural Resources Canada**

**Alex Coleman**, CIO/Assistant Deputy Minister, Children, Youth and Social Services I+IT Cluster, **Ministry of Children, Community & Social Services**

**Lucie Loignon**, CIO, **Environment and Climate Change Canada**

**John McGurrin**, Global VP, SAP Intelligent Spend & Business Networks – Strategic Customers, **SAP ISBN**

**Moderator: Michelle Zulauf**, Director, Client Engineering, IBM Technology, Canada Global Sales, **IBM**

**4:50pm**

**Closing Remarks from the Chair, followed by networking drinks reception**

**REGISTER NOW**



# Thank You to our Partners



## Diamond



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## Platinum



## Platinum VIP Lunch

## Ruby



## Gold



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## Exhibitor



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## Expo Lunch



## Marketing Partner

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