

2023

Public Sector Innovation Show Federal

Innovation to Drive Recovery, Modernization and
Positive Citizen Outcomes



Wednesday, February 22, 2023
Ottawa, 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.



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



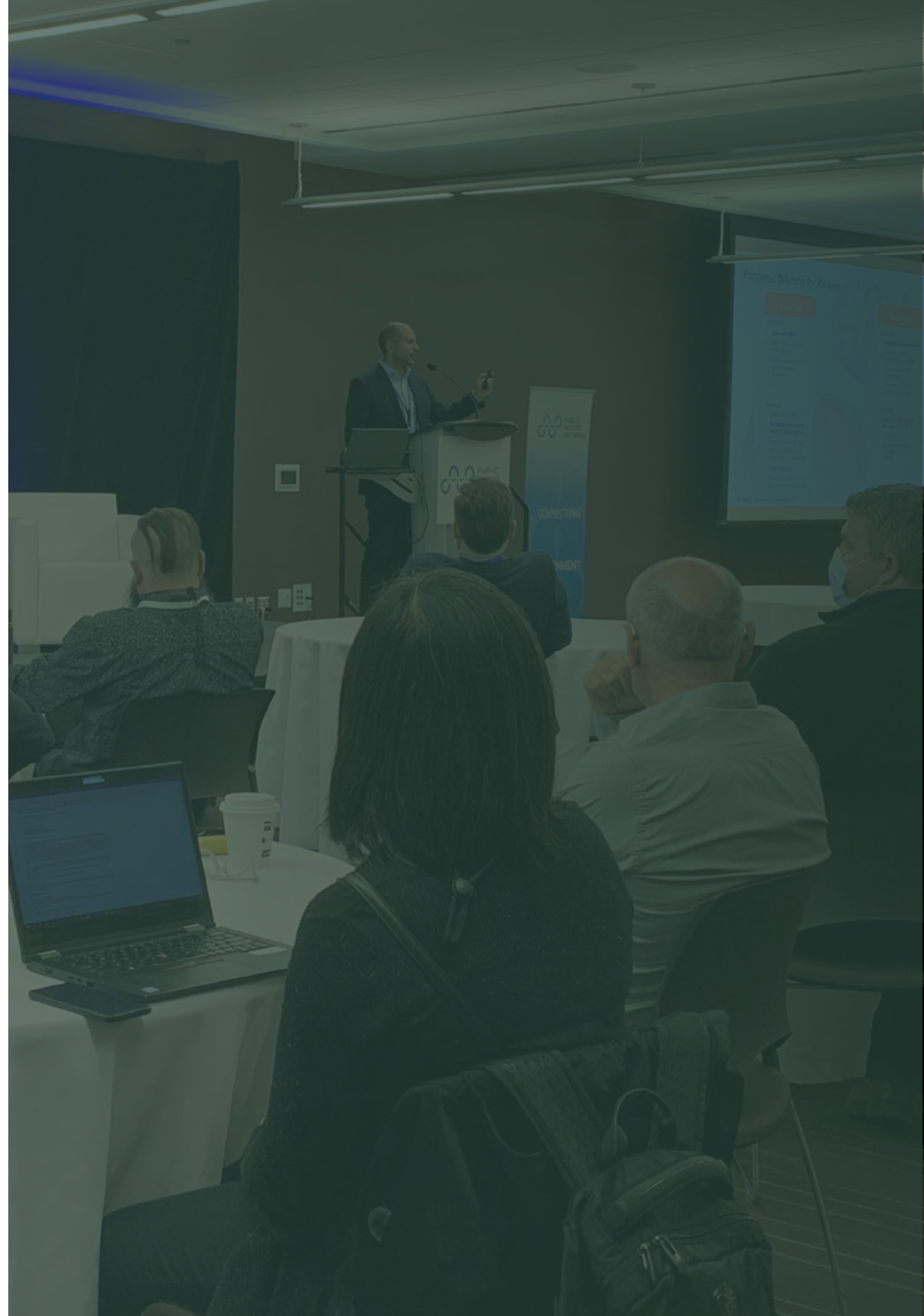
Meet and learn from the chief protagonists driving change and modernization in **Federal Government, all under one roof**



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



**VIDYA SHANKAR
NARAYAN**
ADM
Agriculture and Agri-
Food Canada



LORI MACDONALD
Senior Assistant DM &
COO
Service Canada



PAUL WAGNER
Deputy CIO
Treasury Board of
Canada Secretariat



PETER LINKLETTER
EVP - People Innovation
and Results
Canada Energy
Regulator



RACHEL PORTEOUS
CIO
Financial Transactions
and Reports Analysis
Centre of Canada



DOMINIC LAPORTE
ADM, Business Innovation
and Transformation
Fisheries and Oceans
Canada



TOM BALFOUR
ADM, People and Culture
- CHRO
Fisheries and Oceans
Canada



WENDY WINTERS
Director General and
CHRO
Canada School of Public
Service



ANNA WONG
Director of Digital
Community Management
Office at the Treasury
Board of Canada
Secretariat



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



PHILIPPE JOHNSTON
CIO
National Research
Council of Canada



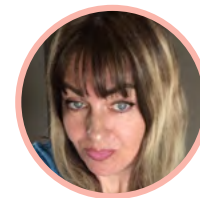
ANTHONY SHEEHAN
CIO
Courts Administration
Service



SHANNON ARCHIBALD
Assistant Deputy
Minister & Deputy Chief
Technology Officer
Shared Service Canada



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



PETER LITTLEFIELD
Senior Assistant
Deputy Minister & Chief
Information Officer -
Innovation, Information
and Technology
Employment and Social
Development Canada



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



LUCIE LOIGNON
CIO
Environment and Climate
Change Canada

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

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

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

9:30am Government Ministerial Keynote: **Building a Better Future for all Canadians: What Does a Fit-For-Future Government Look Like?**



9:50am Platinum Partner Session: **The Art of the Possible: Technology to Increase Citizen Engagement**

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*

Vidya Shankar Narayan, *ADM, Agriculture and Agri-Food Canada*

Lori MacDonald, *Senior Assistant DM & COO, Service Canada*

10:50am **Refreshment Break**

TRACK SESSIONS

	People Track	Digital & CX Track	Technology Track
11:30am	<p>Welcome from Track Chair: Driving People-First Technological Innovation</p>	<p>Welcome from Track Chair: Bridging the Divide Between Digital and Customer Experience</p>	<p>Welcome from Track Chair: Prioritizing Future Technology Imperatives</p>
11:50am 	<p>Government Keynote: Technology to Enable a More Diverse and Inclusive Public Sector</p> <ul style="list-style-type: none"> • How are leaders and teams leveraging new digital tools to address DEI initiatives? • How can technology transform recruitment strategies to ensure equal opportunity? • What kind of technologies can governments leverage to promote better workplace experiences for all? 	<p>Government Keynote: Strategies for Delivering Citizen-Centric Digital Services</p> <ul style="list-style-type: none"> • Leveraging digital technologies to advance strategic goals • Exploring new ways to use digital technologies to improve service delivery and customer experience • Lessons to learn – getting to grips with the digital tools that citizen really want <p>Paul Wagner, Deputy CIO, Treasury Board of Canada Secretariat</p>	<p>Panel Discussion: Small Digital Organizations with Big Digital Ambitions: Perspectives and Opportunities of Administrative Tribunals and Courts Administrative Service</p> <ul style="list-style-type: none"> • Adapting to deliver through agile, partnerships and planning to get the fundamentals right and transform • The pivot to post-pandemic environment - enabling and driving innovation and transformation in digital strategies • Lessons to learn from pathfinder success and challenges <p>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 Anthony Sheehan, CIO, Courts Administration Service</p>
12:10pm	<p>Gold Partner Session: Tech to Future-Proof your 21st Century Workforce</p>	<p>Gold Partner Session: Digital Tools to Increase Citizen Engagement and Enhance Service Delivery</p>	<p>Gold Partner Session: Minimizing Bumps in the Journey to Cloud</p>

TRACK SESSIONS			
	People Track	Digital & CX Track	Technology Track
12:30pm 	<p>Government Keynote: Making Hybrid Work for your People and Your Department</p> <p>Peter Linkletter, <i>EVP – People Innovation and Results</i>, Canada Energy Regulator</p>	<p>Government Keynote: Overcoming Potential Hurdles to Digital Transformation</p> <p>Rachel Porteous, <i>CIO</i>, Financial Transactions and Reports Analysis Centre of Canada</p>	<p>Government Keynote: How to Successfully Position Your Organization to Lead Innovation and Business Transformation</p> <ul style="list-style-type: none"> Shifting your organizational culture to embrace change and innovation at every corner; Adopting a “Dare to fail” mindset and learning from mistakes.; Creating a separate group/sector dedicated to innovation and business transformation <p>Dominic Laporte, <i>ADM, Business Innovation and Transformation</i>, Fisheries and Oceans Canada</p>
12:50pm	<p>Gold Partner Session: Tech and Tools to Connect a Dispersed Workforce</p>	<p>Gold Partner Session: Embedding Personalization into Your Digital Strategy to Foster Increased Citizen Engagement</p>	<p>Gold Partner Session: Leveraging Technology to Drive Automation</p>
1:10pm 	<p>Panel Discussion: Cultural Shifts and New Recruitment and Training Imperatives – how can IT help?</p> <ul style="list-style-type: none"> Where is the talent – accounting for skills shortages? Strategies for using IT to identify and attract the right people to your department <p>Tom Balfour, <i>ADM, People and Culture - CHRO</i>, Fisheries and Oceans Canada Wendy Winters, <i>Director General and CHRO</i>, Canada School of Public Service Anna Wong, <i>Director of Digital Community Management</i>, Office at the Treasury Board of Canada Secretariat</p>	<p>Panel Discussion: Leveraging the Latest Tools to Streamline Internal Processes to Encourage Innovation</p> <ul style="list-style-type: none"> Enhancing the use of leading-edge data and digital and methodological tools to inform better policy and program outcomes Thinking creatively about how to deliver better quality services at lower cost <p>Raj Thuppal, <i>Chief Digital Officer, Digital Services and Transformation Office</i>, Transport Canada Joel Martin, <i>Chief Digital Research Officer</i>, National Research Council of Canada</p>	<p>Panel Discussion: Creating a Robust IT Infrastructure in Changeable Times</p> <ul style="list-style-type: none"> Identifying the technologies and innovations required to safeguard government systems and processes Strategies for advancing organisational efficiency and agility Reducing costs – the good, the bad and the ugly <p>Philippe Johnston, <i>CIO</i>, National Research Council of Canada Peter Littlefield, <i>Senior Assistant Deputy Minister & Chief Information Officer – Innovation, Information and Technology</i>, Employment and Social Development Canada</p>

1:50pm **Networking Lunch Break**

2:50pm



Co-Hosted Roundtable Discussions

1. Smart Office for 2022 and beyond
2. Data and workflow migration made easy
3. Digital tech for enhanced internal collaboration
4. Upskilling and reskilling for the future
5. Realizing the full potential of team-based working, regardless of location

Co-Hosted Roundtable Discussions

1. Incorporating citizen feedback and human-centered design to help identify improvements to service delivery
2. Mastering process automation to achieve more efficient service delivery
3. Digital service delivery to drive engagement
4. Making better use of shared and common service platforms
5. Readying applications for improved service delivery

Co-Hosted Roundtable Discussions

1. Modernizing IT Infrastructure with citizen privacy and data governance front of mind
2. Cloud – where do we go from here?
3. Best practice cyber security
4. Upgrading legacy systems for the short and long term
5. Tech for a more digitally inclusive public sector

3:50pm

Welcome back from the Chair

3:55pm



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

4:15pm

Platinum Partner Session: **Simplifying and Integrating Multi-Cloud Environments to Improve Service Delivery**

4:35pm



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

Shannon Archibald, *Assistant Deputy Minister & Deputy Chief Technology Officer*, Shared Services Canada

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

5:15pm

Closing Remarks from the Chair, followed by networking drinks reception

REGISTER NOW



Thank You to our Partners



Platinum



Ruby



Silver



Exhibitor



Gov Hub

