

ROADSHOW



**Digital
Government
& CX**



PUBLIC
SECTOR
NETWORK



Certified
B
Corporation

**Convenient, Reliable,
Accessible, Secure**

October 12 - 31

ON | NS | AB | BC

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Convenient, Reliable, Accessible, Secure

The COVID-19 pandemic reshaped how Canadians work, shop, learn, and engage with the government. A digital transformation has taken center stage. Canadians now expect and require user-friendly digital options that are accessible and convenient. In response, the government of Canada is actively leveraging digital technologies to deliver enhanced programs and services. By embracing this transformation, the government aims to make interactions with the Government of Canada seamless and hassle-free for Canadians, meeting their needs and preferences in the digital era.

The Digital Government & CX Road Show 2023 galvanizes senior government technology executives to explore and discuss how to advance the goal of improving citizen experiences with digital government services while ensuring that they are accessible, reliable, convenient, and secure.

Benefits of Attending



Examine the new digital era to **deliver services to citizens at unprecedented speed and convenience**



Explore how to **develop client-centric service delivery that citizens can access 24 hours a day, 7-days a week**



Build a **data-enabled digital government to support service delivery and decision making**



Identify the **digital CX strategies in government and emerging trends and future opportunities for successful digital transformation**

Who You'll Meet

Chief, Deputy Ministers, Assistant Deputy Ministers, EVPs, VPs, Executive Directors, and Directors of:

- Information Technology
- Technology and Innovation
- Transformation
- Digital Transformation
- Digital and Innovation
- Customer Experience and Technology
- Technology Support and Operations
- Digital Delivery and Innovation

REGISTER TODAY



Your Guide

See what your city has in store

 Half-Day Event  Full-Day Event

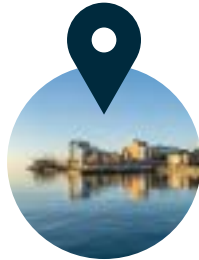


Day 1

Toronto, ON

Thursday, October 12

CHESTNUT CONFERENCE CENTRE
89 Chestnut St.
Toronto, ON



Day 2

Halifax, NS

Thursday, October 19

KPMG OFFICE
1959 Upper Water St Suite 1000
Halifax, NS



Day 3

Edmonton, AB

Tuesday, October 24

KPMG OFFICE
10175 101 St NW #2200
Edmonton, AB



Day 4

Victoria, BC

Thursday, October 26

DELTA HOTELS BY MARRIOTT
VICTORIA OCEAN POINTE RESORT
100 Harbour Rd
Victoria, BC



Day 5

Ottawa, ON

Tuesday, October 31
(Full Day)

KPMG OFFICE
150 Elgin St.
Ottawa, ON





OCTOBER 19, 2023
8:30AM - 1:00PM



MIKE DOWNS

*Executive Director
Service Design and
Delivery*

**Department of Cyber
Security and Digital
Solutions**



JOHN KENNEY

*Director Digital
Governance*

**Department of Cyber
Security and Digital
Solutions**



SCOTT MCKENNA

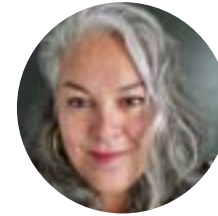
Chief Information Officer
**Nova Scotia Health &
IWK Health**



DERRICK WHALEN

*Director Information &
Technology Services*

Port of Halifax



CLAUDIA CYR

*Vertical Lead,
Government Samsung
Canada*

Samsung



**RAZMIG DER
ARAKELIAN**

*Manager, Sales
Engineering*

Samsung



LOUIE VELOCCI

*Chief Operating Officer
and Regional Leader,
Management Consulting*

KPMG



RAADHIKA GOPINATH

*Senior Manager,
Advisory Services*

KPMG



MATT CLOW

*Senior Strategy Manager,
TELUS Business
Solutions*

Telus



ANNA LEON

*Partner, Technology
Advisory, Digital
Strategy &
Transformation*

KPMG

Thank You to our Partners

Chair

Gold

Silver

Marketing Partner



For partnership opportunities, contact [Andrew Cowan](#) for more information.

8:30am Registration and Networking Coffee

9:00am Welcome from Public Sector Network

9:10am Welcome from Chair

Louie Velocci, *Chief Operating Officer and Regional Leader, Management Consulting, KPMG* & **Anna Leon**, *Partner, Technology Advisory, Digital Strategy & Transformation, KPMG*

9:30am Government Keynote: The New Digital Era



Leading your agency in an online world to deliver services to your citizens at unprecedented speed and convenience at their fingertips

- How digital approaches can meet your citizen's service expectations
- How to utilize the potential of the digital economy and data
- How to protect, support, connect and equip your province's people and businesses to succeed in the digital world

Scott McKenna, *Chief Information Officer, Nova Scotia Health & IWK Health*

9:55am Government Keynote: Client-Centric Service Delivery



How to invest in an end-to-end digital services model that citizens can access 24 hours a day, 7-days a week

- How multidisciplinary teams enable the delivery of simple and secure public services
- Using citizen feedback in designing and continuously improving service delivery
- Identifying the needs of vulnerable populations and providing specific forms of support

Mike Downs, *Executive Director Service Design and Delivery, Department of Cyber Security and Digital Solutions*

10:20am Gold Partner Session: Redefine Modern Workplace

- Providing a proper workplace environment
- Choosing the right tools for the right user
- Secure your systems and mobile fleet
- Maximize current infrastructure you are already invested in
- Keep your employee happy to avoid turnover

Claudia Cyr, *Vertical Lead, Government Samsung Canada, Samsung*

10:40am Morning Coffee and Networking Break

11:10am Concurrent Roundtable Discussions

Suggested Topics:

- Modernizing IT Infrastructure and Systems

Facilitated by: **Raadhika Gopinath**, *Senior Manager, Advisory Services, KPMG*

- Enterprise Digital Security Networks Infrastructure Ecosystem

Facilitated by: **Razmig Der Arakelian**, *Sales Engineer - Government & Enterprise - Eastern Canada, Samsung*

12:10pm Panel Discussion: Digital-Centric Culture

Build an institutional strength to keep pace with digital transformation and foster a digital and collaborative culture

- Develop a clear vision of what the organization wants to achieve while prioritizing digital transformation
- Create a culture of collaboration and experimentation in cross-functional teams and provide a safe environment to experiment with new technologies and approaches
- Invest in data infrastructure and train employees to use data and evidence to inform policy and government programs

John Kenney, *Director Digital Governance, Department of Cyber Security and Digital Solutions*

Derrick Whalen, *Director Information & Technology Services, Port of Halifax*

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

Moderated by: **Louie Velocci**, *Chief Operating Officer and Regional Leader, Management Consulting, KPMG*

12:50pm Closing Remarks from Chair**1:00pm Networking Lunch**

