

Event Partner



2023

Public Sector Innovation Show British Columbia

Government 2.0: The Future of Public Services



Tuesday, December 5, 2023
Victoria, BC | 7:20am

Agenda at a glance

The public sector has made great strides in innovating to deliver services to the people of British Columbia. However, there are still challenges ahead as people's expectations grow through their use of digital tools in other parts of their daily lives, from ordering online shopping to managing bank accounts and subscribing to watch the latest movies. How can the public sector match these experiences when delivering services, and most importantly how can it build trust and keep these services secure? This conference will provide a platform on how innovation, digital strategies, and the seamless implementation of technology can redefine the public sector landscape. Hear from industry pioneers, thought leaders, and innovators, and unlock the potential to create more efficient and future-ready government services.

Explore innovative approaches, disruptive technologies, and pioneering case studies that are revolutionizing the public sector and learn how to apply them within your organization. Dive into data-driven decision-making, digital transformation, effective governance, and understand how to harness the potential of technology to optimize service delivery. Discover actionable insights for successful technology adoption, overcoming challenges, and how to build a culture of innovation.

Connect with peers, thought leaders, and experts from across the public sector landscape, fostering collaboration and partnerships that drive positive change. Unlock tomorrow's potential today. Secure your spot now and become an agent of change for a more efficient, responsive public sector which will improve the experience of your colleagues, employees and most importantly the people of British Columbia.



Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Digital, Transformation & Engagement
- Government Technology Platforms
- Strategy
- Innovation
- Technology
- Corporate Service
- Customer Engagement & Experience (CX)
- User Experience (UX)
- Service Design & Delivery
- Workforce
- Optimization
- Learning & Development and HR
- Strategic Planning and Operations Data
- Insights and Analytics
- Artificial Intelligence & Machine Learning
- Enterprise Architecture
- Information Security
- Information Management
- Productivity
- Developers, Policy and Reformation
- Online Services

Benefits of Attending



Meet the innovators who are shaping the future of public sector digital transformation.



Dive deep into the latest drivers of innovation and modernization in a series of interactive roundtables.



Tailor your experience with a choice of technology and digital CX sessions in two separate conference tracks.



Your Inspiring Speakers



SHANNON SALTER

Deputy Minister to the Premier, Cabinet Secretary, and the Head of the Public Service, Office of the Premier
Government of British Columbia



THE HONOURABLE BRENDA BAILEY

Minister of Jobs, Economic Development and Innovation
Government of British Columbia



THE HON. VICTOR DOMINELLO

Former Minister for Digital and Customer Service, **NSW Government** & Founder, **ServiceGen**



CJ RITCHIE

Associate Deputy Minister and Government Chief Information Officer
Government of British Columbia



GENEVIEVE LAMBERT

Chief Digital Officer
Ministry of Citizens' Services



ALEX MACLENNAN

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



PAULA COUSINS

Assistant Deputy Minister, Strategic and Corporate Priorities
BC Ministry of Transportation and Infrastructure



ANNA BAIRD

Special Programs and Executive Engagements
Google



NICK STOWE

State Chief Technology Officer
Washington Technology Solutions



JEFF AITKEN

Assistant Deputy Minister, Health Sector IM/IT Division
BC Ministry of Health



LINDSAY MORGAN TRACY

Innovator-in-Chief, Economic Justice, Office of the Secretary
Washington State Department of Social and Health Services



ELEANOR LIDDY

ADM, CIO
Ministry of Education and ChildCare



ADRIAN BEAUDIN

Principal Solutions Architect
Elastic



NINA PATEL

Regional Director General, Pacific Region
Canada Border Services Agency



ANDREW LAWRENCE

Director General, Traveller Transformation
Canada Border Services Agency



GRAHAM PAYETTE

Executive Director, Innovation and Architecture
IAI - Island Health



DANIEL DARCHÉ

Chief Information Officer, Ministry of Emergency Management, Climate Readiness
Government of British Columbia



NEIL ARMSTRONG

Systems Engineer
Palo Alto Networks



MARY LABOUCANE

Executive Director, Information Mgmt. Innovation, Corporate Information Records Management Office
Government of British Columbia



COLLEEN RICE

Executive Director, Strategic Policy and Legislation
Government of British Columbia



MIKE KLEIN

Vice President, Information Management & Technology
BC Housing

Your Inspiring Speakers



GEOFF HAINES

Executive Director,
Procurement, Strategy
and Governance
Government of British
Columbia



JORDAN SAMIS

Executive Director, Digital
Talent and Capacity
Government of British
Columbia



SUSAN STANFORD

Assistant Deputy Minister,
Connectivity
Government of British
Columbia



GREG FROH

Executive Director &
Chief Technology Officer,
Social Sector
Government of British
Columbia



DIANE SAM

**Songhees Community
Member**



NADIA HANSEN

Digital Transformation
Executive
Salesforce



CORRIE BARCLAY

Partner, BC Public Sector
Leader
PwC Canada



BAHAR SATELI

Director of AI &
Advanced Analytics
PwC Canada



EMILY DAVIDSON

Director, Digital
Operations
PwC Canada



ANNIE VEILLET

National Partner for Data
Analytics and AI
PwC Canada



KATIE MONTEITH

Partner, Customer
Experience
Transformation
PwC Canada



DIANA POPESCU

Partner, Technology
Strategy and
Transformation
PwC Canada



SAM MOD

Partner, Co-Lead
EY Studio Design Canada



TERRY GUNNING

Government and
Public Sector Alliances
Leader and Technology
Consulting Partner
EY Canada



MICHAEL OAS

Vice President of
Solutions
Maximus



REHAN QURESHI

Vice President,
Technology Consulting
Services
Maximus



CINDY MCMATH

Senior Director
Maximus



TODD WILSON

Department Head,
Canada - Regional Office
of Technology
RedHat



PETER MADDEN

Senior Enterprise
Account Executive-
Western Canada
Government
ServiceNow



TERRY SCHULTZ

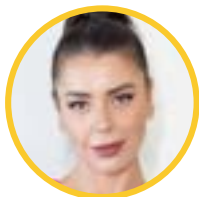
Director of Business
Technology and
Innovation,
Government of Alberta



CARMINE AMORELLI

Enterprise Account
Manager
Verkada

Your Inspiring Speakers



ECEM KAHRAMAN
Enterprise Account
Manager
Verkada



JASON STURGES
VP & GM
Denodo Canada



ROBERT FALZON
Head of Engineering,
Office of the CTO
Check Point



RISHI MUCHALLA
National Strategist and
Evangelist, Office of the
CTO
Check Point



BRENDA BARRON
Senior Account Technical
Leader (Alberta
Government) Global
Sales - Software Sales
IBM



BOBBY AUJLA
Associate Partner -
Public Sector
IBM



ANDREW DONAHER
Vice President, AI &
Analytics
CGI



ANDY FRENCH
Director, AI & Analytics
CGI



ROB BARTON
CTO
Cisco Canada



JEFF JACKSON
Staff Solutions Engineer,
Strategic Accounts
VMware Canada



DARREN HUMPHRIES
Solution Engineer,
Director
Vmware Canada



SOHAIL CARIM
Director for SAP
Government Cloud ERP
SAP



SHIV PATI
Strategy Engineer Leader
Dynatrace



**NAOMI MANLEY-
CASIMIR**
Managing Director, Digital
Service Transformation
Accenture Song Canada



ADRIAN BEAUDIN
Principal Solutions
Architect
Elastic



FRANK MACDONALD
President
ThinkDox



DARREN SAN FELIPE
Enterprise Solutions
Engineer
Verkada

7:20am Registration

8:20am **Welcome from the Public Sector Network & Traditional Welcome**
Diane Sam, Songhees Community Member

8:30am **Welcome from the Chair**
Corrie Barclay, *Partner, BC Public Sector Leader, PwC Canada*
Bahar Sateli, *Director of AI & Advanced Analytics, PwC Canada*

8:50am Opening Address: **Seamless Citizen Engagement: The Path to Simplicity**
The Hon. Victor Dominello, *Former Minister for Digital and Customer Service, NSW Government & Founder, ServiceGen*

9:10am Government Keynote: **A culture of empathy: Supporting the modern public service**



- Removing systemic and other barriers to digital transformation
- Centering empathy with service design, diversity, inclusion and accessibility
- Supporting the workforce through listening, learning, modern tools and resources

Shannon Salter, *Deputy Minister to the Premier, Cabinet Secretary, and the Head of the Public Service, Office of the Premier, Government of British Columbia*

9:30am Government Keynote: **Government as a Platform for Digital Credentials: Empowering People to Live and Work Better**



- How can digital credentials help governments provide more efficient and personalized services?
- The challenges and opportunities of implementing digital credentials at scale
- What are the impacts on the future of work?

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

9:50am Platinum Partner Session: **Digital Transformation at the Government of Alberta - A Fireside Chat with Terry Schultz**

Digital transformation in the public sector is vital to delivering better government services — from enabling the modern provincial platform to ensuring an equitable, effective, and enjoyable citizen experience. Terry Schultz, Director of Business Technology and Innovation, Government of Alberta, will talk about how:

- Unification on a single technology helped achieve business transformation
- Technology modernization facilitated exceptional client service, regardless if they're a member of the public or a regulated business
- Leveraging data and analytics helps drive evidence-based decision making

Peter Madden, *Senior Enterprise Account Executive-Western Canada Government, ServiceNow*

Terry Schultz, *Director of Business Technology and Innovation, Government of Alberta*

10:10am



Panel Discussion: **The Responsible AI Revolution in Government: How to Harness the Power of AI for Good**

- How to use AI to improve services and make better decisions
- The risks of AI bias and discrimination, and how to mitigate them
- A discussion on embedding ethical AI policies and practices
- Building public trust in AI-powered government services

Eleanor Liddy, *ADM, CIO*, Ministry of Education and ChildCare

Colleen Rice, *Executive Director, Strategic Policy and Legislation*, Government of British Columbia


Bobby Aujla, *Associate Partner - Public Sector*, IBM

Moderator: **Annie Veillet**, *Partner, Data Analytics and AI*, PwC Canada

10:40am

Refreshment Break

	Technology Track	Digital & CX Track	Innovation Track
11:10am	<p>Welcome from Track Chair</p> <p>Sam Mod, <i>Partner, Co-Lead</i>, EY Design Studio Canada</p> <p>Terry Gunning, <i>Government and Public Sector Alliances Leader and Technology Consulting Partner</i>, EY Canada</p>	<p>Welcome from Track Chair: Why Data is the Key to Unlocking Digital Transformation Potential</p> <p>Michael Oas, <i>Vice President of Solutions</i>, Maximus</p>	<p>Welcome from Track Chair</p> <p>Todd Wilson, <i>Department Head, Canada - Regional Office of Technology</i>, RedHat</p>
11:30am	<p>Government Keynote: Elevating Government of British Columbia's Procurement: Maximizing Customer Value and Business Engagement</p> <ul style="list-style-type: none"> • Delve into the strategy for simplifying procurement processes to maximize value for customers, making it easier for them to interact with the government • Explore initiatives aimed at expanding the procurement capacity within public service through comprehensive training and robust support systems • Discuss the government's efforts to create a more inclusive procurement environment, with a focus on fostering opportunities for businesses of all sizes, promoting growth, and nurturing a sustainable community of suppliers. <p>Geoff Haines, <i>Executive Director, Procurement Strategy and Governance</i>, Government of British Columbia</p> <p>Jordan Samis, <i>Executive Director, Digital Talent and Capacity</i>, Government of British Columbia</p>	<p>Government Keynote: Leadership in the Digital Age</p> <ul style="list-style-type: none"> • What is the digital age and why do public service leaders need to care? • What are the critical challenges and opportunities that leaders should be aware of? • What are the key skills, competencies, and mindsets that leaders need to be focused on? <p>Alex MacLennan, <i>Chief Technology Officer and Assistant Deputy Minister, Enterprise Services Office of the Chief Information Officer</i>, Ministry of Citizens' Services</p>	<p>Government Keynote: Transforming Public Sector Workplaces: Implementing a Digital Revolution</p> <ul style="list-style-type: none"> • Explore effective strategies for digitizing public sector workplaces, including case studies and best practices • Discuss the importance of maintaining data security and privacy while transitioning to a digital workplace in the public sector • Learn how to foster employee engagement and successfully manage change during the digital workplace implementation process. <p>Mary LaBoucane, <i>Executive Director, Information Management Innovation, Corporate Information Records Management Office</i>, Government of British Columbia</p> <p>Mike Klein, <i>Vice President, Information Management & Technology</i>, BC Housing</p>

	Technology Track	Digital & CX Track	Innovation Track
11:50am	<p>Gold Partner Session: Leveraging Responsible AI for Public Sector ROI Andrew Donaher, <i>President, AI & Analytics</i>, CGI</p>	<p>Gold Partner Session: Accelerating the Digitization of Citizen-Centric Services Nadia Hansen, <i>Digital Transformation Executive</i>, Salesforce</p>	<p>Gold Partner Session: AI: Understanding the opportunity, unlocking the potential Rob Barton, <i>CTO</i>, Cisco Canada</p>
<p>12:10pm</p> 	<p>Government Keynote: Traveller Modernization: new tools and technologies for a faster, better, and safe experience at the border</p> <ul style="list-style-type: none"> How the Canada Border Services Agency is working to make travel smoother while keeping the border safe, including the use of new tools and technologies, updating processes, laws and policies Overview of changes to border security and the travel experience to keep up with today's digital age and global trends Delve into a real-world case study on navigating the shift from manual to digital service delivery, innovative mobile apps to machine learning, and managing change to redefine the traveller experience and build the border of future. <p>Nina Patel, <i>Regional Director General, Pacific Region</i>, Canada Border Services Agency Andrew Lawrence, <i>Director General, Traveller Transformation</i>, Canada Border Services Agency</p>	<p>Fireside Chat: Going seamless: Case studies on connecting government services</p> <ul style="list-style-type: none"> Collaborating across government to identify service gaps and opportunities Using new digital tools to improve the service experience Connecting services across digital and non-digital channels Applying service design principles to modernization projects <p>Genevieve Lambert, <i>Chief Digital Officer</i>, Ministry of Citizens' Services Jeff Aitken, <i>Assistant Deputy Minister, Health Sector IM/IT Division</i>, BC Ministry of Health</p>	<p>Government Keynote: Bridging the Digital Divide: Connectivity for Public Sector Innovation and Technology</p> <ul style="list-style-type: none"> Explore strategies and initiatives for extending broadband and Internet access to remote areas of British Columbia, breaking down barriers to digital inclusion. Discuss how improved connectivity can enhance educational opportunities in underserved regions, enabling remote learning and skill development Examine the role of connectivity in ensuring that customers in rural BC have equitable access to essential government services, from healthcare to public administration. <p>Susan Stanford, <i>Assistant Deputy Minister, Connectivity</i>, Government of British Columbia</p>

12:30pm **Networking Lunch Break**

Technology Track	Digital & CX Track	Innovation Track
<p>1:30pm</p>  <p>Panel Discussion: Why Improving Legacy Systems Should Be Part of Your Plan to Innovate and Continually Improve</p> <ul style="list-style-type: none"> How to find a balance between preserving the value of legacy systems and embracing new technologies The importance of having a clear vision for legacy modernisation How to communicate with and involve stakeholders throughout the process <p>Paula Cousins, <i>Assistant Deputy Minister, Strategic and Corporate Priorities</i>, Ministry of Transportation and Infrastructure</p> <p>Daniel Darche, <i>Chief Information Officer</i>, Ministry of Emergency Management, Climate Readiness, Government of British Columbia</p> <p>Greg Froh, <i>Executive Director & Chief Technology Officer, Social Sector</i>, Government of British Columbia</p> <p>Shiv Pati, <i>Strategy Engineer Leader</i>, Dynatrace</p> <p>Moderator: Terry Gunning, <i>Government and Public Sector Alliances Leader and Technology Consulting Partner</i>, EY Canada</p>	<p>Panel Discussion: Designing Digital Services for a Diverse British Columbia</p> <ul style="list-style-type: none"> What are some of the current strategies in embedding accessibility in designing government services? How can we further include end users in the development of digital services? <p>Graham Payette, <i>Executive Director, Innovation and Architecture</i>, IAI - Island Health</p> <p>Naomi Manley-Casimir, <i>Managing Director, Digital Service Transformation</i>, Accenture Song Canada</p> <p>Moderator: Cindy McMath, <i>Senior Director</i>, Maximus</p>	<p>Panel Discussion: Data-Driven Transformation for a Better Government</p> <ul style="list-style-type: none"> How to unlock the power of data through data literacy Making the best decisions with the best data through evidence-based decision making Tailoring services to the individual through data-driven personalization Implementing governance strategies to mitigate against data hacks <p>Nick Stowe, <i>State Chief Technology Office</i>, Washington Technology Solutions</p> <p>Lindsay Morgan Tracy, <i>Innovator-in-Chief, Economic Justice</i>, Office of the Secretary, Washington State Department of Social and Health Services</p> <p>Anna Baird, <i>Special Programs and Executive Engagements</i>, Google</p> <p>Moderator: Todd Wilson, <i>Department Head, Canada - Regional Office of Technology</i>, RedHat</p>
<p>2:00pm</p> <p>Gold Partner Session: Big Data and Analytics: The Key to Smart Government</p> <p>Simon Weng, <i>Sr. Mobile Transformation Consultant</i>, Samsung</p>	<p>Gold Partner Session: VMware Private AI: Democratizing generative AI and ignite innovation for The Digital Citizen</p> <p>Insights into “The Digital Citizen Experience in 2023” survey by VMware and Intel.</p> <p>Delve into which areas Canadians are comfortable with Government using Artificial Intelligence.</p> <p>Discuss how democratizing generative AI using VMware Private AI starts to address challenges of Privacy, Choice, Cost, Performance and Compliance.</p> <p>Jeff Jackson, <i>Staff Solutions Engineer, Strategic Accounts</i>, VMware Canada</p>	<p>Gold Partner Session: Delivering Innovation in Government with the ability to Start Anywhere and go Everywhere</p> <p>Sohail Carim, <i>Director for SAP Government Cloud ERP</i>, SAP</p>

2:20pm



Interactive Rountable Discussions

Roundtable 1: How a Resilient Transformation Model (RTM) Can Power The Shift Toward Digital Government

Facilitated by: **Emily Davidson**, *Director, Digital Operations*, PwC Canada & **Katie Monteith**, *Partner, Customer Experience Transformation*, PwC Canada

Roundtable 2: Revolutionizing Public Sector Services: Capturing Value of the Digital Foundation with Data and Analytics

Facilitated by: **Rehan Qureshi**, *Vice President, Technology Consulting Services*, Maximus

Roundtable 3: IT Operating Model - how does public sector evolve their operating model (IT, Finance and HR/Org) to deliver in an agile way and at today's pace of change

Facilitated by: **Sam Mod**, *Partner, Co-Lead, EY Design Studio Canada* & **Terry Gunning**, *Government & Public Sector Alliances Leader & Technology Consulting Partner*, EY Canada

Roundtable 4: Modernizing IT Infrastructure and Systems

Facilitated by: **Todd Wilson**, *Department Head, Canada - Regional Office of Technology*, RedHat

Roundtable 5: Q&A with Terry Schultz, Director of Business Technology and Innovation, Government of Alberta

Facilitated by: **Peter Madden**, *Senior Enterprise Account Executive-Western Canada Government*, ServiceNow & **Terry Schultz**, *Director of Business Technology and Innovation*, Government of Alberta

Roundtable 6: Strengthening Public Safety With a Hybrid Cloud Security System

Facilitated by: **Carmine Amorelli**, *Enterprise Account Manager*, Verkada & **Ecem Kahraman**, *Enterprise Account Manager*, Verkada

Roundtable 7: How Public Sector can Manage Distributed Data in a Cloud World

Facilitated by: **Jason Sturgess**, *VP & GM*, Denodo Canada

Roundtable 8: Addressing Generative AI Concerns for Use in Government

Facilitated by: **Brenda Barron**, *Senior Account Technical Leader (Alberta Government) Global Sales - Software Sales*, IBM

Roundtable 9: Cyber Security Readiness for the Public Sector

Facilitated by: **Rishi Muchalla**, *National Strategist and Evangelist, Office of the CTO*, Check Point

Roundtable 10: Democratizing Generative AI for Use In-House When Cloud Scale is Not Required

Facilitated by: **Jeff Jackson**, *Staff Solution Engineer*, VMware Canada & **Darren Humphries**, *Solution Engineer, Director*, VMware Canada

Roundtable 11: Is your organization adequately prepared for the future? Let's delve into the fundamental components required to advance with AI and other emerging technologies.

Facilitated by: **Nadia Hansen**, *Digital Transformation Executive*, Salesforce

Roundtable 12: Leveraging Responsible AI for Public Sector ROI

Facilitated by: **Andrew Donaher**, *President, AI & Analytics*, CGI & **Andy French**, *Director, AI & Analytics*, CGI

Roundtable 13: CANCELLED

Facilitated by: **Samsung**

Roundtable 14: AI Preparedness - How to get ready for AI initiatives

Facilitated by: **Rob Barton**, *CTO*, Cisco Canada

Roundtable 15: Break through Innovation in government

Facilitated by: **Sohail Carim**, *Director for SAP Government Cloud ERP*, SAP

Roundtable 16: End to End Visibility - Key considerations for Cloud modernization and Digital Platforms for Government Services Transformation

Facilitated by: **Adrian Beaudin**, *Principal Solutions Architect*, Elastic

Roundtable 17: Automating all Business processes for HR, Finance and Administration to enhance efficiencies and provide instantaneous, secure access to your records repository

Facilitated by: **Frank MacDonald**, *President*, ThinkDox

Roundtable 18: Simple ways to modernize in Government with Zero Trust

Facilitated by: **Neil Armstrong**, *Systems Engineer*, Palo Alto Networks

3:20pm

Refreshment Break

3:35pm **Welcome back from the Chair**
Corrie Barclay, *Partner, BC Public Sector Leader, PwC Canada*

3:40pm **Government Keynote**



The Honourable Brenda Bailey, *Minister of Jobs, Economic Development and Innovation, Government of British Columbia*

- What matters most for British Columbians
 - Through the StrongerBC Economic Plan, B.C. is building a clean and resilient economy that is improving the lives of British Columbians through innovation and technology
-

4:00pm Platinum Partner Session: **The Power of a Hybrid Cloud Security System for the Public Sector**

- Hybrid cloud security system vs. traditional camera system architecture
- What are the benefits and impacts of modernizing physical security?
- How can the public sector innovate and adapt to the changing needs and values of citizens and businesses?

Carmine Amorelli, *Enterprise Account Executive, Verkada*

Darren San Felipe, *Enterprise Solutions Engineer, Verkada*

4:20pm Panel Discussion: **Lessons from Outside of BC: Unlocking Tools and Strategies to Drive Innovation and Modernization**



- How can government adapt to the changing needs of citizens and businesses?
- Driving change with new strategies and technologies: What are the most promising areas for innovation in the public sector?
- How can the government collaborate with public sector employees and the public to deliver successful services?

Nick Stowe, *State Chief Technology Officer, Washington Technology Solutions*

Lindsay Morgan Tracy, *Innovator-in-Chief, Economic Justice, Office of the Secretary, Washington State Department of Social and Health Services*

Robert Falzon, *Head of Engineering, Office of the CTO, Check Point*

Moderator: **Diana Popescu**, *Partner, Technology Strategy and Transformation, PwC Canada*

4:50pm **Closing Remarks from the Chair, followed by Networking Reception**

Corrie Barclay, *Partner, BC Public Sector Leader, PwC Canada*

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Platinum Women in Innovation Dinner



Ruby



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Silver



Exhibitor



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Branding Partner



Marketing Partner



Tote Bag Partner

