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uOttawa
Institut de développement professionnel
Professional Development Institute

Operational Excellence Showcase

Charting the Path to Excellence -
Inspiring Change - Shaping the Future

Wednesday, May 22, 2024 | Ottawa, ON

Publicsectornetwork.com   P: +1 (510) 556 0789   E: contact@publicsectornetwork.com

Charting the Path to Excellence - Inspiring Change - Shaping the Future

Operational excellence is the cornerstone of success in today's dynamic public sector landscape. It is the art of streamlining processes, harnessing technology, fostering innovation, and embracing resilience—all while prioritizing citizen satisfaction. This conference is your gateway to explore the transformative power of operational excellence in government operations.

In our pursuit of excellence, we turn challenges into opportunities. Discover innovative solutions that drive efficiency, reduce costs, and enhance service quality. Dive into data-driven insights that empower informed decision-making and improve transparency. Explore strategies to cultivate a culture of continuous improvement, strengthen resilience, and chart a course to a future-ready government.

Join us for a day of immersive learning, networking, and inspiration. Engage with thought leaders, connect with peers, and gain actionable insights that can redefine your approach to government operations. Together, we'll unlock new possibilities, inspire change, and shape the future of government operations. Be a part of the conversation!

REGISTER TODAY

Who You'll Meet

Chiefs/Directors/Heads of:

- Operations
- Finance
- Procurement
- Corporate Services
- Transformation
- Process Improvement
- Service Delivery

- Shared Service
- Governance
- Contract Management
- Supply Chain
- Compliance Business Improvement
- Supplier Management

Benefits of Attending

Strategic Insights: Gain valuable insights from industry experts and government leaders on how to achieve operational excellence, navigate digital transformation, and build a resilient public sector.

Innovative Solutions: Explore the latest technologies and innovative solutions driving efficiency and effectiveness in government operations. Discover practical approaches to achieving more with limited resources.

Networking Opportunities: Connect with peers, policymakers, and thought leaders in the public sector. Share experiences, best practices, and establish valuable professional connections.

Interactive Discussions: Participate in roundtable discussions, panel sessions, and Q&A opportunities to engage with experts, ask questions, and dive deep into relevant topics.

Inspiration for Change: Be inspired by success stories, case studies, and real-world examples of operational excellence in action. Leave with actionable strategies to transform your own government agency.

Your Guide

Day 2 - Ottawa
Wednesday, May 22

Day 1 - Toronto
Tuesday, May 14

2023 Snapshot

531
Registrations

55
Speakers

5
Cities

5
Partners

Your Inspiring Speakers - Toronto, ON

DR. FLOLET LONEY-BURNETT

Assistant Deputy Minister, Enterprise Business Services Division

Ministry of Public and Business Service Delivery

MELISSA DJURAKOV

Assistant Deputy Minister, Oversight and Agency Governance

Ministry of Transportation

ALENA THOUIN

Chief Operating Officer

Ontario Financing Authority

MARCO PALERMO

Deputy Chief Technology Officer

City of Toronto

OLGA BAKONYI

Head, Digital Enterprise Engagement Practice

Government of Ontario

ANDREA MCKINNEY

Chief Corporate Services, Technology, and Innovation Officer

WSIB Ontario

KALYAN CHAKRAVARTHY

Chief Information Officer

Electrical Safety Authority

WENDY CUKIER

Founder & Academic Director

Diversity Institute

Explore the Agenda - Toronto, ON

Time	Session
8:00am	**Registration and Networking Coffee**
9:00am	**Welcome from Public Sector Network**
9:10am	**Welcome from Chair** **Wendy Cukier,** *Founder & Academic Director,* Diversity Institute
9:30am	**Government Keynote: The Role of Operational Excellence in Modern Government** • Exploring the significance of operational excellence in public sector transformation • Discover practices that can lead to streamlined processes and resource optimization, resulting in significant cost savings • Impact citizen satisfaction by improving the quality and accessibility of government services **Dr. Flolet Loney-Burnett,** *Assistant Deputy Minister, Enterprise Business Services Division,* Ministry of Public and Business Service Delivery
9:50am	**Platinum Partner Session: Boosting Performance: Utilizing Generative AI for Workforce Empowerment, Advanced Customer Support, and System Upgrades** SAP
10:10am	**Government Fireside Chat: Enhancing Operational Efficiency through Relationship Management, Mutual Value Creation, and Collaborative Strategies** **Melissa Djurakov,** *Assistant Deputy Minister, Oversight and Agency Governance,* Ministry of Transporation
10:30am	**Break**
11:00am	**Government Keynote: Navigating the Rapids: Mastering Change Management and Resilience in the Pursuit of Operational Excellence** **Alena Thouin,** *Chief Operating Officer,* Ontario Financing Authority
11:20am	**Gold Partner Session: Optimizing Public Sector Cyber Resilience: Innovative Approaches to Secure Operations and Data**

11:40am	**Panel Discussion: Operational Excellence in Action**
	• How can operational excellence transform a government agency's operations for the better?
	• What key challenges do organizations face in the pursuit of operational excellence, and how can they overcome those challenges?
	• How do you measure the success and impact of operational excellence initiatives in the public sector?
	• Key lesson learned from experience with operational excellence that other government agencies can benefit from each other
	• What are the most critical factors for sustaining a culture of operational excellence in government organizations?
	• How executives lead with lean 6 sigma as part of a strategic framework for operational excellence?
	Olga Bakonyi, *Head, Digital Enterprise Engagement Practice,* Government of Ontario
	Marco Palermo, *Deputy Chief Technology Officer,* City of Toronto
	Moderator: **Wendy Cukier,** *Founder & Academic Director,* Diversity Institute
12:10pm	**Lunch and Networking Break**
1:10pm	**Roundtables	Split into specialized conversation areas and join engaging discussions to dive deeper into your innovation priorities**
	1. **Data-Driven Decision-Making:** Exploring practical approaches to harness data for informed decision-making in government operations.
	2. **Citizen-Centric Service Delivery:** Discussing strategies to prioritize citizen needs and enhance the overall citizen experience.
	3. **Cybersecurity and Data Privacy:** Addressing the critical aspects of ensuring government data security and privacy in an increasingly digital landscape.
	4. **Innovative Technologies for Efficiency:** Examining the role of emerging technologies like AI, IoT, and blockchain in optimizing government processes.
	5. **Change Management and Resilience:** Exploring best practices for managing change and fostering resilience in government organizations.
	6. **Operational Excellence Culture:** Discussing how to build and sustain a culture of operational excellence in government agencies.
	7. **Collaboration and Partnerships:** Exploring opportunities for inter-agency collaboration and partnerships to enhance operational efficiency and service delivery.
2:10pm	**Gold Partner Session: Transforming Public Sector Operations: Leveraging Automation for Excellence**

2:30pm	**Panel Discussion: Charting the Course to a Future-Ready Government**
	• What emerging technologies will have the most significant impact on future government operations?
	• How can governments balance the need for innovation with security and privacy concerns in a rapidly evolving digital landscape?
	• What strategies do you recommend for governments to foster an agile and adaptable public sector?
	• Inclusivity in government services is a critical aspect of future-readiness. What steps should governments take to ensure inclusivity in their digital initiatives?
	• How can business process management help with preparing for future ready government?
	Andrea McKinney, *Chief Corporate Services, Technology, and Innovation Officer,* WSIB Ontario
	Kalyan Chakravarthy, *Chief Information Officer,* Electrical Safety Authority
	Moderator: **Wendy Cukier,** *Founder & Academic Director,* Diversity Institute
3:00pm	**Closing Remarks from Chair**
	Wendy Cukier, *Founder & Academic Director,* Diversity Institute

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Future Skills Centre | Centre des Compétences futures

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Your Inspiring Speakers - Ottawa, ON

SANKARAN KRISHNARAJ

Director General, Service and Program Excellence Directorate, Programs Branch

Agriculture and Agri-Food Canada

SYLVAIN SOULIGNY

Director General, Human Resources

Services Canada

WISSAM MOUSSA

Director Technology

Canadian Digital Service

GAIL MITCHELL

Assistant Deputy Minister

Departmental Programs and Operations, Women and Gender Equality

JAMIE LIGHT

Director, IT Operations, Information Management and Technology Directorate

Treasury Board of Canada Secretariat

CAYLE OBERWARTH

Chief Information Officer, Director General Operations, Strategic Joint Staff

Department of National Defence

SHAWN WINTER

Partner

PiiComm

SHAWN SICARD

Partner

PiiComm

Explore the Agenda - Ottawa, ON

Time	Session
8:00am	**Registration and Networking Coffee**
9:00am	**Welcome from Public Sector Network**
9:10am	**Welcome from Chair**
9:30am	**Government Keynote: Cultivating Change: Operational Excellence through Digital Transformation of Program and Service Delivery** **Sankaran KrishnaRaj,** *Director General, Service and Program Excellence Directorate, Programs Branch,* Agriculture and Agri-Food Canada
9:50am	**Platinum Partner Session: Boosting Performance: Utilizing Generative AI for Workforce Empowerment, Advanced Customer Support, and System Upgrades** **Appian**
10:10am	**Government Keynote: Revitalizing HR Service Delivery and Enhancing Outcomes through Effective People Management** **Sylvain Souligny,** *Director General, Human Resources,* Services Canada
10:30am	**Break**
11:00am	**Government Keynote: Fortifying the Cyber Frontlines: Strategic Incident Response for Operational Resilience** **Wissam Moussa,** *Director Technology,* Canadian Digital Service
11:20am	**Gold Partner Session: Mobile Technology & the Device-as-a-Service Model** Continuously enhancing the citizenship experience demands that public sector employees have access to advanced technology. However, as Operational Leaders know very well, the total cost of ownership to get that technology into hands is complex and resource intensive. As a result, the Device-as-a-Service model, or DaaS, is quickly becoming a model of choice. **Shawn Winter,** *Partner,* PiiComm

11:40am	**Panel Discussion: Operational Excellence in Action** • How can operational excellence transform a government agency's operations for the better? • What key challenges do organizations face in the pursuit of operational excellence, and how can they overcome those challenges? • How do you measure the success and impact of operational excellence initiatives in the public sector? • Key lesson learned from experience with operational excellence that other government agencies can benefit from each other • What are the most critical factors for sustaining a culture of operational excellence in government organizations? • How executives lead with lean 6 sigma as part of a strategic framework for operational excellence? **Jamie Light,** *Director, IT Operations, Information Management and Technology Directorate,* Treasury Board of Canada Secretariat **Gail Mitchell,** *Assistant Deputy Minister,* Departmental Programs and Operations, Women and Gender Equality
12:10pm	**Lunch and Networking Break**
1:10pm	**Roundtables | Split into specialized conversation areas and join engaging discussions to dive deeper into your innovation priorities** 1. **Examining the potential of mobile technologies such as wearable computers, barcode scanners, RFID, and mobile printers in optimizing the delivery of government services** Facilitated by: **Shawn Sicard,** *Partner,* PiiComm 2. **Topic TBC** Facilitated by: **Appian** 3. **Topic TBC** Facilitated by: **Nintex** 4. **Data-Driven Decision-Making:** Exploring practical approaches to harness data for informed decision-making in government operations. 5. **Citizen-Centric Service Delivery:** Discussing strategies to prioritize citizen needs and enhance the overall citizen experience. 6. **Cybersecurity and Data Privacy:** Addressing the critical aspects of ensuring government data security and privacy in an increasingly digital landscape. 7. **Innovative Technologies for Efficiency:** Examining the role of emerging technologies like AI, IoT, and blockchain in optimizing government processes. 8. **Change Management and Resilience:** Exploring best practices for managing change and fostering resilience in government organizations. 9. **Operational Excellence Culture:** Discussing how to build and sustain a culture of operational excellence in government agencies. 10. **Collaboration and Partnerships:** Exploring opportunities for inter-agency collaboration and partnerships to enhance operational efficiency and service delivery.
2:10pm	**Gold Partner Session: Transforming Public Sector Operations: Leveraging Automation for Excellence**

2:30pm	**Panel Discussion: Charting the Course to a Future-Ready Government**

- What emerging technologies will have the most significant impact on future government operations?
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- What strategies do you recommend for governments to foster an agile and adaptable public sector?
- Inclusivity in government services is a critical aspect of future-readiness. What steps should governments take to ensure inclusivity in their digital initiatives?
- How can business process management help with preparing for future ready government?

Cayle Oberwarth, *Chief Information Officer, Director General Operations, Strategic Joint Staff,* Department of National Defence
Panelist: **Nintex**

3:00pm	**Closing Remarks from Chair**

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Host	Platinum	Gold	Silver
uOttawa — Institut de développement professionnel / Professional Development Institute	appian	PiiComm	nintex

"This was the first PSN in person event and I think it was very well done! It was a great opportunity for me to mingle with other ministry employees, as well as the presenters were informative and interesting."

Ontario Northland

"The roundtables were good - lots of information that was shared that makes you think how you can apply this to your own work."

Government of Canada

"The content was very good and it was great to be able to connect with some people and hear what they are working on. The round tables were particularly good."

IBM

"Excellent. Very relevant challenges to the public sector."

University of British Columbia

Event Schedule

MAY

Public Sector Innovation Show - Atlantic	**AT**
HR & Future of Work Showcase	**ON**

JUNE

Data Management & Analytics Roadshow	**AB | BC | ON**
Public Sector Innovation Show - Manitoba	**MB**
Police Innovation Showcase	**ON**
Public Sector Innovation Show - Saskatchewan	**SK**

SEPTEMBER

Public Sector Innovation Show - Ontario	**ON**
Ontario Government Cybersecurity Showcase	**ON**
Artificial Intelligence Roadshow	**ON**
Healthcare Infrastructure Showcase & Public Sector Health Facilities Showcase	**ON**

OCTOBER

Public Sector Innovation Show - Alberta	**AB**
Alberta Government Cybersecurity Showcase	**AB**
Digital Government & CX Roadshow	**BC | MB | NS | ON**

NOVEMBER

EduTech Showcase	**ON**

DECEMBER

Public Sector Innovation Show - British Columbia	**BC**
British Columbia Government Cybersecurity Showcase	**BC**
Canadian Security Showcase	**ON**

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