

Operational Excellence Showcase

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

Wednesday, May 22, 2024 | Ottawa, ON

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



JOHN MCGURRIN

Global Vice President - SAP Procurement and Supply Chain
SAP



Explore the Agenda - Toronto, ON

Tuesday, May 14, 2024

Toronto Metropolitan University
Sears Atrium - George Vari Engineering and Computing Centre, 3rd Floor
245 Church Street, Toronto, ON M5B 1Z4

8:00am	Registration and Networking Coffee
8:50am	Welcome from Public Sector Network
9:00am	Welcome from Chair Wendy Cukier , <i>Professor of Entrepreneurship and Strategy, Founder and Academic Director Academic Director Academic Research Director, Diversity Institute Women Entrepreneurship Knowledge Hub (WEKH) Future Skills Centre</i>
9:20am	Government Keynote: The Role of Operational Excellence in Modern Government <ul style="list-style-type: none">Exploring the significance of operational excellence in public sector transformationDiscover practices that can lead to streamlined processes and resource optimization, resulting in significant cost savingsImpact citizen satisfaction by improving the quality and accessibility of government services Dr. Flolet Loney-Burnett , <i>Assistant Deputy Minister, Enterprise Business Services Division, Ministry of Public and Business Service Delivery</i>
9:30am	Platinum Partner Session: How are organizations applying GenAI to improve efficiency in Workforce Empowerment John McGurrin , <i>Global Vice President – SAP Procurement and Supply Chain, SAP</i>
10:00am	Government Fireside Chat: Enhancing Operational Efficiency through Relationship Management, Mutual Value Creation, and Collaborative Strategies Melissa Djurakov , <i>Assistant Deputy Minister, Oversight and Agency Governance, Ministry of Transportation</i>
10:20am	Government Keynote: Navigating the Rapids: Mastering Change Management and Resilience in the Pursuit of Operational Excellence Alena Thouin , <i>Chief Operating Officer, Ontario Financing Authority</i>
10:40am	Break

11:00am	<p>Roundtables Split into specialized conversation areas and join engaging discussions to dive deeper into your innovation priorities</p> <ol style="list-style-type: none"> Innovative Technologies for Efficiency: Emerging technologies applied to Social Responsibility and Sustainability Facilitated by: John McGurrin, <i>Global Vice President – SAP Procurement and Supply Chain, SAP</i> Data-Driven Decision-Making: Exploring practical approaches to harness data for informed decision-making in government operations. Facilitated By: Wendy Cukier, <i>Professor of Entrepreneurship and Strategy, Founder and Academic Director Academic Director Academic Research Director, Diversity Institute Women Entrepreneurship Knowledge Hub (WEKH) Future Skills Centre</i>
12:00pm	<p>Panel Discussion: Operational Excellence in Action</p> <ul style="list-style-type: none"> 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? <p>Olga Bakonyi, <i>Head, Digital Enterprise Engagement Practice, Government of Ontario</i> Marco Palermo, <i>Deputy Chief Technology Officer, City of Toronto</i> Andrea McKinney, <i>Chief Corporate Services, Technology, and Innovation Officer, WSIB Ontario</i> Kalyan Chakravarthy, <i>Chief Information Officer, Electrical Safety Authority</i> Moderator: Wendy Cukier, <i>Professor of Entrepreneurship and Strategy, Founder and Academic Director Academic Director Academic Research Director, Diversity Institute Women Entrepreneurship Knowledge Hub (WEKH) Future Skills Centre</i></p>
12:40pm	<p>Closing Remarks from Chair</p> <p>Wendy Cukier, <i>Professor of Entrepreneurship and Strategy, Founder and Academic Director Academic Director Academic Research Director, Diversity Institute Women Entrepreneurship Knowledge Hub (WEKH) Future Skills Centre</i></p>
12:50pm	Networking Lunch

Our Sponsor

Host

Platinum



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



DEIRDRE KELLY

*Manager, Organizational
Effectiveness*

NAV Canada



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



KYLE THOMAS

*Industry Lead,
Regulatory Agencies*

Appian



Explore the Agenda - Ottawa, ON

Wednesday, May 22, 2024
University of Ottawa - Desmarais Hall
Room 12102, 12th Floor
55 Laurier Ave E, Ottawa, ON K1N 6N5

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 , <i>Director General, Service and Program Excellence Directorate, Programs Branch, Agriculture and Agri-Food Canada</i>
9:50am	Platinum Partner Session: Choosing the Right Tool for the Job Delivering government services efficiently and at scale requires the right tools, but replacing existing technology investments is not always an option. With the right orchestration platform, you can leverage what you have and take your delivery to the next level. Kyle Thomas , <i>Industry Lead, Regulatory Agencies, Appian</i>
10:10am	Government Keynote: Revitalizing HR Service Delivery and Enhancing Outcomes through Effective People Management Sylvain Souligny , <i>Director General, Human Resources, Services Canada</i>
10:30am	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 , <i>Partner, PiiComm</i>
10:50am	Networking Break
11:10am	Roundtables Split into specialized conversation areas and join engaging discussions to dive deeper into your innovation priorities <ol style="list-style-type: none">AI Real Talk--How to think practically about AI in your department Facilitated by: Kyle Thomas, <i>Industry Lead, Regulatory Agencies, Appian</i>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, <i>Partner, PiiComm</i>How low-code can you go? Low code business process automation in government. Facilitated by: Andy Hayes, <i>Nintex</i>

12:10pm **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?

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*

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

Deirdre Kelly, *Manager, Organizational Effectiveness*, NAV Canada

Panelist: **Joe Bultena**, Nintex

12:50pm **Closing Remarks from Chair**

Our Sponsor

Host



Platinum



Gold



Silver



“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 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

“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

“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
----------------------------	----



CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.COM

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.co

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.com