servicenow

Thursday, June 13, 2024

Canadian Public Sector Forum 2024

Intelligent
Transformation - Simple,
Seamless, Secure

Shaw Centre, 55 Colonel By Drive, Ottawa 8:00am - 5:30pm ET

In association with





Agenda Overview

ServiceNow, a stalwart of digital transformation across all levels of Government globally, has successfully supported the advancement of technology modernization in Canada over the past years.

Public sector entities across Canada have been leaning heavily into digital transformation. Whether Federal, Provincial, or at the Local Government level, digital transformation has been a major topic of discussion in providing a more efficient, equitable, and satisfactory experience with Governments of all levels across Canada.

This effort to revolutionize digital services starts with one key question: How can the government deliver services better? The answer? Delivering intelligently. It's transforming with simplicity, resilience, security, speed, and executing on the vision. It's powering our country's digital footprint with intelligent platforms.

As Governments across all of Canada lean further into technology transformation with the goal of providing critical services to citizens in a seamless manner, **ServiceNow is pleased to invite you to join the inaugural Canadian Public Sector Forum 2024.**

Building off the success of the Federal Forum, the Canadian Public Sector Forum will explore how government innovators are creating unified experiences across the enterprise using intelligent platforms for end-to-end digital transformation to create a future-ready government today across Federal, Provincial, and Local Canadian Governments.

Reasons to Attend

- Examine the current state of technologies across the public sector and all levels of Canadian Government
- Hear how innovators are guiding
 government customer and citizen
 experiences for an improved overall
 experience and workforce wellbeing
- Learn how technology subject matter experts are advancing service innovation and digitizing manual processes for Federal, Provincial, and Local Government
- Collaborate with agency evangelists and ServiceNow leaders on the way ahead for digital government 2024 and beyond

Your Inspiring Speakers



Kristina Casey Assistant Deputy Minister. Chief Service and Digital Officer

Transportation Canada



Ima Okonny Assistant Deputy Minister, Chief Data Officer

Employment and Social Development Canada (ESDC)



Paule Labbé **Assistant Deputy** Minister, Strategy and **Engagement Branch**

Shared Services Canada



Gail Mitchell Assistant Deputy Minister

Departmental Programs and Operations Women and Gender Equality Canada



Michael Mills Assistant Deputy Minister **Public Services and**

Procurement Canada



Georgina Lloyd Assistant Deputy Minister, Northern Affairs Organization

Crown-Indigenous Relations and Northern Affairs Canada



Michelle Kovacevic

Assistant Deputy Minister

Indigenous Services Canada



Ray Edwards

Associate Assistant Deputy Minister, Spectrum and Telecommunications Sector & Chief Equity and Inclusion Officer

Innovation, Science and **Economic Development**



Kara Beckles

Executive Director. Privacy and Responsible Data Division

Treasury Board of Canada Secretariat



Owen Cook

Director of Regulatory Transformation - Environment & **Protected Areas**

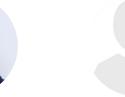
Government of Alberta

Terry Schultz

Director, Enterprise Service Management

and Dynamics Platform Services - Technology & Innovation

Government of Alberta



Daniel L.

Chief of Enterprise Cyber Security

Canadian Security Intelligence Service



Colin MacSween

Director General. National Cyber Security, National and Cyber Security Branch





David Usher

Founder Reimagine.Al

Agenda

8:00am ET Registration, Breakfast and Networking

9:00am ET Opening Keynote: ServiceNow Executive Welcome & Keynote: Gen Al in Public Sector

GenAl stands to transform the public sector as we know it, and few organizations are better positioned and prepared to utilize these transformative technologies than ServiceNow. This keynote session will demonstrate how ServiceNow's Now Platform® aims to increase productivity, transform experiences, and accelerate agility across the public sector globally.

- Use cases
- Real-world impact
- The way ahead and latest news

9:30am ET Panel Discussion: How Government can lead the way on Al

With Al bringing extraordinary opportunities for innovation, the Canadian government faces a leadership imperative. How can the government serve as a catalyst for advancing AI safely - crucial for Canada global economic leadership and national security? And how are agencies developing and deploying responsible AI to create simple, intuitive interactions that build trust in government and deliver better results for Canadians? This panel of agency leaders will explore how agencies are:

- Empowering the Federal workforce with new technology
- Building citizen trust with modern, responsive Al-infused government services
- Ensuring AI is developed and deployed with equity and privacy at the forefront

Kristina Casey, Assistant Deputy Minister, Chief Service and Digital Officer, Transportation Canada

Ima Okonny, Assistant Deputy Minister, Chief Data Officer, Employment and Social Development Canada (ESDC)

Kara Beckles, Executive Director, Privacy and Responsible Data Division, Treasury Board of Canada Secretariat

10:05am ET Panel Discussion: Transforming Digital Capabilities to Bolster Canadian Safety and Security

All government agencies can benefit from modernized capabilities to deliver their key responsibilities to the citizens they oversee, and few are more critical than defense and security. This session will highlight the ongoing efforts to advance digital capabilities in the defense and security arenas.

- Next-generation threats: what technologies are needed to maintain pace of threats
- Operations: Where could modernization be most beneficial?
- Necessary next steps to improve key security capabilities

Daniel L., Chief of Enterprise Cyber Security, Canadian Security Intelligence Service

Colin MacSween, Director General, National Cyber Security, National and Cyber Security Branch, Public Safety Canada

10:40am ET Networking Break

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11:10am ET Panel Discussion: Fostering Diversity and Inclusion across the Canadian Government

Join us in exploring strategies for enhancing diversity and inclusion within the Canadian Government, ensuring equitable representation and opportunities for all. Learn from experts and practitioners about innovative approaches and best practices to cultivate a more inclusive workplace environment.

- Implementing comprehensive diversity and inclusion policies to address systemic barriers and promote representation from marginalized communities
- Leveraging training programs and initiatives to foster cultural competence and awareness among government employees
- Establishing effective mentorship and support networks to empower underrepresented groups

Gail Mitchell, Assistant Deputy Minister, Departmental Programs and Operations Women and Gender Equality Canada **Michelle Kovacevic.** Associate Deputy Minister, Indigenous Services Canada

Georgina Lloyd, Assistant Deputy Minister, Northern Affairs Organization, Crown-Indigenous Relations and Northern Affairs Canada **Ray Edwards,** Associate Assistant Deputy Minister, Spectrum and Telecommunications Sector & Chief Equity and Inclusion Officer, Innovation, Science and Economic Development Canada

11:45am ET Government to Government: Modernizing Inter-Government Service Delivery

The government's ability to communicate to its Citizens is of paramount importance in this digital age. Equally important, however, is the government's ability to communicate and collaborate with other government entities and agencies. This session will explore service delivery between government agencies.

- Improving inter-governmental communication
- Technology areas of interest
- Efforts to enhance service delivery with government partners

Paule Labbé, Assistant Deputy Minister, Strategy and Engagement Branch, Shared Services Canada

12:05pm ET Modernizing Government Procurement Practices and Operations

This session will explore ongoing efforts to increase efficiencies across government via technology modernization to unleash next-generation service innovation.

- Digitizing 20th century processes for a 21st century government
- Technology road mapping
- Necessary government needs

Michael Mills, Assistant Deputy Minister, Public Services and Procurement Canada

12:25pm ET Lunch, Networking and Partner Zone

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1:30pm ET	Building a better working world	Deloitte.	O optovia	NEWRØCKET
2:00pm ET	Transition and Movement Break			
	Modernization	Experience	Operations	Vision
2:15pm ET	Understanding Governance's Role in Digital Transformation	Shaping the Future of Work in an Al Enabled World	Modernizing IT Service Management - Insights from CFIA's Transformation	Harnessing the Full Potential of the Platform with AppEngine
2:45pm ET	Transition and Movement Break			
3:00pm ET	Modernizing Government of Alberta Practices and Operations	Elevating Citizen/Customer Experiences and Improving the Bottom Line with Automation and Al	A Case Study on Public and Private Sectors Tech Adoption	The Future of IT Asset Management
3:30pm ET	Transition and Movement Break			
3:45pm ET	Guest Speaker Session: Al-Driven Transformation: The Power of Creative Thinking in Government David Usher, Founder, Reimagine.Al			
4:30pm ET	Closing Remarks			
4:40pm ET	Book Signing Session and Cocktail Reception			

Register Today!

Thank You to Our Partners

Diamond











Gold







Silver



