

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  PUBLIC
SECTOR
NETWORK



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

1

Examine the **current state of technologies across the public sector and all levels of Canadian Government**

2

Hear how innovators are guiding **government customer and citizen experiences for an improved overall experience and workforce wellbeing**

3

Learn how technology subject matter experts are **advancing service innovation and digitizing manual processes for Federal, Provincial, and Local Government**

4

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
Canada**



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

Public Safety Canada



David Usher

Founder

Reimagine.AI

Agenda

Thursday, June 13, 2024

8:00am ET **Registration, Breakfast and Networking**

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

GenAI 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
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9:30am ET **Panel Discussion: How Government can lead the way on AI**

With AI 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 AI-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**

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 |  |  |  |  |
| 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 AI 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 AI | 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: AI-Driven Transformation: The Power of Creative Thinking in Government David Usher , <i>Founder</i> , Reimagine.AI | | | |
| 4:30pm ET | Closing Remarks | | | |
| 4:40pm ET | Book Signing Session and Cocktail Reception | | | |

Register Today!

Thank You to Our Partners

Diamond



Gold



Silver

