

Public Sector Innovation Show British Columbia

Government 2.0: The Future of Public
Services

Post-Event Report

Tuesday, December 5, 2023

Victoria Conference Centre, Victoria, BC

E: contact@publicsectornetwork.co

P: +1 (647) 459 8904



Event **Statistics**



59

Speakers



472

Registrations

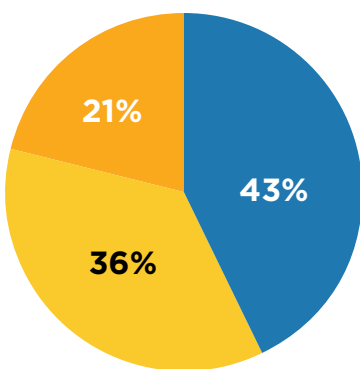


36

Partners

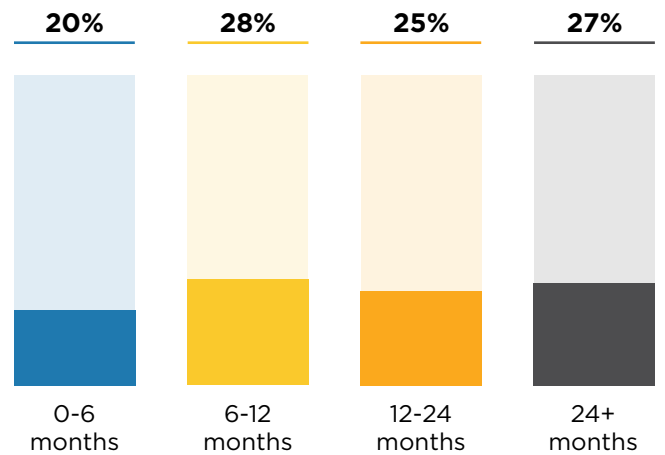
Delegate **Profile**

Attendee Role



- Decision Maker
- Influencer
- User

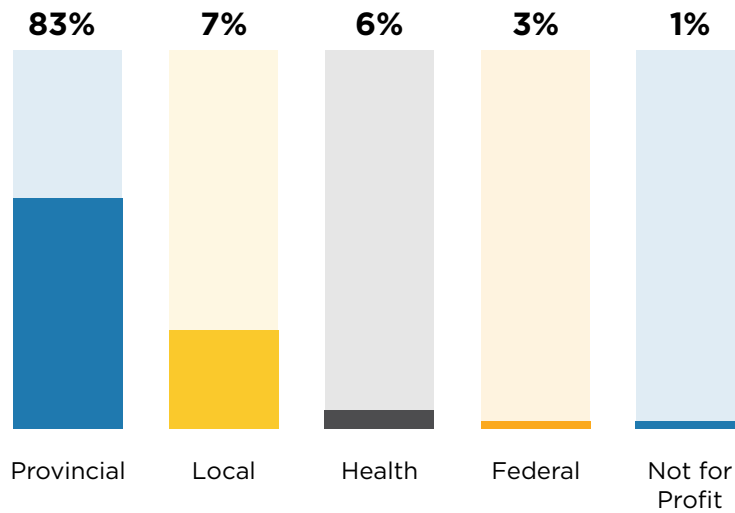
Investment Timeframe



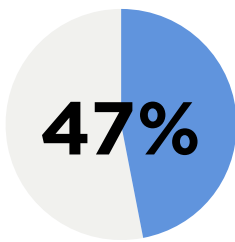
2023 Survey

A snapshot of trends happening in British Columbia Public Sector

299 ATTENDEES PARTICIPATED IN THIS SURVEY

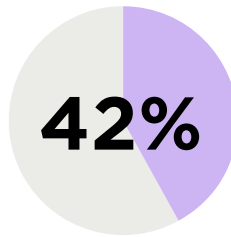


Which area of public service delivery do you believe is most in need of innovative solutions?



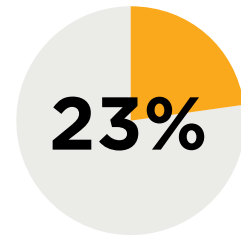
said process automation

What aspect of AI implementation do you find most challenging in the public sector?



said integrating AI with existing systems

What are the top Government Technology Trends for 2023?



said AI

TOP 3 FOCUS AREAS



Business Process Transformation and Optimization



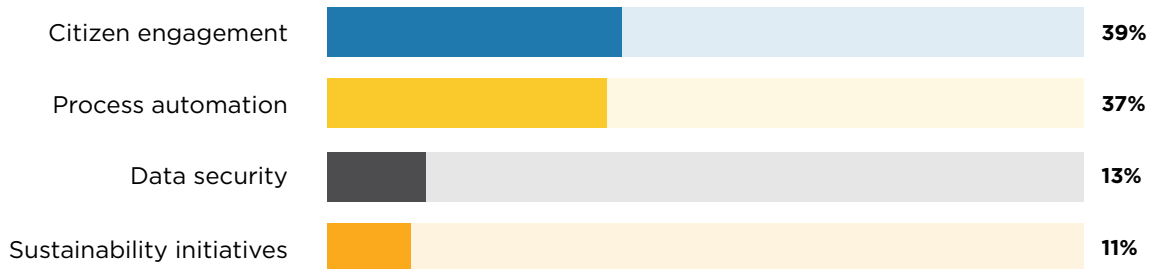
Data Management and Analytics



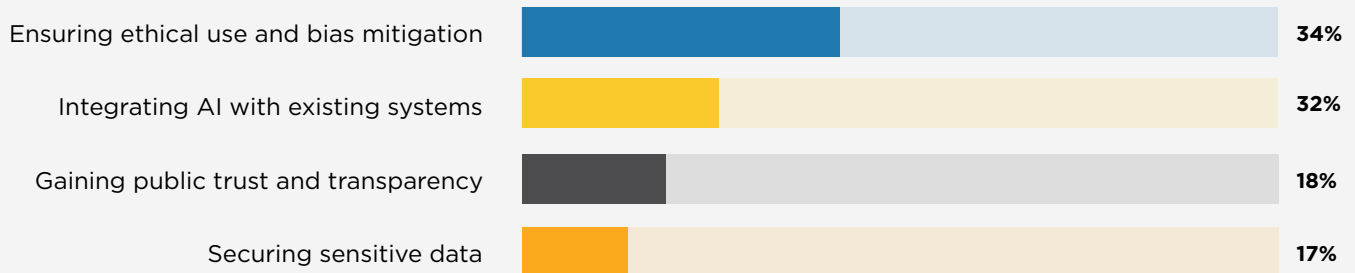
Digital Product Development
(service design, mobile, web, content delivery/management etc.)

Poll Report

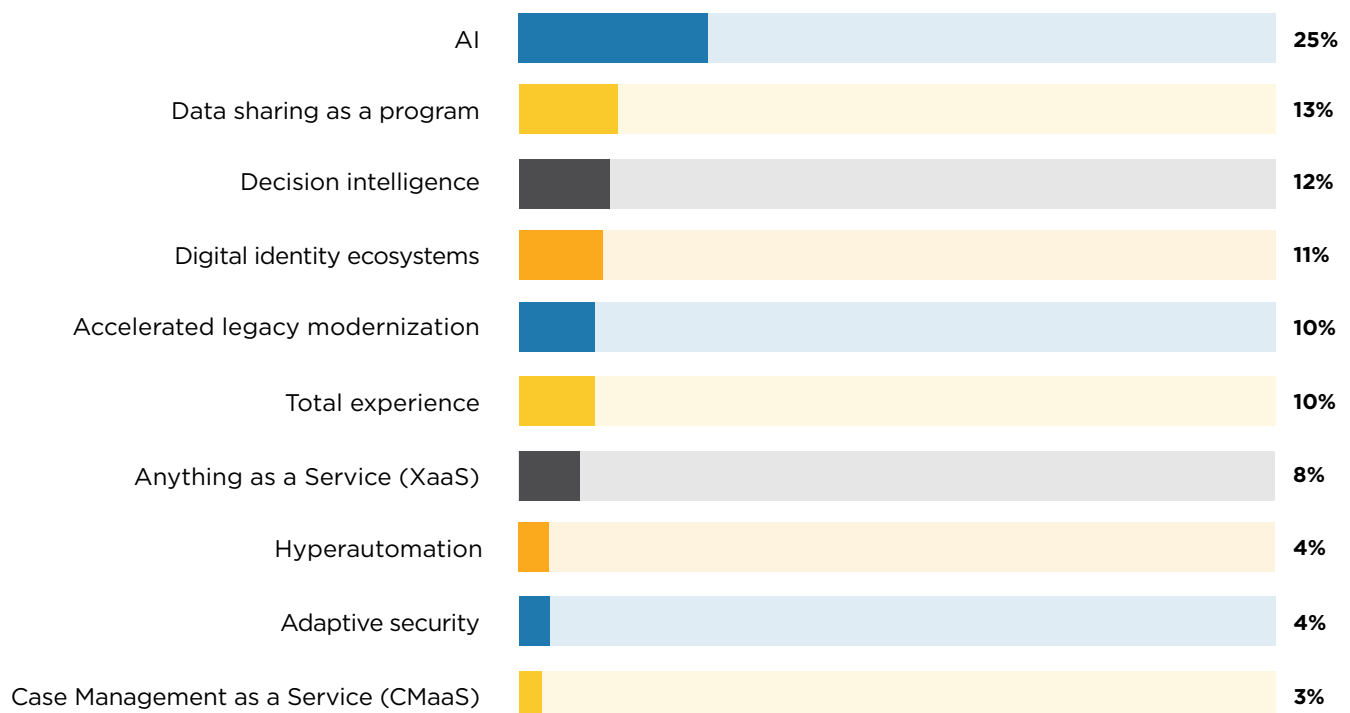
Which area of public service delivery do you believe is most in need of innovative solutions?



What aspect of AI implementation do you find most challenging in the public sector?

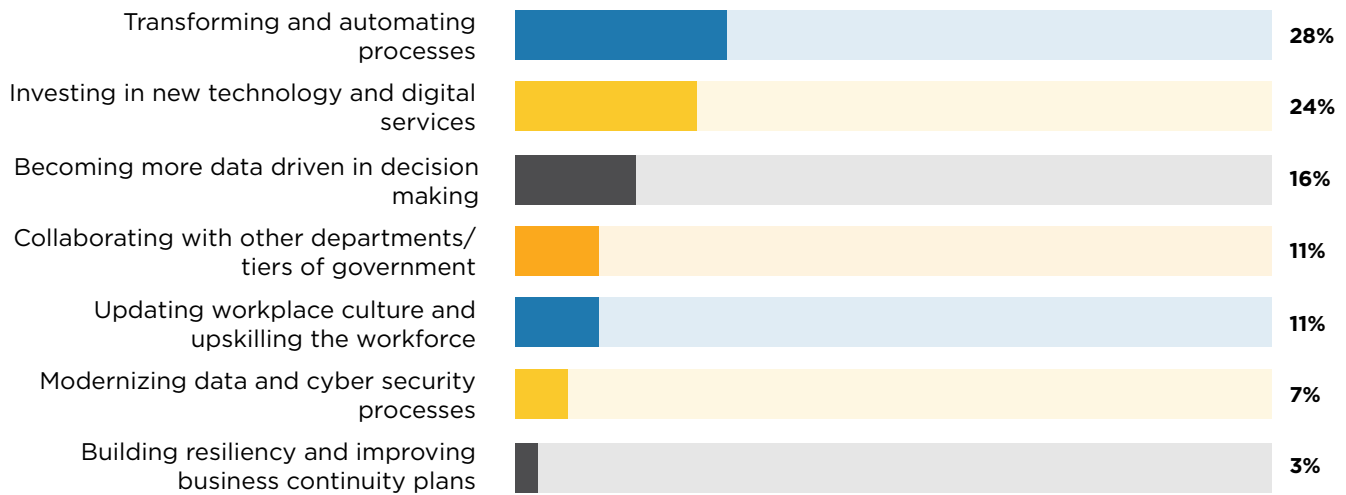


What are the top Government Technology Trends for 2023?

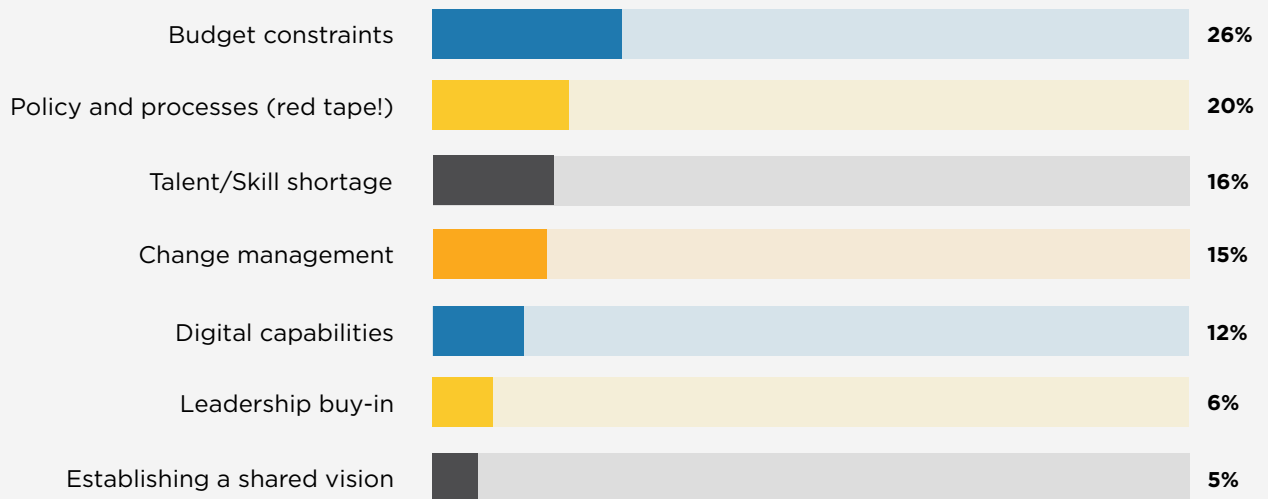


Poll Report

What is your organization, department or function's top priority over the next 12-24 months?

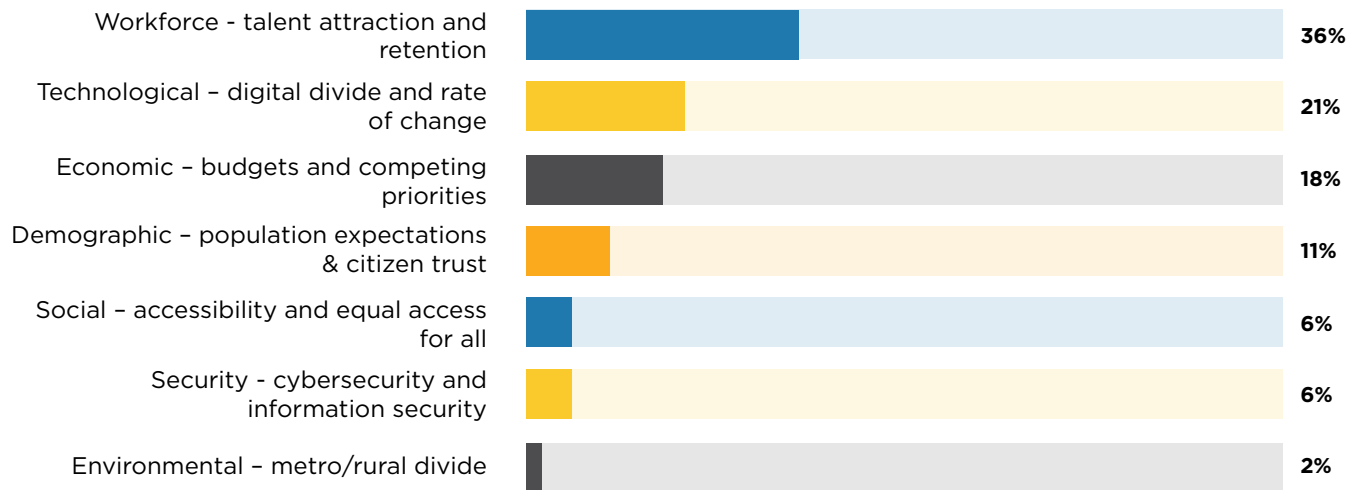


What are the biggest barriers to building a culture of continuous innovation within your agency/department?

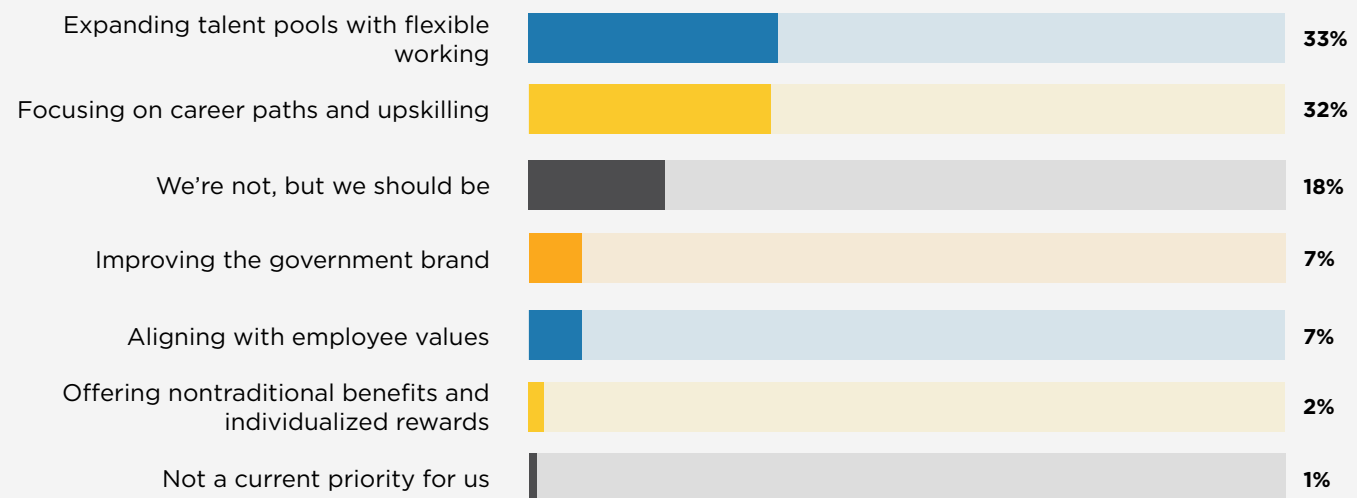


Poll Report

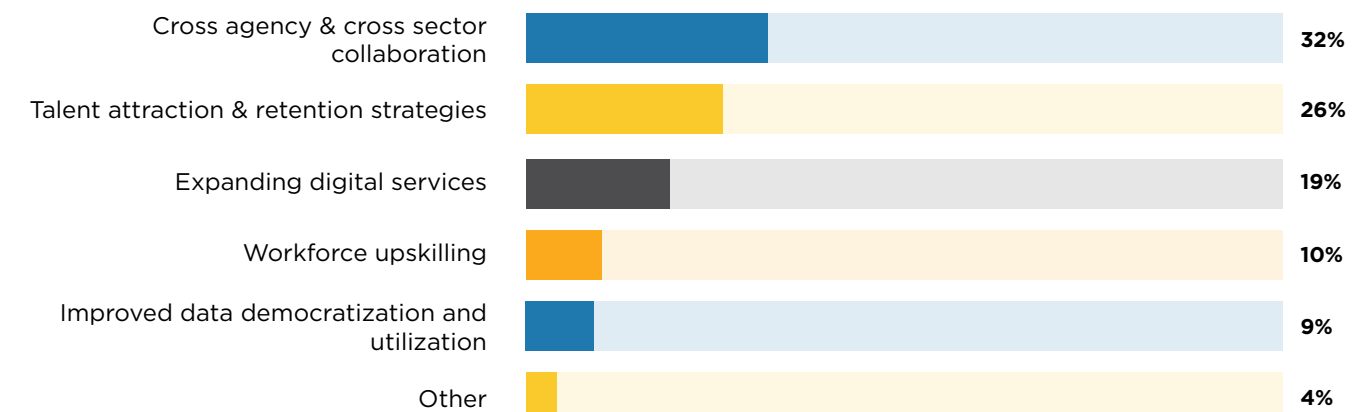
What do you see as the biggest challenge facing the Public Sector in British Columbia?



How is your agency working to overcome the talent challenge across government?



What do you believe is the #1 change that can help Government meet expectations?



In Attendance

Job Titles

A/ Director Business Intelligence Services and Outreach	Associate Director Strategy & Programs	Client Leader
A/ ED and MCIO GDx	Associate General Counsel	Cloud Security Operations Architect
A/Director	Associate Partner – Public Sector	Compliance Manager
A/Director, Business Transformation Services	Associate Partner, Public Sector and Health Consulting	Content Designer
A/Director, Student Services Finance	AVP - Strategic Transformation	Contract Performance Manager
A/Executive Director, Sector Priorities	AWS Solutions Architect	Controller
A/Senior Product Manager	BD Capture Manager	COO
A/Sr Mgr, Planning & Engagement	Business Analyst	CTO
A/Sr. Director of Strategic Engagement	Business Application Advisor	Cybersecurity Analyst
ACBO	Business Application Analyst	Data Analyst
Account Director	Business Application Lead	Data and Business Intelligence Analyst Co-op
Account Executive	Business Development	Data Services and Analytics Manager
Account Manager	Business Relationship Manager	Department Head, Canada - Regional Office of Technology
ADM, CIO	Canadian National Leader - Business Development & Growth	Deputy Minister to the Premier, Cabinet Secretary, and the Head of the Public Service, Office of the Premier
Administrator	Cat Herder	Developer
Advisory Innovation Designer	Category Lead, Cardiac Care, PHSA SC Category Management	Digital Analyst
Advisory Solution Architect	CEO	Digital Transformation Executive
Application architect	Chief Digital Officer	Digital Designer
Architect/Technical Lead	Chief Human Resources Officer	Director
Archivist	Chief Information Officer	Director - AMO
Assistant Deputy Minister of Service BC	Chief Solutions Officer - PC, AV/ Collaboration, and Apple	Director - Social Sector Info Security & Privacy
Assistant Deputy Minister, BC Data Service	Chief Technology Officer and Assistant Deputy Minister, Enterprise Services Office of the Chief Information Officer	Director Analytics and Business Intelligence
Assistant Deputy Minister, Connectivity	CIO	Director Business Alignment
Assistant Deputy Minister, Health Sector IM/IT Division	CISO	Director Business Technology Platform COE
Assistant Deputy Minister, Strategic and Corporate Priorities	Client Business Consultant	Director CDN Government
Associate Deputy Minister and Government Chief Information Officer	Client Business Consultant/ Service Desk Manager	Director Clinical Informatics
	Client Director	Director for Digital Marketplace

Job Titles

Director for SAP Government Cloud ERP	Director, Data & Analytics Technology, Consulting Services	Director, SaaS Adoption and Cloud Procurement
Director General, Traveller Transformation	Director, Data Management and Governance	Director, SHR
Director Investment Management	Director, Data Services	Director, Solution Engineering
Director of AI & Advanced Analytics	Director, Digital and Data Management	Director, Strategic Design
Director of governance and community	Director, Digital Communications	Director, Workforce Intelligence & Research
Director of Instruction	Director, Digital Community and Engagement	Economist
Director of IT Operations	Director, Digital Delivery	EDRMS Business Services Manager
Director of Partnerships	Director, Digital Delivery and Transformation	Engagement Manager
Director of Product Strategy	Director, Digital Engagement Solutions	Enterprise Account Executive
Director of Sales	Director, Digital Investment	Enterprise Account Manager
Director of Service Design	Director, Digital Investment Office	Enterprise Architect
Director Planning & Projects	Director, Digital Operations	Enterprise Solutions Engineer
Director Platform Services	Director, Digital Strategy	Exec Dir
Director PLNET (NGN)	Director, Finance	Executive Director
Director Portfolio Operations and Business Transformation	Director, Information Systems	Executive Director Information Management, Innovation, Corporate Information Records Management Office
Director Road Safety Systems	Director, Integrated Learning & Knowledge Innovation	Executive Director & Chief Technology Officer, Social Sector
Director ServiceNow, Nice & MS dynamics Platform Owner	Director, Investigations	Executive Director and Chief Information Officer
Director Solution Engineering	Director, IT & Collections	Executive Director Strategic Design and Delivery
Director, AI & Analytics	Director, Knowledge Management	Executive Director, BC Digital Trust Service
Director, Architecture & Innovation	Director, MCIO, Information Management Branch	Executive Director, Corporate Support
Director, BC Public Sector	Director, Operations	Executive Director, Device Services
Director, Business Alignment	Director, Policy and Legislation	Executive Director, Digital Talent and Capacity
Director, Business Applications	Director, Privacy & Security Design	Executive Director, Digital Technology Services
Director, Business Intelligence	Director, product development and delivery	Executive Director, Health IT Strategy
Director, Chief Technology Office	Director, Program Integrity and Service Quality	Executive Director, Information Services Division
Director, Client Engagement Unit	Director, Program Operations	
Director, Clinical & Business Projects and Innovation	Director, Projects (Strategic Initiatives)	
Director, Consulting Services	Director, Provincial eHealth Services	
Director, Content Design		
Director, Contracts		
Director, CX Transformation		

Job Titles

Executive Director, Information Systems & Technology	Information Technology Manager	Manager, Performance and Analysis
Executive Director, Information Technology	Innovation manager	Manager, Procurement Transformation
Executive Director, Innovation and Architecture	Innovator-in-Chief, Economic Justice, Office of the Secretary	Manager, Question and Analysis
Executive Director, Integrated Service Solutions	IT Manager	Manager, Technology Services
Executive Director, Online Learning and Educational Resources	Lead	Managing Director
Executive Director, Partnerships Hub	Lead, Governance and Strategy	Managing Director, Digital Service Transformation
Executive Director, Procurement Strategy & Governance	Lead, IM/IT Governance and Strategy	Marketing Director
Executive Director, Strategic Planning and Digital Transformation	Learning & Development Coordinator	MD
Executive Director, Strategic Policy and Legislation	Manager	Minister of Jobs, Economic Development and Innovation
Executive Director, Vendor Management Office	Manager -Procurement Services	Ministry Information Management Officer
Field Marketing Manager	Manager Finance Transformation and Innovation	Ministry Privacy Officer
First Nations Consultation Officer	Manager of Analytics	National Partner for Data, Analytics and AI
Former NSW Minister	Manager of Digital Design	National Pre-Sales Lead
Founder	Manager of Digital Projects	National Strategist and Evangelist, Office of the CTO
Full Stack Developer	Manager of Geospatial Services	Natural Resource Sector Ministry Privacy Officer
Future of Work Program Director	Manager of Investigations	Partner
Governance and Data Analyst	Manager of IT	Partner & Co-Lead, EY Design Studio
Government and Public Sector Alliances Leader and Technology Consulting Partner	Manager of Vulnerability and Risk Management	Partner, BC Public Sector Leader
Government Records Officer	Manager Policy and Legislation	Partner, Customer Experience Transformation
Head of Engineering, Office of the CTO	Manager Service Delivery	Partner, Technology Strategy and Transformation
HR Research Consultant	Manager, Business Modernization	Planner
IM/IT Procurement Specialist	Manager, Change Management	Planning Coordinator
IMIT governance and strategy lead	Manager, Content Marketing	PM
IMIT Procurement Lead	Manager, Data Architecture & Integration	Policy Analyst
Information Management Consultant	Manager, Digital Experience	Policy and Legislative Analyst
Information Technology Analyst	Manager, Digital Policy	Portfolio Manager
	Manager, Digital Trust	President
	Manager, Enterprise Architecture	President, AI & Analytics
	Manager, HR & Administration	Principal Solutions Architect
	Manager, Information Management	Privacy Officer
	Manager, IT Projects	
	Manager, Operations	

Job Titles

Procurement Account Executive	Senior Application Developer/ Analyst	Senior Manager Business Intelligence Analytics
Procurement Specialist	Senior BI/Data Analyst	Senior Manager, Innovation Management & New Mobility
Product and Service Management, Director	Senior Business Advisor	Senior Manager, Office of Strategy Management
Product Director of Private Cloud as a Service Platform	Senior Business Analyst	Senior Manager, Solution Consulting-Employee Workflows
Product Manager	Senior Business Architect	Senior Manager, Stakeholder and Community Relations
Product Owner	Senior Business Intelligence Analyst	Senior Planner - New Mobility
Professor	Senior Data Architect and Data Scientist	Senior Policy Analyst
Professor and Director	Senior Designer	Senior Portfolio Manager
Program Manager	Senior Director	Senior Privacy Analyst
Program Team Lead	Senior Director & CTO	Senior Product Manager
Project Analyst	Senior Director, Access and Open Information	Senior Project Management Analyst
Project Assistant, Client Engagement Unit	Senior Director, Digital Delivery	Senior Records Analyst
Project Director	Senior Director, Digital Products	Senior Sales Lead
Project Director - Office of CTO	Senior Director, Methodologies and Cross Sector Analysis	Senior Security Analyst
Project Director, BC Impact Procurement	Senior Director, Service Discovery Digital Health Strategic Initiatives	Senior Strategic Planning Advisor
Project Manager	Senior Director, Enterprise Account Executive-Western Canada Government	Senior Technical Analyst
Project planner specialist	Senior Executive Director, Digital Identity and Trust	Senior UX lead
Public Sector Lead - Western Canada	Senior Field Sales Director	Senior UX Researcher
Public Sector Marketing Lead	Senior Financial Accountant	Service Delivery Manager
Regional Director	Senior Gov. Records Analyst	Service Design Chapter Lead
Regional Director General, Pacific Region	Senior Government Records Analyst	Service Designer
Regional Vice President	Senior HR Research Officer	Service Experience Manager
Research Coordinator	Senior Indigenous Relations Advisor	Service Manager
Researcher	Senior Information Security Analyst	Solutions Architect
SaaS Manager	Senior IT analyst	Solutions Architect, Global Public Sector
Sales Director	Senior Litigation Systems Manager	Solutions Engineer
Sales Engineer	Senior Management Consultant	Special Programs and Executive Engagements
Scrum Master	Senior Manager	Senior Director Digital Government
Sd		Staff Solution Engineer
Security Analyst		State Chief Technology Officer
Security Engineer		
Senior Account Technical Leader (Alberta Government) Global Sales - Software Sales - FIX		

Job Titles

Strategic Account Executive
Strategic Advisor
Strategic HR Planner
Strategic Human Resources Analyst
Strategy Engineer Leader
System Analyst
Systems Manager
Technical Architect
Technical Consultant
Territory Sales Manager
Trainer
Training Specialist
UX Lead Web Team
UX Practitioner
UX Researcher
Value Development Executive
Vice President
Vice President Global AI Research Lead
Vice President of Solutions
Vice President Public Sector
Vice President, Consulting Services
Vice President, Information Management and Technology
Vice President, SAP SuccessFactors
Vice President, Technology Consulting Services
Video Collaboration - Canada
VP & GM
VP Business Development- Western Canada
VP IT and CIO

In Attendance

Organizations

Accenture	British Columbia Transit	Elections BC
Accenture Song Canada	Canada Border Services Agency	Energy, Mines and Low Carbon Innovation
Adobe	Canadian Digital Service	Environmental Assessment Office
Amazon Web Services (AWS)	Capital Regional District	EY
BC Behavioural Insights Group	Cascadia Partners	Forge Experience Design
BC Government	CGI	Former NSW Minister
BC Ministry of Health	ChatterHigh Communications Inc	Fraser Health Authority
BC Parks	Check Point	Google
BC Public Service	Check Point Software Technologies	Google Cloud
BC Registries and Online Services	Cisco	Government Digital Experience
Board Certified Pharmacotherapy Specialist	Cisco Canada	Government Digital Experience (GDx)
British Columbia Behavioural Insights Group	Cisco Systems Canada	Government Digital Experience, Multi-language Program
British Columbia Energy Regulator	Citizens' Services	Government of Alberta
British Columbia Financial Services Authority	City of Colwood	Government of BC
British Columbia Housing Management Commission	City of Courtenay	Government of British Columbia
British Columbia Ministry of Jobs, Economic Development and Innovation	City of Kelowna	Government of British Columbia, Digital Office
British Columbia Ministry of Transportation and Infrastructure	City of Langford	Government of British Columbia, Ministry of Finance
British Columbia Pension Corporation	City of North Vancouver	HealthLinkBC
British Columbia Prosecution Service	City of Vancouver	IBM
British Columbia Public Service Agency	Code for Canada	IBM Client Engineering
British Columbia Public Service Agency, Ministry of Finance	Corporate Privacy Office	Independent Investigations Office of British Columbia
British Columbia Public Service, Child Care Division	Corporation of the Township of Esquimalt	Information and Communications Technology Council
British Columbia Public Service, Economy Sector, Ministry of Municipal Affairs	Denodo	Information Services Division, Ministry of Social Development and Poverty Reduction
British Columbia Securities Commission	Denodo Canada	Innovator-in-Chief, Economic Justice, Office of the Secretary
	Digital Investment Office	Insurance Corporation of British Columbia
	Digital Office	Insurance Corporation of British Columbia (ICBC)
	Digital Office- BC Government	
	Digital Office, CITZ	
	Digital Office, Developer Experience Team	
	Economy Sector - JEDI	
	Education	
	Education and Child Care	
	Elastic	

Organizations

Island Health	Ministry of Post-Secondary Education and Future Skills, StudentAid BC	Quartech
Island Key Computer	Ministry of Post-Secondary Education and Future Skills, Workforce Development and Skills Training Division	Red Hat
Jambo	Ministry of Public Safety and Solicitor General	Regional District of Nanaimo
Langara College	Ministry of Social Development and Poverty Reduction	RoadSafetyBC
Maximus	Ministry of the Environment and Climate Change Strategy	Salesforce
Maximus Canada	Ministry of Tourism, Arts, Culture and Sport	SAP
MECC-CCD	Ministry of Transportation and Infrastructure	SAP Canada
Ministry of Attorney General	Natural Resource Information and Digital Service	School District 84
Ministry of Attorney General, Public Safety and Solicitor General	Office of the Chief Information Officer	School of Health Information Science, University of Victoria
Ministry of Children and Family Development	Office of the Chief Information Officer, Corporate Information and Records Management Office	Service BC Division, Ministry of Citizens' Services
Ministry of Citizens Services, Procurement Strategy and Governance	Palo Alto Networks	ServiceNow
Ministry of Citizens' Services	Plant and Animal Health Branch, Ministry of Agriculture	Simon Fraser University
Ministry of Citizens' Services, Information Management Branch	Post Secondary Education and Future Skills	Social Development and Poverty Reduction
Ministry of Citizens' Services, Province of British Columbia	Post-Secondary Education and Future Skills, StudentAid BC	The Exchange Lab
Ministry of Education and Child Care	Province of British Columbia	Thomson Reuters
Ministry of Emergency Management and Climate Readiness	Province of British Columbia Public Service	TransLink
Ministry of Environment and Climate Change Strategy	Province of British Columbia, Ministry of Health and Citizens' Services	Triton
Ministry of Finance	Province of British Columbia, Ministry of Health and Citizens' Services	Triton Canada
Ministry of Finance, Province of British Columbia	Province of British Columbia, Venture Capital Tax Credit Program	University of Victoria
Ministry of Health	Provincial Health Services Authority	Vancouver Coastal Health
Ministry of Indigenous Relations and Reconciliation	PwC Canada	Vancouver Public Library
Ministry of Jobs, Economic Development and Innovations		Verkada
Ministry of Municipal Affairs		VMware
Ministry of Municipal Affairs, Province of British Columbia		Washington Technology Solutions
Ministry of Post-Secondary Education and Future Skills		Water, Land and Resource Stewardship
		WorkSafeBC

Audience Testimonials

“I applaud you for yet another incredibly planned and delivered event. Everything, and I mean everything, was so well planned and delivered. From the communication prior, to the location choice, the sign up upon arrival, the se-up, the speakers, the variety and quality of the food & drinks – so well done.

Thank you for all of this!

Looking forward to the next opportunity to connect with existing and new colleagues!”

Ministry of Social Development and Poverty Reduction

“I enjoyed the opening speakers and having the opportunity to hear from experts on a variety of trending topics.”

BC Public Service

“The morning was excellent. Speakers/sessions were interesting and engaging.”

PHSA

“Very interesting - relevant, timely content, great speakers. Roundtable was excellent.”

Vancouver Public Library

Event Images



Featured 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



CJ Ritchie

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



Paula Cousins

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



Jeff Aitken

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



Adrian Beaudin

Principal Solutions Architect
Elastic



Graham Payette

Executive Director, Innovation and Architecture
IAI - Island Health



Mary Laboucane

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



Geoff Haines

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



Greg Froh

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



Corrie Barclay

Partner, BC Public Sector Leader
PwC Canada



Annie Veillet

National Partner for Data Analytics and AI
PwC Canada



Sam Mod

Partner, Co-Lead
EY Studio Design Canada



Rehan Qureshi

Vice President, Technology Consulting Services
Maximus



The Honourable Brenda Bailey

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



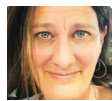
Genevieve Lambert

Chief Digital Officer
Ministry of Citizens' Services



Anna Baird

Special Programs and Executive Engagements
Google



Lindsay Morgan Tracy

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



Nina Patel

Regional Director General, Pacific Region
Canada Border Services Agency



Daniel Darche

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



Colleen Rice

Executive Director, Strategic Policy and Legislation
Government of British Columbia



Jordan Samis

Executive Director, Digital Talent and Capacity
Government of British Columbia



Diane Sam

Songhees Community Member



Bahar Sateli

Director of AI & Advanced Analytics
PwC Canada



Katie Monteith

Partner, Customer Experience Transformation
PwC Canada



Terry Gunning

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



Cindy McMath

Senior Director
Maximus



The Hon. Victor Dominello

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



Alex MacLennan

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



Nick Stowe

State Chief Technology Officer
Washington Technology Solutions



Eleanor Liddy

ADM, CIO
Ministry of Education and ChildCare



Andrew Lawrence

Director General, Traveller Transformation
Canada Border Services Agency



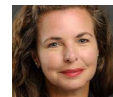
Neil Armstrong

Systems Engineer
Palo Alto Networks



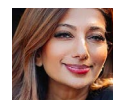
Mike Klein

Vice President, Information Management & Technology
BC Housing



Susan Stanford

Assistant Deputy Minister, Connectivity
Government of British Columbia



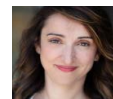
Nadia Hansen

Digital Transformation Executive
Salesforce



Emily Davidson

Director, Digital Operations
PwC Canada



Diana Popescu

Partner, Technology Strategy and Transformation
PwC Canada



Michael Oas

Vice President of Solutions
Maximus



Todd Wilson

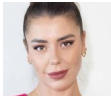
Department Head, Canada - Regional Office of Technology
Red Hat

Featured Speakers



Peter Madden

Senior Enterprise Account Executive-
Western Canada Government
ServiceNow



Ecem Kahraman

Enterprise Account Manager
Verkada



Rishi Muchalla

National Strategist and Evangelist, Office
of the CTO
Check Point



Andrew Donaher

Vice President, AI & Analytics
CGI



Jeff Jackson

Staff Solutions Engineer, Strategic
Accounts
VMware Canada



Shiv Pati

Strategy Engineer Leader
Dynatrace



Darren San Felipe

Enterprise Solutions Engineer
Verkada



Terry Schultz

Minister of Jobs, Economic Development
and Innovation
Government of Alberta



Jason Sturgess

VP & GM
Denodo Canada



Brenda Barron

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



Andy French

Director, AI & Analytics
CGI



Darren Humphries

Solution Engineer, Director
VMware Canada



Naomi Manley-Casimir

Managing Director, Digital Service
Transformation
Accenture Song Canada



Carmine Amorelli

Enterprise Account Manager
Verkada



Robert Falzon

Head of Engineering, Office of the CTO
Check Point



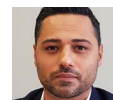
Bobby Aujla

Associate Partner - Public Sector
IBM



Rob Barton

CTO
Cisco Canada



Sohail Carim

Director for SAP Government Cloud ERP
SAP



Frank MacDonald

President
ThinkDox

2023 Partners



2023 Partners



About Us

Certified



Corporation

Public Sector Network connects government organizations across the globe.

Our mission is to give public sector professionals a single place to come together, share ideas, and get free, unlimited access to the latest information about critical topics that are transforming the government landscape.

Our government-only network helps members find relevant international content and case studies that are critical to your work and can help you save time, and money. For those who are looking to network at a deeper level, we hold insightful online and in-person events, ranging from conferences and exhibitions, to intimate training courses and forums across major cities around the world.

The Public Sector Network (PSN) is a certified B Corporation, a business that meets the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

The goal of the B Corps is to accelerate a global culture shift to redefine success in business and build a more inclusive and sustainable economy.

Public Sector Network events, like the Public Sector Innovation Show, limit waste where possible. Initiatives like using reusable dishware instead of plastic disposable options and limiting paper through use of our event app are only small examples of our commitment to sustainability.

Become a Supplier

We understand that government needs to partner with private sector, but this can often be a crowded, noisy market.

Our network is designed for public sector professionals only as it maintains the credibility of our content for our government members.

In order to help our members connect with private sector, we have created Public Sector Network's Marketplace where solution and service providers can create free profiles showcasing their business. Our members can easily search for any requirement and connect directly with you.

If you want to get exposure to our ever-growing membership, then start your free page today.

→ [Set up a supplier page here](#)



CONNECTING GOVERNMENT

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