S1
ENGLISH

A Cloud for Global Good: Trusted, Responsible & Inclusive

Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
10:15 AM to 11:15AM | Room 205/207

The question for government leaders and policymakers around the globe is how to harness the power of the cloud to transform people's lives for the better without unleashing the potential for dislocation and disorder. The task is a daunting one that raises fundamental questions about how to strike the right balance between competing interests such as how to protect public safety and the right to privacy; how to recognize national sovereignty without restricting the efficient flow of information across international borders; and how to provide entrepreneurs and innovators with the freedom to create and disrupt while ensuring that the benefits of change are broadly and equitably shared.

Microsoft will share stories to illustrate the opportunities for societal good, while highlighting considerations for government and the private sector to ensure the benefits of cloud extend to all, and that our methods remain trusted, responsible, and inclusive!

Kevin Peesker| President, Microsoft Canada

Kevin Peesker is President of Microsoft Canada responsible for leading a world class team who delivers transformative outcomes for Canadians. Through Microsoft's partner ecosystem, citizenship efforts and employee engagement programs, Kevin's objective is to empower every person and organization across Canada to achieve more.

A proven transformational leader with more than 28 years of experience in technology that has taken him to over 70 countries, Kevin has held leadership roles in finance, marketing, operations, sales, and general management. Kevin is passionate about the development of teams, building customers for life and driving collaboration between government/industry and technology. He focuses his time with Microsoft's customers, partners and teams, traveling extensively so he can hear first-hand how Microsoft can better serve each stakeholder as a true technology partner.

Most recently, the President of Dell EMC Canada, Kevin held multiple senior leadership roles spanning every customer/industry segment over his 14 years with Dell including leading the UK & Ireland Consumer, Small and Medium Businesses (CSMB), and leadership of the CSMB business units spanning Europe.

Born in Western Canada, Kevin holds an MBA from the Australian Graduate School of Management. He resides in Toronto with his wife Karen and is active in the community, volunteering his time coaching youth and serving on boards. Kevin is the Chair of the Board of Directors of the Information Technology Association of Canada.

S2 ENGLISH

An Excursion in Interactive Analytics: Shared Services Canada's journey to a data driven approach

Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
10:15 AM to 11:15AM | Room 206/208

Through visualization and discussion, this seminar will take you through the twists, turns, highs and lows of Shared Services Canada's journey in creating its Analytics program. Key phases and themes encountered along the way include approaches to funding, bringing teams together, the human factor, lessons learned, as well as opportunities and benefits achieved along the way.

Join the dialogue and trek with us as we recount our journey!

Gilles Dufour | Director General, Business Planning and Client Support, Shared Services Canada (SSC)

His background includes 34 years of distinguished service in the Canadian Forces with increasing responsibilities at the tactical, operational and strategic levels. This included delivering IM/IT services and providing strategic transformation planning capabilities. He has supported domestic and deployed units of all three of the Armed Forces, including a tour to Afghanistan.

In October 2014, he joined SSC as Director General for the Analytics, Benchmarking and Transformation Program Office. In October 2018 he moved to his current position in the Service Delivery and Management Branch.

Liz McKeown | Chief Information Officer & Departmental Security Officer, Shared Services Canada (SSC)

Liz holds a Bachelor of Education, Computer Science and Mathematics from Queen's University.

Starting her career as an educator, Liz taught computer science and mathematics in a public high school. She then worked in the private sector in the areas of technology training and corporate leadership development. Liz has since gained 19 years of experience within the Federal Public Services in many functions including: Account Executive, Chief Technology Officer, Deputy CIO and Client Relationship Director. She has worked for multiple departments including Justice Canada and Public Works and Government Services Canada. She joined SSC in 2013. In her current role she is accountable for enabling employees through the delivery of information management, technology, corporate security and vendor solutions.

Ms. McKeown is a volunteer of the Association of Public Sector Information Professionals, known as DPI. She currently serves as President of the non-profit organization that promotes the development of public sector professionals and the effective application of Information Management and Technology in the public sector.

Suzanne Monette | Director of the Enterprise and Information Management Division, Shared Services Canada (SSC)

With 17 years in the Federal Government, she is an Information Management (IM) leader who has witnessed and contributed to the evolution of IM from paper records to the now digital era which expands to information, data management and collaboration.

Ms. Monette holds honours in the Records Management program from Camosun College and the Technology Developer Program from Algonquin College. Suzanne is also the recipient of the Provincial Records Management Award from the Information and Records Management Association.

Some key accomplishments of Ms. Monette include the successful implementation of an e-discovery project in support of class action litigation. At SSC, she was involved in the consolidation of eleven command centres into one Enterprise Command Centre; the design and formation of the Enterprise Information Services Division; and co-led the implementation and establishment of an Enterprise Business Analytics Program.

David Pyman | Acting Senior Director, Service Strategy, Analytics and Benchmarking, Shared Services Canada (SSC)

He is a strong team leader with proven project and team management skills and experience. His innovative strategic, and analytical decision making skills make him an excellent fit for his current role.

David holds a Bachelor's degree and a Major in Marketing from the University of Guelph.Mr. Pyman first joined the federal government in 2001 as an analyst for Real Property, National Portfolio Management at Public Works and Government Services Canada. He has held several senior strategic advisor roles in multiple departments in the areas of compensation, classification, governance, planning and policy, and human resources. He joined the executive team at SSC in 2014 as Director for Workforce Design and Classification and later Director for Business Analytics and Benefits Realization before reaching his current position in May 2018.

S3
ENGLISH

Health as your Competitive Edge for Leadership and Peak Performance
Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
10:15 AM to 11:15AM | Room 214

When work demands are high, and the schedule is full, it's easy to let lack of time and energy guide self-care. But when health gets pushed aside, it has a direct and often negative impact on productivity and effectiveness. Not to mention what it does for quality of life.

Research shows that the very health practices we push aside in the name of work progress, are the keys to better leadership and peak performance. In fact, health provides the ultimate competitive edge for business success. This session will share how to maximize physical, mental and emotional health practices – even with a busy schedule.

Michelle Cederberg | President, Work-Life Energy Group

Health and Productivity Expert Michelle Cederberg galvanizes people to blaze their own path and live a bigger life. An in-demand speaker, author, health expert, coach and consultant, she helps individuals and organizations break through the physical and emotional barriers that get in the way of high-performance - in business and in life.

She holds a Masters in Kinesiology, a BA in Psychology, a specialization in Health and Exercise Psychology, is a Certified Exercise Physiologist, a Certified Professional Co-Active Life Coach and an ORSC-Trained Team Coach. She combines mind, body, and practicality to inspire change!

S4

ENGLISH

Tell us Once for Business Registration
Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
11:30 AM to 12:30 AM | Room 205/207

Thirteen provincial and territorial business registries + one federal database. Fragmented information, integrity and non-compliance issues, business productivity loss, lack of progress.

MRAS (Multi-jurisdictional Registry Access Service) is the story of how the fourteen solitudes defined not just a vision, but created a scalable and adaptable digital solution that also accommodates a variety of legislative and policy requirements from each of the federal, provincial and territorial partners. Systemscope used design thinking and agile prototyping to co-create and validate business requirements to support this shared model. This common ground among the participants allowed for clear progress towards a workable solution.

Nicholas Eisner| Senior Consultant, Systemscope

Nicholas Eisner has over 25 years of international consulting experience in the private sector and with all layers of government. He concentrates in the areas of business and service transformation, multi-channel service delivery, enterprise architecture and related information management and process automation. Nicholas' experience allows him to help Systemscope clients realize the value of user-centric service design solutions within the context of their particular business.

Stephen Karam | Partner, Systemscope

Stephen Karam has over 20 years experience providing thought leadership and strategic consulting services in government business and service transformation, omni-channel service delivery and digital government projects. He has worked with over 30 different GC departments and agencies on high-profile initiatives, where he has played a key role in ensuring the delivery of intended outcomes. Stephen works primarily within the executive ranks of government on enterprise-wide change initiatives, and brings in-depth experience in federal/provincial/territorial (FPT) relations for service transformation. Systemscope's clients know that they can count on Stephen to provide them with sound guidance that is both innovative and pragmatic.

S5

ENGLISH

Improving Government Services in the Digital Age

Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
11:30 AM to 12:30 AM | Room 206/208

The Government of Canada has made a strong commitment to becoming digital. In support of this, the Treasury Board Secretariat has released its Digital Standards and is building out a Digital Exchange framework to enable government departments to share their data with each other and the outside world in a modern, secure, and unified way. This talk will focus on what's been accomplished to date and where we're heading in this every changing digital landscape.

Teresa D'Andrea | Director Digital Enterprise Exchange, Office of the Chief Information Officer of Canada, Treasury Board Secretariat (TBS)

Teresa D'Andrea is a director within the Treasury Board Secretariat's Office of the Chief Information Officer of Canada branch responsible for Enterprise Digital Exchange for the Government of Canada. She works at the intersection of experience design, digital innovation, and enterprise strategy. Teresa is currently leading on both the Government of Canada's Digital Standards and the federal government's Digital Exchange framework. She comes with over 20 years of experience in both the private and public sectors, leading enterprise-level digital projects and programs that focus on serving the needs of the end-users.

S6
ENGLISH

Stand up and Speak OUT: How to Communicate Your Confidence and Elevate Your Presence

Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
11:30 AM to 12:30 AM | Room 214

If you're ready to get to the next level both in your professional as well as in your personal life, you don't need any more certifications, qualifications, or degrees. It's not about competence; it's all about confidence. Learn how to exude poise and power, demand attention and respect, and make things happen through your executive presence, your communication, and your action. When you bring all of who you are to all of what you do, you will stand out as the leader you truly are.

You will walk away with tangible techniques to be authentically assertive versus haughtily aggressive, explore 7 simple strategies to ensure you stand out in any crowd, and discover how giving yourself an 'A' and showing up as YOU will always give you the winning advantage.

Carol Schulte | Speaker, Founder, Living BIG

As an authority on brave leadership, Carol has been educating and entertaining international audiences for a decade. She holds a BFA in Theatre Performance, an MA in Communication, and two postgraduate certificates in coaching and mentoring. As the creator of 'Women Living BIG,' she's worked with thousands of women to get them out of their comfort zone and into their BIG zone; whether that's skydiving, getting a promotion, or achieving what they never thought possible. (and as someone who's lived in Ashrams in India and vans in New Zealand, had dreadlocks in Thailand and shaved her head for breast cancer - even bungee jumped in her birthday suit - Carol certainly walks her talk!) She is a contributing author to 3 best-selling published books, and has been featured in numerous magazines, podcasts, and appeared as a returning guest expert on Rogers TV. Having lived and worked in 16 countries, traveled through an additional 25, and recently back from a "Remote Year' - where she lived and worked and hosted events in a new country monthly for the course of a year - she brings a global perspective on people and empowerment to all she does. When Carol is not bringing women to learn to surf In South America or climb Kilimanjaro in Africa, you can find her volunteering as a bereavement facilitator, training for her next triathlon, or practicing her serious carpool karaoke game.

S7 We Are in The Technology Stone Age: Are You Ready For Disruption?

ENGLISH

Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
1:30 PM to 2:30 PM | Room 205/207

A new industrial revolution is dawning that will generate major technological changes that we must face. Over the next century, we will experience the equivalent of 20,000 years of technological evolution. In technology terms, we're still living in the Stone Age. Let's "explore" some of the emerging opportunities for business and government.

Hugues Belanger | General Manager, TELUS

Hugues Belanger leads the national Product Marketing and Strategic Alliances team at TELUS Business Solutions.
In his role, Hugues has the mandate to build strong value propositions, positioning and tools to bring our solutions to market, as well as solid partnerships with our key providers. Before joining TELUS in 2007, he was leading the strategic partners and alliances program at IATA (International Air Transport Association). During the course of his career, Hugues Belanger held various marketing and product management positions in the technology and aviation sector. Results driven, Hugues is trully dedicated to generating new ideas and telling compelling business stories.

Entrepreneur at heart, Hugues launched of his own web services company in 1994 and has been acting as a coach to startups in technology and as ambassador for LaRuche Montreal.

S8

ENGLISH

Alexa is Stealing Your Job!

Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
1:30 PM to 2:30 PM | Room 206/208

Artificial intelligence is taking over our lives. Ask Alexa to call a client or confirm your schedule for the day, and Alexa will do just that immediately. Ask her a question, give her a command, or just share a joke together, and she becomes your new best employee. Is Alexa stealing YOUR job? Find out what skills are needed in this new paradigm. Find out what you need to do to become invaluable at your workplace. Don't assume that what got you here will get you there.

Rhonda Scharf | CSP, HoF, ON THE RIGHT TRACK - Training & Consulting Inc.

Insightful … humorous … entertaining … even contagious :-) … words that are often used to describe Rhonda Scharf. A speaker with the uncanny ability to look at the normal and see something quite different.

Rhonda is a Professional Speaker and member of the Canadian Speaking Hall of Fame, Trainer, and Author, based in Ottawa. She has spoken to tens of thousands of people in dozens of countries.

 Rhonda's professional speaking career began at age two… when her mother would offer her 25 cents to be quiet for five minutes!

S9
ENGLISH

Provision a Cloud Innovation Lab using Public Cloud Offerings
Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
1:30 PM to 2:30 PM | Room 214

Are you ready to explore and innovate using our Canadian Public Cloud offerings? Learn how to establish a Cloud Innovation Lab using Infrastructure as Code, and how to reduce the cost with various automation practices.

Jason Vriends | IT Senior Specialist, Canada Revenue Agency (CRA)

Jason is an IT Senior Specialist for the Canada Revenue Agency. For most of his career he has architected, engineered, and deployed workloads to a Distributed Computing Environment. Today, he is focused on Cloud adoption and refactoring applications to be Cloud Native.

Anik Egan | IT Senior Specialist, Canada Revenue Agency (CRA)

Anik is an IT Senior Specialist for the Canada Revenue Agency. She has been working in various areas of IT/IM for approx. 20 years. Her most recent endeavours have been in the area of IT Architecture, and her current role is to assist CRA in its adoption of Cloud Computing..

S10

ENGLISH

The Next Wave: Generation Z – Are you Ready?
Wednesday, May 22, 2019 / Mercredi le 22 mai 2019
1:30 PM to 2:30 PM | Room 213/215

Generation Zs are students – the oldest of them about to graduate. They have just begun to explore their careers, and they have definite ideas of what they want! Technology is like air to them and they are already driving shifts in how we communicate, the way we access information, as well as the culture we consume. Over the course of the last two years, the speaker has taught a communication class for first year software engineering students: she will share her insights from first hand experience of who Gen Zs are, what they are looking for in the workplace, and how you as managers can get ready!

Nicole Miller | Assistant Director, Learning and Professional Development, University of Ottawa

Nicole has over 20 years of experience in career development, including stints as a school support counsellor helping to guide students, as a vocational counsellor helping injured employees re-enter the workforce, as well as an appointment as coordinator of a career centre for military families. She is presently in the position of Assistant Director, Learning and Professional Development at the University of Ottawa. Active in the careers field, her work has appeared in numerous industry publications, she co-authored an e-book entitled Have Career…Will Travel, and this year she was the only Canadian contributor to the last book prefaced by What Colour is your Parachute's Dick Bolles.

S11 | International Panel Discussion – Digital Crossroads

ENGLISH

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
10:15 AM to 11:15 AM | Room 205/207

Learn how governments from Europe, Latin America and Canada are experiencing the Digital Crossroads. Mr. Peter Littlefield, CIO for Employment and Social Development Canada, with be moderating this year's International Panel. Panelists include Ms. Maria Gabriela Ayala from the General Secretariat of the Presidency of Ecuador, Mr. Yih-Jeou Wang, the Permanent Representative to the EU from Denmark, and Ms. Sarah Paquet, Executive Vice-President of Shared Services Canada. The panel will explore the opportunities and challenges encountered by government at the "Digital Crossroads".

Maria Gabriela Ayala (Ecuador) | Director of Simplification of Procedures and Service Delivery, General Secretariat of the Presidency of Ecuador

María Gabriela Ayala is the Director of Simplification of Procedures and Service Delivery at the General Secretariat of the Presidency of Ecuador. She received her Bachelor of Arts degree from Vassar College in 2012, majoring in Economics, Chinese and Italian. She then proceeded to pursue her interest in public policy at the London School of Economics and Political Science, where she obtained her Master's degree in Public Administration (MPA) in 2015. After graduating she returned to Ecuador, her home country, to work full-time in the Public Sector. She has gained experience in research, social policy, labor policy, public sector innovation, impact evaluation and service delivery. Through her experience in the Ministry of Labor, Ministry of Social and Economic Inclusion, and the National Transit Agency, she has grounded her understanding of Ecuador's public sector governance structure. In her current position at the Presidency, she is leading a team to redesign a citizen-centered service strategy that aims to simplify procedures and strengthen regulatory policies that better serve the Ecuadorian population.

Yih-Jeou Wang (Denmark)| Danish Permanent Representative to the EU

Previous to this recent appointment, Yih-Jeou Wang was Head of the Director-General's Secretariat and was responsible for international co-operation at the Agency for Digitisation within the Danish Ministry of Finance. He returned to Danish civil service in 2010 after five years as Head of Unit in the OECD leading OECD's activities in the area of ICT use in the public sector (e-government). He joined the OECD in 2005 from a position as Head of Division in the Danish National IT and Telecom Agency responsible for national and international ICT security policy. He has for a period of more than 20 years been responsible for policy and strategy development of Information Society and e-government in different ministries (Finance, Education and Research, and Science, Technology, and Innovation), and has in a short period worked as a senior adviser in the Confederation of Danish Industries responsible for the development of e-business policies and strategies for Danish industry. He has for more than 15 years been an external examiner at the IT University of Copenhagen and Copenhagen Business School.

Sarah Paquet (Canada) | Executive Vice President, Shared Services Canada (SSC)

Ms. Sarah Paquet is the Executive Vice-President for Shared Services Canada. Sarah brought her experience as a lawyer to the public service in 1997, working with a number of departments, culminating in her role as Senior General Counsel for Public Services and Procurement Canada (PSPC). She subsequently led the Service Integration Branch of PSPC, implementing major IT-enabled business solutions such as GCDOCS and the Shared Case Management System, and leading the departmental Client Service Strategy and the Procurement Modernization Initiative with Treasury Board Secretariat (TBS). Sarah currently works with all Shared Services Canada (SSC) stakeholders to preserve and enhance the value of SSC services.

Peter Littlefield (Moderator) (Canada) | Assistant Deputy Minister and Chief Information Officer of Employment and Social Development Canada (ESDC)

Mr. Peter Littlefield is Assistant Deputy Minister and Chief Information Officer of Employment and Social Development Canada (ESDC), the Government of Canada's primary social benefits ministry. He has held this role since September 2016.

Prior to joining ESDC, Peter was the lead for the consolidation of the Government of Canada's data centres at Shared Services Canada, since its creation in 2011. Peter also contributed to government shared services as product management executive for distributed computing services and data centre services at Public Works and Government Services Canada.

Before joining the federal public service in 2007, Peter held a number of key positions in the private sector over more than 20 years in the information technology (IT) sector. With roots in application development, Peter also contributed in areas of infrastructure planning and design and solutions architecture before moving on to management. Peter co-founded two Canadian IT companies specialising in communications software and in management consulting.
Peter holds a Bachelor of Mathematics degree from the University of Waterloo.
Peter is well-supported and well-grounded by his wife and three daughters.

S12 The Art of the Practical: Making AI Real

ENGLISH

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
10:15 AM to 11:15 AM | Room 206/208

There are many different definitions as to what constitutes a system as artificially intelligent, but simply put AI is the science of training systems to emulate human tasks through learning and automation. For organizations wishing to implement AI what tangible use cases should you focus on to deliver business value? This session provides real world examples of AI in action, dispelling the myths and focusing on the value it can drive:

- Real world AI applications generating business value
- Cross sector practical applications of AI
- Example of an end-to-end automated AI decision capability

Tara Holland | Sr. Manager, Public Sector Solutions Specialist, SAS

Tara Holland currently leads the PublicSector Solutions Specialist team for SAS Canada. This team provides technical support and business guidance to Public Sector (Federal, Provincial, Public Safety and Healthcare) organizations across the country. Over her tenure at SAS she had held several analytic roles supporting multiple industries and geographic territories.

Based in Ottawa, Tara has been with SAS for over 17 years supporting the Predictive Analytic, Business Intelligence and Visualization solutions. Her passion is in bridging the gap between Business and IT and enabling organizations to deliver on the value of SAS Business Analytics using concepts such as Competency Centres.

Prior to joining SAS, Tara led the Data Mining team at Canada Revenue Agency and lived the real-life challenges faced by organizations wanting to be more data and analytics driven. She also held positions in IT management, application architecture and business analysis at CRA, Saskatchewan Economic Development and Statistics Canada.

S13
ENGLISH

Agile Adoption or Transformation: How To Know What Is Right For You?
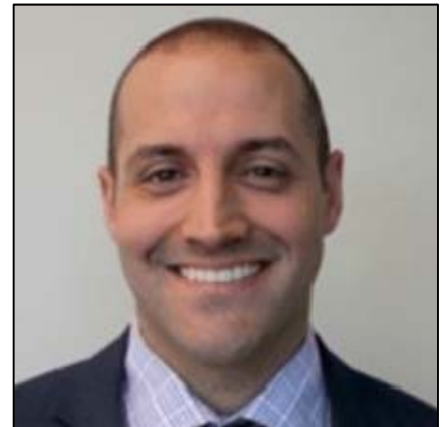Thursday, May 23, 2019 / Jeudi le 23 mai 2019
10:15 AM to 11:15 AM | Room 214

Many organizations today want to be more Agile, but what does this really mean and how can it be achieved? Depending on the reasons for change and the driving needs of the org, one may be more appropriate than the other. During this talk, we will take you through how to identify which is more appropriate for you and your team as well as provide practical, pragmatic tips on how to approach the change.

Chris Juryn | Director of Consulting Services - Agile Practice Lead, CGI

Chris has been working in the technical industry for over a decade and has focused on multiple aspects of software development. He has held technical roles across QA, Performance Optimization, Project Management and Development. He began his Agile journey 5+ years ago when he was introduced to a better way of working, and hasn't looked back since.

He now works within CGI to lead a team of Agile practitioners whose goal is to bring a better more human centric way of working to their clients. His team has worked in all of the major Canadian Financial Institutions and helped transform many teams and individuals. Chris is personally focused on Leadership Transformation and providing insights and support to Executives as they transform their organizations

S14

ENGLISH

Transport Canada's Hub: Promoting Innovation & Guiding Change

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
10:15 AM to 11:15 AM | Room 213/215

Digital transformation is about more than technology. At its core, digital transformation is about people. In government this means putting our "users", citizens, at the centre of the work we do providing services, delivering programs and developing policy. We understand that the people who deliver services are our users too. And understanding their needs is key to delivering for citizens. Transport Canada has launched a human-centred design group called - The Hub!! It promotes engagement, collaboration and innovation and ensures the department can meet the new GC Digital Standards to "design with users". This means going out in the world and observing how citizens, organizations, and the private sector interact with our services and understanding the barriers which hold staff back from making them better. We are experimenting with emerging digital technologies, and co-creating solutions and services that are people-focused – come out and learn more!

Grahame Rivers | Director, Digital Services Enablement, Transport Canada (TC)

As a digital transformation champion, and a co-founder of the Ontario Digital Service, Grahame leads innovative projects that drive change within government. With a focus on understanding user needs, Grahame has delivered projects that make it easier to apply for student assistance, update a driver's license or health card, contribute to a government consultation or participate in the government's budgeting process. Grahame seeks to make services easy to understand and use in order to better serve citizens and provide good government.

S15 The Bots Are Here: Are You Ready?

ENGLISH

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
11:30 AM to 12:30 PM | Room 205/207

Robotic Process Automation has gained significant traction in many industries although public sector has been slow to adopt. That has changed in the past year and more and more government agencies are turning to 'bots' to help solve some sticky process automation challenges that before had no easy fix.

Keep in mind, RPA is not about moving, talking robots but rather software helpers that can help with common, repetitive tasks.

In this session you'll learn:
- What the heck is RPA ?
- What does a bot do ?
- Why would I use it ?
- What are the considerations to deploying bots in a government environment ?

The session guarantees that you'll leave with a new appreciation for how you can automate those processes that have frustrated you for years.

Paul Macmillan | Strategy & Operations Consulting Leader, Deloitte Canada Strategy & Operations Consulting Leader, Deloitte Canada

Paul Macmillan has been a management consultant and strategic advisor to government and business leaders for over 30 years. Paul currently leads Deloitte Canada's Strategy & Operations Consulting Practice. Previously, he served as the Global Public Sector Leader for Deloitte Touche Tohmatsu Limited, where he was responsible for the firm's client service innovation to support public purpose organizations around the world.

Paul is co-author of the book The Solution Revolution: How business, government, and social enterprises are teaming up to solve society's toughest problems (Harvard Business Review, 2013) with colleague William D. Eggers, Deloitte Global Public Sector Research Director. The book highlights the growing global movement of innovative partnerships and business models that are addressing some of the greatest challenges our society faces today.

The Wall Street Journal called The Solution Revolution "pulsating with fresh ideas about civic and business and philanthropic engagement". The book also topped a number of "Best of" reading lists including the Washington Post and Business Digest. To learn more about The Solution Revolution, visit www.solutionrevolutionbook.com.

S16

ENGLISH

IM/IT Yin and Yang

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
11:30 AM to 12:30 PM | Room 206/208

IM and IT in government struggle to keep up with rapidly evolving public expectations for openness and availability of information, new technologies, and private sector practices. As business enablers both functions support corporate objectives but are currently siloed from one another. The Digital Government initiative can be the platform that brings the siloes together in a complimentary and respectful partnership. Liseanne and Helen will discuss how this dynamic will better support client and corporate requirements while advancing the state of information and data usability in government. Join them to discuss the Yin and Yang of the IM/IT world..

Liseanne Cadieux, Head, Knowledge and Information Management, Office of the Secretary to the Governor General (OSGG)

Liseanne is a Doctoral candidate and IM Practitioner with a strong interest in the struggle to manage the exponentially growing digital content. Believing that IM and IT must evolve together to manage this content for optimal use and that we need a better understanding of new AI, Hadoop and Digital Transformation technologies. Liseanne is focussing her doctoral studies on the development of a process that will expose information that is of value to the consumer automatically wherever/whenever possible (information Valuation and Infonomics).

Helen Mitronikas| Manager, Information Management Business Solutions, Canada Border Services Agency (CBSA)

Helen is an experienced government Information Technology professional. She has gained a broad depth and breadth of experience in a number of IT work streams including Application Development, Architecture, Planning and Client Portfolio Management. As the manager of CBSA's Information Management (IM) Business Solutions Team, she has, over the last two years, spanned the gap between IM and IT, bringing her significant background in applying business relationship management principles to the function of IM. Helen has a keen interest in developing relationships and understanding between business and service provider, whether IT, IM or both. She encourages and coaches her team and colleagues to put themselves in the shoes of their clients and stakeholders and to act in their best interest. Helen has a Masters of Management Studies degree from Carleton University..

S17

ENGLISH

Public Speaking Can Be Learned & Fun
Thursday, May 23, 2019 / Jeudi le 23 mai 2019
11:30 AM to 12:30 PM | Room 214

It's called "glossophobia" and you, like many other IM/IT practitioners probably suffer from it; the fear of public speaking.

Breathe…. You are not alone. 75% of modern day employees of all levels, including those in the "C" suite, maybe even your Director or a Minister have speech anxiety.

Relax. Keep calm and join Julie Blais Comeau, Canada's go-to etiquette expert to learn how to articulate ideas, pitch projects and say "Yes" the next time someone asks you to speak.

Learning Objectives
1) Know how prepare a purposeful speech
2) Gain tips to minimize your stress and energize
3) Learn how to start your speeches to gain attention
4) "Bye-bye fear of speaking. Hello confidence and credibility."

Julie Blais Comeau | Chief Etiquette Officer, Etiquettejulie.com

Julie Blais Comeau is Canada's go-to etiquette expert. This modern manners maven is Chief Etiquette Officer at etiquettejulie.com. She is a professional speaker and the author of Etiquette: Confidence & Credibility. You may have read, seen or heard her on CBC, CTV, TVA, Radio-Canada, HuffPost Reader's Digest, Canadian Living, Women's Health, and many others.

A certified business etiquette, international protocol, cultural intelligence and client services consultant, she teaches the competitive edge of the digital era; the interpersonal skills that are necessary for success. Fluently bilingual, Julie is the perfect choice for your next conference, workshop or as your private coach and training and development consultant.

With Julie's help, all can go from oops… to ahh! "Farewell fauxpas. Hello confidence & credibility!"

S18 Think Better Live Better
ENGLISH

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
11:30 AM to 12:30 PM | Room 213/215

Think Better, Live Better is the go-to presentation for anyone serious about taking action to reclaim their motivation and realize their true potential. It will help you wake up every day and live with a full sense of purpose, even if you've tried everything else. If you've been wanting a simple way to learn from and interact directly with experts who care, this is it!

This event is packed full of practical strategies and unforgettably inspiring lessons for living a more positive and productive life. But this is more than a talk. It's a training experience that will give you proven tools to identify and transform the negative, self-limiting beliefs and behaviors that keep you stuck.

In this seminar, you will learn and begin to use a proven set of tools for reducing needless stress and increasing positive/productive results in four core areas:

Personal/Professional Happiness:
- Establishing daily happiness rituals
- Staying positive and focused in toxic environments
- Handling internal and external interruptions to happiness

Motivation/Focus:
- Generating motivation even when you feel defeated
- Starting on things you're supposed to do (beating procrastination)
- Overcoming life's inevitable problems and obstacles efficiently

Successful Results:
- Getting unstuck and making progress after adversity and failure
- Rituals for eliminating mental fatigue and negativity
- Working out where to go next when you're uncertain

Life Balance and Relationships:
- How to know you're doing enough (managing expectations, including your own)
- Maintaining healthy relationships and dealing with toxic relationships
- Setting and enforcing boundaries

Marc and Angel Chernoff | Professional Coaches, Marc and Angel Hack Life

Marc and Angel Chernoff are New York Times bestselling authors, professional coaches, full-time students of life, admirers of the human spirit, and have been recognized by Forbes as having "one of the most popular personal development blogs." Through their blog, books, course and coaching, they've spent the past decade writing about and teaching proven strategies for finding lasting happiness, success, love and peace.

S19

ENGLISH

Gartner's Scenarios For The Future of IT
Thursday, May 23, 2019 / Jeudi le 23 mai 2019
1:30 PM to 2:30 PM | Room 205/207

Based on several new key studies from Gartner, this presentation will lay out potential futures for the role of IT in public sector organizations. Data from the 2019 CIO Survey and from Gartner's scenario planning for CIOs will support a discussion of new operating models, including role, responsibilities, capabilities, and continuous innovation. There is no doubt that IT will look and perform differently as key technology trends reshape outcomes and IT-related decision-making becomes more distributed. Chart your position with the data and perspectives from this session.

Chris Howard | Vice President, Distinguished Analyst, Gartner

Chris Howard is a Chief of Research for Gartner's CIO Research group. In that role, Mr. Howard ensures that Gartner meets the general and industry-specific needs of CIOs, with emphasis on both technical and business leadership. He also serves on the Senior Content Leadership Board at Gartner where he is responsible for the development of advice for CEOs, boards of directors, and cross-functional teams. In that capacity, he interacts regularly with CEOs and other senior executives at the world's largest enterprises. He has led various special projects for Gartner, including serving as global chair for Symposium/ITxpo and directing major research initiatives across the company.

S20 Embracing Change Using a Start-up Mentality

ENGLISH

Thursday, May 23, 2019 / Jeudi le 23 mai 2019
1:30 PM to 2:30 PM | Room 206/208

It's not just disruptive technologies that are changing the world of IM/IT – it's the mindset that must accompany them. Today everyone needs to think and act like a startup to not only keep up with change but consistently deliver the kind of digital services Canadians now expect.

But how do startups think and act differently from large organizations when it comes to managing new technologies and projects? From small changes in workplace culture that make a big impact, to finding ways to experiment without prohibitive risk, Megan will explore several firsthand strategies and practices that can be implemented no matter your team size.

Megan Martin | Account Manager, Iversoft

One of the earliest team members at Iversoft, a leading app and emerging technology agency, Megan has helped the company both stay relevant in a rapidly changing space and triple in size since 2014.

Iversoft has evolved from its roots focused on building mobile apps to becoming a technological omnivore with projects in virtual and augmented reality, web, beacons, and marketing. In 2017 it was named one of Ottawa's Best Employers. Working with organizations ranging from on-demand startups to established companies to the federal government, Megan helps clients disrupt what's possible in their own industry one digital experience at a time.

S21
ENGLISH

Relieving Work Related Stress with Humour (Part 2)
Thursday, May 23, 2019 / Jeudi le 23 mai 2019
1:30 PM to 2:30 PM | Room 214

Stress is a major cause of most illnesses, and humour is an amazing way to relieve it. Harvard studies show that when you are stressed, your brain shrinks. However, when you laugh, you relax; and when you relax, you learn. This hilarious and inspirational session explores seven stress-relieving ingredients: a positive attitude, perseverance, forgiveness, teamwork, family and friends, mental activity and physical activity.

Judy Croon | Comedian / Motivational Speaker

Judy is a comedian, motivational speaker (including Ted Talks), radio host, Second City stand up coach and author.
She has worked with many celebrities including; John Cleese, Jon Stewart and Joan Rivers.

Her specials have appeared on NBC, CBS, CTV and The Comedy Network.

She is a co-author of 'From the Stage to the Page: Life Lessons from Four Funny Ladies!"

Judy draws from her standup performance experience to entertain, inform and inspire in her dynamic keynote entitled, 'Relieving Work Related Stress with Humour'.

Judy is the creator/host of 'Laughlines' and 'Stand Up For The Girls' which have both helped raise over $650,000 for breast cancer research.

S22
FRANÇAIS

La Gestion du Changement: Catalyseur Pour de Meilleurs Résultats
Thursday, May 23, 2019 / Jeudi le 23 mai 2019
1:30 PM to 2:30 PM | Room 213/215

Vous vous sentez dépassé par le changement ?
Vous aimeriez être plus outillé en vue d'entreprendre la gestion du changement dans votre entreprise?
Vous désirez mobiliser vos employés face à un changement ?
Vous souhaitez gérer plus efficacement vos émotions quant à un changement?
Un changement imposé vous déstabilise et affecte votre satisfaction de vie et votre productivité au travail?

Pierrette Desrosiers, psychologue du travail s'inspire fortement des plus récents travaux sur les neurosciences, l'intelligence émotionnelle et la psychologie du changement. Elle réunit donc les meilleures stratégies et outils validés scientifiquement pour mieux apprivoiser et vivre le changement.

Pierrette Desrosiers | Psychologue du travail, conférencière et formatrice, Pierrette Desrosiers Psycoaching

Pierrette Desrosiers, est fille, soeur et conjointe d'entrepreneurs agricoles,

Première psychologue spécialisée dans le milieu agricole au Canada, Pierrette Desrosiers est conférencière, formatrice, coach d'affaires et auteure. Elle intervient depuis plus de 20 ans auprès des entreprises familiales, et ce, dans plusieurs secteurs d'activités au Canada et à l'internationale.

Cette psycoach est reconnue pour sa rigueur et son expertise unique sur le développement de l'intelligence émotionnelle, la gestion du stress, le transfert d'entreprise familiale, le neuroleadership et la productivité et bien-être au travail.

Récipiendaire du prix canadien Rosemary-Davis en 2013. Ce prix rend hommage à des femmes qui jouent un rôle de premier plan dans l'industrie agricole canadienne.

Chroniqueuse sur les ondes de Radio-Canada, on peut également lire ses chroniques dans le bulletin des agriculteurs, depuis plus de18 ans, ainsi que dans plusieurs publications.

Elle est l'auteure de plusieurs livres, dont : « Survivre à la réussite » qui a fait l'objet de plusieurs reportages.

S23

ENGLISH

Accelerating Digital Transformations and Asset Identification

Friday, May 24, 2019 / Vendredi le 24 mai 2019
10:15 AM to 11:15 AM | Room 205/207

Poor quality, irrelevance, and hidden risk lurk in the digital landfills of every government department. Distilling and refining that raw material is the process of Digital Transformation.

Getting there can be difficult. Competing stakeholders and poorly understood technologies can challenge the most seasoned IT professionals and executives.

You need to be able to move quickly and apply as much automation as possible for a repeatable process to succeed.

Oproma has successfully performed digital transformations with departments such as TBS, Service Canada, Department of Justice and Library and Archives. To date, Oproma has discovered, catalogued and migrated millions of files to SharePoint (GCShare), OpenText Content Server (GCDocs) and to Adobe Experience Manager (Canada.ca).

Oproma has proven that their strategies for successful Information Governance projects and can demonstrate that using the right techniques and tools for each case creates the blueprint for success.

The executive teams at Library and Archives Canada, Service Canada and Department of Justice are eager to talk about the keys to success for their digital transformation projects.

Shawn Cruise (MC) | CEO, Oproma Inc.

Mr. Shawn Cruise will be the MC for this speaking engagement.

A 25 year business executive with leadership and relationship management expertise focused on the public sector. Former GM TIBCO Canada, 11 year Adobe Canada executive delivering digital transformation, citizen experience and disruptive mobile services.

Track record of success with large scale deal structuring and lasting long term competitive displacement, inc. $1.2B in managed revenue. Unique to the industry, exemplary in his field and a lifetime of energy to burn.

Duncan Fraser | Partner, Noticia LLP

One of Canada's leading eDiscovery lawyers, Duncan has over 20 years' experience in both public and private practice, including substantial litigation experience in fraud, aboriginal, environmental, and injunctive matters. Duncan advises law firms and corporate and government clients in complex litigation and evidentiary matters. His strategic and investigative skills leadership placed him at the centre of many high profile and contentious legal disputes dealing with fraud, corruption, and environmental contamination. He continues to provide strategic advice and evidentiary support to clients in contentious proceedings. At noticia LLP, Duncan manages the firm's litigation strategy and support, privacy, advisory and technology services practice.

Prior to moving to private practice in 2015 Duncan was General Counsel and Director of eDiscovery and National Litigation Support Services for the Federal Department of Justice and under his direction, the Department became a public leader in electronic discovery. Duncan created the Department's evidence management service, which delivers expedited document review to litigation teams across the country. He also provided litigation readiness advice and strategies to other government departments in order to reduce the cost, risk and disruption of the disclosure process in litigation. His team was responsible for the department's eService initiative, disclosure project management, courtroom technology, and the development of national eDiscovery standards/best practices.

Duncan frequently presents, lectures or appears as a panelist or speaker and also is a published author on eDiscovery law in Canada. He was a sessional lecturer in Civil Procedure in the Faculty of Law at the University of Manitoba, as well as a Lecturer and Instructor for the Law Society of Manitoba's Bar Admission Course. He is a member of the Sedona Canada Working Group 7, former Vice-Chair of the Ontario eDiscovery Implementation Committee (EIC) and Co-Chair of the ULCC Electronic Evidence Committee.

Dugald Topshee | Chief Information Officer, Justice Canada

After graduating with a Master's Degree in Philosophy, Dugald Topshee translated his passion for information technology into a career as a computer programmer. He started his career in the telecommunications space, working for British Telecom in Europe and then Nortel Networks in Ottawa, Canada before striking out on his own.

Dugald founded his own consulting company in 2001 that specialised in applying XML technology to business process automation. His company, Phrontisterion Incorporated, spent several years developing solutions for public and private sector organizations of various sizes and in various countries.

In 2008, Dugald was offered a job with one of his company's former clients, the Department of Justice Canada, and he has spent the past ten years moving through a variety of positions of increasing authority at this Department, culminating in his most recent role as Chief Information Officer.

Sylvain J. Richard | Director, Information Management and Collaboration Systems, Library and Archives Canada (LAC)

Mr. Sylvain Richard obtained a "Bachelor of Business Administration with a specialization in Management of Information Systems" in 1993 from the University of Moncton, NB. From 1993 to 2005, Mr. Richard was employed by the Canada Revenue Agency (CRA) within the Information Technology Branch (ITB), where he held a variety of technical and management roles in areas such as databases, networking and telecommunications.

He joined Library and Archives Canada (LAC) with the Innovation and Chief Information Officer Branch in 2005 as the Manager of the Networks, Architecture and IT Security section. From 2007 to 2012, he mostly served as Director of the IT Infrastructure Management Services division. During this period (2009-2010), he acted as the Chief Information Officer for a 12 month period. Since December 2012, he has been Director of Information Management and Collaboration Systems.

Furthermore, he is certified in Information Technology and Infrastructure Library (ITIL) since 2000, he completed a CIO development certificate from the University of Ottawa in 2017. He is a Certified Information Professional (CIP) from the Association for Information and Image Management (AIIM) since 2016. Mr. Richard is currently completing an Executive Leadership Program with the Ottawa Institute on Governance.

S24

ENGLISH

Migrating to Cloud Native Applications: City of Ottawa Case Study

Friday, May 24, 2019 / Vendredi le 24 mai 2019
10:15 AM to 11:15 AM | Room 206/208

Public sector organizations are struggling with the expectation that they must provide cost effective, always-available and mobile-centric user experiences in a secure way at lightning speed. To keep with the pace and expectations, the City of Ottawa's web development team have turned their focus to DevOps practices, containerizing services, and using cloud services platforms such as AWS and Azure to host and develop applications. In this session, the team will share their findings and lessons learned in their journey to improve the speed of delivery of software and new services to the citizens of Ottawa.

Tim Pinet | Project Manager - Web, Applications Management, City of Ottawa

Tim has worked at the City of Ottawa for 10 years in the Applications division with the Web Services teams. He has been a part of many transformational projects to bring automated building of apps, Agile project management and agile software management, and most recently the push for containers and DevOps.

Chris Carty | Intermediate Systems Dev/Integrator, City of Ottawa

Chris is an Intermediate Developer/Integrator with the City of Ottawa's Web Services team. He is passionate about Cloud Native technology, and has recently become a Certified Kubernetes Administrator.

Susan Pay | Sr Systems Developer/Integrator, City of Ottawa

Susan is a senior system developer within City of Ottawa. She has over 20 years software development experience within IM/IT. In the past two years, she has been part of the team to migrate/build cloud-native applications

S25 ENGLISH

The People Skills That Matter Most in Driving More Actions From Data Analytics

Friday, May 24, 2019 / Vendredi le 24 mai 2019
10:15 AM to 11:15 AM | Room 214

Despite continuous investment in data, technology, and people, Forrester research shows that organizations today are not making more decisions based on quantitative information and analysis. Data and insights pros must take more ownership of driving that change. The skills that matter most today in data analytics are not what you think they are! Learn more about

- Managing and leading change: tips on how to bring people along with you on the data activation journey
- Storytelling is your most important tool – learn the key aspects

Cinny Little | Senior Analyst, Forrester

Cinny helps data analytics and digital pros navigate the complexities of using data to derive actionable insights. Her research agenda includes customer intelligence and insights strategy; organization and process effectiveness; innovation and changing the way we work to be more insights-driven; and talent development. Cinny is a digital expert with 20 years of experience in the powerful combination of analytics, insights-based digital strategy development, customer experience journeys, and project execution.

S26
ENGLISH

AI for Mental Health and Wellness in Canada
Friday, May 24, 2019 / Vendredi le 24 mai 2019
11:30 AM to 12:30 PM | Room 205/207

In any given week, more than 500,000 Canadians will miss work because of a mental health problem, contributing to more than 70% of disability costs for employers in Canada. The numbers are just as startling in the Canadian public service. Can AI technologies be used to create better outcomes in mental health and wellness support? Attend this session to learn about some of the research underway in the areas of AI and mental health, and how it can be applied to help people to lead better lives and to connect them to assistance sooner.

Colleen McDowell | Associate Partner, Global Cognitive and Analytics, IBM Global Business Services, IBM

Coming Soon

S27
ENGLISH

Building Digital Skills and Mindsets: Canada's Digital Academy
Friday, May 24, 2019 / Vendredi le 24 mai 2019
11:30 AM to 12:30 PM | Room 206/208

How can the public sector create agile, accessible, and user-centered services that meet citizens' rising expectations? How can governments become proactive about governing a changing technology and social landscape?

Canada's Digital Academy was announced in October 2018 to build digital mindsets and skills across the Government of Canada and beyond. The Academy will run prototype cohorts in 2019, launching a full set of programming by July. This will cover:
- Open, online digital foundations resources for all public servants
- In-depth specialist streams on data science, development, design, disruptive technologies, and artificial intelligence
- Applied digital solutions for leaders, and digital for senior leaders

Chris Allison, Director General of Digital Services at Canada School of Public Service, will lay out how the Canada School of Public Service is re-thinking learning and how the Academy will help public servants apply digital skills and technologies to change how they deliver services, develop programs, and design organizations.

Chris Allison | Director General of Digital Services, Canada's Digital Academy

A driven, passionate and creative leader and change agent, Chris's career, skills and experiences span across public service, private interests and personal goals. His goal is to reimagine and revitalize the public service - transforming it into an organization that can meet and exceed the needs and expectations of Canadians.

An avid Python and Go developer, Chris builds web apps, event simulations, machine learning classifiers and used natural language analysis to directly improve his organizations.

Chris is currently Director General of Digital Services at Canada School of Public Service.

S28
ENGLISH

Yes the Digital Landscape is Changing: How are YOU going to talk about it in a way that is relevant to your audience?

Friday, May 24, 2019 / Vendredi le 24 mai 2019
11:30 AM to 12:30 PM | Room 214

As public sector professionals, not only do you have to learn and quickly absorb all the changes of the ever-evolving digital landscape – but it's likely that you'll be expected to share your learnings in meetings, discuss it with your colleagues, and even teach it to others. So how can you ensure that you can TALK about it in a focused and engaging way, where the audience finds it relevant to them and their needs? The answer is clear – Work on your public speaking skills.

This session will share a formula for creating structured, clear, and impactful presentations and managing speaking nerves, ensuring that every time you get up to speak, you deliver with confidence, your audience is engaged, and YOU look like a trusted leader.

Suzannah Baum | Chief Presentation Officer, Ideal Communications

A presentation skills specialist, executive speech coach and speaker, Suzannah helps business professionals and experts unleash their ultimate speaking potential. Suzannah teaches both new and experienced speakers a unique step-by-step formula to create structured, engaging and compelling presentations that will get you the results you want and showcase you as a leader.

Suzannah has been featured on Global TV News, Breakfast TV Montreal, the Montreal Gazette, and Elle Canada, and is a contributor to the Huffington Post. She is currently the 2018 President of the Canadian Association of Professional Speakers (Montreal Chapter), and a member of the Global Speakers Federation.