



## Assess Your PMO Readiness to Achieve IT Efficiency

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
8:30 am – 12:00 pm | Capital Hall 1B/2B

- [Robert Stroud](#) | ITSM and Governance Evangelist, CA
- [Shelley Gaddie](#) | Founder and President, Project Corps.

### Session Description

An interactive workshop where CA and industry experts from the Project Management Institute (PMI) and ProjectCorps offer the opportunity to discuss your IT governance (ITG) and project & portfolio management (PPM) challenges. Assess your PMO & PPM readiness and walk away from the table with real-world solutions.

Topics to be discussed:

- How to adopt best practices to manage your IT projects and portfolio;
- Assess your PMO & PPM readiness and tangible next steps;
- Learn how to evaluate both risks and windows of opportunity;
- Guidelines for mapping IT investments to your business goals; and
- Develop and prioritize your roadmap to support your PPM and ITG initiatives.

Learn about potential pitfalls and pathways to success and gain insight into the critical components and advantages of an effective ITG solution.

This workshop qualifies attendees for 3 PMI PDU credits and focuses on PPM best practices and critical components and is delivered by a PPM expert keynote speaker and CA subject matter expert.

### Speaker Biographies

**Robert Stroud** is the IT Service Management (ITSM) and Governance Evangelist at CA, Inc. As CA's global evangelist for governance service management, he acts as a strong advocate for the customer – working closely with users, prospective customers, industry organizations, and IT luminaries to identify and communicate IT best practices, as well as to help ensure that the CA's solutions adhere to industry best practices.

A 25 year IT veteran, Robert has significant practical industry experience. He is a recognized industry speaker and leader, serving on the USA ITSMF Advisory Board and its Governance Committee, serving as an approved spokesperson for the IT Governance Institute (ITGI), a member of the Control Objectives for Information and related Technology (COBIT) Steering Committee and contributed to several titles on ITIL and COBIT. Robert is involved the ITIL refresh project and also the development of COBIT for IT Governance and the Val IT framework.

Robert also spent over 15 years in the Banking industry successfully managing Rob Stroud multiple initiatives in both the IT and ITSM and Governance Evangelist retail banking sectors. Robert is also a Business Service Optimization mentor to many organizations, advising CA, Inc. them on their implementations to ensure they drive maximum business value throughout the process. Robert joined CA from the Australian Computer Security Company, Cybec where he held several management positions and was responsible for the company's successful global expansion, culminating in its successful entry into the North American market.

**Shelley Gaddie** is the founder and president of Project Corps. As a senior executive responsible for recovering and revitalizing failing projects and programs, her emerging focus on the need for companies to have an effective, sustainable delivery system for achieving results led her to launch Project Corps, an organization that helps organizations advance their strategic delivery capability and provides with every aspect of project management, enterprise, portfolio, program and project level.



Trac pas trac, j'y vais!

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
8h30 – 12h00 | Salle de la Capitale 3B

- [J. A. Gamache](#) | Conférencier bilingue de renommée internationale

### Description de la session de perfectionnement

«La peur de parler en public n'a rien à voir avec la confiance en soi.», affirme J.A. Gamache. Durant cet atelier, il vous dévoilera des stratégies éprouvées pour en finir avec votre trac. De plus, il vous révélera des techniques utilisées par les conférenciers professionnels qui feront un succès de votre prochaine présentation.

### Biographie du conférencier

Conférencier bilingue de renommée internationale, **J.A. Gamache** est reconnu pour son humour et sa manière unique d'inspirer ses auditoires.

Il a remporté la 3<sup>e</sup> position au championnat du monde des orateurs de *Toastmasters International* en 2001 et la 10<sup>e</sup> position en 2005. Il est à noter qu'environ 25 000 personnes participent à ce prestigieux concours annuellement.

Il a été le président de la section montréalaise de l'Association canadienne des conférenciers professionnels en 2003.

Les articles de J.A. sont lus par plus de 2500 personnes à chaque semaine. Son magazine électronique gratuit intitulé: « Parlez en public avec J.A » est lu dans 47 pays à travers le monde.

En décembre 2006, il a publié aux éditions Verbum Vitam, son premier livre intitulé : «Trac pas trac, j'y vais! 77 trucs pour en finir avec votre peur de parler en public». Ce livre est disponible au [www.tracpastrac.com](http://www.tracpastrac.com).

W3

English

## Achieving IT Governance with COBIT, ITIL, ISO20000, CMM, ISO17799

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
8:30 am - 12:00 pm | Capital Hall 4B

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- [Jerry Kopan](#) | IT Service Manager, MountainView

### Session Description

The need for regulatory compliance has become a cornerstone for most public and private corporations. Internal and external auditors are establishing this as a mandatory requirement in order to do business with them. The enforcement of IT controls and the implementation of accepted standards such as Information Technology Infrastructure Library (ITIL), ISO 20000 and Control Objectives for Information and related Technology (COBIT) are becoming new realities for IT organizations that face continuous legislative and IT governance pressures. Jerry Kopan from Mountainview will discuss how these various frameworks fit together to help you implement a solid IT governance framework within your organization and successfully achieve compliance goals.

### Speaker Biography

**Mr. Kopan** has over 25 years of IM/IT experience. He has assisted several fortune 100 companies align their IT organization to their business. His background includes application development, network design and implementation for large ERP datacenters, Service Desk implementations, and more. He is not only a speaker at major IT forums but is also an implementer. He likes to roll up his sleeves and gets the job done. He is ITIL IT Service Manager "masters" certified; an associate member of the British Computer Society; has executive training from Queens School of Business; has an Honors B.Sc. in Computer Science, Physics and Math from the University of Toronto; is a Certified Management Consultant (CMC) and is a certified Practitioner of Information Service Management (PrISM). He is formally trained in business strategy, financial and managerial accounting, economics, negotiations, as well as many vendor-specific technologies. These credentials serve only to validate his experience.

W4

English

## Change Leadership Considerations – The Human Side of Change

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
8:30 am - 12:00 pm | Capital Hall 5B

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- [Dave Neely](#) | President, D.K. Neely and Associates

### Session Description

Change is a constant in today's work environment. Getting people to support change initiatives is becoming more and more difficult in many organizations. Only when you can get a genuine commitment from all involved can significant change initiatives be successful. This session will help you to understand many of the barriers to change and will:

- Help you to deal with the natural resistance to your idea(s);
- Help you to deal more effectively with different behavioural styles and to focus on the inner motivation of your audience; and
- Increase your effectiveness and confidence when implementing change.

Special emphasis will be placed on the realities of working within an email society.

### Speaker Biography

**Dave Neely** specializes in providing tailored in-house processes for his customers. He attended Royal Military College and has a degree in Psychology from Queen's University. He spent 18 years with IBM Canada in the Customer Service and Education divisions where he won four Service Awards for excellent customer service. He decided to pursue his vision of becoming a speaker/trainer and started his own business in 1987.

Dave has a unique ability to combine his academic and work experience with a pragmatic approach. He has worked with both large and small clients and has delivered tailored presentations to a wide variety of clients in both the public and private sectors. His passion, energy and boundless enthusiasm make Dave a popular facilitator. A recent client commented that "Dave's energy fills the room".

**W5****Wow! That's a Great Idea!****Are You an Idea Factory or Idea Scrap Yard?****English**

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007

1:00 pm - 4:30 pm | Congress Hall A

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- [Ed Bernacki | International Speaker and Author](#)

### Session Description

Do you go to conferences, make notes and never look at them again? Professional Development Week 2007 is packed with great speakers and learning opportunities and this workshop is designed to help you get full advantage of each session you attend.

Ed Bernacki combined a journal and a guide on innovative thinking at conferences to help people become more innovative at conferences. Come to this workshop and you will receive his Conference Navigator Guide and learn how to be more innovative in your thinking at this conference and back at work.

Being creative requires that we can shape innovative solutions to the many challenges we face. The place to start is gaining new skills for participating in conferences like this and then managing your ideas into results afterwards.

### Speaker Biography

Ed Bernacki has provided innovative thinking training to a wide range of public sector groups. He is an author and professional speaker. He also was commissioned to create a guide on innovative thinking for the Singapore Prime Minister's Office that was distributed to all Government Departments.

Ed Bernacki created the Idea Factory to help people and organizations be more innovative. He has provided innovation workshops to a wide range of public sector groups. Among his commissions is a guide on innovative thinking created for the Singapore Prime Minister's Office. He was also the Innovation Learning Partner for Canadian Centre for Management Development (CCMD).

He has a range of Navigator Guides that have been used in numerous countries by many conference participants and released his latest book in 2006: *Seven Rules for Designing More Innovative Conferences*. His current project is a new book, *"How to Stop Killing Ideas and the People Who Create Them"*. It is based on the premise that it is easy to work with people who think like you but how effective are you in working with people who do not think like you? You can find more background at [www.wowgreatidea.com](http://www.wowgreatidea.com).

W6

Listen in Colour

English

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
8:30 am - 12:00 pm | Congress Hall E

- [Julie Francisco](#) | Consultant - President, Your Leadership Works

### Session Description

Did you know that 85% of the problems people experience in business are inter-personal? They are rooted in relationships (or lack thereof). In order to navigate the turbulent oceans of IT & government as well as personal and family situations come to this workshop and learn how to:

- Better understand yourself;
- Better understand others;
- Deal with the person you normally have the most difficulty with; and
- Receive information on how to Adapt and Connect with others.

Listen in Colour is built on the Insights Discovery System and is experimental in nature giving participants practical examples for working more effectively with others including peers, management and cross functional teams.

### Speaker Biography

**Julie Francisco** is President of Your Leadership Works, an Ottawa Consulting Firm.

Julie's experience comes from over twenty-five years in organizational development as well as coaching managers and individuals at all levels of an organization.

Julie asks a lot of questions; the kind of questions that lead to answers previously undiscovered. Questions that transform lives, and make Julie a highly successful consultant, facilitator, mediator, and coach who glows with enthusiasm about her life's work.

Also well known across Canada as a sought-after consultant to a wide range of government and corporate clients, Julie is recognized as an expert in communication, leadership development, performance enhancement and team building. Clients appreciate her as an amazing "catalyst" whose positive, powerful approach inspires them toward unexpected individual and organizational achievement.

Julie is an accredited practitioner of the Insights Discovery System and has worked with teams within most departments within the Federal Government using this tool.

In her spare time Julie enjoys reading, continued professional development for herself and spending time with her family.

W7

## Managing an Effective Virtual Team

English

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
1:00 pm - 4:30 pm | Capital Hall 1B/2B

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- [Claire Sookman](#) | Principal, Virtual Team Builders

### Session Description

In a virtual team setting it is critical to have guidelines for how your team is going to work together. These guidelines are called a "Team Operating Agreement".

A Team Operating Agreement defines the set of behavioural norms that the team agrees to abide by. It guides the team's actions and interactions. Geographic, ethnic and cultural differences can impact the effectiveness of how individuals and teams operate. Creating a Team Operating Agreement will minimize the potential for conflict and increase the understanding and tolerance of the entire team. Managers and team members who are geographically dispersed and who wish to develop rules of engagement to work more effectively and efficiently will benefit from this workshop.

Learning outcomes:

- Clarify and manage the team's expectations;
- Define the components of a Team Operating Agreement;
- Develop the guidelines your team will operate by;
- Implement the Team Operating Agreement; and
- Identifying teleconference, email and web based technology tips.

### Speaker Biography

Distinguished as Canada's pioneer in virtual team building, **Claire Sookman** of Virtual Team Builders brings to the table over a decade's worth of corporate training experience, working with well over 2,000 Project Managers in the past three years alone. Specializing in virtual team building and communication strategies, Claire's company provides training, consulting, facilitation, and design using a unique, targeted approach that has helped her clients increase the productivity and efficiency of project teams. Her personalized, focused seminars have garnered numerous accolades, putting her services in high demand throughout North America. Some of her clients include AT&T, Weyerhaeuser, Sabre, TD/Canada Trust, Siemens, Manulife Financial, Provincial Government, Public Works and the Insurance Board of Ontario.

W8

## Reconnaître les styles de leadership

Français

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
13h00 – 16h30 pm | Salle de la Capitale 3B

- [Judy Size-Cazabon](#) | Accompagnatrice en gestion à EXCo<sup>2</sup>

**Description de la session de perfectionnement**

«Tracer de nouvelles frontières» exige que les gens prennent possession de leur potentiel en leadership. Reconnaître les différents styles de leadership et savoir quand ils sont appropriés.

Il y a six styles de leadership. Chacun répond à une façon plus «intelligente» d'être présent et d'intervenir dans une situation.

Comment passer d'un style à un autre pour être efficace? C'est là que se trouve la compétence du leader averti. Savoir s'adapter par une intelligence émotionnelle développée aux personnes, au contexte, au problème à résoudre.

Dans cet atelier, les participants vont apprendre à apprécier et à élargir leur potentiel de leadership. Ils vont apprendre à distinguer quel style réussit mieux dans quelle situation. Quelle résonance ou dissonance votre style actuel a-t-il sur votre entourage, sur vous, sur votre efficacité?

**Biographie de la conférencière**

**Judy Size-Cazabon** est une accompagnatrice en gestion très efficace qui a presque 30 ans d'expérience pratique dans l'enseignement, le counseling et la gestion au sein du secteur public. Judy a joué un rôle de leadership dans plusieurs organismes. Elle a reçu un prix pour sa contribution et son rôle stratégique comme vice-présidente des ressources humaines dans un des plus grands services de santé au Canada : le service de santé SCO. Depuis quatre ans, elle travaille comme accompagnatrice et facilitatrice pour des clients qui désirent à atteindre leur plein potentiel professionnel et personnel. Judy a une passion pour la transformation personnelle et une croyance profonde dans la capacité des individus à concevoir de nouvelles possibilités et à débloquer leur pouvoir personnel. Ses clients parlent de son approche holistique, sensible mais directe, vers la découverte de ce qui importe le plus pour eux.

Judy a été certifiée comme coach professionnel intégral™ par Integral Coaching Canada. Son éducation académique comprend une formation en counseling de niveau maîtrise (Université St. Paul); une maîtrise en éducation (Université de Toronto); un baccalauréat en Sciences sociales et un baccalauréat en éducation (Université Laurentienne); un certificat d'enseignement (Province de l'Ontario); et quatre ans de formation dans le programme de transformation personnelle de Pathwork. Elle est bilingue (anglais, français).

Judy travaille comme associée de ExCo<sup>2</sup> depuis 2004.

W9

English

## Capturing Tacit Knowledge: The Missing Ingredient for IM-KM Convergence

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
1:00 pm - 4:30 pm | Capital Hall 4B

- [Alan Breakspear](#) | President & CEO, Ibis Research Inc.

### Session Description

IM/IT support is essential for Knowledge Management (KM) success, but so far is failing to capture the knowledge in workers' heads -- especially the experiential tacit knowledge that results from applied expertise and developed intuition. Imminent retirement of knowledgeable experienced workers lends urgency to the need. This dynamic interactive workshop will use participative case discussion and group exercises to explore the nature of explicit, implicit and tacit knowledge; the human behavioural issues involved in capturing knowledge; the emerging technology trends that offer hope to solve the problem; and the management challenges facing IM/IT in preparing for full KM convergence.

### Speaker Biography

**Alan Breakspear** is President and CEO of Ibis Research Inc (IRI)., providing services in Competitive Intelligence (CI) & Knowledge Management (KM) to clients in public, private and non-profit sectors. Alan is a graduate of the University of Western Ontario (English and French) and an alumnus of Canada's National Defence College. He served as analyst, manager & senior executive in CSE, PCO, TBS and CSIS. He has been a featured speaker, trainer and workshop leader on CI & KM throughout North America. He chaired the KM Program Advisory Board of Royal Roads University from 2001 to 2006.

W10

## Human to Human Connection in a Technology Driven World

English

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
1:00 pm - 4:30 pm | Capital Hall 5B

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- [Ray Pons](#) | Co-founder, The Growth Coach

### Session Description

As we advance technologically, the more people crave the human-to-human connection. Charting new frontiers demands balancing tools of technology with needs of people.

Phase 1: Personality Profiles - Dealing with diversity: people, personalities and styles. Why people do what they do and what you can do about it.

Phase 2: Communication - Effective techniques to increase harmony with each personality. Persuasive "Coaching" communication; Increase E-Mail effectiveness, Voice mail mistakes that diminish productivity, eat up time and fragment teams. And more.

Interactive, high energy and fun. Real world solutions, tactics & strategies you can put to use immediately.

### Speaker Biography

**Ray Pons** is co-founder of The Growth Coach Newmarket a business coaching company helping business owners, managers and executives to build their business, increase results and balance their lives (greater freedom, enjoyment and personal fulfillment). In addition, he travels across Canada and the USA for Rockhurst University Continuing Education Center delivering seminars & workshops to thousands of people each year on a variety of topics including Leadership, Coaching, Team Building, Management & Supervision, Communication Skills and Change.

W11

## Stop Saying 'EEEEK' to E-Mail!

English

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
1:00 pm - 4:30 pm | Congress Hall A

- [Ann Max](#) | President, Organized to the Max Ltd.

### Session Description

Spending excessive time searching for lost information? Wish that your e-mails would just go away? Although e-mail is supposed to improve productivity, overwhelming volumes cause us to fear a tool that can be very effective when used properly. This session presents a ten-step program ranging from reducing the amount of incoming messages to structuring your email system and offers tools, techniques and information to more effectively manage your e-mail whether you use Outlook or any other product. The multi-faceted approach combines tools and principles from organizing and time management to help you make e-mail work for you — efficiently and effectively.

### Speaker Biography

**Ann Max's** more than 35 years experience in human resource management and organizational administration allow her to strike a deep resonant chord within each of us as she takes us on a humorous tour of typical situations in our organizational lives. Drawing on her expertise as a consultant, coach, and trainer, Ann addresses her audience's unique needs by weaving core elements from Organizing, Time-Management and Balanced Lifestyle into her popular seminars and workshops. A seasoned professional with superb organizational and people skills, Ann infuses her passion with a witty mixture of common sense, reality checks and a delightful sense of humour.

W12

## Why I Drive You Crazy: Connecting With Others in a Disconnected World

English

Wednesday, May 23, 2007 / Mercredi le 23 mai 2007  
1:00 pm - 4:30 pm | Congress Hall E

- [Joan Grobb Augustino](#) | Career & Personality Specialist, Core Performance Group

### Session Description

How to connect & communicate better with attitude & personality!

Called “engaging”, “useful” and “100% fantastic” by attendees, this attitude shifting presentation challenges people to see a new vision of how to communicate, negotiate and connect with others better at work – and in life!

Inspiring, motivating and highly interactive, this dynamic event will assist people to examine personal communication styles, identify key strengths, and gain new insight on how to use their abilities to build the relationships they need to perform better with increased mutual understanding and respect for the differences of others.

### Speaker Biography

Perform better. Align WORK, SELF, LIFE.

With over 25 years of work experience, **Joan Grobb Augustino**, Career & Personality Specialist, has presented to international audiences on how to manage change, connect with others, communicate, and reclaim work-self-life balance now. Her content rich, “edu-tainment” presentations are described as “engaging”, “insightful” and “fun”. A nationally recognized Master Trainer and Speaker, Joan has worked in private/public sectors, designed College courses and won several speaking/business awards. Her clients include Fortune 500 companies, businesses, education groups and professional associations. A Chapter Past-President, Canadian Association of Professional Speakers and Member, International Federation of Speakers, Joan is an author, columnist, and TV/radio guest.