

S1

English

**What's Different About this Conference ? ... You Are!**

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011

Time : 10:15 am – 11:15 am | Room 118ABC

**Jennifer Spear | Founder & Creative Strategist, Clean Slate Strategies****Session Description**

Learn how to train your brain to listen intently and on purpose so that you can get the most out of any conference, workshop, seminar or meeting. Learn techniques that will help you prime your brain so that you are able to listen and learn more effectively.

This session will arm you and assist you to get the most out of this conference and help you see a greater return on your personal training and development investment and that of your employees.

Learn techniques that will allow you to listen more effectively and absorb more relevant and actionable information, quickly.

**Speaker Biography**

Jennifer is a recovering senior executive who now helps companies do things differently through management innovation. She works with organizations to help them solve problems, plan strategically and make creativity and innovation a reality in their workplaces.

Prior to starting Clean Slate, Jennifer was VP of both Marketing and HR for a national retailer. As a graduate of both Ivey's Executive MBA program and Second City, Jennifer operates where the business and creative worlds collide. Jennifer is a member of the CSAE, HRP, and sits on the Board for the Toronto Chapter of the Canadian Association of Professional Speakers.

S2

Français

## Une collaboration qui sauve des vies !

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time : 10:15 am – 11:15 am | Pièce 201/202

### Rosanna Di Paola | Dirigeante principale de l'information, Sécurité publique Canada

#### Description de la séance

Sécurité publique Canada est un ministère à la tête d'un portefeuille regroupant cinq agences dont les dépenses annuelles totales en TI dépassent les 700 millions de dollars. La collaboration et le développement d'idées novatrices sont au cœur même des priorités du ministère pour accomplir son mandat. Cette collaboration est d'autant plus importante que nous devons faire face à des défis démographiques et financiers importants au cours des prochaines années.

Cette présentation vous donnera un aperçu de la stratégie de Sécurité publique Canada pour favoriser une meilleure collaboration dans la recherche de solutions TI dans les domaines du partage de l'information, du renouvellement d'infrastructure, de la sécurité, et de la protection des données, entre autres.

Vous aurez l'occasion d'en apprendre plus sur des initiatives concrètes de collaboration menant à des résultats tangibles.

#### Biographie du présentatrice

Rosanna Di Paola est Dirigeante principale de l'information à Sécurité publique Canada où elle œuvre depuis octobre 2009. Elle a débuté sa carrière dans les TI en 1994 en tant qu'analyste d'affaire, gravissant les échelons jusqu'en 1998. De 1998 à 2006, elle a travaillé à titre de consultante et de cadre de direction externe à la Monnaie royale canadienne où elle a dirigé leur initiative Y2K, le volet TI du projet de la planification des ressources d'entreprises (ERP) ainsi que leur initiative en commerce électronique. Elle est retournée à Citoyenneté et immigration Canada en 2001 pour diriger les changements technologiques relatifs à la LIPR (Justice pénale et *Loi sur l'immigration et la protection des réfugiés*) ; elle a assuré la mise en œuvre de la carte de résident permanent. En 2003, dans le cadre d'un programme de cadres externes, elle se retrouve directrice de cabinet d'Échanges Canada où elle réalise avec brio la première mise en œuvre du Système mondial de gestion de cas.

En 2006, elle réintègre la fonction publique dans un poste de cadre de direction à TPSGC pour diriger l'initiative sur la transformation de la paye.

Rosanna détient un baccalauréat en commerce de l'Université Concordia et un diplôme d'études supérieures en gestion de l'Université McGill.

S3

English

## Improved Findability: Who, What, Where, When, Why?

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time: 10:15 am – 11:15 am | Atrium II

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**Leslie Owens | Senior Analyst, Forrester Research, Inc.**

### Session Description

Information workers (iWorkers) trust the information and data they find inside their organizations almost twice as much as the information and data they find on the Internet, according to Forrester's Workforce Technographics® US Benchmark Survey, Q2 2009. Yet they search the Web and their own desktop far more frequently than their intranet. Why? They can more easily find Web-based and personally stored information, and it may be more relevant to the task at hand. Employees do turn to the intranet for general errands like downloading benefits information. But just 22% of information workers who use an intranet in their job use the team-only content stored there. To meet iWorkers' complex information needs, content professionals must do more than deploy search tools and manage the intranet; they should coordinate information management projects using a worker-centered (not repository-centered) approach.

In this session, we will examine the components of a holistic findability strategy, including WHO to involve and how much to automate, WHAT information to prioritize, WHERE and WHEN to begin and WHY this matters.

### Speaker Biography

Prior to joining Forrester, Leslie managed the enterprise search program at Abbott Laboratories. In this role, she developed the enterprise search software strategy and guided the selection of ontology management software. In addition, she advised on the development of file plans for records management and built taxonomies for enterprise digital asset management and Web content management systems. Prior to Abbott, Leslie developed metadata schema and retrieval aids as an independent consultant for Fortune 500 clients.

S4

English

## The Open Group Architecture Framework: A Strategic Choice to Conceive and Deliver Tomorrow's IM/IT Infostructure

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time: 11:30 am – 12:30 pm | Room 118ABC

**Robert M. L. Weisman | Enterprise Architect, Department of National Defence**

### Session Description

The Open Group Architecture Framework has now evolved into the global Enterprise Architecture Framework of choice and has been selected by the Canadian Government as the recommended EA Framework. This presentation highlights the prominent features of TOGAF 9 and the way that it binds the business planning, portfolio management, operations management and system design frameworks into a cohesive whole. TOGAF is a mature end to end methodology containing a rich harvest of best practices that can be used in whole or in part in combination with other architecture frameworks in industry verticals such as defence, finance, telecommunications, health to name a few.

### Speaker Biography

Robert Weisman MSc, PEng, PMP, CD served 28 years in the Canadian Forces in operational command, staff and technical roles ending with a five year stint in IM Strategic Direction in the newly formed Defence Information Services Organization. The latter saw the integration of strategic planning, portfolio management and enterprise architecture into a cohesive strategic IM/IT Planning Framework and plan. Subsequently he worked for ten years in the private sector in a large global consulting company where he started and led the Enterprise Architecture Practice. He is currently working in defence and emergency management related matters. Robert is an active member of the Open Group, chairs the Information Architecture WG and was a major contributor to the latest version of The Open Group Architecture Framework (TOGAF).

S5

Français

**L'excellence en gestion de projet – Équilibrer coûts et bénéfices**

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time : 11:30 am – 12:30 pm | Pièce 201/202

**Claude Lareau | Directeur general, Bureau d'exécution de projets (BEP), Travaux publics et Services gouvernementaux Canada (TPSGC)****Description de la séance**

TPSGC a développé les fondations du Système national de gestion de projet (SNGP) utilisé pour tous les projets du ministère.

La présentation démontrera comment, à partir de ces fondations, on a développé et implémenté des composantes principales d'économie de coûts et des activités de valeur ajoutée pour les projets axés sur la technologie de l'information.

La présentation touchera aussi sur les techniques utilisées pour encourager les « bons » comportements, les avantages des rapports précis, concis et consistants, et sur comment le Bureau d'exécution de projets (BEP) a construit une organisation de gestion de projet entièrement basée sur la récupération des coûts.

**Biographie du présentateur**

Claude Lareau possède plus de 30 ans d'expérience en technologie de l'information (TI) au sein du gouvernement du Canada. Au cours des 12 dernières années, il a occupé des rôles clés dans plusieurs grands projets de la TI, dont deux de plus de 240 millions \$, couvrant toutes les phases du processus de gestion de projet. Il est présentement le directeur général du Bureau d'exécution de projets (BEP), au sein de la direction générale des services d'infotechnologie, et à la tête du centre d'excellence en gestion de projets de la TI de TPSGC. Il dirige un portefeuille de projets totalisant plus de 650 millions \$.

S6

**Connecting Canadians**

English

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time: 11:30 am – 12:30 pm | Atrium II**Falco Christow | Product Manager, Emerging Services, Transaction Mail, Canada Post Corporation****Christophe Credico | Product Manager, MultiChannel Consumer & Customer Solutions, Canada Post Corporation****Don Jones | General Manager e-Channel Delivery at Canada Post, Canada Post Corporation****Session Description**

Canada's postal service has always been the Canadian government's key connection to citizens. Through the decades, Canada Post has evolved to serve changing needs and technologies. Today the Internet beckons us to an inevitable, new communications paradigm. However, existing computing infrastructure and gradually evolving organizational behaviour indicate that change will be in steps not leaps. In this workshop, Canada Post will present its ubiquitous, secure communications services to help your department shift toward the new paradigm in an easy, low investment, cost-effective, private way aligned to your business objectives. Learn how the Public Sector would see efficiencies and improved customer service.

**Speaker Biographies**

Falco Christow is the Transaction Mail product manager for new and emerging electronic services including PosteCS and Electronic Postmark. In his role, Falco manages the lifecycle of a secure communication portfolio of products. Over the past 7 years, he has been Canada Post's key participant in the Federal Government's Secure Channel, Cyber Authentication projects and the Universal Postal Union Electronic Services Group online initiatives. Falco holds an MBA from Queens School of Business. He is Pragmatic™ certified Product Manager and certified Scrum Master. Falco is an avid cyclist, nanotechnology enthusiast and lives in Ottawa with his wife and two children.

Christophe Credico has 10 years of Electronic Document Presentment (EDP) product management experience with epost™, Canada Post's secure electronic mailbox where consumers can receive bills, statements, notices, and other confidential documents from multiple mailers through a single, consolidated online access point. He is currently focusing on leading the evolution of epost. Christophe is a Professional Engineer and holds an MBA from the Schulich School of Business, York University. He is a Pragmatic™ certified Product Manager and certified Scrum Master, an avid windsurfer, and a year-round bike commuter. He lives in Ottawa with his wife and two children.

Don Jones has 29 years of service at Canada Post. Don worked in many parts of the Company, Finance, Operations, Customer Service and Channel Management. Don currently Manages Canada Post Web Site, Shipping Tools and Retail Point of Sale.

S7

## Integrating the Business and IT to Reduce Project Failure

English

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time: 3:00 pm – 4:00 pm | Room 118ABC

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**Jerry Kopan | Director of ITSM Project Management, Mountainview**

### Session Description

A survey, performed from 2004-2006, found that about 40% of IT-related Business projects fail. Reducing the failure rate of IT projects is critical to the success of any business. Mr. Kopan (PMP, ITIL V3 Expert, V2 SM, CGEIT, ISO20000 Consultant Manager, CMC), will discuss how to integrate IT-related Business with Project Management (PMPBoK) and IT Service Management (ITIL, ISO20000) to increase the Project success rate. This will include:

1. Brief overview of PMBoK, ITIL V2, V3, ISO20000 and integration points;
2. Identify the contradictions between these frameworks;
3. Review the risks and challenges that the contradictions impose on projects and how they can negatively impact the desired business outcomes;
4. How to integrate PMBoK with ITIL; and
5. Propose some recommendations for integrating the PMO and ITSM Organizations, to deliver successful IT projects and ultimately to achieve business goals and objectives.

### Speaker Biography

Jerry Kopan is currently responsible for the development of the entire ITIL V3, ISO2000 and 27002 curriculum lifecycle of all education and consulting. With over 27 years of IT experience, the last 17 years with Mountainview, Jerry is dedicated to the improvement and growth of IT professionals and organizations. Jerry has trained all levels of ITIL certification and consulted with many organizations around the world in various industries.

He is a thought leader in IT Governance and has been a speaker at many conferences on the subject of IT Governance, ITSM, ISO20000 and Project Management.

His certifications include ITIL V2 SM, V3 Expert, ISO20000, PMP, CMC, CGEIT, PrISM, B.Sc.

S8

**L'attitude des gagnants**

Français

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time: 3:00 pm – 4:00 pm | Pièce 118DE**Pierre Lavoie | Homme d'affaires et conférencier professionnel pour le Bureau de conférenciers Orizon****Description de la séance**

Soyez prêt pour un conférencier qui énergise et stimule les gens par son histoire exceptionnelle à relever les défis aussi bien professionnels que personnels!

- Comment découvrir nos passions et réussir à relever nos défis personnels et professionnels
- Le pouvoir du travail d'équipe
- Motivation et détermination, une question d'attitude
- Leadership

**Biographie du Présentateur**

Homme de défi, Pierre s'est mérité en 2004 le titre de Champion du monde de l'Ironman (3 disciplines : Vélo, Natation et Marathon) dans sa catégorie. Il s'est ensuite servi des mêmes facteurs permettant cette réussite pour survivre, deux fois, à l'épreuve la plus difficile d'une vie, celle de perdre un enfant d'une maladie héréditaire particulièrement virulente au Saguenay-Lac-St-Jean : l'acidose lactique.

Pierre décide alors de fonder *Le Défi Pierre Lavoie : le tour du Saguenay – Lac-St-Jean* à vélo, soit 650 km en 24 heures! Organisé à quatre reprises, cet événement a permis de mieux faire connaître cette maladie et d'y intéresser des chercheurs, ce qui a mené à la découverte du gène responsable de l'acidose lactique en 2003. Par la suite, il a fondé *Le Grand Défi Pierre Lavoie*, parcourir 1000 km à travers le Québec pour promouvoir l'activité physique et de saines habitudes de vie. Pierre, qui se définit comme un homme très ordinaire, nous démontre par son parcours extraordinaire et hors du commun, que pour avoir du succès, quel que soit le domaine, nous devons avoir de la persévérance, de la motivation et du respect pour ceux qui nous entourent.

Pierre fut aussi nommé personnalité de l'année au Gala de La Presse à deux reprises en 2005 et en 2009 dans la catégorie : « Courage, humanisme et accomplissement personnel. »

S9

English

**GCDocs Pilot Project in ITSS with Treasury Board**

Wednesday, May 18, 2011 / Mercredi le 18 mai 2011  
Time: 3:00 pm – 4:00 pm | Room 201/202

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**Michel Firlotte | Product Director IMLS, Distributed Computing Environment, ITSB, PWGSC**

**Dana Curley | Director, IM Enterprise Strategies and Governance, Chief Information Officer Branch, TBS**

**Session Description**

The Committee on Information Management in Business (CIMB) has endorsed the use of Electronic Documents and Records Management (EDRM), throughout the Government of Canada (GC), and requires that each department have an EDRM system by March 31, 2014. Given this, and the recent tightening of IM/IT departmental budgets, there is now a need for an affordable and shared GC IM solution. With that in mind, ITSB, CSPS, TBS and JUS have entered into a collaborative agreement to establish a GCDocs Pilot Project in IT Shared Services, using the Open Text Content Lifecycle Management Product. The objective of the GC Enterprise-Hosted GCDocs Pilot project is to deliver Document and Records Management (DRM) functionality, as a Software as a Service (SaaS), for federal departments, that is consistent with the GC IM Strategy, IM policy, directives and standards, and the ITSS Community Cloud Security Framework.

**Speaker Biography**

Dana Curley is Director of Information Management Enterprise Strategies and Governance in the Chief Information Officer Branch within Treasury Board of Canada Secretariat. His responsibilities span governance of strategic initiatives, enterprise deployment of IM solutions and community engagement. Over the course of his twenty-nine year career, Dana has lead new product introduction initiatives in both the private and public sectors. Over the past six years within the Government of Canada he has lead business transformation, web operations and enterprise information management.

S10

English

## IT Governance Must Give Way to Business Change Governance

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time: 10:15 am – 11:15 am | Room 118DE

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**Richard Hunter | Vice President and Gartner Fellow, Gartner**

### Session Description

IT governance has proved an indispensable tool for IT organizations seeking to rationalize supply and demand. Going forward, the real focus of governance must shift to business change—a far more demanding and consequential issue, in which IT supply and demand plays an important (not all-encompassing) role.

Key Issues:

1. How will competitive forces drive enterprises to shift the focus of governance from IT supply and demand to enterprise change?
2. How will governance mechanisms change when the focus of governance shifts to enterprise change?
3. How will IT professionals influence the shift of governance to focus on enterprise change?

### Speaker Biography

Richard Hunter is Vice President and Gartner Fellow in Gartner's CIO Research Group – Office of the CIO Research Team, where his recent work has focused on issues of interest to CIOs, including risk and value. Mr. Hunter is the author of the acclaimed books "World Without Secrets" (Wiley, New York, 2002) and "IT Risk" (with George Westerman, Harvard Business Press, Boston, 2007). His most recent book, "The Real Business of IT," also co-authored with George Westerman, was published by Harvard Business Press in October 2009, and was named, by CIO Insight Magazine, as the best business/IT book of 2009, in December of that year.

S11

Français

## Hémisphères du cerveau droit et gauche : comment ils travaillent différemment

Thursday, May 19, 2011 / Jeudi le 19 mai 2011

Time : 10:15 am – 11:15 am | Pièce 201/202

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**Caroline Rochon | Organisatrice professionnelle, À la Carte, Services d'organisation**

### Description de la séance

D'une personne à l'autre, le cerveau ne traite pas l'information de la même manière. De plus en plus, les gens se rendent compte que la dominance de cerveau affecte leur quotidien, tant à la maison qu'au travail.

En assistant à ce colloque dynamique, vous saisissez ce qui distingue les deux hémisphères cérébraux et apprendrez comment vous servir de cette information pour mieux travailler, mieux vous organiser et avoir une meilleure approche avec vos collègues qui semblent différents. Cette information vous aidera à comprendre en quoi la présence de cerveaux gauches ou droits peut aider les organisations à améliorer considérablement leurs résultats.

### Biographie du présentatrice

L'organisatrice professionnelle Caroline Rochon s'est toujours sentie différente des autres. Ça n'est que lorsqu'elle a découvert le principe de la dominance de cerveau qu'elle a enfin compris d'où lui venait cette impression. Au cours des 20 dernières années, Caroline a acquis un précieux bagage d'expérience au sein de la fonction publique fédérale et dans le secteur de la haute technologie. Maintenant propriétaire de l'entreprise À la Carte, Services d'organisation, elle est membre des Organisateurs professionnels au Canada (OPC) et participe comme chroniqueuse à diverses émissions de radio et de télévision. Son premier livre « Moi et mon désordre » est maintenant en librairie.

S12

English

## The Consumerization of IT

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time: 10:15 am – 11:15 am | Atrium II

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### Jim Phillipps | Strategic Product Sales Specialist, Cisco Systems

#### Session Description

The consumerization of IT presents significant new business challenges and opportunities. Historically, government agencies have viewed information technologies as private infrastructure, to be owned and used to promote the objectives of government policy, not individual requirements. Consumerization establishes new norms that are being widely adopted by employees and are finding their way into the corporate culture. The proliferation of consumer hardware such as tablets and smart phones along with social computing applications such as Facebook, Twitter and YouTube, all lead to significant challenges in controlling, securing and supporting the network.

This seminar will explore these challenges and demonstrate methods to mitigate risk and minimize IT effort in embracing the inevitable consumerization of IT.

#### Speaker Biography

Mr. Phillipps is an IT professional with over 20 years experience in designing solutions in unified communications and collaboration (UCC). The majority of Mr. Phillipps' career has been spent working with Federal Government Departments defining UCC requirements and designing innovative and comprehensive solutions.

Mr. Phillipps is a 12-year veteran of Cisco Systems.

S13

Français

## À chacun son podium

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time : 11:30 am – 12:30 pm | Pièce 118 DE

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### Sylvie Fréchette | Femme d'affaires et conférencière

#### Description de la séance

Nous avons suivi ses exploits des Jeux olympiques de Barcelone au Cirque du Soleil à Las Vegas. Elle partagera ses expériences de vie dans le but d'aider chacun d'entre nous à croire en soi et en ses rêves et ce, malgré les épreuves et les difficultés.

- Travail d'équipe
- Motivation
- Leadership
- Adaptation aux changements
- Passion
- Visualisation

#### Biographie de la présentatrice

Cette athlète et femme d'affaires accomplie a réalisé de grands exploits personnels et professionnels grâce à des objectifs clairs et à une ténacité extraordinaire et ce, malgré des épreuves de la vie parfois difficiles qu'elle a dû surmonter : le décès de son grand-père et le suicide de son fiancé juste avant les jeux Olympiques de Barcelone. Elle rafle l'or aux Jeux du Commonwealth en 1986 et en 1990. Cinq ans plus tard, elle inscrit un nouveau record mondial qui la sacre championne du monde avec sept marques parfaites de 10. Sylvie Fréchette a reçu de nombreux prix et honneurs.

Elle a publié son autobiographie intitulée « Sylvie Fréchette : sans fausse note », traduite en anglais sous le titre « Gold at Last ». Outre de nombreux projets, elle a travaillé à Las Vegas avec le Cirque du Soleil à la création d'un spectacle intitulé « O » où elle était à la fois artiste, chorégraphe et entraîneure. Aujourd'hui forte de ses expériences personnelles et professionnelles, elle cherche à motiver les gens qu'elle rencontre à faire face aux défis de la vie et à ne jamais lâcher afin d'atteindre leurs objectifs. Athlète et femme d'affaires, Sylvie Fréchette est une conférencière qui ne laisse personne indifférent!

S14

English

**Interoperable Data - Key to Real Time Collaboration**

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time: 11:30 am – 12:30 pm | Room 201/202

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**Peter O'Dell | Author: Silver Bullets, Swan Island Networks**

**Session Description**

This session will look at the key aspects of structured data and its use for information sharing and transparency. The author will look at early examples, the US National Information Exchange Model (NIEM), Common Alerting Protocol, and new initiatives occurring in this vital area. The presenter will illustrate why, how, and when interoperable data should be implemented. The session is full of practical, non-theoretical information that will be immediately useful to the attendees.

**Speaker Biography**

Peter O'Dell is an executive with both business and technical skills sets. His recent book: Silver Bullets: How interoperable data will revolutionize information sharing and transparency is an outgrowth of his work with Autodesk, Microsoft, the US Government, and multiple high growth startups. He has an undergraduate and Master's degree in business.

S15

English

**Authentic Management - What the Best Managers Do Differently**

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time: 11:30 am – 12:30 pm | Atrium II

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**Anita Caputo | Work Change Resilience Expert, Big Picture Institute****Session Description**

Great things happen when you put your heart into it. Authentic managers are strong people managers who manage with heart. They are the key to building great workplace cultures. Authentic managers genuinely care about the people they manage. They build confidence in others and inspire people to want to work. Authentic managers keep their workforce informed, engaged and forward-thinking. Based on research of what workers want from their work, authentic management is the key to achieving outstanding results, high levels of employee retention, and exceptional customer satisfaction. The best part is attitudes are contagious.

**Speaker Biography**

Anita is a thought-provoking and engaging management instructor, speaker and coach. She speaks from the heart and weaves real world examples into her material when she shares her expertise in authentic management and work change resilience. Having spent most of her career working with IT and technology professionals Anita puts her extensive management knowledge to work inspiring professional excellence in others. She helps professionals achieve results through perspective and simple common sense strategies. Anita is the founder of Big Picture Institute, the author of "Promote Yourself" and co-author of "Learn to Bounce: from a high-tech layoff to your ideal work".

S16

English

## The Path: Create the Life of your Choice using the Principle of 3Cs: Comfort Zone, Change and Choice

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time : 1:30 pm – 2:30 pm | Room 118ABC

### Bobby S. Bansal | Motivational Speaker, Singh Foundation

#### Session Description

In the midst of this ever-changing world, environment and era of limitless information, our lives have become more challenging than ever before.

Using the 3Cs, one can increase awareness, better understand, analyze and create a strategy to formulate a success formula for any aspect of life.

- Comfort Zone: The shade under which nothing grows.
- Change: The mother of greatness.
- Choice: Difference between mediocre and extraordinary.

We humans seek security, certainty, control and predictability in every area of our life, including relationships, work and personal growth. Out of this illusionary safety arise boredom, routine, denial, routine and lack of motivation. We try multiple times to get off this island of comfort zone, knowing one day there will be a change. The change could be self-initiated or forced depending on choice of an individual. Most of us dread change, as change is associated with fear, unknown, anxiety, nervousness. But, any change in form of problems, obstacles and roadblocks brings an opportunity to attain success. Change offers a chance to excel and tap into the undiscovered skills of self.

#### Speaker Biography

Mr. Bansal is a published writer, poet and motivational speaker. Bobby has excelled working for IBM, Boeing Aerospace, Daimler Chrysler, General Dynamics and General Motors in various roles of these organizations. Bobby holds two degrees including a Masters of Business Administration and Bachelor of Engineering. His belief is that the greatest school is the "School of life", which teaches valuable lessons that are priceless. Bobby continues to learn as he shares his vision with the rest of the world.

His seminars are energetic, filled with new vision and perspective to reveal the untapped world of abundance, creativity and happiness. His style is unique as he infuses poetry to bring across the message to his audience with a depth and clarity that penetrates the heart with compassion. He is a speaker who has the ability to touch many lives with his amazing voice to help people realize their true purpose.

S17

English

## Roadmap to Formal Authority to Operate (Certification & Accreditation)

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time : 1:30 pm – 2:30 pm | Room 118DE

**Andrew Konecny | Senior Advisor, Chief Technology Officer, ITSB, PWGSC**

### Session Description

Can work effort be shared across departments, so that major players offer stewardship for a particular service that could become branded as a Government of Canada (GoC) scalable solution? This would allow all IM/IT programs to re-invest scarce resources to other priority business requirements and perhaps mitigate the effect of “rust out” or increasing retirement.

The results: secure, quality, on-demand and elastic cloud computing services, dynamically meeting the Government of Canada requirements. With limited funding, resources and time, break down the innovation silos and better co-ordinate...share our common experiences. Do we leverage only industry partners that already have the certification and accreditation that we require for our products and services?

Reducing duplication, and moving to shared products that support a mobile modern workplace, will enable departments to focus on the unique value that they deliver to citizens, business and government. Consider the economic loss, resulting from 144 organizations, competing independently, to have the best IM/IT program, including infrastructure and systems, in support of only their specific business.

The IAO Conditions Project will present a “Roadmap to Formal Authority” for a maturing catalogue of GoC products and services, built with security and privacy, by design. Adoption for new requirements reduces unnecessary and unknown risks, that departments take today, as legacy infrastructure and systems are retired.

### Speaker Biography

Andrew Konecny is Senior Advisor & Lead Architect for Data Centre Services (DCS), Chief Technology Officer (CTO), Information Technology Services Branch.

As CTO Lead Architect for DCS, Andrew Konecny has two primary responsibilities. He is the Director for the Interim Authority to Operate (IAO) Conditions Project and he is also responsible for helping to transform Data Centre Services into Cloud Services. Prior to joining the PWGSC team, Mr. Konecny spent twenty-five years in IM/IT, at Statistics Canada. During the last ten years, he has worked as an Assistant Director: Software Engineering, Architecture, Recruitment & Staffing and Infrastructure Services (Servers, Storage & Networks).

Mr. Konecny holds a Bachelor of Economics (with additional Computer studies) from the University of Western Ontario. He is a Certified Object-Oriented Software Engineering Professional. Andrew is well known in the Ottawa Valley IT community for evaluating many pre-market hardware and software technologies throughout his career. He was Co-Chair of the 2007 Statistics Canada IT Conference and brings the combined experience of Standardization, Consolidation, Utility Computing and Software Development perspectives.

S18

English

## Capability Maturity Models and You

Thursday, May 19, 2011 / Jeudi le 19 mai 2011  
Time : 1:30 pm – 2:30 pm | Room 201/202

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### Rob Errington | Senior Manager, Accenture

#### Session Description

This session will explore the theme of working together differently by showing how the concept of Capability Maturity Models (CMM) can be applied to project and program management. The session will start with a brief overview of CMM; what are they; who should use them, when they should be used, where they have been used and to what effect. More specifically how can these models be applied to help manage projects or programs. Tools are not enough. While there are a number of tools that can be used, what else is required to establish and maintain a successful PMO. In addition, Rob will briefly describe how some of the standard government initiatives such as Policy on Management of Projects and MAF fit with CMM. Rob will also compare and contrast some of the international leading best practices and trends with regards to these models. Finally, Rob will share some thoughts on how to assess a PMO's existing maturity level and some concrete next steps for improving.

#### Speaker Biography

With over 20 years of experience in the IT Industry, Mr. Errington has led numerous complex transformation programs around process improvement, methods adoption and industrialization. His current role as Global Lead for the Engagement Services team within the Accenture Methods and Tools organization he is responsible for establishing high performing PMO teams at Accenture Clients. His IT PMO experience crosses all industries, all technologies and all geographies. He is currently focused on a multi-million dollar initiative to put in place common process and tooling across different types of IT work.

S19

English

**Presenting Ideas to Skeptical People - Getting Buy-in**

Friday, May 20, 2011 / Vendredi le 20 mai 2011  
Time : 10:15 am – 11:15 am | Room 118ABC

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**Jean (JJ) Brun | Interpersonal Skills Expert, JJ Communications****Session Description**

Ever had a great idea shot down by a skeptic? Discover the way to communicate and gain buy-in when presenting an idea to your audience, every time you speak. World-class communicator, JJ Brun, shares three keys that will equip you to connect with any group, for maximum impact. Imagine what you could accomplish:

- learn why many people fail to be convincing;
- learn to enhance your ability to connect and communicate, by design, and not by chance;
- learn to identify the communication patterns for an individual or group;
- learn how to present the same idea, in four different ways, to ensure buy-in; and
- learn to read, identify and overcome doubts, reservations, hesitation and objections.

Please note that there will be audience participation during this one-hour seminar.

**Speaker Biography**

JJ Brun, better known as the Retired Spy, is an Interpersonal Skills Expert. This expertise is recognized internationally in utilizing cultural insights as a strategy to effectively communicate, relate and connect across cultures. Trained by the military to operate in hostile environments to work with, and get buy-in from, very skeptical locals, he is truly someone who has walked the talk. He was a member of the Canadian Forces in Bosnia where, amid the chaos of blurred front lines and unstable loyalties, he established a network of local contacts pulling in critical cooperation, using some of the techniques your audience will learn in this session.

S20

English

**myKEY and the Secure Electronic Signature Service**

Friday, May 20, 2011 / Vendredi le 20 mai 2011  
Time : 10:15 am – 11:15 am | Room 201/202

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**Sonia Schindler | Product Executive, IT Security, ITSB, PWGSC****Theresa Osterhout | Director, Internal Credential Management, ITSB, PWGSC****Session Description**

Do you have a myKEY? Are you using your myKEY? Did you know that with identity-based electronic PKI credentials you can do so much more than just access your pay information? You can use myKEY and myKEY Login to secure your business, allow your users to access departmental, enterprise and cloud applications, while enhancing your security posture. In this seminar, you will learn how departments are leveraging the products and services offered today through ITSB's Internal Credential Management (ICM). In addition, we will show you how you can easily digitally sign and securely exchange documents with the security designation of "Protected B" or lower, as well as emails to colleagues, business partners and other government organizations.

Take advantage of this seminar to learn how you can re-use rather than build from scratch, save money, resources and reduce your time to deployment. You can also learn how to become a part of the Innovative Development Team, which will enable you to join the effort to build the secure, robust tools that we need in order to facilitate the 'anywhere/anytime' demands of the modern workforce.

**Speaker Biographies**

Sonia Schindler has been in the Public Service for 25 years and has held various positions within Public Works and Government Services Canada as well as other departments and has acquired much experience in diverse disciplines. She has been the Product Executive for the IT Security Line of Business for the past 4 years under the Information Technology Services Branch and is responsible for External and Internal Credential Management services, Perimeter Defence services and Secure Communications.

With over 25 years of experience in the Public Service, Mrs. Osterhout has acquired a wealth of knowledge and experience in Information Technology Security and Information Management. She currently manages the Internal Credential Management (ICM) product team of PWGSC, primarily focused on the development of the Federal Government's PKI Roadmap. Now that myKEY, identity-based credentials have been deployed to employees across the federal government, Theresa is focusing her efforts on leveraging myKEY to enable Enterprise Applications and improve service delivery.

S21

Français

## Un réseautage fructueux

Friday, May 20, 2011 / Vendredi le 20 mai 2011  
Time : 10:15 am – 11:15 am | Atrium II

### Michael J. Hughes | Le gourou du réseautage, Networking for Results

#### Description de la séance

Le réseautage est reconnu comme étant la façon la plus rentable d'échafauder une carrière ou de développer des affaires. Malheureusement, pour plus de 90 % des gens d'affaires et des professionnels, c'est aussi la stratégie la plus méconnue et la moins bien exploitée.

Lors de cette séance, les participants apprendront à optimiser chacune des rencontres de réseautage et par le fait même, ils développeront les aptitudes nécessaires pour préserver ces liens et les rendre plus profitables et durables.

Vous apprendrez :

- 6 éléments déclencheurs en réseautage et la façon d'en prendre avantage pour accélérer la confiance et le rapport
- 5 applications de réseautage qui décupleront vos résultats sans efforts additionnels
- 4 stratégies visant l'optimisation de l'impact souhaité et la réussite d'une première impression

N.B. : il s'agit d'un atelier requérant votre participation. Apportez votre crayon !

#### Biographie du présentateur

Michael Hughes a consacré les seize dernières années de sa vie à étudier l'abondance d'information concernant le réseautage. Il y a ajouté ses propres succès et son expérience en tant que leader de réseaux d'organisations afin de créer une approche éprouvée, « Networking for Results »™ Personal Marketing Success System (Réseautage réussi, un système pour le succès du marketing de soi). Cette approche renforce les compétences en réseautage et améliore les performances du réseau pour créer des résultats tangibles.

Michael travaille avec des entreprises de Fortune 500, des associations internationales et des organisations professionnelles en Amérique du Nord. Il partage sa philosophie et son expertise sur le réseautage inter-entreprises, le phénomène des réseaux sociaux et les stratégies de gestion des relations.

S22

**The Power of Analytics for the Public Sector: Building Analytics Competency to Accelerate Outcomes**

English

Friday, May 20, 2011 / Vendredi le 20 mai 2011

Time : 11:30 am – 12:30 pm | Room 118ABC

**Elizabeth Geiger | Business Analytics and Optimization Lead for Public Sector and Health, IBM Canada****Session Description**

Today's public sector is increasingly looking to analytics to unlock and apply new insights from information. IBM recently released the results of a global study that looks at how public sector organizations use analytics to make better decisions and deliver and manage results. This presentation describes findings from the study and presents case examples that describe:

- The #1 barrier to analytics adoption and use in the public sector
- Emerging uses of analytics that you may want to apply
- Four management imperatives to build analytics competency
- Lessons learned - how to set priorities and get started

**Speaker Biography**

As IBM's Business Analytics and Optimization (BAO) services lead for Public Sector & Health in Canada, Ms. Geiger brings more than 20 years of experience in Business Intelligence and Information Management. She has worked with clients across a range of industries and functions, delivering strategy projects through complex end-to-end analytic solution implementation. Prior to joining IBM in 2006, Liz led Siebel's North American Analytics Consulting Practice, and was part of the BI leadership team at Price Waterhouse/PwC. Liz has also held positions in IBM's European and US BAO practices.

S23

Français

## Comment implanter projets et concepts avec succès

Friday, May 20, 2011 / Vendredi le 20 mai 2011  
Time : 11:30 am – 12:30 pm | Pièce 201/202

### Jean (JJ) Brun | Un expert en relations interpersonnelles, JJ Communications

#### Description de la séance

Vous est-il déjà arrivé d'avoir une idée « brillante » étouffée par un collègue méfiant ? Apprenez comment communiquer positivement et influencer votre auditoire. JJ Brun, un communicateur hors pair, partagera avec vous les trois éléments qui affecteront au maximum votre auditoire. Imaginez votre impact !

- apprenez pourquoi plusieurs personnes ne savent pas comment convaincre
- apprenez à accroître votre habileté à communiquer par choix et non par hasard
- apprenez à identifier la clé de la communication avec un groupe choisi
- apprenez comment présenter une même idée de quatre façons différentes pour garantir son succès
- apprenez à lire, identifier et calmer les doutes, les réserves, les hésitations ou les objections

#### Biographie du présentateur

JJ Brun, mieux connu sous le nom de 'l'espion à la retraite', est un expert en relations interpersonnelles. Son expertise est reconnue internationalement, utilisant les particularités culturelles d'un peuple comme stratégie de communication et de rapport avec les gens. Son entraînement militaire lui permet de pouvoir opérer dans des environnements hostiles où, en gagnant la confiance des habitants pour le moins soupçonneux, il réussit à établir une collaboration. Il a participé au déploiement des Forces canadiennes en Bosnie où, malgré le chaos de la ligne de front et les alliances suspectes, il a pu installer avec succès un réseau fiable de contacts locaux en utilisant quelques-unes des techniques qu'il partagera avec vous.

S24

English

**CTO Outreach - Technology Awareness Sessions & Publications**

Friday, May 20, 2011 / Vendredi le 20 mai 2011  
Time : 11:30 am – 12:30 pm | Atrium II

**Morteza Niktash | Manager, Client and Industry Liaison, ITSB, PWGSC****Session Description**

The objectives of this presentation are to describe the multi-level strategy for CTO Outreach and to share lessons learned, in its implementation, using Web 2.0 technology. The strategy includes creating/organizing, or participating in, knowledge transfer dialogues/events/forums; leveraging training and knowledge exchange, while enticing collaboration for innovation. Various elements and enablers of the strategy are presented. Finally, we share how we have created ongoing dialogue among public and private sectors, using the Technology Awareness Sessions (TAS), to facilitate collaborative development of innovative IT Shared Services solutions, through posting and sharing publications on the GC wiki, GCPEDIA.

By participating in this session, one can learn about outreach strategies, including how to successfully implement them. Furthermore, presented as a case study, one will learn how CTO is taking advantage of Web 2.0 technology and GCPEDIA for information, knowledge transfer, learning, collaboration and innovating new IT Shared Services.

**Speaker Biography**

Morteza Niktash completed his Ph.D. degree program in Electrical Engineering, from the Department of Systems and Computer Engineering, Carleton University, in 1985. He has worked for over thirty years in the private, academic, not-for profit and public sectors, in various technical, engineering, and management capacities. He served, as a Professor of Systems and Computer Engineering, at Carleton University (1985-1990). He also planned, architected, designed, developed, and maintained distributed information systems for the private sector (1977-1992). In 1992, he joined Public Works and Government Services Canada, as a master architect. As part of his responsibilities, he has built and managed Communities of Practice & Expertise (CoE) for knowledge transfer and innovation. He has participated and led various projects in areas including e-Government, knowledge management, IT security, enterprise wide IM/IT architecture, shared electronic messaging and collaboration services. He has published numerous conference papers and held workshops in all of these areas.

Morteza Niktash is the former president of the Society for Collaborative Opportunities & Advancement of Professionals (SCOAP); a former judge for the selection of the best products, services, and leaders for the SCOAP private sector awards of excellence; a judge for the selection of the best projects and leaders for the yearly Government Technology (GTEC) awards; as well as a member of the program committee of the Montreal International Conference in E-Technology (MCETECH).

Currently, Mr. Niktash is the Manager of the Client and Industry Liaison team, working on outreach for enticing collaboration within the Government of Canada (GC) community, through knowledge transfer and innovation, with the Chief Technology Officer Sector, Information Technology Services Branch, Department of Public Works and Government Services Canada.