

S1

The Top Ten Sins Most Managers Make & How to Avoid Them – 21st Century Skills for Today’s Manager

English

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 10:15 AM to 11:15 AM | Room 205/207**Brian Smith | Brian Smith PLD****Session Description**

In this session – led by Author and Behaviourist Brian Smith – a leading authority on soft-skills training and leadership development – he will review the top ten sins most managers make and more importantly – what you can do to avoid them. You will discover the key to motivating a multi-generational workforce and gain some valuable insight into a leadership style that is right for today’s workplace. Your future success as a manager will depend on your adaptability and your ability to teach, coach and mentor your team members so they can realize their full potential.

Speaker Biography

Brian Smith - Educator, Corporate Trainer and Management Consultant – is a leading authority on soft-skills training and leadership development. He is Author of “Confessions of a Reformed Control Freak – The Top Ten Sins Most Managers Make & How to Avoid Them”. Brian – a trained Behaviourist -works with people who want to learn how to communicate and interact more effectively; and who want to discover how to get the best out of themselves and others. Brian is a member of the faculty and professor at Algonquin College’s School of Business.

S2

Made in Canada Shared Services Models

English

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 10:15 AM to 11:15 AM | Room 214**Kevin Radford | Senior Assistant Deputy Minister, Shared Services Canada****Brian Konopski | Government of Manitoba****Guy Belleperche (Moderator) | Chief Information and Security Officer (CI&SO), Shared Services Canada****Session Description**

Panel presentations and discussion by three senior federal, provincial and municipal leaders about Canadian shared services models at different stages of implementation. The panel will speak to how shared services affect the inter-relationships between people, business and technology.

Sub-themes:

- Thriving on Change – Moving Your Career Forward
- Culture Change – Bringing multiple IT partners together
- Roles and Responsibilities: Keeping your finger on the pulse of the organization.

Speaker Biographies

Kevin Radford - Kevin Radford is the Senior Assistant Deputy Minister, Operations at Shared Services Canada (SSC). Kevin joined SSC from the Canadian Food Inspection Agency (CFIA) where he held the position of Vice President, Information Management and Information Technology. Prior to joining the CFIA, Kevin held numerous positions with National Defense. Kevin holds a Bachelor's in Engineering and Management from the Royal Military College, a Master's of Business Administration from the Schulich School of Business, and participated in the Executive Program in Supply Chain and Logistics Management, also with the Schulich School of Business.

Brian Konopski - Brian Konopski is an Executive Director with Business Transformation and Technology (BTT) at the Government of Manitoba. BTT is Manitoba's centralized shared services ICT organization providing network, desktop, hosting, application development and maintenance, architecture, ERP and security services to all Manitoba provincial government departments. Brian has 25 years of IT industry, consulting and public sector experience and holds a B.A. in Psychology and B.Sc. in Computer Science, both from the University of Manitoba. Brian also holds Project Management Professional (PMP), TOGAF IT Architect and ITIL Service Management Foundation certifications and is currently leading the province's Application Portfolio Management Initiative.

Guy Belleperche - Guy was appointed as the Chief Information and Security Officer (CI&SO) for Shared Services Canada (SSC) on January 30, 2012. As CI&SO, Guy is responsible for the provision of IM, IT and security services for SSC employees in 350+ locations across Canada. Before joining SSC, Guy held a variety leadership roles within the Correctional Service of Canada, the Communications Security Establishment Canada, Human Resources and Skills Development Canada, and the Treasury Board of Canada Secretariat. Guy holds a Bachelor of Science (Metallurgical Engineering) and a Master's of Public Administration from Queen's University in Kingston.

S3

Reinventing Your Workplace Experience

English

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time | 10:15 AM to 11:15 AM | Room 213/215

Matthew Brown | Vice President and Practice Leader, Forrester Research

Session Description

Groundswell technologies — social, mobile, video, and cloud — endow your constituents and employees with more information power every day. Your only defence is a workforce empowered to solve customer problems using the same technologies. This session explores the current and future role of technology in driving workforce productivity, innovation, advocacy, and engagement. This session will focus on what it means for IT strategy, including:

- What problems your employees are trying to solve and how a social strategy culminates in a new execution framework to make social engagement and interaction a natural extension of employees' working lives.
- The impact of empowering employees to harness their ideas and energy.
- The alternative of leaving employees unsupported to solve customer problems alone and in isolated pockets using consumer-grade technology.

Speaker Biography

Matthew is a vice president and practice leader serving Content & Collaboration Professionals. With more than 17 years of professional experience in enterprise technology markets, Matthew leads a team of analysts, researchers, advisors, and consultants focused on workplace technologies. He also advises clients in a wide variety of industries around the globe on the impact of technology on workforce productivity, innovation, and collaboration.

One of Matthew's primary research objectives is to help clients overcome the people, process, and technology challenges in workplace technology investments. His most recent research is looking at the needs, attitudes, and behaviors of a changing workforce to understand how technology impacts employee engagement and overall workplace experience.

Considered an authority on workplace technologies, Matthew's research has been cited in the *Financial Times*, *The New York Times*, *The Wall Street Journal*, and numerous industry and trade publications.

S4

Survive and Thrive with Humour

English

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 11:30 AM to 12:30 PM | Room 205/207**Tim Westhead | CEO of Tim Westhead Productions****Session Description**

Enjoy learning how to work more effectively and efficiently while becoming more engaged in your workplace. Discover innovative, no-cost and low-cost best practices that can be immediately implemented to increase motivation, lessen stress, and improve the quality of service that you provide clients. This dynamic, entertaining session with lively PowerPoint presentation incorporates current research with practical strategies that boost morale and reduce workplace stress, while contributing to wellness, resilience, and a healthier working environment for all employees. Also available: a list of inspiring, recommended resources that combat stress, including suggestions for fun at work and in your home.

Speaker Biography

Tim Westhead, OCT, BA, MA, BEd, CEO of Tim Westhead Productions, is an award-winning educator, actor, author, and internationally known speaker who has delivered his popular presentations for more than 25 years for business organizations, financial institutions, universities, and educational associations across North America. Nominated for Canada's prestigious Prime Minister's Awards for Teaching Excellence, Tim has been honoured by OPSBA and the University of Waterloo Faculty of Arts Alumni Association for "outstanding contributions to his professional field." He was also acknowledged on national television at Canada's 2003 Walk of Fame by his former student, Mike ("Austin Powers") Myers.

S5

English

Cyber Risks – An Offbeat Look at Emerging Issues

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 11:30 AM to 12:30 PM | Room 214

Willie Wong | Director, BI Product Management & Solutions, Business Analytics, IBM Canada

Session Description

Organizations who are starting to use emerging technologies such as Social Media, Mobility and Cloud are now being faced with a whole host of new operational and security risks that can severely threaten their IT environment. Attend this off-beat, informative presentation to gain a practical understanding of cyber risk. Hear about some of the emerging cyber risk trends and their potential impact on an organization's people and IT infrastructure. Attendees will be taken through some real-world cyber risk scenarios and hear how they can get started in building a strategic framework to better manage all aspects of cyber risk.

Speaker Biography

Willie Wong is IBM Canada's Global Technology Services Market Manager for Security Services, Business Continuity & Resiliency Services and Integrated Communications Services (Networking). He has over 25 years of IT experience. During this time, he has worked in many domains including Security Consulting, resource deployment, application development, programming, systems analysis, architecture and design, network services, systems management, systems integration, Bulletin Board Service (BBS) and Internet Service Provider (ISP) services and process re-engineering. Willie holds a Government of Canada (GoC) security clearance level of SECRET (Level II).

S6

English

Work-flow Driven Solution to Integrating Document, Records, and Knowledge Management

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 11:30 AM to 12:30 PM | Room 213/215

Philip Stang | Team Leader, Information Management Project Team, Canada Revenue Agency

Session Description

- Reality does not segregate Information Management, Document Management, Records Management and Knowledge Management – so why do systems?
- Leveraging workflow to manage information more efficiently
- Atrium: an office information system pilot that breaks the mould
- Ideas and innovations in information management

Speaker Biography

Philip Stang is currently a Team Leader for the Information Management Project, Department of Justice – Mr. Stang obtained combined Bachelor of Commerce and Law degrees in 1989. He was called to the Bar in 1992.

Mr. Stang began his career as legal counsel to the Canada Student Loans Program. Shortly thereafter, he was asked to manage Collections Litigation and Advisory Services, a team that coordinates litigation on defaulted Canada Student Loans. As Manager of CLAS, Mr. Stang began the LawMate office information management system.

Based on the success of LawMate, Mr. Stang was asked to form and lead the Information Management Project Team to expand LawMate to the advisory business line of his organization.

S7

The Risk of Being Innovative in Government

English

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 1:30 PM to 2:30 PM | Room 205/207

Rob Meikle | Chief Information Officer, City of Brampton

Session Description

Service delivery is a foundational element of what public sector agencies do. What happens when you decide not only to improve service delivery to citizens and businesses but to employees as well? Is that attempting too much too fast all at once? In this session, Brampton's Chief Information Officer (CIO) will outline their paradigm shift as it relates to their innovative Customer Service vision and strategy in the midst of complexity and various risk variables.

The presentation will include a real case study about intelligently managing the risks commonly associated with the public sector's use of Social Media. Brampton's CIO will share the risks and details about how they fundamentally transformed their policies in order to incorporate personal and business use of Social Media in order to extend the reach and richness of citizen and business engagement.

Speaker Biography

Rob Meikle is the Chief Information Officer (CIO) for the City of Brampton and is responsible for the delivery of flexible and integrated information and communication technology solutions that enable Service Excellence along with management of the Corporate Call Centre (7x24 operation). Rob is a strategic business leader who is innovative and results driven with a proven track record of 18+ year's experience planning, developing, and implementing award winning global business and technology solutions in the private, public and not for profit sector.

Prior to the City of Brampton Rob has held various leadership roles in Global Operations, Customer Service, Marketing, eBusiness and Information Technology. Rob is a graduate of the University of Waterloo and holds an Honours BMath in Computer Science & Business Administration. Rob is married with two children and is an active community leader and resident of Brampton.

S8

English

Pushing the Limits of Efficiency in Document Intensive Business Processes

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 1:30 PM to 2:30 PM | Room 214

Scott Mackey | Vice President of Customer Success, Adlib

Session Description

Push the limits of efficiency by automating manual tasks in document-centric business processes. Employees are frequently required to convert a variety of document types to PDF, a more optimum format for delivery to colleagues, constituents, and other departments.

- Ensure document accessibility for Access to Information Requests
- Make documents suitable for mobile devices
- PDF/A for submission to Library and Archives Canada
- Assemble reports and briefings from multiple documents and formats

Many of these manual document-to-PDF conversion tasks can be automated to:

- Reduce complexity and associated errors
- Remove desktop software (e.g. Adobe)
- Consolidate IT resources
- Save you money

If your goal is to reduce the costs and complexities associated with document conversion, this session is for you!

Speaker Biography

As a founding partner and Vice President of Customer Success at Adlib, Scott has spent his entire career in content management, covering various elements of the industry including capture, archival, storage, document and records management and Enterprise Content Transformation. Scott has a passion for engaging with Adlib's customers to ensure that Adlib products, services and culture reflect their values. Scott's contributions offer advice, perspective, and insight for any organization with Enterprise Content Transformation challenges. Scott is a featured speaker at industry and trade events such as the Association for Information and Image Management ([AIIM](#)), the Regulatory Affairs Professionals Society ([RAPS](#)) and the Drug Information Association ([DIA](#)).

S9

Français

Renseignements d'Entreprise de l'ARC

Wednesday, May 23, 2012 / Mercredi le 23 mai 2012
Time 1:30 PM to 2:30 PM | Room 213/215

Guy Mathieu | Directeur général, DORE, L'Agence du revenu du Canada

Description de la séance

La présentation des Renseignements d'entreprise (RE) de l'Agence du revenu du Canada (ARC) fournira une compréhension générale de l'approche adoptée par l'ARC à l'égard des renseignements d'entreprise. Elle accomplira ce qui suit :

- fournir un contexte de haut niveau de l'ARC en termes de sa taille, de son organisation et de ses catalyseurs politiques, externes et opérationnels ;
- donner des détails sur ce que les RE signifient pour l'ARC, y compris les concepts, les outils, ce que l'ARC a mis en œuvre et là où nous avons démontré la valeur à l'entreprise/retour sur investissement ;

Biographie du présentateur

Guy Mathieu est directeur général à la direction de l'informatique à l'Agence du revenu du Canada (ARC). Lors des 25 dernières années, il a occupé plusieurs positions d'influences reliées à différents domaines informatique de l'ARC.

Lors des 10 dernières années, il a été responsable du développement d'application de grandes envergures tels que le système sur les taxes d'accises qui récoltent \$10 milliards annuellement ; l'intégration à l'ARC de l'impôt des corporations de la province de l'Ontario ; le développement du système de vérification pour les 8000 vérificateurs de l'agence. Il est également responsable du développement et la mise en œuvre des solutions du renseignement d'entreprise pour la gestion intégrée des recettes qui consiste à mieux cibler les actions de l'agence vis-à-vis la gestion de la dette des contribuables et des entreprises. Il est d'ailleurs responsable pour la mise en œuvre technologique de la plate-forme pour les renseignements d'entreprise.

S10

English

Becoming a Social Organization: Taking a Strategic Approach of Social Media

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 10:15 AM to 11:15 AM | Room 206/208

Nick Gall | Vice President, Gartner Research**Session Description**

Social media is more than marketing communications. It is more than Facebook, Twitter, and LinkedIn. It is also more than the technologies. Social media is really about engaging communities, internal and external to your organization, in new ways to achieve otherwise impossible enterprise value. It is about strategy. It is about thriving in a new age of human behaviours fuelled by mass collaboration.

This session covers what is really transformational about social media, how government organizations are employing it for mission value, what are the major success patterns and common pitfalls, and how to move your social media capabilities forward.

Speaker Biography

Nick Gall is a vice president in Gartner Research. As a founding member of Gartner's Enterprise Planning and Architecture Strategies, Mr. Gall advises clients on enterprise strategies for interoperability, innovation and execution. Mr. Gall is a leading authority on middleware, infrastructure planning, technical architecture, XML and Web services. He is also one of the IT industry's leading authorities on enterprise integration strategy and technology as well as a key thought leader on emerging concepts such as service-oriented architecture (SOA).

S11

English

CRA – IT Enterprise Architecture, Aligning Technology Roadmaps to Business Priorities

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 10:15 AM to 11:15 AM | Room 214

Tammy Labelle | Director General, IT Branch, Canada Revenue Agency**Session Description**

The presentation will talk to the evolution of the mature IT Enterprise Architecture program that covers application, data and technology architecture and the robust 5-year roadmaps that govern technology and solution decisions at the Agency and in support of CBSA. It will demonstrate the alignment of roadmaps in support of key business drivers and priorities at the Agency, while influencing the direction of technology investments.

It will provide attendees with practical approaches to developing their own architecture roadmaps and how they can be used to align their own IT investments to business priorities and to improve their ability to communicate their needs to third party service providers, including Shared Services Canada.

Speaker Biography

Tammy Labelle is a Director General in the IT Branch of the Canada Revenue Agency (CRA). Over the last 27 years, she has held various positions in business and IT at CRA and PWGSC.

Over the last 5 years, has directed the deployment of the Compensation Web Applications that today allows all government employees access to their pay/pension information online; the centralization of pension services in Shediac, New Brunswick, streamlining administrative services; and more recently, the deployments of CRA's credential management solution, the evolution of the Agency's IT Enterprise Architecture program and the roll-out of secure Web 2.0 collaboration tools to CRA employees.

S12

Français

Bureau Numérique de BAC

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 10:15 AM to 11:15 AM | Room 213/215

Charles Davis | Directeur Intérimaire, Gestion des applications, Bibliothèque et Archives Canada

Sylvain J Richard | Directeur, Services de gestion de l'infrastructure, Bibliothèque et Archives Canada

Céline Thériault | Gestionnaire, Plateforme des processus d'affaire, Bibliothèque et Archives Canada

Description de la séance

En collaboration avec le Secrétariat du Conseil du Trésor, Bibliothèque et Archives Canada dirige la première phase de l'initiative du bureau numérique. L'initiative a pour objectif :

1. de créer un environnement où des documents numériques à l'origine demeurent numériques, du moment où ils sont créés au moment où on y accède ;
2. d'utiliser les conclusions et les résultats des diverses phases du projet pilote afin de déterminer la meilleure façon de doter les institutions du gouvernement du Canada de solutions technologiques qui leur permettront de conserver la bonne information, pendant la période de temps qui convient et de la bonne manière, dans un environnement physique propice et ergonomique;
3. de réduire considérablement la dépendance au papier et son utilisation dans l'ensemble du gouvernement du Canada.

A travers cette présentation nous démontrerons comment nous sommes passés du bureau analogue au bureau numérique, nous parlerons des leçons apprises et nous ferons de démonstrations pratiques.

Biographie du présentateur

Charles Davis travaille dans le milieu des sciences informatique de plus de vingt ans, son expérience consiste en major parti à la mise en place et à la gestion d'applications Web complexes et aussi dans le domaine du soutien technique aux usagers. Il a été responsable du développement d'architectures d'information technologique, de procédures d'opérationnelles normalisées.

Il a joint Bibliothèque et Archives Canada BAC en 2006, il occupe présentement le poste de directeur par intérim de la division de la gestion des applications au sein de la Direction générale du dirigeant principal de l'information. Depuis ses débuts, il a travaillé sur différents projets tel que la mise en place d'un système de gestion de publications web moderne et autres applications qui permettent à BAC de présenter sur le web les objets numérisés de sa collection.

De 1993 à 2005, Sylvain Richard était à l'emploi de l'Agence du revenu du Canada (ARC) au sein du groupe des TI où il a occupé divers rôles techniques et surtout de gestion. Il s'est joint à BAC avec la Direction des technologies de l'information en 2005 dans le rôle de gestionnaire de l'équipe Réseaux, architecture et sécurité TI. Depuis 2007, il agit en tant que directeur de la division Services de gestion de l'infrastructure (SGI).

Céline Thériault s'est jointe à la Fonction publique du Canada il y a plus de 20 ans. Elle a débuté sa carrière à Revenu Canada où elle a occupé différent postes. C'est au Service Correctionnel du Canada dans la capitale nationale qu'elle a commencé à s'intéresser à l'informatique. Céline à compléter sa formation universitaire à l'Université d'Ottawa et à l'Université du Québec en Outaouais dans les années 90.

En 2007, elle s'est jointe à Bibliothèque et Archives Canada où elle est responsable de la mise en œuvre de la plateforme des processus d'affaires et ainsi contribue à l'implantation du bureau numérique pour l'agence.

Ses spécialités : concrétiser les concepts et objectifs qui peuvent paraître abstraits. Elle excelle à interpréter, expliquer, et faire avancer les projets de façon pratique pour permettre à chacun d'y contribuer.

Céline s'intéresse particulièrement à la réussite en équipe dans la gestion multi-projets, l'apprentissage des nouvelles technologies, les approches nouvelles dans la gestion de processus d'affaires et la planification stratégique.

Céline détient une maîtrise en gestion de projet appuyé d'un baccalauréat en informatique. Son expérience et ses connaissances la positionne pour mener à terme avec succès les projets assignés.

Sur un plan personnel Céline relaxe par la lecture, les voyages, le tennis et la moto.

S13

English

5 Winning Strategies (to Succeed at Work AND Life)

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 11:30 AM to 12:30 PM | Room 206/208

Marion Grobb Finkelstein | Professional Speaker, Marion Speaks

Session Description

Feel uninspired, like you have no control? Then you need Winning Strategies to raise the bar on what you think is possible! Get inspired on both a personal and professional level as you get tools to grab control and become more engaged in the workplace.

Marion will show you:

- hey, you've got an attitude (and it affects everything you do!)
- how to move from feeling like a victim to victor (it's as easy as flipping a switch)
- why saying no shuts down conversations (and what to do instead)
- how indecision IS a decision (you'll make better decisions)
- how leaning on others actually shows strength (find support in colleagues)
- what letting go really says to others (build teams)
- the difference between winners and wannabees (be a winner)
- the secret ingredient you can add to knowledge that gives it power (it's so simple)

Speaker Biography

Marion Grobb Finkelstein presents to audiences in Canada, United States and Europe. She develops and delivers national marketing, communication, sponsorship, and media relations courses; has orchestrated national marketing campaigns, managed controversial media issues, branded and raised the profile of organizations; and produced and hosted award-winning cablevision shows.

A national member of Canadian Association of Professional Speakers and International Federation for Professional Speakers, Marion is an award-winning Toastmaster and has worked as a Director Communications at international airports, national museums and with federal government organizations. She has an Honours Bachelor Administration degree, Marketing Research and Media Communications certificates, and is True Colors™ and Personality Dimensions™ certified. www.marionspeaks.com.

S14

English

Collaborating Through Change

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 11:30 AM to 12:30 PM | Room 214

Kathy Roy | Senior Consultant, Systemscope

Session Description

Pushing the limits of traditional ways presents an exciting opportunity to collaborate more than ever before. This will require organizations not only to communicate more, but to do so in a more integrated manner.

This session will focus on how people may collaborate more effectively to realize desired outcomes. The presentation will provide frameworks to align organizations through integrated planning, and strengthening their horizontal communication channels. Insights will be shared from years of working inside and outside Federal Government on complex change initiatives. You will leave the session with a clear path forward on how to successfully collaborate through change.

Speaker Biography

Kathy Roy has implemented business transformation and change management projects in complex organizations for over a decade. She has worked with major companies, both public and private, and with numerous business sectors in both Canada and the United States. She is part of Systemscope's Strategic Business Consulting practice.

S15

Français

Le gouvernement du peuple – Se servir des médias sociaux, de Données Ouvertes et des services axés sur les citoyens pour mieux répondre aux besoins des gens

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 11:30 AM to 12:30 PM | Room 213/215

Guy Michaud | Chief Information Officer, City of Ottawa

Description de la séance

Souhaitant modifier sa relation avec les résidents, la Ville d'Ottawa s'est tournée vers diverses technologies comme les médias sociaux, Données Ouvertes et les services axés sur les citoyens. Que ce soit au moyen de forums en ligne, d'avis des cliniques de santé diffusés par la voie les médias sociaux, d'alertes sur la circulation, du soutien du développement d'applications mobiles par des résidents ou de la diffusion en flux par toutes les voies de service (Internet, téléphone et service au comptoir), l'objectif général est de fournir des services gouvernementaux que les clients jugent sensés et pertinents, et qui soient centrés sur leurs besoins. La Ville a revu ses méthodes et repousse les limites des modes de prestation de services publics traditionnels. Cette présentation vous expliquera à l'aide d'exemples réels comment les technologies améliorent l'expérience globale du client et éliminent les obstacles à ses interactions avec le gouvernement

Biographie du présentateur

Guy Michaud, directeur du Service de technologie de l'information (STI) et chef de l'information à la Ville d'Ottawa, possède plus de 32 années d'expérience de la gestion d'initiatives stratégiques liées aux technologies de l'information qu'il a acquise progressivement au pays et à l'étranger, dans les secteurs public et privé. Son cheminement de carrière diversifié, qui l'a amené à fournir des conseils et des services stratégiques à des administrations municipales et provinciales ainsi qu'au gouvernement du Canada et de pays étrangers, de même qu'à diriger l'élaboration de portefeuilles sur des systèmes d'information intégrée mondiaux pour des sociétés de haute technologie, lui permet de donner des avis et d'offrir des services de gestion de solutions à de nombreux clients et d'assurer la liaison avec eux. À titre de directeur du Service de technologie de l'information et de chef de l'information à la Ville d'Ottawa, Guy assume un large éventail de responsabilités. Son équipe fournit des services d'infrastructure technologique de base à un réseau de 317 installations municipales, qui sont réparties sur un territoire de 2 760 kilomètres carrés et comptent au-delà de 10 700 utilisateurs se servant de plus de 440 applications d'entreprise. Cette équipe est également responsable de la politique de gestion des documents et de l'information, ainsi que de la planification de la sécurité et de l'architecture des systèmes de gestion de l'information et de technologie de l'information qu'utilise le personnel de la Ville pour offrir des services à une population de plus de 1,2 million de personnes. Grâce à l'expérience qu'il a acquise au pays et à l'étranger ainsi qu'à sa maîtrise en sciences avec spécialisation en gestion de projets, Guy possède les compétences requises pour poursuivre son cheminement dans le domaine de la gestion de l'information et de la technologie de l'information.

S16

English

Vision for Transformation

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 1:30 PM to 2:30 PM | Room 205/207

Benoît Long | Senior Assistant Deputy Minister, Transformation, Shared Services Canada

Session Description

What is the Vision for Transformation, Service Strategy and Design that will enable Shared Services Canada to streamline and consolidate in the areas of email, data centres and networks?

Speaker Biography

Benoît Long brings to his new role over 25 years of experience in strategic business management and planning, innovation and operational management in both the public and private sectors. Benoît was most recently Chief Technology Officer of the Government of Canada, and completed a secondment to the Privy Council Office where he was the Lead on Internal Enabling Services in the Administrative Service Review, a transformational review process reporting to the Prime Minister and Clerk of the Privy of Canada, which supported the Government of Canada in redefining future internal and external service strategies and delivery models. The creation of Shared Services Canada was an important outcome from this review process.

Over the past two decades, Benoît served in the CIO and senior executive positions in two of Canada's largest and award winning hospitals in Canada (Trillium Health Centre and Credit Valley Hospital). Before joining the healthcare sector, Benoît served in numerous Executive positions in premier financial services, insurance and banking institutions in Canada (CIBC, Desjardins). His positions spanned e-commerce and technology management, corporate sales management, branding, strategic marketing and communications management, corporate affairs, and government relations. Prior to his career in banking and insurance, Benoît had a career in the Canadian Federal Government as a policy and political advisor to several Ministers and in many departments (Human Resource Development, Employment and Immigration, Fisheries and Oceans, Federal-Provincial Relations, Finance, Consumer and Corporate Affairs, Indian and Northern Affairs, Industry Canada (Small Business and Tourism)) .

Dynamic and passionate, Benoît thrives on implementing ideas that require innovation, teamwork and change.

S17

English

Peak Performance Living: Take Responsibility for your Success

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 1:30 PM to 2:30 PM | Room 214

Adam Kreek | Olympic Gold Medalist, Entrepreneur, High Performance Expert & Community Advocate**Session Description**

Stop hoping for success. Plan for it.

At the 2008 Olympics, the odds of winning Olympic Gold were 22 million to 1. Statistically, it was more likely for an athlete to win the lottery. But Olympic Champions do not rely on chance. They understand and capitalize on internal motivation, accept and build on failure, employ key mental techniques consistently, and commit unwaveringly to success. Most importantly, like all peak performers, they take responsibility for their success.

Join Olympic Gold Medalist, Adam Kreek, to discover new and effective peak performance techniques, and strategies of Olympic Champions to maximize your potential and rejuvenate your team

Speaker Biography

A self-described "positive realist," Adam Kreek has spoken to over 100,000 people across North America on topics of leadership, team development and change management. Adam is a member of the Canadian Association of Professional Speakers, and his upcoming book explores key techniques to maximize personal potential, thrive in team settings and constructively deal with uncertainty.

Adam has studied human performance, achievement, and wellbeing for over a dozen years. After a disappointing loss at the Athens Olympic Games in 2004, he powered his way to a gold medal at the Beijing 2008 Olympic Games. During his 13-year rowing career, Adam won over 60 medals: 27 in international competitions, with 43 of these being gold medal or first place performances. Adam was named Athlete Leader of the year at the 2010 Canadian Sports Awards, a lifetime achievement award presented to an individual who has provided outstanding contributions to sport as a leader advocate, change agent and builder.

Adam is co-owner and serves on the Board of Directors of Grease Cycle, a Vancouver Island based organization that collects and processes waste vegetable oil, to produce sustainable Biodiesel for local consumption.

Always eager to take on new challenges, Adam will row across the Atlantic Ocean in December 2012 to advocate for health and wellness and to raise funds for Right To Play.

Adam holds a degree in Geotechnical Engineering and Hydrology from Stanford University.

He is a loving husband and proud father who lives part-time in both Victoria, BC and Ottawa, ON

S18

Français

Un catalogue de services TI performant, en s'appuyant sur ITIL

Thursday, May 24, 2012 / Jeudi le 24 mai 2012
Time 1:30 PM to 2:30 PM | Room 213/215

Jean-Claude Beaudry | Co-fondateur, Qualiiti7**Description de la séance**

Votre département TI cherche à définir son offre de services et la promouvoir auprès de ses clients ? L'outil recherché est sans contredit, le catalogue de services TI.

ITIL, le référentiel de bonnes pratiques en gestion de services TI, recommande de concevoir votre catalogue de services afin d'aligner celui-ci avec les fonctions d'affaires mais également que celui-ci reflète réellement les possibilités du département informatique.

Le catalogue de services précise ainsi les caractéristiques telles que fonctionnalités, disponibilité, performance, sécurité, soutien, tarification, responsabilités clients et TI. Vous voulez savoir comment concevoir celui-ci, venez assister à cette session des plus dynamiques.

Biographie du présentateur

Co-fondateur du groupe international Qualiiti7, Jean-Claude est reconnu comme un bâtisseur. Certifié ITIL® Master en 2000, et Expert ITIL® depuis 2007, il est un des pionniers de la gestion de services selon ITIL® au Canada et est depuis près de 10 ans fortement impliqué dans la promotion des principes de gestion des services, tant dans son rôle de formateur, de conférencier que comme conseiller.

Alors que le catalogue de services était encore un mystère, M. Beaudry a siégé sur des tables de réflexions, liées à itSMF, sur la conception de catalogues de services à valeur ajoutée pour l'organisation.

Il a depuis, participé à la conception et l'implantation de plusieurs catalogues de services dans sa carrière.

S19

English

SSC Partnerships: How Will They Work?

Friday, May 25, 2012 / Vendredi le 25 mai 2012
Time 10:15 AM to 11:15 AM | Room 206/208

Maurice Chénier | Senior Assistant Deputy Minister, Projects and Client Relationship, Shared Services Canada

Session Description

How will it work between Shared Services Canada, Treasury Board Secretariat and other government departments? Collaboration across departments/agencies and client relationship management are key to a renewed sense of engagement in the Government of Canada's delivery of IT services.

Speaker Biography

Maurice Chénier is the Senior Assistant Deputy Minister, Projects and Client Relationship, at Shared Services Canada (SSC).

Maurice joined SSC on August 4, 2011, from PWGSC where he has held numerous senior positions. In his latest role, he had dual responsibilities as Chief Executive Officer of the Information Technology Services Branch and Chief Information Officer providing IM/IT support to PWGSC and its modernization initiatives and spearheading the implementation of the government-wide IT Shared Services initiative. Prior to that, Maurice was Chief Operating Officer for two years as well as Director General of Service Management and Delivery. Maurice also held several leadership positions at Citizenship and Immigration Canada, Justice Canada, and Treasury Board of Canada Secretariat.

Maurice has a Master's of Business Administration from the University of Ottawa. His experience as the President of the Association of Public Sector Information Professionals (DPI) from 1999 to 2000 helped him maintain a strong focus on the growth and contributions of IT professionals.

S20

English

Ebay Style Architectures for Enterprise Information

Friday, May 25, 2012 / Vendredi le 25 mai 2012
Time 10:15 AM to 11:15 AM | Room 214

Linda Daniels-Lewis | Senior EIM Consultant, Systemscope

Session Description

For too long organizations have focused on their responsibilities to “file” unstructured information rather than to “use and share” it. This seminar will look at ways to use new technologies, SharePoint 2010 in particular, to implement information architectures that guide users not through deep, outdated folder structures but through related category facets to “check out”; just like the ebay experience. In this way, unstructured information assets can be organized to maximize their use and therefore value to the organization in the same way that business applications organize and manipulate data. The seminar looks at groundbreaking ways to manage all types of information according to its usefulness and value using a federal government Electronic Document and Records Management Solution Renewal project as an example. This architecture puts (simplified) metadata to work and pushes past traditional document organization concepts.

Speaker Biography

Linda Daniels-Lewis has more than 20 years’ experience in both the public and private sectors designing and implementing transformative information management (IM) architectures and strategies that exploit evolving technologies while enforcing sound IM practices. She has presented at telecommunications, ARMA, and government conferences on new ways to link architectures across structured and unstructured information domains.

S21

Français

Optimiser les résultats avec l'informatique décisionnelle : les tendances émergentes en informatique décisionnelle et un guide pratique pour son déploiement

Friday, May 25, 2012 / Vendredi le 25 mai 2012
Time 10:15 AM to 11:15 AM | Room 213/215

Gene Villeneuve | Directeur, Gestion de produits et de solutions d'informatique décisionnelle, Analyses d'affaires, IBM

Description de la séance

L'informatique décisionnelle est au cœur de toute saine organisation axée sur l'analyse prédictive. Elle est la pierre angulaire qui permet à chaque individu et groupe de travail d'obtenir des renseignements éclairés en vue d'optimiser et de récolter de meilleurs résultats. Cette séance porte sur les dernières tendances de l'industrie en ce qui a trait à l'informatique décisionnelle, elle fait part de l'énoncé d'orientation d'IBM sur l'informatique décisionnelle, et elle souligne certains des recherches et des développements en laboratoires. Les nouveaux styles d'interaction, la visualisation et les méthodes agiles de l'informatique décisionnelle libre-service sont quelques-uns des thèmes qui seront couverts au cours de la séance. En outre, il sera question de données non structurées et d'avalanche de données (l'ère du « Big data »), d'options pour le déploiement d'un nuage, ainsi que de systèmes optimisés pour la flexibilité des TI.

Participez à cette séance pour un guide pratique sur la façon de profiter pleinement de ce que l'informatique décisionnelle propose.

Biographie du présentateur

Gene Villeneuve est le directeur de la gestion des produits et des solutions d'informatique décisionnelle d'IBM. Il est établi à Ottawa, au Canada, au siège social de la division recherche et développement de l'analyse d'affaires pour le compte du groupe Logiciels d'IBM. Gene possède plus de 17 années d'expérience dans l'industrie de l'informatique décisionnelle et il a occupé des postes de direction au sein de *Cognos*, d'*OLAP@Work*, et de *Business Objects*. Chez IBM, Gene est chef de l'équipe de gestions des produits et des solutions d'informatique décisionnelle qui dégage la vision, la stratégie et la feuille de route des produits. Bilingue, Gene est bien connu et respecté des analystes du milieu, comme *Gartner*, *AMR Research*, et *Forrester*, entre autres.

S22

English

The Next Five Years

Friday, May 25, 2012 / Vendredi le 25 mai 2012
Time 11:30 AM to 12:30 PM | Room 206/208

Jeff Seifert | Chief Technology Officer, Cisco Canada

Session Description

Join us as Jeff talks about "The Next Five Years." This provocative session will discuss the current and future trends that affect the proliferation and use of the latest technologies in government and business, such as mobility, virtualization, collaboration, energy and video. Highlights will include a discussion on Cisco's approach to innovation and how network enabled architectures are enabling improvements in lives of employees and citizens in areas such as healthcare, education and public safety. Jeff will 'connect-the-dots' on various technology trends like the rapid acceleration of video adoption, consumer devices in the workplace, impacts of social media, data centre and desktop virtualization, mobility, smart buildings and what this all means to us as we build the networks to meet the challenge. Jeff will also highlight how to meet these challenges while maintaining the security required to be successful.

Speaker Biography

As Chief Technology Officer for Cisco Canada, Jeff Seifert provides technical guidance and direction in key advanced and emerging technologies and go-to-market strategies. He is managing several global-reaching initiatives, including the development of Cisco's Intelligent Airport Solution, and assisting large service providers in delivering consumer and business voice solutions.

Seifert was appointed a Distinguished Systems Engineer, Cisco's highest technical distinction, in August 2003. Seifert joined Cisco in 1995 as a systems engineer supporting enterprise and service provider accounts. He progressed to a National Consulting Systems Engineer position supporting Cisco's introduction of IP telephony and evolution to unified communications. Prior to joining Cisco, he held financial, management, and technical positions at Bell Canada, Andersen Consulting (now Accenture), and IBM Canada.

Seifert has achieved double CCIE certification, including Routing & Switching CCIE in 1996 and Voice CCIE in 2003. He holds a bachelors in applied science degree in electrical engineering from the University of Toronto.

S23

English

Getting Value from IT Investments

Friday, May 25, 2012 / Vendredi le 25 mai 2012
Time 11:30 AM to 12:30 PM | Room 214

Dr. Gerald Grant and Rob Collins | Associate Professor, Sprott School of Business , Carleton University

Session Description

Technology projects rarely deliver on their initial promise. This is because the basic model for managing technology is fundamentally flawed. The focus must be on users achieving value, not just IT meeting a schedule. Change is a fact. It must be managed, not treated as error. Change the lens through which you view value creation from technology. With their blend of in-depth research and real world experience, Dr. Grant and Mr. Collins will explain an alternative to the engineering model which is at the root of many IT failures. This session will be beneficial to anyone who is responsible for delivering or managing IT systems whether technical, financial or organizational. It is intended for more senior staff but open to all.

Speaker Biography

Dr. Gerald Grant is Director of the Centre for Information Technology, Organizations, and People (CITOP) and Associate Professor and Coordinator of the Information Systems Area at the Sprott School of Business, Carleton University in Ottawa, Canada. Rob Collins is a Consulting Executive and former CIO of Cognos, Inc.

Dr Grant's work focuses on the strategic management of information systems in organizations, particularly on issues around governance of IT in organizational and inter-organizational settings. He has consulted internationally for organizations such as the Commonwealth Secretariat in the U.K., the COMNET-IT Foundation in Malta and the Government of Jamaica. He is a seasoned presenter, have developed and presented workshops and seminars to audiences across the world, including Canada, USA, UK, South Africa, Brazil, Malaysia, Malta, Jamaica, among others. His community involvement includes serving as a member of two Mayor's Task Forces for the City of Ottawa (Canada): the e-Government and IT Taskforce and the Governance Taskforce set up by the Mayor of Ottawa in 2008 and 2009 respectively. He served as one of the judges of the City of Ottawa's 2011 Open Data contest. Dr Grant is also a member of the board of the Eastern Ontario Manufacturers Network (EOMN). He currently is a senior associate editor of the European Journal of Information Systems and an associate editor of the Journal of Global Information Management.

Rob Collins has 25 years experience in high tech. As Vice-President of the Query and Reporting Products division, he led the transition to web-based products. His last position was Chief Information Officer, in which role he served for 3 years. Rob participated on the board of local Ottawa startups and in the Lead to Win program at Carleton University which is intended to help revitalize the high-tech industry in Ottawa. He is a Mentor with Year One Labs in Montreal - an Angel investment group focused on Lean Startups. Rob was also chair of the Mayor's Task Force on eGovernment and a member of the Task Force on Governance for the City of Ottawa. This led to a role as Technology Advisory at the city working with Council and senior management to bring Ottawa into the 21st century in exploiting technology to benefit citizens.

S24

Français

Le coeur a ses raisons : l'engagement affectif du personnel dans un contexte de changement

Friday, May 25, 2012 / Vendredi le 25 mai 2012
Time 11:30 AM to 12:30 PM | Room 213/215

Chantal Lussier | Consultante Senior, Alia Conseil**Description de la séance**

L'engagement correspond à l'état psychologique d'un employé envers son organisation et détermine sa volonté de maintenir ou non un lien avec celle-ci. Les organisations qui agissent sur l'engagement ont une productivité supérieure, offrent un climat et une qualité de vie au travail plus attirants pour leurs employés et ont un taux de roulement plus faible. Comme l'engagement constitue un facteur clé qui permet l'augmentation de l'investissement au travail et de la satisfaction personnelle et professionnelle, il convient de responsabiliser les professionnels et les gestionnaires quant à l'amélioration des leviers de gestion. Ce colloque s'adresse aux professionnels et gestionnaires désirant renforcer leurs connaissances sur l'engagement afin de pouvoir intégrer certaines stratégies à leurs pratiques de gestion et ainsi contribuer à l'augmentation de la performance organisationnelle.

Biographie du présentatrice

Chantal Lussier possède une vingtaine d'années d'expérience dans le domaine de la formation et de l'apprentissage et ce, principalement au niveau du gouvernement fédéral et des Forces canadiennes. Elle possède une base solide dans le domaine du leadership, de la diversité et de la gestion. Au fil des années, elle a développé des compétences en élaboration de programmes, en conception d'activités de développement, en coaching professionnel et en apprentissage par l'action.

Détentrice d'un baccalauréat en anthropologie et d'un certificat en sciences de l'éducation, Chantal Lussier a complété une maîtrise en interventions dans les systèmes humains où elle s'est dotée de compétences en développement organisationnel.