

S1

Malice, Misuse or Mistake? – Security Breaches and the Ever-Growing Importance for Data Loss Prevention.

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
10:15 am – 11:15 am | Room 118 ABC**Michael Coady | Worldwide VP Security Business Unit, CA Inc.****Session Description**

Organizations worldwide rely on business critical information systems to run their business, and if these are compromised, does it matter if it was by malice, misuse or mistake? Much has been made of the threat of the external hackers and, while this is a real problem, insiders are equally responsible for many security breaches. Michael Coady will lead an insightful discussion around the fact that malice, mistakes and misuse by employees and internal breaches are also an important reason for loss of vital services. He will present examples of real problems met and discuss how to manage these.

Speaker Biography

Mr. Coady is a Vice President with CA Inc. Security Practice with 20 years of Privacy and Technology experience. During the past 12 years, he has worked with two Big Five Firms and has lead Forensics and Security investigations both in the public and private sector. Mr. Coady has worked with Computer Task Forces around the world and has developed an enterprise security methodology to help mitigate risks to companies.

Mr. Coady has worked with many U.S. and European based clients implementing the European Privacy Directive in the early 1990's. He is a renowned International Speaker for Privacy and Security as it relates to EUPD, HIPAA, GLBA, SOX compliance. He has managed over 60+ Health Insurance Portability and Accountability Act (HIPAA), EU Privacy Directive (EUPD), Gramm-Leach-Bliley Act (GLBA), and Sarbanes-Oxley (SOX) engagements globally for clients in the public and private sector.

S2

Feuille de route de l'informatique dématérialisée au sein du gouvernement du Canada

French

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
10h15 – 11h15 | Pièces 201/202**Jirka Danek | Dirigeant principal de la technologie, Travaux publics et Services gouvernementaux Canada****Session Description**

L'informatique dématérialisée devient à grands pas une réalité. Plusieurs innovations techniques en matière de sécurité, de stockage et de réseautage, ainsi que la disponibilité à grande échelle de connectivité haute vitesse, permettent la mise en oeuvre d'infrastructures dématérialisées. L'informatique dématérialisée peut être un bon choix pour les gouvernements, puisqu'elle offre une solution souple pour construire et simplifier des infrastructures qui répondent à tous leurs besoins informatiques. Le modèle opérationnel de l'informatique dématérialisée peut donner aux gouvernements un accès élargi à la population. Des infrastructures regroupées de TI dématérialisée peuvent aussi simplifier la maintenance et le soutien de la TI au sein des gouvernements. Au cours de cette séance, le conférencier présentera la feuille de route de l'informatique dématérialisée que l'équipe des services partagés de TI de TPSGC est en train d'élaborer.

Speaker Biography

Jirka Danek a été nommé dirigeant principal de la technologie (DPT) de la Direction générale des services d'infotechnologie de Travaux publics et Services gouvernementaux Canada en juin 2008. Dans ce rôle, il lui incombe de développer une vision et une innovation technologiques, de même que de relever et d'évaluer les nouvelles techniques qui pourraient être utilisées au sein du gouvernement. M. Danek sélectionne et applique les nouvelles technologies de manière stratégique afin de poursuivre le développement d'un plan d'évolution de la TI pour les services partagés communs, appuyant ainsi le programme opérationnel du modèle de services partagés de TI. En tant que DPT, M. Danek doit aussi s'assurer que les pratiques exemplaires en matière de processus gouvernementaux sont conformes à l'orientation du Secrétariat du Conseil du Trésor en ce qui a trait aux politiques, aux normes ainsi qu'aux principes énoncés en matière de solutions et de technologie partagés.

S3

A Creative Leadership Approach for Every Worker

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
10:15 am – 11:15 am | Room Atrium II**Joan Grobb Augustino | Career & Personality Specialist****Session Description**

Imagine a workplace of people who had the courage to work in a way that empowered others to perform and achieve better. And imagine if this creative, driven, self-motivated, leader was you...

This interactive and engaging session will help you unleash your creative SELF so you can define and achieve your personal best!

Warning: Entertaining and interactive, side effects may include laughter, enhanced performance, better goals and increased self-esteem.

Instantly applied, you will learn to:

- Change & succeed with DSP™ (Diversity, Synergy, Personality);
- Lead from your strengths;
- Apply 5 Success Strategies;
- Reclaim your work and your life now!

Speaker Biography

"Enlightening!" "High Energy!" "100% fantastic!"

Joan Grobb Augustino wants to unleash your inner champion to create, innovate and reclaim your work and your life now!

A recognized Career & Personality Specialist, Joan's unique focus on strength-based performance helps people tap into their personal creativity to build careers with confidence, enhanced self-awareness and outstanding attitudes. Her high energy, interactive events are jam-packed with thought-provoking insights and practical solutions to everyday challenges. Always passionate, often humorous, Joan helps her international audiences perform at their best, unleash their creative SELF and achieve their personal best while reclaiming joy of work and life now!

S4

GC Cloud Computing Roadmap

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
11:30 am – 12:30 pm | Room 118 ABC**Jirka Danek | Chief Technology Officer, Public Works and Government Services Canada****Session Description**

Cloud computing is increasingly becoming a reality with each passing day. Several technical innovations in security, storage, networking and connectivity have made cloud infrastructures feasible, coupled with widespread high speed connectivity. Cloud computing can be a good option for governments, as it can provide them with a flexible way of building and facilitating computing infrastructures for all its computing needs. Cloud computing's inherent operational model can extend government's ability to reach people with much more scale. Aggregated IT infrastructures of cloud can also make it much simpler for governments to maintain and support their IT. This session will present a roadmap to cloud computing that the IT Shared Services team at PWGSC is developing.

Speaker Biography

Jirka Danek was appointed Chief Technology Officer (CTO) for the IT Services Branch of Public Works and Government Services Canada in June 2008. As CTO, he is responsible for providing technical vision and innovation in identifying and evaluating new technologies that could be used within government. Jirka strategically selects and applies new technology to further develop an IT evolution plan for common shared services. In doing so, he supports the business agenda of the IT Shared Services model. In his role, he also ensures that best practices in government processes are compliant with Treasury Board Secretariat direction for policies, standards, shared solutions and technology principles.

S5

Investing in Collaboration Tools: Is it worth it?

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
11:30 am – 12:30 pm | Room 201/202**David Ransom | Senior Consultant, IBM's Knowledge & Collaboration Practice****Session Description**

The objective of this seminar session is to engage participants in a discussion on how to measure the value of using enterprise collaboration and social networking tools in a business environment.

More than ever, justification for every IT dollar spent is the new reality for IT, even as demand for collaboration and social networking tools continues to increase inside government. The IT organization is engaged in the business case for the purchase, so, given the increasing focus on business value, the IT organization should also be engaged in measuring the business value realized.

David will leverage his recent experience within IBM and with clients to provide an overview of the latest trends in enterprise collaboration and social networking, and explore emerging techniques such as return-on-contribution and reputation.

David will use private and public sector case studies to help demonstrate how organizations measure business value.

Following the presentation, the session will then move to an interactive discussion to explore the opportunities that may be relevant to the Federal Public Sector.

Speaker Biography

David Ransom is a Senior Consultant in the Knowledge & Collaboration practice of IBM's Global Business Services. David is a quick thinker, and keen strategist. He works with clients to develop people-centered solutions to human resource transformation that will achieve effective and rapid results. David is a specialist on Web 2.0 tools and processes that enable workforce collaboration and knowledge management, allowing knowledge workers to share their knowledge, learn from one another, and easily identify and reach out to experts within their organization. He has experience in HR process analysis and design, requirements gathering, e-learning and course development, organizational analysis and has significant facilitation experience. David is also an internal resource to his IBM colleagues on ways of improving their ability to work on distributed teams, network and collaborate with others, and share knowledge. David studied Mechanical Engineering at Queen's University, and has an MA in Distributed Learning with thesis work in virtual teamwork and knowledge management. Prior to joining IBM Canada and while completing his Masters, David undertook several contracts in virtual collaboration, knowledge management strategy and instructional design.

S6

How Social Computing is Changing the Game, and what to do about it.

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
11:30 am – 12:30 pm | Room Atrium II**Manu Sharma, MBA, MSc, FITT | Managing Director, OAK Computing****Session Description**

This session will outline how the emergence and evolution of social computing is changing the standards of operation and expectations of users in the public and private sector. I will outline, using case studies and personal experiences, how social computing has irrevocably changed industries and how some organizations adapted and thrived, while others fell by the way side.

Speaker Biography

Manu Sharma is the co-founder and Managing Director of OAK Computing, a cutting-edge social media firm. At OAK, Manu has worked with clients in both the public and private sector to realize the benefits social media and Web 2.0 can offer. Prior to founding OAK, Manu was the Chief Operating Officer of Trillium College and the driving force behind the creation of OCRI's TalentBridge program.

S7

Changing the Game: The Real Business of IT

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
3:00 pm – 4:00 pm | Room 118 ABC**Richard Hunter | VP and Gartner Fellow, Gartner, Inc.****Session Description**

In 2010, IT is unarguably essential to the operations of every enterprise, of any size, in the world. Yet many IT professionals struggle to convey IT's value to skeptical business managers. This presentation, based on cases from the Harvard Business Press bestseller "The Real Business of IT: How CIOs Create and Communicate Value", describes the proven path to communicating value used by highly successful IT organizations—a path that truly changes the game for IT professionals and the enterprise.

Speaker Biography

Richard Hunter is vice president and research director at Gartner Research, where his recent work has focused on matters of interest to CIOs. Mr. Hunter is the author of "World Without Secrets: Business, Crime and Privacy in the Age of Ubiquitous Computing" (Wiley & Sons, NYC, 2002), "IT Risk: Turning Business Threats Into Competitive Advantage" (Harvard Business Press, Boston, 2006), and "The Real Business of IT: How CIOs Create and Communicate Value" (Harvard Business Press, Boston, 2009), the latter two works with co-author George Westerman. He is in much demand as a speaker and advisor to CIOs.

S8

The need for better inter-team collaboration when adopting a Service Oriented Architecture (SOA) approach

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
3:00 pm – 4:00 pm | Room 118 DE**Michael Yetman | SOA Architect, IBM****Wayne Bleskie | Senior Systems Analyst, EDC****Session Description**

EDC has initiated an SOA capability building project with IBM to take advantage of a Service Oriented Architecture (SOA) approach. The changes that are required as a result of this initiative are considered, with a focus on the teaming challenges encountered - specifically how a services approach requires greater involvement early on in a project lifecycle. The presentation describes the need and the challenge of bringing the necessary people together early in a project lifecycle, and the processes and methodologies required to make SOA more successful.

Speaker Biographies

Michael is an IT Architect and has worked for IBM for the past 10 years, most of which was spent working with Public Sector organizations in Ottawa. He is an IBM certified SOA Solution Designer, and has focused on building SOA solutions to business and IT problems for the past 3 years. He is currently working with EDC to help them develop an SOA transition strategy, and to build SOA capability,

Wayne is a Senior Systems Analyst with EDC's Business Solutions and Technology department. He is currently the technical lead on EDC's SOA capability building project..

S9

Managing Through Change

English

Wednesday, May 26, 2010 / Mercredi le 26 mai 2010
3:00 pm – 4:00 pm | Room 201/202

Geoff Thompson | Vice President, Robert Half Technology

Session Description

When change occurs, whether it's getting promoted, managing a recent merger or dealing with a turbulent economy, it's up to a manager to support and guide employees through the transition process. The ability to lead and manage through challenging times is critical to a firm's long-term success. This presentation takes a look at how change affects employees and what steps managers can take to help staff adjust and thrive amidst change.

Speaker Biography

Geoffrey is a vice president of Robert Half Technology and is responsible for overseeing the company's IT staffing operations in the Ottawa area. Under Geoffrey's direction, Robert Half Technology has achieved great success in establishing itself as a leading provider of highly skilled IT professionals on a full-time and contract basis.

With ten years of experience in IT recruitment, Geoffrey is frequently called upon to provide input on employment trends with industry associations. He is thoroughly familiar with the skills and specialties that are currently in demand and has experienced all phases of the job market cycle first-hand.

As a spokesperson for Robert Half Technology, Geoffrey provides insightful commentary on issues related to hiring trends and career management. Geoffrey has been featured in major media outlets including CTV, National Post, Vancouver Sun, Ottawa Citizen, ITWorldCanada.com and ITBusiness.ca.

Prior to joining Robert Half Technology, Geoffrey worked for a large U.S. based manufacturer of Sun based systems. He is the past president of CIPS (Ottawa chapter) and regularly attends industry conferences and events.

S10

Français

Les projets des grandes tailles et complexes exigent des Leaders de projet

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
10h15 – 11h15 | Pièces 201/202

Charles Villanyi Bokor | Conseiller en gestion stratégique

Description de la séance

La compétence en gestion de projets est nécessaire, mais ne suffit pas pour les organisations qui souhaitent soutenir la concurrence et exceller dans l'environnement d'affaires complexe d'aujourd'hui. Les projets d'envergure et complexes exigent un leader de projet avec des compétences générales pour construire des équipes de développement et de gestion, pour déployer des changements organisationnels durables et créer de la valeur.

Ce colloque explore les raisons pour lesquelles la moitié de tous les projets ne parviennent pas à créer de la valeur, ne réussissent pas à atteindre leurs objectifs et à répondre aux attentes des parties intéressées. On y explore des techniques avancées de développement de projet et les méthodologies de leur suivi. On y explorera aussi des idées et des informations convaincantes et pratiques sur le leadership de projets, les environnements organisationnels et la gouvernance de projet. Il répond aux besoins de nombreux organismes et détaillera comment «Livrés des projets de grande envergure et complexes» pour que le succès soit la seule option.

De plus, le colloque explorera les activités des leaders de projet, entremêlant théorie académique et considérations pratiques, par l'examen de cas concrets lors de discussions animées et d'exercices en groupe. Il repose sur des concepts fondamentaux, c'est-à-dire que le leadership et la gestion sont deux choses différentes, les leaders ne sont pas définis par le poste qu'ils occupent ou leur éducation; que tout le monde peut être un leader à un moment donné et que les leaders font des changements.

Biographie du conférencier

Charles Villanyi Bokor est conseiller en gestion stratégique, axé sur la *Transformation des entreprises*, le *Recouvrement et leadership des projets problématiques*, la *Planification stratégique* et l'*Éducation*. Charles travaille surtout à Ottawa, mais a aussi travaillé en Floride, au Pays de Galles, en Malaisie, en Suède et en Australie.

Charles occupait le poste de directeur du programme de certification professionnelle Gestion de la performance corporative chez Sprott. Il a été animateur des séminaires *Gestion des projets problématiques*, *Logique de la prise des décisions d'affaires* et *Coût total des services*. Il a également enseigné à l'Université de Montréal, l'Université du Québec à Chicoutimi et au Collège LaSalle.

Charles a un certificat de Perfectionnement des cadres, un Diplôme en gestion de l'Université McGill, une maîtrise ès sciences Mathématique de l'Université de Grenoble et une de l'Université de Montréal et un Bac ès Sc. Mathématiques de l'Université Sir George Williams. Il est un *Conseiller certifié en gestion* (CMC), possède la certification BITI (ITIL), est un ex-gouverneur de l'ICCC et il est membre de l'Institut de BPM ainsi que de l'Institut d'ICANN

S11

Government of Canada in a Virtual World

English

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
10:15 am – 11:15 am | Room Atrium II**Don Daniels | Director, Innovation, Public Works and Government Services Canada****Session Description**

With the current economic recession and resulting reduction of budgets, government employees are required to do more with less. In particular, travel budgets are being reduced and managers are asked to rethink how they conduct events and employee development.

There is growing interest in Virtual World technology as a potential solution. A Virtual World is a computer-based simulated immersive 3D environment, which allows users to interact and collaborate using IM and voice over the Internet. A Virtual World can address several business challenges facing the Government of Canada, including the lack of physical meeting spaces; providing the ability to connect employees in a single collaborative environment; greening government by reducing travel.

Speaker Biography

Don Daniels joined the department of Public Works and Government Services Canada in 2000. He is currently the Director of Innovation in the Office of the Chief Technology Officer of the IT Services Branch, responsible for analyzing innovative technical solutions to address enterprise business problems within the Government of Canada.

Before joining the federal public service, Don Daniels worked for Rogers Communications as a Network Technician and as a Software Programmer.

S12

English

Wireless Security in the Home and Work Environment

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
11:30 am – 12:30 pm | Room 201/202

Michel Barbeau | Professor, Carleton University

Session Description

The ubiquity use of wireless communications in the home and work environment introduces information security risks specific to the use of these technologies. In this seminar, the emphasis will be on the challenge of protecting personal and confidential information. The problem will be approached from the point of view of the requirements of the Management of Information Technology Security (MITS) standard. A simple framework for wireless communications threat and risk assessment will be introduced. Vulnerabilities of wireless networks (WiFi/802.11, cellular) and associated devices (laptops, handhelds, Blackberries) that everyone should be aware of will be discussed. The threat mitigation mechanisms (cryptographic techniques, security protocols), their use in a proper way and their effectiveness in lowering the risks will be reviewed.

Speaker Biography

Michel Barbeau is a professor of Computer Science. He got a Bachelor, a Master's and a Ph.D., in Computer Science, from Université de Sherbrooke, Canada ('85), for undergraduate studies, and Université de Montréal, Canada ('87 & '91), for graduate studies. From '91 to '99, he was a professor at Université de Sherbrooke. Since 2000, he works at Carleton University, Canada. Wireless communications has been his main research interest. He focuses his efforts on wireless security, vehicular communications, wireless access network management, ad hoc networks and RFID.

S13

English

The growth of RFID (Radio-Frequency identification) and its relationship to national security, fraud and identity theft

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
11:30 am – 12:30 pm | Room Atrium II

Charles W. Wordsworth, I.S.P., ITCP., CMC. | Principal Consultant, Wordsworth & Associates

Session Description

In an attempt to improve national security, privacy and efficiency, many Government organizations and companies around the world are adopting R.F.I.D (Radio-frequency identification) technologies. The technology is already widely in use in many applications, including U.S. passports and passports from other countries, financial applications and inventory control. The problem is that RFID devices are easily scanned from a distance and can be cloned. For example, if the RFID chip in a passport is trusted by the authorities, then the security situation is actually worse, not better. Getting real passport information from someone used to be hard; it generally involved actually stealing the passport. Now, with a powerful scanner, one could produce large numbers of clones while simply standing around the airport with the antenna in a backpack (staying outside of security). The presentation will demonstrate some of the risks involved with deploying Radio-frequency identification (R.F.I.D)

Speaker Biography

Charles Wordsworth, has over 20 years experience in the Information Technology Industry in Canada, the United States and overseas. In addition to his role as Principal Consultant of Wordsworth & Associates, he has served as National President of the Canadian Information Processing Society (CIPS), Canada's largest association of information technology (IT) professionals.

Charles Wordsworth has the Information Systems Professional of Canada (I.S.P.) Certification, an internationally recognized IT designation. He is also an Information Technology Certified Professional (ITCP) and a Certified Management Consultant (CMC). Wordsworth is also a certified network forensics professional.

S14

Partly cloudy with a chance of security : The paradox of security in Cloud Computing

English

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
1:30 pm – 2:30 pm | Room 118 ABC**Omkhar Arasaratnam | Senior IT Security Architect, IBM Canada****Session Description**

Often regarded as the utopia of utility based computing, Cloud Computing is a major pain point for most CISOs. During this session, you will learn different techniques and methods for leveraging cloud computing without compromising your security posture. This session will also cover the basics regarding Cloud Computing, as well as future directions. We will also cover the IBM and Open Group Cloud Security Reference Architectures.

Speaker Biography

Mr. Arasaratnam is an accomplished Senior Security Architect with IBM Canada. He has held a variety of roles during his 12 year career at IBM, with North American coverage. He is a member of the IBM Security Architecture Board, the IBM Cloud Computing Security Architecture Board and co-leads The Open Group Cloud Working Group's Security in the Cloud project.

Mr. Arasaratnam is also an accomplished author and technical editor of several IBM and O'Reilly publications. He also has two pending patents regarding cloud computing and security.

S15

English

It is a new World; there will be New Opportunities

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
1:30 pm – 2:30 pm | Room 118 DE

Corinne Charette | Chief Information Officer of the Government of Canada**Session Description**

In these times of economic restraint, there is increasing pressure on governments to consolidate the delivery of services, leverage new technologies, and mitigate the effect an aging infrastructure and a retiring workforce. The Chief Information Officer of the Government of Canada is committed to leading the Information Technology, Information Management, Security, Privacy and Access to Information policies and programs for government and instituting significant changes in how the government maximizes its investment ensuring efficiency, effectiveness, robustness flexibility and security with respect for privacy. There is an increasing need to focus on horizontal governance of internal services with a whole of government approach. This presentation highlights the challenges and opportunities offering themselves to the GC in managing this agenda, with a focus on use of clustering.

Speaker Biography

Corinne Charette was appointed to the position of Chief Information Officer of the Government of Canada, effective May 4, 2009. In this role she is responsible for establishing strategies, directions and policy for the Government in the areas of Information Technology, Information Management, Security, Privacy and Access to Information. This role involves working collaboratively and often in partnership with all Federal Government Departments & Agencies, industry, other Canadian jurisdictions as well as on the international front.

Corinne comes to Treasury Board Secretariat from Transat A.T. Inc. where she was Vice-President and Chief Information Officer since May 2006. Previously, Ms. Charette was Deputy Director and Chief Information Officer of FINTRAC. During her 30-year professional career, she served as Senior Vice-President, Internet Channel, for the Canadian Imperial Bank of Commerce and has worked for KPMG, IBM Global Services and Via Rail Canada.

Corinne holds a Bachelor of Science degree in engineering from Concordia University.

S16

Français

La réussite personnelle au sein d'un travail d'équipe.

Thursday, May 27, 2010 / Jeudi le 27 mai 2010
13h30 – 14h30 | Pièces 201/202

Dominique Dufour | Animatrice à la radio et à la télévision, journaliste**Description de la séance**

Ou, comment faire appel aux talents des autres pour bien réussir et aller chercher le meilleur en eux pour nous amener personnellement vers le succès.

Pour utiliser le talent des autres, il faut s'en faire des alliés. Voyez leurs qualités et non leurs défauts. Ne leur prêtez pas de mauvais mobiles et cherchez ce qu'il y a de bon en eux. Procurez-leur de la joie en ayant des remarques constructives. Des propos négatifs démoralisent et freinent l'enthousiasme.

Ne le faites pas pour avoir votre nom dans les annales, mais pour votre satisfaction personnelle..

Biographie du conférencier

Femme de communication, animatrice de la radio et de la télévision, journaliste-pigiste pour des magazines grand public, Miss Canada et Dauphine Miss Univers en 1981, Dominique Dufour a bien failli voir son ascension stoppée par un cancer du sein. Ceux qui la connaissent savaient très bien qu'au contraire elle rebondirait. Et comment! Ses conférences en sont la plus grande preuve : impossible d'y assister sans en être soi-même complètement transformés. Dominique, c'est l'énergie en personne.

S17

Français

Destinés à réussir dans une équipe en transformation

Friday, May 28, 2010 / Vendredi le 28 mai 2010
10h15 – 11h15 | Pièces 201/202

Marc André Morel, CSP | Expert en réussite**Description de la séance**

Ce colloque porte sur la réussite en équipe. La prémisse est que nous sommes destinés à réussir en équipe, mais que nous avons acquis certains modèles (programmes) dans le passé dans notre façon d'interagir entre nous qui nous mènent plus près du sabotage et de l'échec que du succès. L'être humain est un animal social et est destiné à vivre en collaborant. Que ce soit pour offrir un meilleur service à notre clientèle interne et externe, ainsi qu'au niveau de nos relations de travail quotidiennes, nous ne pouvons plus nous permettre de nous passer des autres.

QUALITÉS D'UN CO-ÉQUIPIER À SUCCÈS – Exercice de groupe

De toutes les qualités nécessaires à notre réussite personnelle et professionnelle, la majorité d'entre elles sont regroupées sous la rubrique « attitude », c'est-à-dire, le savoir-être. Bien sûr que notre savoir est important (connaissances académiques et expérience), sans oublier notre savoir-faire (compétences, talents, habiletés). Mais il n'en demeure pas moins que ce qui fera toute la différence est l'attitude que nous choisissons d'avoir par rapport aux événements et aux gens autour de nous.

S'ADAPTER AUX AUTRES, NE PAS ESSAYER DE LES CHANGER

La communication non verbale est cruciale et influence beaucoup nos relations de travail. Dire ce que l'on pense et penser ce que l'on dit, c'est savoir comment le dire. Chacun a sa personnalité et la clef est de s'adapter. Il existe très peu de personnalités difficiles, surtout des personnalités différentes.

ÊTRE RESPECTÉ OU ÊTRE AIMÉ : LÂCHER PRISE SUR NOTRE EGO

Essayer d'être aimé par tous est utopique et résultera inévitablement à l'effet contraire. L'ego est responsable de la plupart des incidents dans une équipe. Voyez ce qui en est et comment l'éviter.

FAIRE DES DÉPÔTS : LE POUVOIR DE L'APPRÉCIATION

On n'y arrivera pas tout seul. Tous et chacun, nous avons un compte de banque « relationnel » entre nous et chaque individu avec qui nous venons en contact au cours de notre quotidien. Et à l'image d'un compte bancaire traditionnel, avant de pouvoir faire un retrait (une demande à une autre personne du point de vue émotionnel), nous devons faire des dépôts (appréciation, valorisation, reconnaissance de l'autre). L'appréciation et la reconnaissance sont ce qui coûte le moins cher à l'employeur et à l'employé, mais ce sera toujours ce qui aura le plus de valeur pour l'employé.

Biographie du conférencier

Marc André Morel se passionne pour le visage humain de la réussite depuis son adolescence, livrant son premier discours de motivation devant 1200 personnes à l'âge de 16 ans. Son histoire a même été publiée dans la version canadienne du succès mondial « *Bouillon de Poulet pour l'âme* ». Il a aujourd'hui livré plus de 1000 présentations dans 6 pays, 16 États américains et des centaines de villes.

Auteur de best-sellers sur les sujets de la réussite, il a été cité, publié ou interviewé dans plusieurs médias tel *Les Affaires*, *La Presse*, *Le Soleil*, *Le Droit*, *RDI*, *LCN* et *TVA*.

S18

English

Smart and Connected Buildings...from Concept to RealityFriday, May 28, 2010 / Vendredi le 28 mai 2010
10:15 am – 11:15 am | Room Atrium II**Paul Hession | Director General, Real Property Technology Solutions, PWGSC****Michael Oster | National Director, Public Sector Business Development, Cisco Systems Canada Co.****Session Description**

Connected Real Property benefits all stakeholders in the design, construction, and real estate industries as well as those using the final built environment. The network becomes an “intelligent platform” infrastructure that creates an unprecedented opportunity for improved services, enhanced processes, and cost-effective operations for everyone who uses or creates real estate. Learn how PWGSC is working with industry stakeholders to help to re-define and optimize the “real estate experience” while cutting operational costs, reducing energy and carbon footprint, and exploring new and exciting budget opportunities with stellar services to tenants.

Speaker Biographies

Paul Hession’s current mission is to help ensure the successful delivery of IT solutions in support of PWGSC’s Real Property Branch business transformation initiatives. Paul began his career as a Professional Engineer with the Department of National Defence. He spent nearly 20 years in the private sector working in key positions with IBM Canada, Gandalf Technologies Inc. and EDS Canada. He has also performed Chief Information Officer (CIO) functions for both National Archives of Canada and Fisheries and Oceans Canada. Paul holds a Bachelor, Civil Engineering from the Royal Military College of Canada, a Master of Engineering from McGill University and a Master of Business Administration from the University of Ottawa’s Telfer School of Management.

Michael Oster was appointed in April 2008 to the position of National Director, Public Sector Business Development for Cisco Systems Canada Co., responsible to lead Cisco’s strategy in Education, Provincial/Territorial/Municipal Government, and related priorities across Canada. Michael joined Cisco in 2000 and spent eight years in Sales and Business Development prior to his current appointment. Michael has 25 years of progressive experience in Information and Communications Technology (ICT), including employment with IBM and Sun Microsystems, based in both Toronto and Ottawa and both affording National experience. Prior to joining Cisco in 2000, Michael gained eight years of international experience with technology start-ups focused on Internet middleware and network management. Michael holds a B.A.Sc. in Engineering Science from University of Toronto. He is a Board Member of Ottawa Community Loan Fund and of MAIN (Municipal Accountability Innovation Network) and is a Past Board Member of Ottawa Chamber of Commerce and of High Performance Computing Virtual Laboratory.

S19

Social Software in Your Organization

English

Friday, May 28, 2010 / Vendredi le 28 mai 2010
11:30 am – 12:30 pm | Room 201/202**Kevin Poulton | Software IT Architect, IBM Canada****Connie Triassi | Technical Sales Specialist-Collaboration and Portal Software, IBM Canada****Session Description**

Social networking is one of the hottest topics in organizations today. Many organizations feel that they must act quickly to adapt to changing requirements in our interconnected world. How can today's leaders connect their organizations with users and communities who expect more value? How can they equip their teams to work more meaningfully together? Will this reduce costs? Provide better services? Join us to learn about how we, IBM, build and share expertise and get work done collaboratively.

Speaker Biographies

Kevin is a software architect with IBM Software Group in Ottawa. He has responsibility for IBM's software portfolio for the Canadian Federal Government, presenting solutions that help departments meet their mandates. Prior to working with government customers, Kevin has worked with customers in the financial, retail and industrial sector in Canada.

Connie is a Technical Sales Specialist with IBM Software Group. She has responsibility for IBM's Collaboration and Portal software portfolio for Quebec and the Canadian Federal Government. As a technical advisor to customers, Connie presents solutions that help departments reduce costs, build deeper relationships with their clients and partners, increase workforce productivity and spur innovation.

S20

English

It's not just about cheaper: using open source to innovate

Friday, May 28, 2010 / Vendredi le 28 mai 2010
11:30 am – 12:30 pm | Room Atrium II

Andrew Ross | Director, Engineering, Ingres Corporation**Session Description**

Technology solutions are dominated by a few large players. Collaboration, based on open source software, can enable smaller organizations to perform beyond their means. This talk presents a pragmatic case where costs, risks, and benefits for software development were shared across an ecosystem. Hear how normally competing organizations work towards their own self interest and yet collaborate at the same time. The end result is focusing precious investment in areas that provide unique business value and innovation.

Speaker Biography

Andrew Ross is Director of Development, at Ingres, where he leads a team of software engineers specializing in managing map data in relational Databases. Andrew's decade of experience in developing IT and Telecom solutions, using open source software, enables a pragmatic look at associated opportunities and risks. Andrew is a charter member of the Open Source Geospatial Foundation (OSGeo) and also teaches computer programming at Carleton University in Ottawa, Canada.