

S1

## 'Pick me, Pick me!': The Real Rules of Engagement

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 10:15 AM to 11:15 AM | Room 205/207

**Carol Schulte | Speaker, Founder, Living Big**

### Session Description

We all want to be fully engaged in the work we do. And yet, all too often, we don't feel we are bringing the best of what we have and who we are to the table.

In this session, participants will get clear on what it takes and what it looks like to be fully engaged. They will learn practical tips and tangible tricks on how to connect in a more meaningful way with their work, their colleagues, and their overall purpose. Higher engagement leads to higher productivity and higher overall happiness. And who doesn't want that?!?

### Speaker Biography

Professional speaker, trainer and certified coach, Carol has worked with international audiences for almost a decade. She holds a BFA in Theatre Performance, an MA in Communication, and two postgraduate certificates in coaching and mentoring.

She is the creator of 'Spark your G.E.N.I.U.S.' and the initiative 'Women Living BIG', and is a published author with contributions in both One Red Lipstick and Life Messages ~ Enterprising Hearts. She is committed to getting you out of your comfort zone, inspiring action, and impacting sustainable change.

She has lived/worked in Thailand, India, Peru, Australia, New Zealand, Germany, the US, the UK, and brings a global perspective to all she does. Passionate about many things, Carol is also a volunteer bereavement facilitator, marathon runner, and yoga instructor.

S2

The 5G Workplace

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017

Time 10:15 AM to 11:15 AM | Room 206/208

**Bruce Langevin | Author, Speaker, Business Advisor, The Modern Leader**

### Session Description

For the first time in history, five generations are working side by side, and it has never been more critical to develop partnerships that are agile and collaborative. Consider how the way we work has changed in the last two decades. From the Boomer trying to figure out Facebook likes, to the Gen 2020ers who will require surgical intervention to separate them from their smart phones. Whether our 5G workplace is collaborative, agile and productive is up to you! Whether it is younger employees managing older, or baby boomers adjusting to millennials, how will it all work?

Let's explore how we ignite high performing, innovative, multi-generational teams!

### Speaker Biography

After 20 years of progressive leadership within the Canadian Public Service as an executive and thought leader bringing innovation with an eye on the future, Bruce has turned his attention to full time writing, speaking and business advisory services. Focused attention on his long term passion for leadership development has led to the recent publication of his #1 best-selling book, [Leadership Hack: Leading the millennial tribe](#), and his leadership blog [The Modern Leader.ca](#)

Bruce offers two decades of achievements, navigating change, guiding process and personnel improvements, and introducing new standards and new models for today's workplace.

## S3

### Taking action on digital transformation

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 10:15 AM to 11:15 AM | Room 214

**Ryan Androsoff | Senior Advisor, Digital Government Transformation, Chief Information Officer Branch, TBS**

**Anthony P. Sheehan | Deputy Chief Information Officer, NSERC and SSHRC**

#### Session Description

This seminar will explore the latest efforts that the Government of Canada is taking to transform how we deliver services to Canadians. Representatives from CIOB will discuss digital transformation initiatives taking place within the public service, and the learning and inspiration we've received from leading-edge digital service teams around the world.

The seminar will include a Q&A portion discussing how to increase the government's capacity to design and deliver client-centric digital services, and how members of the public service can join and contribute to this process.

#### Speaker Biography

Ryan Androsoff is an international expert on digital government and a passionate advocate for the increased and effective use of social media, collaborative technologies, and open data in the public sector. Since 2010 he has served as a Senior Advisor in the Chief Information Officer Branch of the Treasury Board Secretariat, where he is currently working on initiatives to improve digital service delivery capacity across the federal government. His work at TBS has also included leading the development of the first government-wide social media policies, managing the GC2.0 Tools team responsible for GCpedia and GCconnex, and advising senior management on policy innovation and the use of digital technologies in government.

On top of his DCIO duties, Anthony P. Sheehan works on finding ways to blend Agile, User-centred design and Deliverology into Digital Government practices to help bring better services quicker to Canadians. Prior to joining the public service, Anthony held executive positions at top digital agencies such as Macadamian and Soshal. Anthony is the co-founder of the Gatineau-Ottawa Agile Tour and teaches a course on Disciplined Agile Delivery at the Université du Québec en Outaouais. Anthony holds a Computer Engineering degree from the University of Sherbrooke and an Executive MBA from Ottawa U's Telfer School of Management.

S4

## Bimodal Leaders - Raising Everyone's Game for Digital

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 11:30 AM to 12:30 PM | Room 205/207

**Alvaro Mello | Research Vice President, Gartner**

### Session Description

Bimodal is a key capability that enables organizations to deliver and scale digital strategies and innovation. We will look at what bimodal is, and is not, what the organization needs to do to scale it, the emerging effective practices and what are the leadership traits and mindsets so successfully deliver it.

### Speaker Biography

Alvaro Mello is a Research Vice President with Gartner's CIO Research team. He focuses on helping C-level executives on IT governance, IT strategy and organizational issues and how IT affects leadership, innovation and agility in the digital business era.

Prior to joining Gartner, Mr. Mello had 27 years of experience in the IT industry as an IT executive and entrepreneur. He worked for 12 years as a CIO in different industries, focusing on providing enhanced services to external customers through the implementation of large transformational business engagements and complex technical modernization projects.

S5

## The Seven Mortal Sins of Communication and How to Conquer Them

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 11:30 AM to 12:30 PM | Room 206/208

**Norman Bowley | Principal, Purposeful Communication**

### Session Description

There are seven deadly communication habits, any one of which will ruin your message. The workplace draws out the worst in us, with the result that much of our important professional and enterprise messaging is misunderstood, ignored and even resented. There are no apps, tips or tricks to fix these disasters-- you need to get to the root of the problem.

With everyday examples, you will be challenged to discover these seven evils to which we all fall prey. But it's not enough to diagnose-- we need to figure out how to overcome them. Looking at mechanisms of human interaction as old as time, we will discover how an understanding of interpersonal dynamics is the key to becoming a powerful and successful communicator. Once you have the basics in place, the tips, tricks and technical knowledge can be applied to make you a one-in-a-thousand expert.

Prepare to be challenged, to laugh, and to change the way you look at communication!

### Speaker Biography

Norm has practiced law for thirty-six years, and before law school was an educator for a decade. Having argued at all levels of Canada's courts, written innumerable articles, lectured on the law, and drafted countless documents, Norm thought he had a pretty good grip on the art of communication. Always recognized as a master communicator, he nevertheless practiced the art at an intuitive level. And then he asked himself, "Why can't everybody do this?"

Although an avid user of legal technology and possessing a master's degree in e-business law, Norm has learned that the keys to masterful communication are as old as time itself. The secret to success lies deep within each of us and hasn't changed since our ancestors told stories around the tribal fire. In fact, some of it goes back a few billion years before that! A clear understanding of these dynamics will forever change the way you communicate, be it at the enterprise, professional or personal level.

## S6

A case study illustrating a TBS-driven collaborative development between multiple departments using Dynamics CRM on the Shared Case Management System

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 11:30 AM to 12:30 PM | Room 214

**Ronald Surette | Enterprise Grant & Contribution Business Architect, RH Surette**

**Robert Miller | Enterprise Grant & Contribution Solution-Technical Architect, Atlantic Canada Opportunities Agency**

**Chantal Périard | Enterprise Grant & Contribution Solution Lead, Treasury Board of Canada Secretariat, Office of the Comptroller General (TBS)**

### Session Description

Breaking down silos, shaking off old habits, and shifting mindsets are key elements to tackle in delivering on the promise of an enterprise approach that closes the gaps between business operational needs and information technology enablement.

Learn how a collaborative and iterative development approach is being employed by TBS to develop an enterprise solution for Grant and Contribution program delivery. Explore the development approach, the business modeling and prototyping techniques and interdepartmental mechanisms being applied to coordinate and address common operational patterns and challenges. Leave with a set of emerging best practices to apply in developing Dynamics CRM-based solutions.

### Speaker Biography

Ron has retired from the public service after several years as a CIO. He is currently working part time as Senior Director in the Office of the Comptroller General – Treasury Board Secretariat where he is leading the enterprise architecture related to Grants and Contributions initiative.

He is recognized as a leader in enterprise architecture with a proven track record leading IM/IT directorates in developing world class innovative business solutions using leading edge technologies. One of the recent accomplishments was the DPI IM-IT Community Recognition Awards for IT Modernization – Integrated Digital Office Initiative

Rob is the Technical Architect on the Enterprise Grants and Contributions Solution at Office of the Comptroller. He has 16 years of experience implementing and designing customized Grants & Contributions systems within the Government of Canada (GoC), primarily as Architect and then Manager of the Application Development team at the Atlantic Canada Opportunities Agency. During his work on the EGCS, Rob has worked with IT and business collaborators from partner G&C departments across the GoC to define the model for the EGCS; including working with the National Energy Board, the Department of Justice, and the six Regional Development Agencies.

Chantal is leading the Enterprise Grant & Contribution Solution initiative at the Office of the Comptroller General. This common platform will accelerate the implementation of departmental G&C management systems. Chantal has been working collaboratively with federal departments and agencies since 2010. In 2011 she led an interdepartmental working group to develop a common business process reference model which has since evolved to a common business model for grant and contribution program management. Chantal is a public servant and a Certified Management Consultant with over 25 years of experience as a consultant both in the private and public sector.

S7

Awaken Your Inner Health: Eating from 9 to 5

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 1:30 PM to 2:30 PM | Room 213/215

**Hélène Charlebois | Registered Dietitian & Nutritionist, HC Nutrition Inc. Consulting & Wellness**

### Session Description

Do you want to mobilize people in the workplace to be more productive? Support them to eat better.

Hélène is a national & international speaker, specializing in helping people eat better to feel better at work, rest and play. Using simple yet effective strategies, she helps them create their vision of health to achieve nutrition goals: 'Eating as close to the farm as possible'.

Through interactive food & nutrition tips, Hélène will help guide the participants towards understanding the science of food, using this science to nourish their lives and charging them with sustained vitality & energy.

### Speaker Biography

Hélène brings years of experience in helping people improve their health with simple nutrition strategies that yield results. She has a clinic in Ottawa and offers workshops, seminars, webinars and lunch & learns in Canada and abroad.

Many food companies seek Hélène's expertise as a spokesperson to: TV (YouTube\_Google Hélène), radio, magazines, newspapers, webletters and social media.

She is a graduate of McGill University. Member of: College of Dietitians\_Ontario; Canadian Obesity, Diabetes and Nutrition Associations; American Nutrition & Dietetics; Dietitians of Canada (past board member & current volunteer).

S8

Digital by Default - Client Behavior

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 1:30 PM to 2:30 PM | Room 205/207

**Som Shahapurkar | Principal Scientist, FICO**

### Session Description

FICO, a leader in analytics software, will present how their ground breaking use of Big Data and mathematical algorithms to predict consumer behavior has transformed entire industries. How can this be applied to the Federal Government as it moves to “Digital by Default”? We will show how analytics can manage risk, fight fraud, build more effective client relationships, enhance Cyber Security and optimize operations. Analytic solutions use predictive analytics and leverage open-source standards and cloud computing to maximize flexibility, speed deployment and reduce costs.

This will provide ways of interacting with, and providing information and services to partners and citizens.

### Speaker Biography

Dr. Som Shahapurkar is passionate about analytics engineering – a term he coined for the art and science of deriving business value from analytics. He is a principal scientist at FICO and works closely with his CAO Scott Zoldi on innovation and go-to-market strategy for machine-learning and AI. Before FICO, Som deployed Big-Data/AI/machine-learning in the Industrial Internet of Things (IOT) during his 14-year tenure at Intel. He seeded the technology/business assessment on self-driven cars that subsequently led to the \$15 Billion acquisition of Mobile-Eye. Som founded a startup in machine learning for energy management which won several business-plan competitions including the southwest Clean-Tech Open. Som holds a BS and MS in Electrical Engineering and a PhD in Computer Science. His patent on deploying machine-learning production systems is cited by 11 subsequent Google patents. Som is a certified Lean Six Sigma black-belt and a proponent of lean-startup principles. He prides in his ability to solve real-world problems with data-analytics and compassion. He loves to teach technical and non-technical classes: he regularly teaches data-analytics, machine-learning, statistics, design-of-experiments as well as the ‘7-habits of highly effective people’ leadership program. Som likes traveling with his wife and daughter, and bicycling for charitable causes.

S9

La confiance - un avantage crucial

Français

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017

Time 1:30 PM to 2:30 PM | Room 206/208

**Etienne Vendette CSP | Conférencier Professionnel Certifié, Motivateur, Magicom International Inc.**

### Description de la présentation

L'avantage de la confiance est probablement le plus grand avantage que vous pouvez posséder au niveau de votre organisation. C'est l'avantage que vous obtenez quand les autres ont confiance et croient en vous.

Sans la confiance, l'influence est détruite et les leaders perdent leurs équipes. Les organisations perdent en productivité, en relations, en réputation, en loyauté des consommateurs, en créativité, en motivation, en revenus et en résultats.

À la fin de la formation, le participant sera en mesure de maîtriser les éléments indispensables pour développer des relations de confiance fortes avec ses clients, ses collègues, ses fournisseurs, etc

### Biographie du présentateur

Etienne Vendette, CSP n'est pas qu'un conférencier-motivateur, il est également un magicien reconnu grâce à sa carrière internationale.

Il a travaillé avec le Cirque du Soleil, présenté plus de 2500 spectacles en Corée du sud, au Japon, en Espagne, en France et au Canada.

Comme conférencier, il s'est mérité en 2013 le titre de CSP (Certified Speaking Professional) qui constitue la plus haute désignation remise à un conférencier professionnel à l'échelle internationale.

Depuis 14 ans, il présente des conférences de motivation uniques qui combinent sa passion pour la magie à sa fascination pour les attitudes et comportements menant au succès..

S10

Developing Applications That Matter: When IT Partnerships Lead to Consistent Improvements to the User Experience

English

Wednesday, May 24, 2017 / Mercredi le 24 mai 2017  
Time 1:30 PM to 2:30 PM | Room 214

**Denise St. Jean | Director, IT/IM, Canada Council for the Arts (CCA)**

**Chris Gamberg | Manager, Business Analysis & Systems Development, Canada Council for the Arts (CCA)**

### Session Description

With the organization under a substantial transformation, CCA's IT/IM partnered with Arts Granting to develop a Portal for its granting operations. Using an agile development methodology, this innovative, user centric application was delivered to enable artists and art institutions to apply to grants in a more streamlined and transparent way. Find out how this talented project team collaborated with business stakeholders as strong agents for change. Through a forward-looking delivery model, an innovative product was developed and implemented on Platform as a Service cloud technology to ensure high availability and scalability as the organization tracks and adapts to application trends.

### Speaker Biography

An East-Coast Islander, Denise has spent most of her life nurturing relationships and collaborating with others to deliver results. She joined the Canada Council of the Arts as Director of IT/IM in November 2015 after spending over 13 years at the University of Ottawa in the areas of IT project and portfolio management, team leadership, technology software development and operational support.

She can often be found playing soccer, dragon boating or long-distance running. An amateur artist (singing, acting, photography), Denise is passionate about using her expertise in IT in the promotion of the arts.

Hailing from St. John's, Newfoundland, Chris has worked in the public service for 8 years, 6 of which were as a programmer analyst before he moved into the Council's development manager position in 2014.

With over 15 years' experience in web application development and architecture, he now moves into a more strategic role as Manager of the DevOps group.

Also an accomplished musician, you can often find Chris behind a drum kit weekends in downtown Ottawa.

S11

For the record...Transitioning to a Managed Service Solution

English

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 10:15 AM to 11:15 AM | Room 205/207

**Debora Turner | Director – Agency Logistics and Administrative Services, Finance and Administration Branch, Canada Revenue Agency (CRA)**

**Collen Shanahan | Acting Assistant Director for the Centre of Records Expertise (CoRE), CRA**

### Session Description

Taking a holistic approach to the lifecycle management of paper tax and information return records, the Canada Revenue Agency (CRA) adopted a new records storage model which standardizes, consolidates and redesigns the way it manages, stores and retrieves paper records. In 2014 the CRA successfully transferred 110M records (6 football fields in physical scope) from 19 Library and Archives Canada (LAC) and CRA locations to a Managed Service Provider (MSP). The CRA has now implemented industry best practices and a sophisticated, comprehensive Inventory Management Control System (IMCS) which provides a single access point for approximately 22,000 users in real time.

### Speaker Biography

Debora is the Director of Agency Logistics and Administrative Services and is responsible for managing the financial and human resources of the Division with an annual budget of \$30.7 million and 55 FTEs. In addition to leading the options analysis and implementation phase of New Records Storage Model, Debora provides leadership in the delivery of an extensive range of services and functions related to Agency administration including Mail Services, Asset and Commodity Management, Forms Distribution, Office Print and Knowledge and Research Program. Under Debora's direction, these sections are responsible for delivering corporate services in support of the Canada Revenue Agency's (CRA) business goals.

Colleen Shanahan is the Acting Assistant Director of the Centre of Records Expertise (CORE) and leads Vendor Management, Data Integrity and Field Support teams within the section. CORE manages the external relationships with third party service providers and provides internal paper records management services to over 20,000 CRA employees. CORE oversees the annual addition of about 10M new paper documents to storage, the retrieval of close to 1M documents and the destruction of about 20M records.

S12

This Would Be Funny... If It Wasn't Happening To Me! How To Navigate the Future With Enthusiasm & Vigor

English

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 10:15 AM to 11:15 AM | Room 206/208

Jody Urquhart | Motivational Speaker, Idoinspire

### Session Description

This hilarious and provocative presentation shows public sector information professionals how to buoyantly face stress and navigate the future- instead of running and hiding. Embrace challenging situations and people with new ideas, innovation and conviction. This compelling motivational speech will increase your comfort and confidence in the face of stress and change. Explore how the only way out, is through it, and that it can actually be fun to embrace work challenges. Learn the keys to innovate and navigate the future with conviction and vitality.

### Speaker Biography

A highly sought-after funny motivational speaker, Jody Urquhart is the author of *All Work & No Say*, a bestselling book that shattered assumptions that work can't be rewarding and fun.

Every motivational talk features, Savvy, Uplifting and Hysterical advice to help your audience develop a buoyant, positive and meaningful perspective in the midst of stress and change.

Jody is passionate about spreading the message of the importance of fun and meaningful work. A motivational speaker for over 16 years, Jody speaks at over 60 organizations and associations every year, and is a top keynote speaker.

Jody's trademark is to deliver very funny motivational speeches; humor is a key part of her audience connection.

A former stand up comedian, Jody ONLY uses clean humor and original content catered to the audience.

Jody is author of the best selling book *All Work & No SAY*. Her mission is to help motivate people to derive more meaning, fun and satisfaction from their work.

**S13**

Winning the position! A plan for competitive process success

**English**

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 10:15 AM to 11:15 AM | Room 214

**Joel Lalonde | Communications Security Establishment (CSE)**

### **Session Description**

There is a world of opportunity across the federal public service for career advancement, due to accelerated attrition rates and the introduction of new mandates and programs across the Government of Canada. Preparing yourself to compete effectively in competitive processes is essential to your success. A wide array of strategies, approaches, tips and pitfalls will be presented to sharpen your skills and enable your success. Join the fun as this interactive seminar makes you ponder on your current approach to competitive processes.

### **Speaker Biography**

Joel Lalonde has a degree from the University of Ottawa in Electrical Engineering and Business Management, and has also completed the Executive Management Program from Queen's University. Joel holds professional certifications in project management, business analysis and ITIL. After having worked in the private sector as a business intelligence consultant, Joel joined the Public Health Agency of Canada as an entry-level CS analyst. By the age of 29, Joel became a Director of Application Development at Health Canada, and has recently deployed to Communications Security Establishment. In his spare time, Joel is a Professional DJ and MC and has performed at over 500 events.

**S14**

## Five Top Trends Shaping The Evolution of Enterprise Content Management and Collaboration

**English**

Thursday, May 25, 2017 / Jeudi le 25 mai 2017

Time 11:30 AM to 12:30 PM | Room 205/207

**Cheryl McKinnon | Principal Analyst, Forrester Research**

### **Session Description**

This session, highlighting 2016 research conducted by Forrester, will feature the top trends shaping how organizations collaborate upon and manage their business content. Participants will learn how business processes are adapting to the rise of cloud, analytics, and the need to embrace citizens and other external parties in content-centric processes.

### **Speaker Biography**

Cheryl McKinnon is a principal analyst serving the needs of Enterprise Architecture Professionals. She covers the trends, challenges, and recommended practices for managing enterprise content. Her focus is delivering research and advisory services into areas including enterprise content management (ECM), content archiving, enterprise file-sync and file-share, document-centric collaboration, life-cycle management, information governance, and eDiscovery.

S15

Le leadership, qu'est-ce que ça donne?

Français

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 11:30 AM to 12:30 PM | Room 206/208

Jean-Pierre Ebacher | **Analyste d'architecture de données, Emploi et Développement social Canada**

### Description de la présentation

Au courant de notre vie, nous avons tous été influencé par une ou des personnes (nos parents, un professeur ou un ami). De même, nous avons influencé des gens de notre entourage. C'est peut-être un ami(e), un collègue de travail, une connaissance, une rencontre fortuite, etc. Nous serions donc tous des leaders. Sur quoi repose cette capacité des leaders d'influencer les autres?

Je vous propose de faire un voyage dans le monde intérieur du leadership en découvrant les fondements des grands leaders. Je vous ferai découvrir les quatre piliers du leadership et leurs fondements qui les supportent.

### Biographie du présentateur

Jean-Pierre Ebacher travaille depuis plus de 25 ans au sein la fonction publique. Il a fait partie de plusieurs projets en informatique en tant que programmeur et analyste d'architecture de données pour d'Emploi et Développement social Canada (EDSC).

Jean-Pierre a contribué à la création du Système corporatif de gestion de paiement (SCGP), un système de paiement ministériel qui sert à préparer tous les paiements qu'EDSC effectue dans le cadre de ses programmes. Il travaille présentement à l'élaboration du renouvellement du système de la sécurité de vieillesse prévu pour 2019.

**S16**

Humour Leadership

**English**

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 11:30 AM to 12:30 PM | Room 214

**Steve Robertson | Senior Director, Shared Services Canada (SSC)**

### Session Description

Being an effective leader and getting people to achieve both the best in themselves and in their careers has never been more critical in today's public service. Humour is one of the most underrated of leadership traits but also can be one of the most effective in setting the right environment for people to thrive. The health and productivity benefits of using humour are numerous, from relieving tension during crises, softening the blow of bad news, great for team building and bringing people on-board with your vision. This session will explore why leaders need a sense of humour, when to use it and when to hold back, and discuss how executives and managers can express humour in their own leadership style.

### Speaker Biography

Steve Robertson has a Public Service career spanning 18 years almost entirely within the information technology field. Steve strives to break the mould of a typical executive by engaging people with a personal connection and creating an atmosphere of trust and enjoyment of the workplace. His interpersonal style, charisma and humour all contribute to the motivation and productivity of his team.

S17

CAN'T WE JUST GET ALONG?: How To Go From Conflict To Collaboration

English

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 1:30 PM to 2:30 PM | Room 213/215

**Monique Caissie | Strategist for Recovering Doormats**

### Session Description

In order to be open and responsive to our clients, we need a respectful and productive workplace.

Why does Mary clam up when she disagrees and John yell louder when he's not getting what he wants?

Decoding your personal conflict resolution styles helps you elevate your problem solving skills and the quality of your work relationships.

After this program, you will be able to:

- Understand the two primary goals behind your own and another's conflict style choices while under stress
- Elevate respect, trust and collaboration amongst team members
- Find a reason to laugh at differences and look for common goals

### Speaker Biography

Drawing from 30 years of crisis interventionist and educator, combined with her corporate experience, Monique teaches her participants how to have courageous conversations to increase collaboration and respect and improve their professional relationships.

Armed with a Specialization in Human Systems Interventions and a Minor in Organizational Psychology, her fusion of real life stories, conversational style and simple strategies connect with her audiences in an accessible and engaging manner.

With over three decades of helping others, having worked in women's shelters, youth protection, suicide prevention, mental illness, grief support and family counseling, there isn't a difficult personality she hasn't encountered.

S18

Technology Vision 2017: Amplify you. Technology for the people

English

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 1:30 PM to 2:30 PM | Room 205/207

**Rodney Kelly | Senior Technology Architect, Accenture**

**Don Allen | Senior Manager, Digital Consulting, Accenture**

### Session Description

Accenture's annual Technology Vision identifies the top technology trends that will have the greatest impact on companies and government agencies in the next three to five years. As technology advancements accelerate at an unprecedented rate, the skills required will dramatically need to change, in order to capitalize on digital innovations. We will explore these trends in the context of how governments can leverage digital to serve Canadians better.

### Speaker Biography

Rod Kelly is a Principal Director and a certified Senior Technology Architect with Accenture where he leads the Middleware and DevOps capabilities in Canada. He has over eighteen years of experience architecting enterprise systems for government, postal, telecom, financial and pharmaceutical clients. He graduated from St. Francis Xavier University with a Bachelor of Science.

Over the course of his career, he has architected Web, Mobile, SOA, REST/API and Identity and Access Management solutions. Mr. Kelly regularly teaches our Technology Architecture School for Accenture's junior architects and received an Inventor award for electronic procurement assets that were eventually patented in Canada.

Don Allen is a Solution Architect and Senior Project Manager within Accenture's Digital service group. Don has over 15 years of experience designing and developing solutions and leading teams to enable business transformation initiatives. Don has worked within Canada and abroad serving clients in industries including telecommunications, banking, retail, and transportation. He has recently worked on enterprise scale implementations of digital technologies – web and mobile - for leading government organizations.

Don graduated from Carleton University with a Bachelor of Commerce and holds a PMP designation.

**S19**

Thought Leaders Panel on Collaboration, Partnership & Agility

**English**

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 1:30 PM to 2:30 PM | Room 206/208

**Kristin Arnold | Master Facilitator, Gateway Leadership Inc.**

**Panel Members TBD**

### **Session Description**

What does it really take to collaborate and be an agile partner in today's world? In this innovative panel discussion, we'll have a candid conversation with IT professionals, business partners, policy makers and solution delivery experts about the perils, pitfalls and successes in developing streamlined, user centric solutions.

### **Speaker Biography**

Kristin Arnold, MBA, CPF, CSP is a high stakes meeting facilitator, conference designer and professional panel moderator. She's been facilitating conversations between executives and managers to make better decisions and achieve substantive results for over 20 years. She is the author of the award-winning book, Boring to Bravo: Proven Presentation Techniques to Engage, Involve and Inspire Audiences to Action. She is also the past president of the US National Speakers Association and on the Executive Development Faculty in the Schulich School of Business at York University in Toronto.

S20

Smart City and Cyber Security Assurance: Ambiguity, Complexity and Change At Scale

English

Thursday, May 25, 2017 / Jeudi le 25 mai 2017  
Time 1:30 PM to 2:30 PM | Room 214

**Murray Rosenthal | Senior Policy Analyst (Security), City of Toronto**

### Session Description

Even though Smart City and cyber security assurance are not yet fully part of the corporate vocabulary, public sector organizations are nevertheless pressing ahead with the implementation of cyber physical systems as part of their service digitization strategies at a pace that belies their familiarity with, and understanding of, these areas – and there's no turning back!

This seminar will address the ambiguity surrounding Smart City and cyber security assurance, and offer guidance to manage complexity and change at the point at which the two invariably coalesce around the Internet of Things.

### Speaker Biography

Murray Rosenthal is an experienced security professional whose career spans close to 30 years. He has worked for both private- and public-sector organizations as a trusted advisor, addressing complex security challenges, and innovating authoritative, sustainable solutions to manage risk. He is the author of thought leadership in the complementary disciplines of enterprise architecture, and security architecture, and is a sought-after presenter on topical security issues of concern to the security industry and senior management alike.

S21

## Blockchain in the Public Sector: What's the Hype?

English

Friday, May 26, 2017 / Vendredi le 26 mai 2017  
Time 10:15 AM to 11:15 AM | Room 205/207

**Kevin Armstrong | Partner, Deloitte**

**Christina Lomazzo | Consultant, Deloitte**

### Session Description

Arrangements between multiple parties often entail a certain degree of mistrust. Blockchain, the underlying technology to bitcoin, looks to create a system where trust is built in. This leading edge technology is being leveraged in various industries for the purposes of identity management, insurance, and healthcare, to name a few. Blockchain could help to address inefficiencies in systems and increase the effectiveness of public service delivery.

During this seminar, Deloitte will present a brief introduction to blockchain, explore the technology's potential applications and implications within the public sector, and share current use cases by other governments.

### Speaker Biography

Kevin – Kevin is a partner with the Canadian firm and has been consulting with clients in the area of digital and technology for over 25 years. He has led Deloitte Canada's public sector case management practice for many years and now works exclusively in the area of Digital Government. He works with clients to identify digital trends that may disrupt their business operations or create significant opportunities for better efficiencies or citizen engagement.

Christina – Christina is a Consultant in the Technology Strategy and Architecture and Federal Financial Services Industry practice. She recently completed her Masters in International Business and Management from Ivey Business School. During her Masters, she assisted with research which examined the success factors of cryptocurrencies, co-created a bitcoin crash course and conducted her master thesis on how Canadian banks are responding to blockchain versus the United Kingdom. Since joining Deloitte, Christina has primarily worked in the public sector. She leads the blockchain community in Ottawa and is engaged in Deloitte's national and international blockchain communities.

S22

Gérez le conflit avec confiance!

Français

Friday, May 26, 2017 / Vendredi le 26 mai 2017

Time 10:15 AM to 11:15 AM | Room 206/208

**Denis Lévesque | Président, Conférencier et Coach, Solutions OptiGestion**

### Description de la présentation

Lors des relations entre partenaires d'affaires et entre collaborateurs, le conflit peut arriver à l'improviste! Ces conflits peuvent être perçus comme difficiles et peuvent être source de stress. Cependant, ces difficultés ne sont pas toujours nécessaires! Ces conflits peuvent être positifs lorsqu'ils sont adressés professionnellement et avec compétence, car ils permettent de surmonter les obstacles, minimiser les résistances et dégonfler les tensions!

Dans cette présentation interactive, Coach Denis vous permet de maîtriser un modèle qui saura faire la différence. Vous serez bien outillé!

### Biographie du présentateur

Denis est passionné par le potentiel humain dans un contexte d'affaires. Il travaille avec les gens qui désirent trouver la clarté, la confiance et la passion nécessaires pour surmonter les obstacles et réaliser leurs buts; en d'autres termes, il aide les gens à passer du palier du génial au palier de l'exceptionnel.

Connu pour son style dynamique et engageant, Denis saura vous partager des outils pratiques et prouvés!

Animateur de l'émission de radio Confidences d'un leader sur Unique FM, co-auteur de deux livres, il est aussi un invité régulier sur la télévision et la radio afin de partager son expertise dans le coaching.

S23

Goodbye Stress. Hello Life!

English

Friday, May 26, 2017 / Vendredi le 26 mai 2017  
Time 10:15 AM to 11:15 AM | Room 214

Allan Kehler | Professional Speaker, College Instructor, Counsellor, Out From the Shadows Consulting

### Session Description

We live in a fast-paced society with a seemingly endless list of demands. Life will naturally bring us challenges and stress - the key is moving forward so that it doesn't impact other areas of our lives. Allan provides direction that inspires individuals to persevere through their personal challenges rather than avoid or escape them. He challenges people to take an honest look at what lies beneath their pain, and provides the tools to heal through a holistic approach. Allan believes that the workplace can be transformed into a healthy, supportive, and safe environment that encourages individuals to acknowledge their challenges, and move forward in a healthy way.

### Speaker Biography

Allan Kehler is a highly sought-after speaker who has gained national attention for his engaging style and captivating approach. He has experienced first-hand the lifelong effects of mental illness and substance abuse. These experiences taught him valuable life lessons that have guided him on a path of success. Allan has spent years working as an addictions counselor, clinical case manager, and college instructor. His writing has been published in countless national magazines, and his books can be found in classrooms and workplaces across Canada. Allan resides in Saskatoon with his beautiful wife, four sons, two dogs and cat 'Hank the Tank'.

S24

Citizen.nxt: A vision of the citizen-powered government

English

Friday, May 26, 2017 / Vendredi le 26 mai 2017  
Time 11:30 AM to 12:30 PM | Room 205/207

**Stefano Lindt | Director, Strategic Marketing, HPE**

### Session Description

The ability to leverage the opportunities and navigate the pitfalls that a deeply connected digital world creates is becoming second nature for citizens, and the public sector must now follow suit. In response to these new citizen demands, the public sector's traditional structure and process-oriented system will no longer suffice. It must now become citizen-obsessed and outcome-oriented to serve the new ruler in town — the citizen. Citizen-driven public sector organizations will put their customers — citizens and businesses — at the focal point of all key decisions: “Does this make sense for the constituent segment?” and “Does this deliver value?” will be the new barometers. With this strengthened outside-in focus, “joined up” government becomes a reality. Collaboration becomes the norm. Partnerships thrive. This isn't utopia. It's the future!

### Speaker Biography

Stefano Lindt serves as Director, Strategic Marketing for the pan-Hewlett Packard Enterprise Marketing organization.

Stefano brings more than 15 years of enterprise software marketing, product marketing and product management to HP Software. He was most recently VP of Product Marketing at PubMatic.

Previously, Stefano was Head of Industry Solutions, at Adobe Systems, where he led the company's worldwide efforts to develop and deliver innovative customer experience solutions. Prior to Adobe, Stefano was vice president of marketing and business development in SAP's Global Financial Services organization. Preceding SAP, Lindt held product marketing and product management roles at Siebel Systems. Earlier in his career, Lindt helped develop and launch a core banking software company in Switzerland.

Stefano graduated from Boston College with a Bachelor's degree in economics and earned an MBA from the Ross School of Business at the University of Michigan.

S25

Change Your Thinking – Change Your Life

English

Friday, May 26, 2017 / Vendredi le 26 mai 2017  
Time 11:30 AM to 12:30 PM | Room 206/208

Gary Summers | Owner, Gary Summers Unlimited

### Session Description

Ever had an A-HA moment. You know, when that little voice in your head says...WOW, I never thought about life like that. It doesn't happen very often but when it does, it can change your life. From creating more happiness to eliminating problems, from understanding how our brains work to achieving our life goals, Gary takes his audience on an incredible journey of self-discovery by examining the conscious mind and provides strategies that can make our lives better. Life is 10% what happens to you and 90% how you deal with it. Gary's message is about creating awareness of our thoughts as this is where it all begins. He says: "When you change the way you think about things, the things you think about change." You will also discover:

- \* The most important question you could ever ask yourself.
- \* The one question to avoid asking because it gets you an answer you do not want to hear.
- \* The one question to ask yourself so you NEVER make an assumption ever again.
- \* The greatest gift you can give yourself.

### Speaker Biography

Gary Summers is a professional speaker, magician, hypnotist, hypnotherapist and author having written a trilogy called MINDBODYSOUL dealing with the mental, physical and spiritual sides of wellness. He has also co-written a book with Jack Canfield, Mark Victor Hanson and Les Brown called MASTERING THE ART OF SUCCESS.

He has a Master's Degree in Physiology and certifications in Hypnotherapy from the American Institute of Hypnotherapy and Cognitive Behavior Therapy from the National Association of Cognitive Behavior Therapists.

Gary has developed a number of school programs including "Life Skills For Students" where he helps prepare high school students for life after school by providing them with strategies that teach them how life really works.

He is owner of training4success, a St. John's based company specializing in employee training and evaluations.

S26

Making the jump to IT Leadership roles – competition advice and more

English

Friday, May 26, 2017 / Vendredi le 26 mai 2017

Time 11:30 AM to 12:30 PM | Room 214

**Terri Lacroix | Senior Project Coordinator, Community Enablement (TBS)**

### Session Description

This session will explore the competitive process with respect to making the jump from IT professional to IT leadership and EX roles. The first half of this discussion will begin with a number of key elements for self-reflection that IT professionals should consider before ever putting her or his hat in the ring. This critical step looks strategically at career development and will help to ensure that candidates are best-positioned before any competition processes begins. Tactical tips and suggestions for the different stages of the competitive process will also be presented. The discussion will then turn the spotlight on insights gleaned from past competitive processes, allowing IT professionals to consider these take-aways for their own career development and competitive processes purposes.

### Speaker Biography

Terri has over 25 years of experience in the Government of Canada across several departments, with her career spanning a broad range of areas including IT Security, software application and database development, strategic planning, department-wide performance management and performance measurement, ethics, departmental evaluation, business analysis, and Human Resources. Along with extensive management and project management experience, Terri also has international partnership experience, including her posting to the UK where she served as a Director, Liaison. Currently Terri is at TBS in the Community Enablement area of CIOB which supports CIOs and IT professionals. She has a Bachelor of Arts in Honours Business Administration from the Ivey School of Business, University of Western Ontario and a Master's degree in Conflict Studies from the University of Ottawa/Saint Paul.