



S1

Why You Are Not a Leader - Yet

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

10:15 AM to 11:15AM | Room 205/207

ENGLISH

Successful leaders require a laser focus on their number one priority – results. The most successful, have mastered the art of anticipation, uncovering opportunity amidst chaos, while all the time serving the people they lead.

We all, in one way or another, have the potential to lead, and if we desire to excel in the roles we have been given we need to find new and innovative ways to enable and unleash the power and innovation resident in our teams.

Explore the leadership potential available to those who focus on purpose not position and prefer to give rather than take credit!

Bruce Langevin | Author and Executive Coach - [The Modern Leader.ca](http://TheModernLeader.ca)

After 20 years of progressive leadership within the Canadian Public Service as an executive and thought leader, Bruce has turned his attention to full time writing, speaking and Executive coaching. Focused attention on his long term passion for leadership development has led to the publication of his #1 best-selling book, Leadership Hack: Leading the millennial tribe, and his leadership blog [The Modern Leader.ca](http://TheModernLeader.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.



S2

Technology Trends Facing the Government

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

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

ENGLISH

Macro forces—such as digital, analytics, cloud, core modernization, and the changing role of IT—are at the heart of the technology trends that are fueling innovation and growth in the public sector. From dark analytics to blockchain to machine intelligence and beyond, the time to start exploring this fast-paced world—and harnessing the value it promises—is now. In this rapidly changing, kinetic environment, effective organizations are embracing changes in technology to reinvent and revitalize themselves. As in the past, we seek to shed light on the anticipated level of government relevance and readiness for each trend including Robotic Process Automation and the Digital Mindset.

Melanie Travers | Manager, Financial Management Consulting - Deloitte

Melanie is a Manager in Deloitte’s Finance Consulting practice with over 16 years of financial management and consulting experience. Melanie’s area of expertise lies in Finance service delivery model design; including shared services, business process optimization, and robotic process automation (RPA). Melanie also leads the RPA service line nationally for Deloitte’s Finance Consulting practice.

Nazim Hussain | Senior Specialist, Analytics and Information Management - Deloitte

Nazim is a Senior Specialist within the Analytics and Information Management branch of Deloitte’s Consulting practice. He holds a doctorate in Physics from the University of Oxford where he specialized in the use of machine learning to make scientific discoveries at CERN’s Large Hadron Collider. He has over a decade of experience in the data space, concentrated in the telecommunications, natural sciences and public sectors. His areas of expertise include advanced analytics, machine learning, Robotic Process Automation, Big Data and Enterprise Data Management.

As a recognized Deloitte subject matter expert on data and machine learning, Nazim uses his love of science and computing to challenge his customers to think about their data in new ways to drive novel insights.



S3

Invisible Influence

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

10:15 AM to 11:15AM | Room 214

ENGLISH

Invisible influence explores the science of influence – by maximizing our own personal strengths. You won't manipulate anyone, but instead recognize what your invisible influences are, and maximize their power.

There are many ways to influence others – and it isn't about right or wrong – it is about being aware of the impact you have when communicating. Invisible influence skills require a healthy combination of interpersonal, communication, and assertiveness techniques. It is about adapting and modifying your personal style when you become aware of the affect you are having on other people, while still being true to yourself. Behaviour and attitude change are what's important, not changing who you are or how you feel and think.

Rhonda Sharf | Certified Speaking Professional - ON THE RIGHT TRACK – Training & Consulting Inc.

Insightful ... humorous ... entertaining ... even contagious ... words that are often used to describe Rhonda Scharf. A speaker with the uncanny ability to look at the normal and see something quite different.

Rhonda is a Professional Speaker, Trainer, and Author, based in Ottawa. She has spoken to tens of thousands of people in 13 different countries and currently has seven books published all focused on efficiency and effectiveness.

Rhonda's professional speaking career began at age two... when her mother would offer her 25 cents to be quiet for five minutes!



S4

Delivering Results: Using Agile Methods to Deliver Enterprise Solutions in a Public Sector World

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

ENGLISH

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

Is it possible to use agile and cloud native methods to deliver results in the public sector? Absolutely! How can we adapt modern application development and cloud development tools and techniques to deliver rapid results in today's world, with no more mega project failures?

Scott Erkkila | Director - Pivotal Labs Canada

Scott Erkkila is the Director of Pivotal Labs, Canada. Scott leads a team that focuses on helping Canada's most admired brands, government agencies, and fast-rising start-ups become modern, fast-moving, innovative software companies using its cutting edge development methodologies and next-generation cloud platform. Across 25 years, Pivotal Labs is credited for leading the agile software development movement, which gave rise to Internet companies such as Google, Twitter, and eBay.



S5

Mindful Work: Increase Focus and Manage Stress

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

11:30 AM to 12:30 AM | Room 206/208

ENGLISH

This interactive presentation will teach participants about the powerful research behind mindful practices, the benefits they can receive, and tangible takeaways to practice better focus in your workspace. Participants will feel empowered to reduce workday stress, increase energy and positivity, and become more efficient with their time. Trish will share the transformative benefits of simple mindful practices: from being more focused and efficient in our work, kinder in our relationships, to experiencing less stress and burnout on a daily basis.

Trish Huston | Speaker and Mindfulness Teacher

Trish is a Registered Yoga & Meditation teacher, a graduate of theatre school and a lifelong student. She is curious about how we can continue to be conscious and aware amidst the distractions we constantly face. Her passion for sharing mindfulness and stress management comes from her own experience of having worked in the corporate and non-profit sector. During this time, she experienced the incredible benefits of having a mindfulness practice. She was more energized, happy and focused and felt better equipped to manage the stresses of her work. Her passion is sharing the transformative benefits of simple mindful practices with a wider audience: from being more efficient at work, kinder in our relationships to experiencing less stress and burnout on a daily basis.



S6

You Get What You Play For: How Game-Based Learning promises to transform employee skills training

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

ENGLISH

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

With the progressive automation of routine tasks by organizations, managers will soon be highly focused on improving the decision-making ability of their staff to maximize their performance, and to achieve results. However, it is often difficult to engage and motivate employees in general skills training. Furthermore, the results are often mixed.

This seminar will examine how the transformative use of Game-Based Learning (GBL) techniques as part of staff training programs can create engaging, interactive environments that employees see as entertaining and valuable. Early results from the information security industry show cost-effective training with improved comprehension, retention and insightful metrics.

Scott Wright BAsc., MBA, CISA | President and Chief Security Coach - Security Perspectives Inc.

Scott Wright is an Ottawa-based and globally recognized cyber security coach who specializes in improving team performance through a collaborative approach. Scott has delivered successful cyber security education and assessment projects since 2007 to the Government of Canada, as well as to private sector organizations. In addition to using innovative approaches such as “The Honey Stick Project” for measuring cyber security awareness among business staff, Scott is also a co-host of the Shared Security Podcast, which explores the trust we put in people, apps and new technologies.



S7

Better Communication and Collaboration Using the DiSC Behavioral Profile

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

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ENGLISH

Fostering collaboration can be difficult when you are working face-to-face, but the challenge is made more difficult when part or all of your team is working virtually. So, how do we draw on the views of a diverse set of stakeholders when they are not physically located? We learn to adapt our approach in order to collaborate more effectively. This is the premise of the DiSC Personality Profiling seminar. An innovative approach to behavioral insight, DiSC gives participants practical solutions for collaborating with different behavioral styles whether you are in the same room or 3,000 miles apart. In this session, you will learn how to innovate more collaboratively with your stakeholders and colleagues using the DiSC Behavioral Profile.

Claire Sookman | Principal - Virtual Team Builders

Virtual Team Builders is the premier consultancy that partners with organizations to dramatically improve the effectiveness of their virtual teams. As the driving force behind Virtual Team Builders, Claire Sookman brings to the table over two decade's worth of corporate and public sector consulting experience, working with over 4,500 managers in the past three years. Specializing in virtual team building and communication strategies, Virtual Team Builders provides consulting expertise that results in global teams working more efficiently.

Claire Sookman has assisted many companies in transitioning their collocated team to become effective and efficient virtual teams including: Ontario Ministry of Community Safety and Correctional Services, Hospital For Sick Kids, Service Canada College, Human Resource and Skills Development Canada, Canadian Public Health Service, the Canadian Forces Personnel Support Agency, Boeing, Pitney Bowes, Wells Fargo, CIBC, TD/Canada Trust, Siemens, Bell Canada, Green Mountain Coffee Roasters, CGI, Cognizant, KLM, ComDev, Bayer and GlaxoSmithKline.



S8

It's Not You, It's Me: There Is No Such Thing as Difficult People

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

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ENGLISH

There's no such thing as a "difficult" colleague or customer; only different personality styles!

Each of us has a unique personality, unique motivating factors, unique behavioural styles. And when we celebrate instead of shy away from our differences, we can work together more effectively to achieve our desired outcomes. When you discover the common ground between you and those you work with, everybody wins. After all, and at the end of the day, we're all in the people business.

In this presentation, participants will gain insight into their own personality, appreciation, and communication styles, as well as those they work with.

Carol Schulte | Speaker - Founder of Living Big

Creator of 'Spark your G.E.N.I.U.S.' and 'Women Living BIG,' Carol is dedicated to getting you out of your comfort zone and into your biggest life (and from dreadlocks to Ashrams to bungee jumping in her birthday suit, she certainly walks her talk!)

She holds a BFA in Theatre Performance, an MA in Communication, two postgraduate certificates in coaching and mentoring, and is committed to inspiring action and impacting sustainable change.

A published author, Carol has lived, worked, and delivered presentations in over 20 countries during the past decade, and brings a global perspective to all she does. She's a passionate volunteer marathon runner, surfer, and yoga instructor.



S9

The Open by Default Pilot – Working Differently

Wednesday, May 23, 2018 / Mercredi le 23 mai 2018

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ENGLISH

The Government of Canada has made a strong commitment to openness and transparency, but what does that mean, and how do we make it happen? The Treasury Board Secretariat launched an *Open by Default* Pilot in 2017 to kick-start the process of making non-sensitive government information available to the public by default. This discussion will cover how TBS approached becoming Open by Default by working in a radically different manner.

Teresa D’Andrea | Director of GC Digital Exchange - Treasury Board of Canada Secretariat (TBS)

Teresa D’Andrea is a director within the Treasury Board Secretariat’s Chief Information Officer Branch responsible for Enterprise Interoperability for the Government of Canada. She works at the intersection of experience design, digital innovation, and enterprise strategy. She is currently leading on both the development of the Government of Canada’s Digital Principles and the federal government’s interoperability framework. She comes with over 20 years of experience in both the private and public sectors, leading enterprise-level digital projects and programs that focus on serving the needs of the end-users.



S10 Insecurity in Information Technology

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This talk will explain how people’s personal insecurities can be brought out by leadership decisions in the way we manage our application security programs, and how this can lead to real-life vulnerabilities in software and other IT products. This is not a soft talk about “feelings”, this is a talk about creating programs, governance and policies that ensure security throughout the entire SDLC. No more laying blame and pointing fingers, it’s time to put our egos aside and focus on what we came here to do: building secure software. The cause and effect of insecurities and other behavioural influencers, as well as several detailed and specific solutions will be presented that can be implemented at your own place of work, immediately. No more ambiguity or uncertainty from now on, only crystal clear expectations.

This talk attempts to answer to the question “Why can’t we build secure software?”

Tanya Janca | Senior Cloud Developer Advocate, Microsoft

Tanya Janca is an application security evangelist, a web application penetration tester and vulnerability assessor, trainer, public speaker, an ethical hacker, the Co-Leader of the OWASP Ottawa chapter, an Effective Altruist and has been developing software since the late 90’s. She has worn many hats and done many things, including; Web App PenTesting, Technical Training, Custom Apps, Ethical Hacking, COTS, Incident Response, Enterprise Architect, Project and People Management, and even Tech Support. She can currently be found helping the Government of Canada secure their web applications.

**S11****Data Science as a Team Sport with Open Source**

Thursday, May 24, 2018 / Jeudi le 24 mai 2018

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ENGLISH

Data Science is exploding in Canada. The teams are growing, the tools are changing, and traditional ways of thinking about analytics are out. Open Source data science tools are in. As a data scientist they're not just my favourite tools, they're the only tools I'll use. However, open source tools present barriers to the level of collaboration necessary for solving complex challenges, and there can be challenges for IT groups who need to support these tools at enterprise scale. Find out how we, at IBM, are empowering data science teams, using open source tools, through the use of an innovative Data Science Experience platform.

Sepideh Seifzadeh | Open Source Analytics Solution Engineer - IBM

Sepideh Seifzadeh earned her PhD in the field of Computer Engineering at the Center for Pattern Analysis and Machine Intelligence at University of Waterloo. After graduation she began working in the field of Big Data and Analytics, where she works with existing Data Mining and Machine Learning algorithms. She uses open source tools in Data Science Experience, and her recent passion is around deploying deep learning libraries in DSX, to analyze mostly unstructured data.

Her main focus is engaging with customers and helping them get insights and value out of their data using IBM Big Data and Analytics platforms, holding training sessions around Hadoop & Spark and leading proof of concept projects.



S12

I Love My Job, it's the People I Can't Stand!

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ENGLISH

Do you love your job, but certain people stress you out? Do you feel tired and emotionally drained by conflict?

Join us in this gut splitting hilarious, interactive, practical and inspiring motivational speech that shows you how to develop healthy communication patterns. You can learn to handle the most difficult situations and the most challenging people and how to get through to others without giving in. Never again fall victim to those who love to make life miserable for the rest of us! Knowing how to deal with difficult people at work will allow you to approach your job with more enjoyment and your coworkers with greater confidence.

Cooperation, collaboration, and compromise will improve. Build a more productive, enjoyable and efficient workplace for everyone.

Jody Urquhart | Motivational Speaker - Idoinpire

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.



S13

Leveraging Social Media for Developing IT Supervisors

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This research explores how to effectively leverage social media to build new leaders. The presentation begins with a brief overview of the challenges facing people becoming supervisors. In that context the presentation continues by examining how social media can be integrated with traditional learning methods to overcome those challenges. The material highlights how this approach improves communication, knowledge sharing and the evolution of management best practices. The session continues with factors to be considered when applying this approach. The presentation will close with a framework that ties the new leader with traditional and non-traditional methods to improve their leadership skills.

David Bedard | IT Manager & Project Manager - Canada Revenue Agency (CRA)

David Bedard is an IT Manager with the Canada Revenue Agency's Information Technology Branch. He currently manages IT teams to develop and maintain business intelligence applications. Prior to joining CRA in 2003 David was an IT Manager with Nortel Networks. David managed many IT teams working on a variety of innovative projects. Throughout his career David has explored a variety of innovative ways to develop new leaders.



S14

Navigating IT-enabled Change – Lessons in Collaboration and Leadership

Thursday, May 24, 2018 / Jeudi le 24 mai 2018

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ENGLISH

Have you ever experienced an IT enabled change that didn't go well? Did everyone understand what was changing and why? Maybe a month after implementation everyone went back to the old way of doing things. It is hard to achieve meaningful, lasting change. This panel will discuss their experience with collaboration and the role of leadership in the change journey. Whether the changes are understood upfront or just prior to implementation, it's never too late to mark a baseline, set a vision and plan for change success. Our panel includes IT leaders from CBSA, ATSSC and EDC who are experienced in large, complex projects and IT organizational transformations.

Chris Brennan | CEO - Avenai Inc.

Chris is a highly-experienced executive with more than 35 years leading large-scale and complex transformation programs in both the private and public sectors. He has helped a broad range of organizations develop, deploy, and operate new capabilities of measurable transformational impact. Prior to helping found Avenai, Chris was a Senior Executive at Deloitte, an ADM of IT at ESDC (formerly HRSDC), the CIO of the Canada Post Group / CEO of Innovapost, and a Senior Partner at Accenture.

Lija Logan | Director – Strategic Change and Organizational Design, Export Development Canada (EDC)

Lija is a highly-experienced change leader with 20 years of experience in both public and private organizations. At EDC Lija works in collaboration with leadership to drive organizational change and deliver the desired business results on critical strategic and operational initiatives. Lija leads a team of Change Advisors responsible to define, plan, execute, monitor and manage transformational change initiatives across the enterprise. Prior to EDC, Lija was instrumental in driving the change agenda at the City of Ottawa, Innovapost and Mitel Networks.

Laura Matthews | Vice President, Human Resources and Communications - Innovapost

As Vice President, Human Resources and Communications at Innovapost, Laura's commitment and focus have always been the stewardship of the organization's values, culture and employee engagement.

Prior to joining Innovapost, Laura had many years of experience on the people side of technology starting in her role as a Change Management practitioner at Accenture, working with clients on large scale technology changes, to her work in development and organizational effectiveness at Nortel Networks.

Laura holds a Bachelor of Systems Design Engineering from the University of Waterloo and an Advance Program Certificate in Human Resources Management from Rotman School of Business, University of Toronto.

Omar Subhani | Executive Director, CARM Project, Canadian Border Services Agency (CBSA)

Omar has over 15 years experience leading Government of Canada initiatives. Currently, Omar is an Executive Director at the Canada Border Services Agency (CBSA) where he is providing program leadership for CBSA's Assessment and Revenue Management (CARM) project. Prior to joining the CBSA, Omar held IM/IT Director roles at the ATSSC and SSC, where he established IM strategy and led major change initiatives, including the consolidation of IM/IT infrastructure environments and the implementation of GCDOCS and Analytics programs. Omar holds a Masters in Information Management with a focus on cloud computing, public policy and data management.



S15
ENGLISH

Be Comfortable Outside Your Comfort Zone

Thursday, May 24, 2018 / Jeudi le 24 mai 2018

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To go out of your mind is tremendously important. By going out of your mind, you come to your senses (Alan Watts quote)

Andrew Goddard | Agile Coach, CGI

Andrew is an accomplished Information Services and Systems Integration professional (19 years) with extensive experience working with Agile and Lean approaches (over 12 years) with clients in both the public and private sectors on three different continents.

Andrew first stumbled upon Agile in Miami where he was introduced to Scrum in 2005 at Norwegian Cruise Line. While no ships were harmed during his first Agile experience, there were many and many more lessons learned from his initial foray into the Agile world.

Andrew is sincere, but not serious. He brings all of himself to work and is genuinely interested in improving the lives and work of others so that they can live out their greatest potential. Some recent audiobooks Andrew has been listening to are The Speed of Trust, Sacred Journey of the Peaceful Warrior and Still the Mind: An Introduction to Meditation.

**S16**

ENGLISH

THE POWER WITHIN – Harnessing Your Subconscious Mind

Thursday, May 24, 2017 / Jeudi le 24 mai 2017

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To accomplish seamless results you need to believe you can both in yourself and others. Our lives are a reflection of our beliefs. These beliefs, usually subconscious, are the cumulative effects of life-long "programming." As a result of this past negative programming, we sometimes think and behave in self-defeating ways. This causes a conflict between our conscious desires or willpower and our subconscious beliefs or habits. Imagine being able to change the beliefs that limit you into beliefs that support you quickly and easily. Learn how to reprogram the software of your mind so you can change the printout of your life. This presentation helps us understand and recognize conscious pushback and provides strategies that help us turn procrastination into action.

Gary Summers | Owner - Gary Summers Unlimited

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 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 teaches people how to think properly because he says, "When you change the way you think about things, the things you think about change."

**S17**

FRANÇAIS

L'intelligence émotionnelle au cœur du leadership collectif

Thursday, May 24, 2017 / Jeudi le 24 mai 2017

1:30 PM to 2:30 PM | Room 213/215

Saviez-vous que 81 % des compétences qui distinguent les gestionnaires et les leaders remarquables sont reliées à l'intelligence émotionnelle? Un leader positif se connaît, se mobilise vers le changement. Il facilite la collaboration et l'innovation, et ce dans le respect, l'intégrité et avec éthique. Contrairement à QI (quotient intellectuel) le QE (Quotient émotionnel) se développe. Dans cette présentation, vous y découvrirez une multitude d'outils, de techniques, de stratégies afin de développer votre intelligence émotionnelle et votre leadership. Pierrette Desrosiers, psychologue du travail s'inspire fortement des plus récents travaux sur les neurosciences, l'intelligence émotionnelle et la psychologie du changement.

Pierrette Desrosiers | Pierrette Desrosiers Psychoaching

Pierrette Desrosiers est la première psychologue du travail et coach spécialisée à intervenir dans le milieu agricole au Canada et en France. Elle utilise les leçons apprises de la terre pour les transposer au milieu corporatif.

Conférencière d'impact, et auteure originale reconnue, elle se démarque par sa rigueur, son approche humoristique et la pertinence de ses propos. Cette psychologue est donc réputée pour aller droit au cœur des préoccupations de son auditoire.

Pierrette Desrosiers se hisse au rang des conférenciers les plus appréciés. Groupant ses connaissances scientifiques, ses capacités de communication remarquables, de même que ses stratégies d'interventions pertinentes, elle communique ses propos avec un naturel surprenant.



S18

Achieving Performance, Security and Compliancy in the Digital Era

Thursday, May 24, 2017 / Jeudi le 24 mai 2017

1:30 PM to 2:30 PM | Room 205/207

ENGLISH

The Global Regulatory climate is shifting, with the introduction of personal information protection (PIP) laws world-, and industry, wide. Spanning from Canada’s own Privacy Act and Personal Information Protection and Electronic Documents Act (PIPEDA), regulating how federal and private institutions collect, store, use, and disclose personal information, to the European Union’s General Data Protection Regulation (GDPR) coming into effect May 2018, requiring in-country data procession and imposing substantial violation penalties – the new regulatory landscape creates evolving challenges for enterprises to move, store, and process large data sets in *compliant, performant, and secure* ways.

How can enterprises prepare and ensure compliance? The answer is by embracing the digital edge; creating and moving regulatory environments to where data collection and storage occurs. This session will overview how enterprises in the Americas, EMEA, and APAC, across multiple industries, such as our Ottawa-based partner, TeraMach, who are already architecting their business to take advantage of hybrid cloud and performance infrastructure solutions, leveraging one of Equinix’s 200 global interconnection data centers, ensure compliance with PIP regulations, and performance and readiness to serve their customers and end-users in the digital era.

Sanjeevan Srikrishnan | Senior Global Solutions Architect, Equinix

Sanjeevan Srikrishnan is a Sr. Global Solutions Architect with Equinix Canada. With over 22 years of experience, Sanjeevan is an innovative business savvy technology expert with extensive experience in leading cross-functional teams focusing on business technology consulting, infrastructure architecture and service delivery of solutions and strategies to meet complex business demands.

Sanjeevan’s passion for technology has led him to be a highly sought-out expert in the turnaround of troubled and high-profile initiatives. With experience in the unified communications, health care, public service, finance and dot.com sectors– Sanjeevan possesses a unique understanding of technology in the digital era.

Sanjeevan holds an Honours Bachelor of Science Degree in Computer Science, Economics and Environmental Science from the University of Toronto.



S19

From “You and Me” to “Us and We” (a.k.a., having a seat at the table)

Thursday, May 24, 2017 / Jeudi le 24 mai 2017

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Ever feel like your non-IT colleagues just don't "get" the value of your contribution to the project? Is your work culture one of pointing fingers and lacking respect for what IT does? Is IT treated like an after-thought instead of a critical team member? If any of this sounds familiar, it's time to raise IT's profile (and yours!) in your organization and get your seat at the table. Select from a variety of strategies - some to handle immediate concerns and others to address more long-term issues. You decide which ones take priority and will work best for you to get your voice heard!

Marion Grobb Finkelstein | Workplace Communication Consultant - MarionSpeaks

A member of Canadian Association of Professional Speakers and Global Speakers Federation, Marion helps you change how you communicate to get easier, faster, better results. Being Personality Dimensions TM and True Colors TM certified, Marion has Hon B. Admin degree, Media Communications certificate, and has served as Director Communication at national museums, international airports, and federal institutions.

In 2007, Marion earned the Association of Professional Executives of the Public Service of Canada's “Award for Leadership in Service Innovation”. Specifically, she was recognized for overseeing communications associated with establishing the first-ever Tim Hortons coffee outlet in Kandahar Airfield for the Canadian Forces and allied forces in Afghanistan.



S20

Relieving Work Related Stress with Humour

Thursday, May 24, 2017 / Jeudi le 24 mai 2017

1:30 PM to 2:30 PM | Room 214

ENGLISH

Stress is a major cause of most illnesses, and humour is an amazing way to relieve it. Harvard studies show that when you are stressed, your brain shrinks. However, when you laugh, you relax; and when you relax, you learn. This hilarious and inspirational session explores seven stress-relieving ingredients: a positive attitude, perseverance, forgiveness, teamwork, family and friends, mental activity and physical activity.

Judy Croon | Motivational Speaker / Comedian

Judy is a comedian, motivational speaker, radio host, Second City stand up coach and author. She has worked with many celebrities including; Jon Stewart, Lewis Black, Robert Klein and Joan Rivers. Her specials have appeared on NBC, CBS, CTV and The Comedy Network. She is a co-author of 'From the Stage to the Page: Life Lessons from Four Funny Ladies!'.

Judy draws from her stand-up performance experience to entertain, inform and inspire in her dynamic keynote entitled, 'Relieving Work Related Stress with Humour'.

Judy is the creator/host of 'Laughlines' and 'Stand Up For The Girls' which have both helped raise over \$650,000 for breast cancer research.

**S21****Scrum Development: Breaking the business and IT silos for a more intelligent way to deliver results.**

Friday, May 25, 2018 / Vendredi le 25 mai 2018

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10:15 AM to 11:15 AM | Room 205/207

Scrum as a software development framework is easy to understand but very difficult to master. If implemented correctly it can integrate Business and IT together to work more intelligently and deliver faster and better results. Scrum provides the Business with the framework to direct the priorities of what the IT delivery team is working on and gives the flexibility to the IT delivery team on how to implement these priorities. Collectively the Scrum team (Business and IT) are always focused on delivering business value for the organization. After introducing Scrum in my organization on multiple projects, I want to share my experience to show how Scrum could assist your organization.

Tarek Houssari | Business Solutions Development - Elections Canada

As the Director of Business Solutions Development for the CIO of Elections Canada, Tarek is driving a number of transformational initiatives in preparation for the next general election. He leads and coordinates the work of several teams of technology consultants and employees, achieving results against tight timelines.

Tarek joined the Public Service in 2004, after eight years in software design and development with the private sector. He earned an MBA, specializing in technology and project management, and a BSc in Computer Science from Ottawa University.



S22

ENGLISH

Using KPIs to put the Citizen at the Heart of Digital Government

Friday, May 25, 2018 / Vendredi le 25 mai 2018

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At the heart of Digital Government efforts are the citizens, so why aren't they at the heart of your Digital KPIs? Digital Government efforts focused on delivering value to citizens need to understand their citizens and their experience, envision their digital future, and then use citizen experience KPIs to drive digital government transformation and the organization.

Bill Finnerty | Research Director - Gartner

Bill Finnerty is a Research Director in Gartner Research, where he is a member of the public-sector team covering citizen engagement, government portals, mobile, geospatial technologies and smart cities for state and local governments. Previously he has serviced as the Chief Information Officer for the Pennsylvania Department of State and the Director of Information Technology for Cumberland County, Pennsylvania.



S23

Générer l'engagement

Friday, May 25, 2018 / Vendredi le 25 mai 2018

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FRANÇAIS

Vous désirez vous démarquer et devenir un générateur d'engagement? Apprenez des stratégies pour susciter l'envie dévorante de se dépasser même chez vos collègues les plus exigeants et fidéliser votre main d'oeuvre pour longtemps.

Stéphane Simard | Conférencier professionnel certifié - Viséo Solutions en management inc.

Stéphane Simard B.A., B.A.A., CRHA, CSP est conférencier international et auteur de cinq ouvrages traduits en quatre langues dont le best-seller Génération Y. Au cours des 10 dernières années, il a outillé concrètement plus de 20 000 gestionnaires afin d'attirer, mobiliser et fidéliser plus d'employés par le biais de ses conférences, formations et interventions en entreprise.



S24

The Art and Science of Business Architecture in A Customer Driven Era.

Friday, May 25, 2018 / Vendredi le 25 mai 2018

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

ENGLISH

Organizations that remain focused on internal operational efficiencies or product based business models are falling behind those organizations that have become customer obsessed. A common characteristic of customer obsessed organizations is that they have mature business architecture practices. This seminar will challenge existing business architecture practices and introduce tools, models and techniques that guide and influence customer driven strategies. Topics discussed will include business capability networks, customer life cycles, Service driven Value streams and customer experience architecture.

Dr. Gordon Barnett ACCA | Principal Analyst - Forrester Research Inc.

Gordon is a Principal Analyst at Forrester Research Inc, serving enterprise architecture professionals; focusing on the best practices for business and enterprise architecture. He is a recognized expert in helping companies use enterprise architecture, strategy, governance, and organizational design to address their current and future business challenges in the age of the customer.



S25

Collective Intelligence: A World View From an International Panel

Friday, May 25, 2018 / Vendredi le 25 mai 2018

11:30 AM to 12:30 PM | Room 206/208

ENGLISH

This session will bring Collective Intelligence from around the world to PDW 2018. Government leaders from Belgium, Singapore and Canada will discuss their current digital government strategies, opportunities and challenges. The panel will be moderated by Mr. Peter Littlefield, the CIO for Employment and Social Development Canada (ESDC). He will be joined by Mr. Frank Leyman from Belgium, Mr. Cheow Hoe Chan from Singapore and Ms. Sarah Paquet from Canada. Belgium has implemented a platform for securely managing access to citizen information and is currently implementing the European Union's General Data Protection Regulation (GDPR). Singapore is a world leader in the use of digital services to citizens and smart cities. Shared Services Canada is dramatically changing the way the Government of Canada provisions IT infrastructure. Attend this session to tap into Collective Intelligence from around the world.

Frank Leyman (Belgium) | Federal Public Service Policy & Support (BOSA)

Mr. Frank Leyman holds a Master degree in Marketing and in Applied Economics from the University of Mons in Belgium. He started his career with IBM Belgium in the telecom division. After 6 years he joined the Belgian National Telecom operator BELGACOM where he was in charge of setting up the Corporate Services Sector and then was appointed as Distribution Channels Director for the Belgacom Group. Since mid 2005 he works for FEDICT (now called the Digital Transformation Office within the Federal Public Service Policy & Support (BOSA)), where he manages International Relations as well as the relations with European Commission, OECD and the World Bank. He is the Past Chairman of the International Council for IT in Government Administration (ICA), he chaired the Identity Management Expert Group for the World Bank, and is member of the OECD e-Leaders and is the Belgian representative in the eGovernment High Level Group of the European Commission. He is a regular speaker at conferences and universities around the world.

Cheow Hoe Chan (Singapore) | Government Chief Information Officer (GovTech)

Mr. Cheow Hoe Chan is the Singapore Government Chief Information Officer and Deputy Chief Executive (Products) of the Government Technology Agency (GovTech). As the Singapore Government CIO, he oversees its central information technology systems and infrastructure, and drives the development and delivery of innovative digital public services across the government for the benefit of citizens and businesses.

Prior to his appointment at GovTech, Cheow Hoe had more than two decades of extensive experience in senior management positions in the private sector in global companies, overseeing organisation-wide IT development and systems, operations, finance and business. Cheow Hoe is a graduate of the National University of Singapore, holding a Bachelor of Accountancy (Honours). He also holds a Master's degree in business administration from The Wharton School, University of Pennsylvania.



Sarah Paquet (Canada) | Executive Vice-President, Shared Services Canada (SSC)

Sarah Paquet brought her experience as a lawyer to the public service in 1997, working with a number of departments, culminating in her role as Senior General Counsel for Public Services and Procurement Canada (PSPC). She subsequently led the PSPC Service Integration Branch, implementing major IT-enabled business solutions, and leading the departmental Client Service Strategy and the Procurement Modernization Initiative with Treasury Board Secretariat (TBS).

Sarah joined Shared Service Canada (SSC) in 2017 and was recently appointed Executive Vice-President. In this role she will lead the department in improving service delivery to customers while engaging SSC employees.

Peter Littlefield (Moderator) (Canada) | Chief Information Officer, Employment and Social Development Canada (ESDC)

Peter Littlefield is Assistant Deputy Minister and Chief Information Officer of Employment and Social Development Canada (ESDC), the Government of Canada’s primary social benefits ministry. Prior to joining ESDC, Peter was the lead for the consolidation of the Government of Canada’s data centres at Shared Services Canada, since its creation in 2011. Peter also contributed to government shared services as product management executive for distributed computing services and data centre services at Public Works and Government Services Canada.



S26

Incarnez le changement

Friday, May 25, 2018 / Vendredi le 25 mai 2018

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

FRANÇAIS

Le colloque touchera sur l'importance qui est accordé aux ressources humaines notamment par le développement personnel et l'intégration harmonieuse de chaque membre dans l'équipe qui est la clé du succès pour accomplir un travail efficace, répondant ainsi aux attentes des résultats escomptés et à une plus grande satisfaction de l'équipe.

L'importance est d'emmener les gestionnaires à comprendre comment exercer un rôle d'autorité sain afin de valoriser les employés, améliorer l'esprit d'équipe, aider au développement d'un sentiment d'appartenance qui apportera une diminution de l'absentéisme en milieu de travail et le tout dans le plaisir et la sérénité.

Robert Savoie | Conférencier-Auteur-Animateur - Centre du mieux-être Robert Savoie

Robert Savoie a à son actif plus de 3000 conférences à travers lesquelles il accompagne l'être humain sur le chemin le moins fréquenté, de la tête au cœur de soi, pour qu'il y découvre son plein potentiel dans toutes les sphères de sa vie.

Conférencier, animateur et auteur. Son implication à titre de conférencier se situe au Canada et en Europe. Il se rend également dans différents organismes et entreprises. Robert Savoie anime différents ateliers créés spécifiquement pour les personnes qui ont le désir d'éveiller leur conscience et il offre aussi des ateliers-conférences en entreprise, selon les spécificités de chaque groupe.