**Digital Inclusion in the Public Sector**

*Ensuring all Canadians Can Benefit from the Digital Age*Thursday, February 4, 2021  
**Digital Government Community**

**Agenda Overview**

**About the Conference**

With the rapid adoption of digital in response to the global pandemic, ensuring people are not excluded from using products or services has become more critical than ever before. Designing digital services with accessibility and inclusion in mind is must.

Recognizing how citizens live and work is fundamental to the success of digital inclusion. By committing to inclusive design, organizations can create exceptional products and services – not only working to modernize government services, but also ensuring that everyone can access them. There are many public sector organizations doing great work in this area and for the second year, we are delighted to convene around this important topic.

Public Sector Network’s **Digital Inclusion Virtual Event** brings together public servants from across Canada with a goal of ensuring all Canadians benefit from today’s digital age. Discover ways to tap into the power of digital tools to advance accessibility and inclusion in the public service.

**Testimonials**

“Great mix of male and female presenters; presenters were very knowledgeable. The events were very well organized, and the technical side was very well run. Great job!”

- Senior Program Advisor, Employment Equity and Diversity, Canada Border Services Agency

“I thought it was a great event! So much interesting and valuable information was shared!”

-Senior Advisor, Innovation, Science and Economic Development

**Reasons to attend**

* Find ways to ensure that digital inclusion is built into, rather than tacked onto, your strategy and plan
* Get the tips and tools you need to build your digital inclusion toolkit
* Explore programs in place to support digital accessibility in the public sector
* Hear about the latest in human-centred design and ways to collaborate directly with your customers
* Take advantage of this annual opportunity to share knowledge and engage with other champions of digital inclusivity

**Who should attend?**

* Chief Digital Officers
* Chief Information Officers
* Directors / Heads of Digital Transformation
* Directors / Regulatory Affairs
* Directors / Heads of Innovation
* Directors / Heads of Human Centred Design
* Directors / Heads of Service Design & Delivery
* Workplace Accessibility and Inclusivity Managers

**Event Agenda**

| **Time** | **Session Title, Topic and Speaker(s)** |
| --- | --- |
| **12:00pm EST**  **9:00am PST** | **PSN Opening Remarks** |
| **12:05pm EST**  **9:05am PST** | **Opening Remarks from the Chair** What’s at stake when we talk about digital inclusion in the public sector?  Speaker:  Dr. Jennifer Walinga  Professor, School of Communication and Culture  **Royal Roads University** |
| **12:15pm EST**  **9:15am PST** | **Looking Beyond – The Impact of Accessibility to Education and Resources**  Speaker**:**  Kari Rasmussen  Director, Digital Content Management and Delivery  **Alberta Ministry of Education** |
| **12:30pm EST**  **9:30am PST** | **Partner Session: Strategies for Expanding Digital Access & Inclusivity**  Speaker**:**  **Lee Becker**  Solutions Principal  **Medallia** |
| **12:45pm EST**  **9:45am PST** | **Government Case Study**  Accessible Information and Communication Technology (ICT) Procurement  Speaker:  Leah Glick-Stal  Accessible Procurement Specialist  **Shared Services Canada** |
| **1:05pm EST**  **10:05am PST** | **Government Case Study**  Building Your Inclusive Design Toolkit   * Step-by-step guidance on building a digital service that breaks down barriers * Practical tools to advance equitable access and provide inclusive services early in the design process   Speaker**:**  Michael Kehinde  Digital Training Lead  **Ontario Digital Service** |
| **1:20pm EST**  **10:20am PST** | **Break** |
| **1:25pm EST**  **10:25am PST** | **Panel Discussion**  Making Digital Inclusion a Reality  This panel will bring together leaders, champions and influencers from across government who are working to operationalize digital inclusion in public service. Hear about their latest initiatives and discover effective strategies for implementing these processes and tools into your department.  Panelists:   * Urvashi Dhawan-Biswal, Senior Director, Design and Digital Innovation Directorate, **Innovation, Science and Economic Development Canada** * Kirsten Löffler, Director, Information, Innovation Technology Branch, **Employment and Social Development Canada** * Simonida Simonovic, PhD, OPS Accessibility Office Head, **Ontario Treasury Board Secretariat** * Tony Labillois, Director, Public Sector Statistics, **Statistics Canada** * Kari Rasmussen, Director, Digital Content Management and Delivery, **Alberta Ministry of Education** |
| **2:10pm EST**  **11:10am PST** | **Chair Wrap Up**  Speaker:  Dr. Jennifer Walinga  Professor, School of Communication and Culture  **Royal Roads University** |
| **2:15pm EST**  **11:15am PST** | **PSN Closing Remarks and End of Session** |