



# Virtual Digitally Transforming Corporate Services

Unlock capacity by tapping into the power of digital

Online | Wednesday, June 23, 2021 | Start: 12:00pm ET / 9:00am PT



## Agenda Overview

Over the last decade, organizations around the globe have been reimagining processes and transforming service delivery - putting technology at the forefront and creating seamless customer interactions. However, digitally savvy leaders know that efforts to transform customer-facing systems and processes are limited without equally effective and integrated back-office operations.

Most government departments and agencies have already transitioned to a shared service or outsourcing model that sees the consolidation and centralization of back-office functions. Yet to extract greater value and increase organizational agility and flexibility, attention must now be turned to digitizing and maturing these services.

Public Sector Network's **Digitally Transforming Corporate Services Virtual Event** will provide you and your team with an opportunity to evaluate your current processes, learn about the latest innovations from leaders in the space, and gain practical tips that you can implement to fast-track meeting your transformation goals.

## Who Should Attend

### Chiefs/Directors/Heads of:

- Shared Services
- Corporate Strategy
- Human Resources
- Administration & Payroll
- Finance & Accounting
- Information Technology
- Legal Services
- Procurement
- Risk Management

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## Speakers



**RYAN PILGRIM**  
Chief Financial Officer and Assistant Deputy Minister, Corporate Services  
Transport Canada



**SILVANO TOCCHI**  
Digital Transformation Officer - Digital Transformation Program  
Canada Revenue Agency



**NABILA SHAIKH**  
Director of the National IT Service Desk  
Canada Revenue Agency



**HONEY DACANAY**  
Executive Director, Benefits Delivery Modernization  
Employment and Social Development Canada



**ANDREA MCKINNEY**  
General Manager Corporate Services  
Town of Orangeville



**NATALIE MCGEE**  
Director General-Transformation Directorate  
Employment and Social Development Canada



**PIA ANDREWS**  
Executive Lead-Digital Experience and Client Data  
Employment and Social Development Canada



**ALEC WENZOWSKI**  
President  
Button Inc.



**HEATHER MEEK**  
Partner - Consulting  
PwC Canada



**TODD WILSON**  
Chief Strategist  
RedHat

## Reasons to Attend

Discover new ways that your corporate services function can embrace innovation and agility in the digital age



Learn about the latest tools, technologies and methodologies available to help transform corporate service delivery



Understand how digital transformation can help you can unleash new value throughout the organization



Build a culture that embraces digital to help break down siloes and achieve alignment across corporate services



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12.00pm ET 9.00am PT	<b>Welcome from PSN</b>		
12.05pm ET 9.05am PT	<b>Chair Opening:</b> The Future of Corporate Services in the Public Sector <b>Heather Meek</b> , Partner - Consulting, <b>PwC Canada</b>		1.05pm ET 10.05am PT
12.20pm ET 9.20am PT	<b>Government Keynote:</b> Government Keynote: Building and Scaling Your Digital Transformation Strategy  <ul style="list-style-type: none"> <li>How to remain agile and responsive in a highly disruptive environment</li> <li>Exploring how digital can enable faster decision making, more effective workforce management and improved resource alignment</li> </ul> <b>Natalie McGee</b> , Director General-Transformation Directorate, <b>Employment and Social Development Canada</b>  <b>Pia Andrews</b> , Executive Lead-Digital Experience and Client Data, <b>Employment and Social Development Canada</b>	<b>Government Case Study</b> Taking an Enterprise View of Digital Transformation <ul style="list-style-type: none"> <li>Centralizing and optimizing digital corporate service delivery</li> <li>Taking a pull, not push, approach to change management to ensure seamless digital transformation</li> </ul> <b>Silvano Tocchi</b> , Digital Transformation Officer - Digital Transformation Program, <b>Canada Revenue Agency</b>  <b>Nabila Shaikh</b> , Director of the National IT Service Desk, <b>Canada Revenue Agency</b>	
12.35pm ET 9.35am PT	<b>Partner Session:</b> Digital Tools and Technologies to Transform Corporate Services in the Public Sector  <ul style="list-style-type: none"> <li>Streamlining service operations with digital tools</li> <li>Turbocharging the performance of corporate services</li> </ul> <b>Todd Wilson</b> , Chief Strategist, <b>RedHat</b>	<b>Refreshment Break</b>	1.20pm ET 10.20am PT
12.50pm ET 9.50am PT	<b>Government Keynote:</b> Spotlight on the Digital Transformation of the Finance Function  <ul style="list-style-type: none"> <li>Building a strategy around digital transformation</li> <li>How to foster an innovation appetite throughout your department</li> </ul> <b>Ryan Pilgrim</b> , Chief Financial Officer and Assistant Deputy Minister, Corporate Services, <b>Transport Canada</b>	<b>Panel Session:</b> People, Processes & Culture: The Keys to Building Digitally-Enabled Corporate Services  <ul style="list-style-type: none"> <li>Understanding organizational priorities and transformation opportunities</li> <li>Looking at ways to successfully modernize legacy systems</li> <li>How to embed the right organizational culture to ensure seamless transformation</li> <li>Strategies to overcome common challenges and barriers to transformation</li> </ul> <b>Honey Dacanay</b> , Executive Director, Benefits Delivery Modernization, <b>Employment and Social Development Canada</b>  <b>Andrea McKinney</b> , General Manager Corporate Services, <b>Town of Orangeville</b>  <b>Alec Wenzowski</b> , President, <b>Button Inc.</b>	1.30pm ET 10.30am PT
		<b>Closing Remarks from the Chair and Virtual Event Adjourns</b>	2.05pm ET 11.05am PT

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