

# Virtual Digital Inclusion in the Public Sector

Ensuring all Canadians Can Benefit from the Digital Age

Online | Thursday, February 4, 2021 | Start: 12:00pm ET / 9:00am PT

## Agenda Overview

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 a 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.

## Sponsors

SILVER

**Medallia**

BRANDING

**ReMAP**  
Refined Manufacturing  
Acceleration Process



**AAPF**  
Accélération de l'amélioration  
des processus de fabrication

## Speakers



**KARI RASMUSSEN**  
Director, Digital Content Management  
and Delivery  
**Alberta Ministry of Education**



**MICHAEL KEHINDE**  
Digital Training Lead  
**Ontario Digital Service**



**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**



**LEAH GLICK-STAL**  
Accessible Procurement Specialist  
**Shared Services Canada**



**DR. JENNIFER WALINGA**  
Professor, School of Communication and Culture  
**Royal Roads University**



**LEE BECKER**  
Solutions Principal  
**Medallia**

## Reasons to Attend

Find ways to ensure that digital inclusion is built into, rather than tacked onto, your strategy and plan



Explore programs in place to support digital accessibility in the public sector



Get the tips and tools you need to build your digital inclusion toolkit



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

Directors / Heads of

Digital Transformation

Heads of Innovation

Service Design & Delivery

Chief Information Officers

Regulatory Affairs

Human Centred Design

Workplace Accessibility  
and Inclusivity

# Virtual Digital Inclusion in the Public Sector

Ensuring all Canadians Can Benefit from the Digital Age

Online | Thursday, February 4, 2021 | Start: 12:00pm ET / 9:00am PT



## Agenda

12.00pm ET 9.00am PT	Opening Remarks from PSN	<p><b>Panel Discussion: Making Digital Inclusion a Reality</b></p> <p>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.</p> <p><b>1.25pm ET 10.25am PT</b></p> <ul style="list-style-type: none"> <li>• <b>Urvashi Dhawan-Biswal</b>, Senior Director, Design and Digital Innovation Directorate, <b>Innovation, Science and Economic Development Canada</b></li> <li>• <b>Kirsten Löffler</b>, Director, Information, Innovation Technology Branch, <b>Employment and Social Development Canada</b></li> <li>• <b>Simonida Simonovic, PhD</b>, OPS Accessibility Office Head, <b>Ontario Treasury Board Secretariat</b></li> <li>• <b>Tony Labillois</b>, Director, Public Sector Statistics, <b>Statistics Canada</b></li> <li>• <b>Kari Rasmussen</b>, Director, Digital Content Management and Delivery, <b>Alberta Ministry of Education</b></li> </ul> <p><b>2.10pm ET 11.10am PT</b></p> <p><b>Closing Remarks and End of Session</b></p>
12.05pm ET 9.05am PT	<p>Opening Remarks from the Chair</p> <p>What's at stake when we talk about digital inclusion in the public sector?</p> <p><b>Dr. Jennifer Walinga</b>, Professor, School of Communication and Culture, <b>Royal Roads University</b></p>	
12.15pm ET 9.15am PT	<p><b>Government Keynote: Looking Beyond – The impact of Accessibility to Education and Resources</b></p> <p><b>Kari Rasmussen</b>, Director, Digital Content Management and Delivery, <b>Alberta Ministry of Education</b></p>	
12.30pm ET 9.30am PT	<p><b>Partner Session: Strategies for Expanding Digital Access &amp; Inclusivity</b></p> <p><b>Lee Becker</b>, Solutions Principal, <b>Medallia</b></p>	
12.45pm ET 9.45am PT	<p><b>Government Case Study: Accessible Information and Communication Technology (ICT) Procurement</b></p> <p><b>Leah Glick-Stal</b>, Accessible Procurement Specialist, <b>Shared Services Canada</b></p>	
1.05pm ET 10.05am PT	<p><b>Government Case Study: Building Your Inclusive Design Toolkit</b></p> <ul style="list-style-type: none"> <li>• Step-by-step guidance on building a digital service that breaks down barriers</li> <li>• Practical tools to advance equitable access and provide inclusive services early in the design process</li> </ul> <p><b>Michael Kehinde</b>, Digital Training Lead, <b>Ontario Digital Service</b></p>	
1.20pm ET 10.20am PT	Break	<p><b>CLICK HERE TO REGISTER</b> </p>