



Innovation & IT

# Public Sector Innovation Show - Atlantic

Connecting people with ideas to build a better public service



ONLINE



PUBLIC SECTOR NETWORK

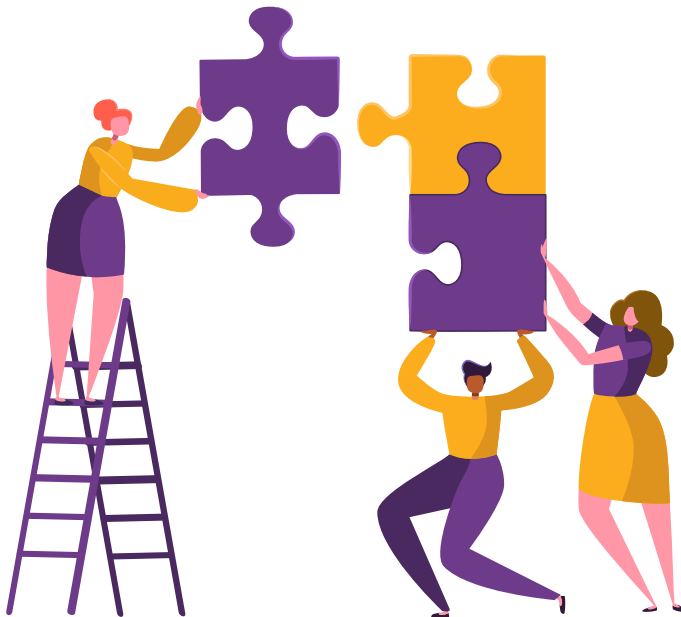


VIRTUAL EVENT

Wednesday, April 21, 2021

9:00am-12:00pm ADT

9:30am-12:30pm NDT



## Agenda Overview

*Public sector innovation is needed now more than ever before.*

Using new approaches - from policy design to service delivery, new technologies and better use of data - to improve the performance and responsiveness of the public sector is critical if we are to bounce back from the recent challenges we have all faced.

To recover faster and better, we need to collaborate, share ideas and accelerate innovation in the public sector, ultimately to deliver better services to all stakeholders. In that spirit, Public Sector Network would like to invite you to join the conversation at our Public Sector Innovation Show - Atlantic Canada. Gain the ideas, inspiration and practical wins needed to drive innovation in this new way of working.



## Reasons to attend

Explore unique opportunities to enhance integration and collaboration across departments and agencies to deliver shared outcomes

Create opportunities to learn new skills, increase capabilities, reduce redundancies and create better days for public sector employees

Discover strategies for staying laser-focused on delivering your vision – and finding the right people, processes and tools to support that vision

Leverage lessons learned from the crisis-driven response to COVID-19 to reprioritize and reframe your processes and services in a way that best supports efficiency, ease-of-use and inclusivity

Build connections, engage and share ideas that support an iterative, flexible and innovative public sector environment

## Who should attend?

- Digital, Innovation and ICT
- Corporate Services
- Citizen Engagement and Experience
- Service Design and Delivery
- Workforce and HR
- Strategic Planning
- Data, Analytics and AI
- Information and Enterprise Architecture
- Information Management
- Change, Culture and Transformation

## Featured Speakers



### Cheryl Hansen

Chief Operating Officer, Clerk of the Executive Council and Head of the Public Service  
Government of New Brunswick



### Sandra Cascadden

Associate Deputy Minister, Health and Wellness  
Government of Nova Scotia



### Nick Scott

Director, Innovation Services, Digital Academy  
Canada School of Public Service



### Scott McKenna

Chief Information Officer  
Health Canada



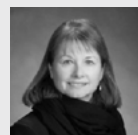
### April Howe

Senior Executive Advisor to the Deputy Minister  
Nova Scotia Department of Justice



### Stephen Bull

Senior Assistant Deputy Minister and Corporate Chief Information Officer  
Government of Alberta



### Colleen Boldon

Director, Digital Lab and Digital ID Programs  
Service New Brunswick



### Lise Batherson

Associate Partner - Public Sector, Atlantic  
IBM



### Josie Scioli

Deputy City Manager, Corporate Services  
City of Toronto



### Spencer Daniels

Product Manager  
Ontario Digital Service



### Glennys Egan

Youth Employment and Skills Innovation Analyst  
Employment and Social Development Canada



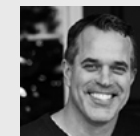
### Sonia Powell

Director General, Real Property Service's Accommodation Management and Workplace Solutions Service Line,  
Public Services and Procurement Canada



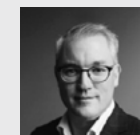
### Robert Conlin

VP, Public Services Canada  
SAP



### Robert Ronberg

Enterprise Sales Executive  
UiPath



### Stephen Greene

Associate Partner  
IBM iX



### Tammy Labelle

Advisor  
Public Sector Network

## Agenda - Wednesday, April 21, 2021

**9:00am ADT**  
**9:30am NDT** Welcome from Public Sector Network

**9:05am ADT**  
**9:35am NDT** **Opening Remarks from the Chair**  
**Setting the Strategy for Innovation in the Public Sector**  
Robert Conlin, VP, Public Services Canada, SAP

**9:20am ADT**  
**9:50am NDT** **Government Keynote**  
**Building our Innovation Capabilities: People, Processes and Technology**  

- Fostering a whole of public sector digital first culture
- A guide to becoming iterative and increasing flexibility in a public sector environment

 Cheryl Hansen, Chief Operating Officer, Clerk of the Executive Council and Head of the Public Service, Government of New Brunswick

**9:35am ADT**  
**9:55am NDT** **Partner Session: The Technology Enabled Future: The Lasting Impacts of COVID19 on the Public Sector**  
Lise Batherson, Associate Partner - Public Sector, Atlantic, IBM  
Stephen Greene, Associate Partner, IBM iX

**9:50am ADT**  
**10:20am NDT** **Sharing Best Practices from Other Jurisdictions**  
**Customer Experience Transformation at the City of Toronto**  

- Shining a light on real-world examples of service transformation
- Leveraging lessons learned to re-prioritize and reframe your services

 Josie Scioli, Deputy City Manager, Corporate Services, City of Toronto

**10:10am ADT**  
**10:40am NDT** **Partner Session: Boosting Efficiency, Unlocking Capacity and Increasing Employee Experience through Automation**  
Robert Ronberg, Enterprise Sales Executive, UiPath

**10:25am ADT**  
**10:55am NDT** **Panel Session: Working in the Open: Building Trust and Transparency to Better Facilitate Collaboration, Innovation and Coordination**  
Moderator: Tammy Labelle, Advisor, Public Sector Network  
Nick Scott, Director, Innovation Services, Digital Academy, Canada School of Public Service  
Sonia Powell, Director General, Real Property Service's Accommodation Management and Workplace Solutions Service Line, Public Services and Procurement Canada

**10:50am ADT**  
**11:20am NDT** **A Practical Guide to Public Sector Transformation**  

- Exploring the most effective strategies for implementing new ideas and processes
- Redesigning your delivery model to optimize for change

 Spencer Daniels, Product Manager, Ontario Digital Service  
Glennys Egan, Youth Employment and Skills Innovation Analyst, Employment and Social Development Canada

**11:05am ADT**  
**11:35am NDT** **Virtual Refreshment Break**

**11:10am ADT**  
**11:40am NDT** **Panel Session: Leading Innovation – Lessons Learned from Catalysts and Trailblazers**  

- What is your vision for a sustainable whole of government transformation? What needs to be in place to achieve this vision?
- What are the key leadership competencies needed to enable change in government?
- What approaches can you take to create a workplace culture that operationalizes innovation? How can you overcome the difficulties that can often emerge when asking people to do things differently?

 Sandra Cascadden, Associate Deputy Minister, Health and Wellness, Government of Nova Scotia  
Scott McKenna, Chief Information Officer, Health Canada  
April Howe, Senior Executive Advisor to the Deputy Minister, Nova Scotia Department of Justice  
Colleen Boldon, Director, Digital Lab and Digital ID Programs, Service New Brunswick  
Robert Conlin, VP, Public Services Canada, SAP

**11:50am ADT**  
**12:20pm NDT** **Closing Keynote: Sharing Best Practices from Other Jurisdictions**  
**Digital Transformation Priorities at the Government of Alberta**  

- Forging the path to enterprise-wide digital transformation to simplify services and reduce redundancies
- Embracing innovative, digital and simplified ways of delivering services
- Initiatives in place to create and support a culture of innovation

 Stephen Bull, Senior Assistant Deputy Minister and Corporate Chief Information Officer, Government of Alberta

**12:10pm ADT**  
**12:40pm NDT** **Closing Remarks from the Chair & Virtual Event Adjourns**

## Thank you to our sponsors and partners

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