



Corporate & Shared Services



# National Insights - Summer Edition

## Reimagining Business Processes to Enable the Evolving Government

Online → Thursday, May 5, 2022 | 12pm - 2:25pm ET & 9am - 11:25am PT

### Your Inspiring Speakers



**ANDRE SHOJAIE**

Chief of Agile Practices and Continuous Improvement  
City of Montreal



**JEAN-CLAUDE AZAR**

Director, Contracting Division  
Canada Revenue Agency



**CLINTON LAWRENCE-WHYTE**

Director General, Procurement Assistance Canada  
Public Services and Procurement Canada



**SHANNON KENNEY**

Senior Director of Major Projects Chief Information Office  
Shared Services Canada



**ERIKA WASHINGTON**

Executive Director, Technical Services & Procurement Branch, Strategic Integration & Operations  
Alberta Infrastructure



**STEPHEN GAIM**

Procurement Advisor, Corporate Services  
Government of Yukon



**CLAE HACK**

Chief Financial Officer  
City of Saskatoon



**MELANIE ROUSSEAU**

Director, Risk and Business Continuity Management and Chief Risk Officer, Operational Services Branch  
Alberta Environment and Parks



**ANNIK ROY**

Senior Manager, Consulting,  
EY Canada Government and Public Sector

### Benefits of Attending



Explore the modern ways many corporate functions are **addressing the demands of constant disruption, increased pace, and changeable outcomes**



**Consider the role each back-office division plays in accelerating an organization's overall vision,** and how to ensure there is synchronicity and cohesion across all



**Explore how your department could embrace innovative approaches** to corporate service delivery after hearing real-world case studies from Canada's wider public sector

[CLICK HERE TO REGISTER](#)

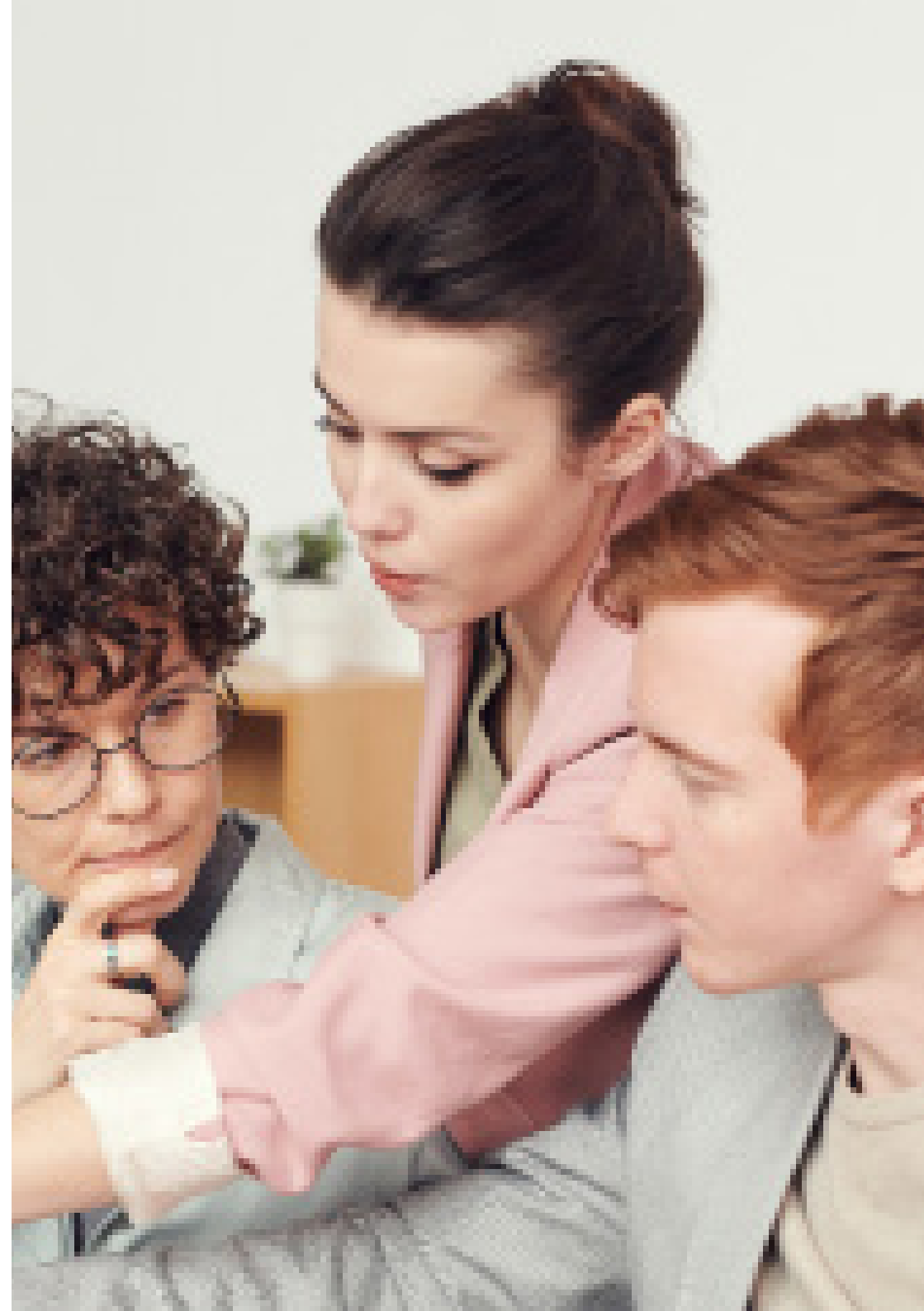
## Reimagining Business Processes to Enable the Evolving Government

Corporate functions play a crucial role in department-wide decision-making and excellence. Coupled with modern approaches to strategy, analytical insight reporting, and ever-evolving trends and expectations, working to deliver value internally and externally means the back-office must always look to optimize their ways of working, and fast.

To aid further exploration of how corporate functions can lean into new technologies and processes to accelerate efficiencies, we've put together this 'Summer Edition' Virtual Event as part of our **2022 Corporate & Shared Services Community National Insights series**.

Join us as we hear case studies from corporate-focused peers and discuss how to further integrate modern practices into all corporate service roles across Canada's public service.

Current corporate challenges, successes and everything in between will be addressed in two concurrent panel sessions, allowing you to choose the one that piques your own interests the most.



### Who You'll Meet

#### Chiefs/Directors/Heads of:

- Finance
- Finance Transformation
- Corporate Services
- Procurement Shared Services
- Business Transformation
- Governance
- Process Excellence
- Contract Management
- Supply Chain
- Supplier Management
- Compliance
- Business Improvement

12:00pm ET  
9:00am PT

**Welcome from Public Sector Network**

12:05pm ET  
9:05am PT

**Welcome from Chair**  
**Annik Roy**, Senior Manager, Consulting, **EY Canada Government and Public Sector**

12:20pm ET  
9:20am PT

**Government Keynote:**  
**Procurement Transformation: Integrating New Engagement Approaches to Ensure Supplier Diversity**

- The importance of supplier diversity and helping underrepresented groups successfully participate in federal procurement
- Identifying the challenges of incorporating new outreach programs and reworking traditional operating models, while addressing risk management initiatives
- Onboarding new tools and systems to expand and optimize external networks

**Clinton Lawrence-Whyte**, Director General, Procurement Assistance Canada, **Public Services and Procurement Canada**

12:40pm ET  
9:40am PT

**Panel Discussion:**  
**Capability without Capacity: Addressing Gaps within our Workforce Challenging Our Transformation Roadmap**

- How is the CSS sector tackling the ongoing problem of limited resources needed to further digital transformation
- Prioritizing continuous personnel development, education and training to drive operational success
- Simple tips that will yield quick wins and sustained benefits
- Managing these challenges from a Municipal, Provincial and Federal viewpoint

**Jean-Claude Azar**, Director, Contracting Division, **Canada Revenue Agency**

**Erika Washington**, Executive Director, Technical Services & Procurement Branch, Strategic Integration and Operations, **Alberta Infrastructure**

**Moderator: Annik Roy**, Senior Manager, Consulting, **EY Canada Government and Public Sector**

1:15pm ET  
10:15am PT

**Government Keynote:**  
**How a New Approach to Corporate Services is Maximizing the Time-to-Value to Citizens**

- Achieving results by moving from traditional operating models to value-based systems
- Driving citizen centricity and ensuring efficiency and productivity
- Putting value in the hands of citizens

**Andre Shojaie**, Chief of Agile Practices and Continuous Improvement, **City of Montreal**

1:35pm ET  
10:35am PT

**Break**

1:45pm ET  
10:45am PT

**Panel Discussion:**

**Resiliency in Corporate Services: Maintaining a Sustainable Transformation within Fiscal and Operational Constraints**

- Assessing ways to balance competing priorities, potential risks and best practices to build resilience long-term
- Focusing on lasting results: Evaluating and implementing the best digital tools and automated solutions to address operational needs
- Understanding modern practices beyond temporary solutions and pandemic responses – What needs to stay, what needs to go?
- Preparing for the future: How are teams leveraging new digital solutions and/or strategies to become more proactive rather than reactive

**Shannon Kenney**, Senior Director of Major Projects Chief Information Office, **Shared Services Canada**

**Melanie Rousseau**, Director, Risk and Business Continuity Management and Chief Risk Officer, Operational Services Branch, **Alberta Environment and Parks**

**Stephen Gaim**, Procurement Advisor, Corporate Services, **Government of Yukon**

**Clae Hack**, Chief Financial Officer, **City of Saskatoon**

Moderator: **Annik Roy**, Senior Manager, Consulting, **EY Canada Government and Public Sector**

2:20pm ET  
11:20am PT

**Closing Remarks from the Chair**

**Annik Roy**, Senior Manager, Consulting, **EY Canada Government and Public Sector**

2:25pm ET  
11:25am PT

**Virtual Event Adjourns**

Thank you to our **Event Partners**

For partnership opportunities, contact [Sylvie Pesut-Manneke](#) for more information.

**CHAIR**



**MARKETING PARTNER**



**What's On Next**



**National Corporate  
Insight: Fall Edition**

**Online**

**September 13, 2022**