

February 9 - 10, 2021 • Virtual Conference



# Agile Approaches for Digital Government Services

*Agile Process, Procedure and Procurement to Speed Innovative, Customer-Centric Solutions to Market NOW!*

## YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:



**Alex Benay**  
Microsoft



**Giselle Jean Baptiste**  
Treasury Board of  
Canada



**Blair Neufeld**  
Government of  
Alberta

**Christopher MacDonald**  
Public Service Commission  
of Canada

... and more

Expert information and guidance on how to:

- Implement agile methodologies specifically designed to foster customer-centric service delivery
- Overcome multiple systemic barriers to agility and innovation in government
- Benefit from agile over waterfall processes and procedures
- Reap the rewards of agile procurement processes
- Use agility to accelerate speed-to-market
- Benefit from success stories and lessons learned on the digital journey
- Understand new risk/oversight models that support agile methodologies
- Employ design thinking for maximum impact and inclusivity
- Comply with *The Accessible Canada Act*
- Learn how iterations of the “minimal viable product” (MVP) lead to quick, successful customer-centric service delivery

### **Featured Session!**

*Government Changes required for Agile/Cloud including Q & A  
Alex Benay, Global Lead, Government Azure Strategy at Microsoft;  
Former Chief Information Officer, Government of Canada*



**REGISTER TODAY!** Call Bill Kuhlberg 416.507.4201 or  
Email: [bkuhlberg@infonex.com](mailto:bkuhlberg@infonex.com)

# Agile Approaches for Digital Government Services

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## DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 9, 2021

10:00 - 10:15 EST



### **Welcome and Opening Remarks from the Chair**

***Giselle Jean Baptiste, Executive Director, Treasury Board of Canada***

10:15 - 11:00 EST



### **Getting Digital Done: Progress at Government of Alberta**

***Blair Neufeld, Innovation Lead, Digital Innovation Office, Executive Council, Government of Alberta***

- How Alberta is putting citizens front and centre
- Who is leading the transformation?
- User research and design
- Working differently with the vendor community
- Tackling systemic barriers to innovation
- Lessons learned in developing digital services: childcare, traffic tickets, Assured Income for the Severely Handicapped
- The need for in-person research with real users (evidence and empathy)
- Hiring and growing digital roles to create a community of digital practitioners
- Iterative innovation - new ways of planning and budgeting

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## DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 9, 2021

11:00 - 12:00 EST



### **Overcoming Barriers to Innovation**

**Moderator: Laura Chang, Code for Canada**

**Ebony Sager, Service Canada**



**Andee Pittman, Design Lead, Treasury Board Secretariat, Government of Canada, Lead Designer, User Research Experimentation and Partnerships, Office of the Chief Human Resource Officer**



**Natasha Jetté, Head - Exploration and R&D, Digital Innovation Network (DIN), Digital Services Branch (DSB), Public Services and Procurement Canada / Government of Canada**

**Derek Masselink, Director, Digital Academy, Digital Platforms and Data Division, Ministry of Citizenship Services, B.C Government**

Antiquated equipment, restrictive legislation, complex procurement rules, a risk averse culture, purchase and funding cycles that do not support digital methodology: The forces mitigating against digital government are very real. These thought leaders will share their ideas, strategies and solutions for working toward the necessary breakthroughs.

- What prevents innovation?
- What is agility?
- Why is it hard to be agile in the context of government?
- What are the barriers to adoption?
- What are the solutions?
- Working in a risk averse culture
- Work around's when faced with outdated legislative requirements
- The need for legislation, policies and directives to be in technologically- neutral language that leaves room for innovation
- Stewardship of strategic leaders
- Roles of upper and middle management in the transition
- Use of social media to encourage one-on-one dialogue about the digital mindset
- Driving the people part of digital transformation

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12:00 - 13:00 EST      Break

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13:00 - 13:45 EST

### **Making Data-Driven Decisions**

**Yafet Tadesse, Managing Partner, ProxyProject**

- Starting Up
- Product / Solution Strategy (Design Sprints)
- Algorithmic Marketing Solutions (Growth Hacking)
- Execution Strategy
- Scaling Up

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## DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 9, 2021

13:45 - 14:30 EST



### **The Agile Procurement Process**

**Syed Hasan, Innovation and Agile Procurement, Public Services and Procurement Canada**



### **Jonathan Vinet, A/Senior Director, Innovation Procurement Directorate**

In the traditional tendering process bidders provide a detailed outline of the solution the client asks for. Agile procurement, on the other hand, is “challenge-based procurement,” where government describes the problem it wishes to have solved and invites bidders to provide solutions. Find out about this new approach including:

- Giving the problem to the marketplace
- What the RFP looks like
- Possible glitches
- What has worked and what has not
- Evaluating proposed solutions
- Working with government

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14:30 - 14:45 EST    Break

14:45 - 15:30 EST

### **Helping Canadians access the CPP Disability Benefit, Employment and Social Development Canada**

**Courtney Claessens, Senior Product Manager, Treasury Board of Canada Secretariat, Canadian Digital Service**

Learn from the experience of this Senior Product Manager including

- The process - from concept to completion
- Role of team members
- Solutions to barriers encountered
- What we learned about agility and digital services

15:30 - 16:15 EST

### **Digital Transformation: Increasing the Velocity of Digital Change in the Public Sector**

**Gil Côté, Digital Transformation Architect, Cancentric Solutions**

- Why is digital transformation so difficult
- What is citizen-centred transformation?
- Role of performance metrics
- Lessons learned from transformation projects with the Government of Canada
- Practical advice about how to lead, manage and increase the velocity of transformation in your own organization

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## DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 9, 2021

16:15 - 17:00 EST



### **Integrating Accessibility Requirements - The Accessible Canada Act**

**David MacDonald, President, CanAdapt**

- Accessible Canada Act, update, status and overview
- What are the implications of this legislation in the context of digital government services?
- The relationship between the Standard on Web Accessibility, the Accessible Canada Act, and WCAG
- Integrating the Web Content Accessibility Guidelines (WCAG) across an AGILE lifecycle and framework
- Questions and Answers: bring those hard questions to an 18 year veteran of the WCAG

17:00 EST

**End of Day One**

### **SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

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# Agile Approaches for Digital Government Services

February 9 - 10, 2021 • Virtual Conference

## DAY TWO PROGRAM AGENDA: WEDNESDAY, FEBRUARY 10, 2021

10:00 - 10:10 EST



### Welcome and Opening Remarks from the Chair

**Giselle Jean Baptiste, Executive Director, Treasury Board of Canada**

10:10 - 11:00 EST



### Competencies for the Digital Age and What You Need to Innovate

**Giselle Jean Baptiste, Executive Director, Treasury Board of Canada**

**Angela Siegel, Faculty of Computer Science, Dalhousie University**



**Wendy Cukier, Director, Diversity Institute, Ryerson University, Professor, Entrepreneurship and Strategy, Ted Rogers School of Management**



**Val Thomas, Lead, Talent Mobility Strategy / Talent Cloud, Digital Change / Treasury Board of Canada Secretariat / Government of Canada**

- What are the competencies required for success?
- Digital skills – as much about orientation and mindset as technical ability
- How do you upgrade digital capacity of existing employees
- Cultivating a community of digital practitioners
- Digital Training Needs Analysis – Dalhousie
- Where do you hire/find new talent
- Competency-based hiring and promotion
- Writing job descriptions for the agile workforce

11:00 - 11:30 EST



### A Useful Strategic Model for Leveraging Digital Literacy

**Philippe Johnston, President, CIO Association of Canada, Director General, Digital Services Directorate, Transport Canada**



**Andrew Morgan, Master of International Business, Innovation Specialist, Solution Centre, Transport Canada**

- Understanding and evaluating your level of digital literacy
- Creating a digital literacy strategy
- Leveraging digital literacy for positive changes throughout the organization
- How to manage the successful roll-out of initiatives

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11:30 - 12:15 EST



### Case Study

#### **Agile Methodology: Case Study - GC Notify**

**Bryan Willey, Product Manager, Treasury Board of Canada Secretariat, Canadian Digital Service**

GC Notify is a free tool developed by the Canadian Digital Service (CDS) platform team that provides a simple and efficient way for government to send email and text notifications to the people that rely on their services

- Design thinking - user centricity
- Agile methodology how does it differ from traditional waterfall methodology
- How we dealt with barriers
- How we collaborated
- Finding the minimal viable product - the least complete product that you can create that will fully test an idea
- Dealing with fear of failure and its consequences

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12:15 - 13:00 EST    Break

13:00 - 13:45 EST

#### **Lessons Learned Implementing DevOps Platform Services at Government of British Columbia**

**Justin Hewitt, A/Senior Director of DevOps Platform Services, BCDevExchange**

- The developer, your primary customer
- Community approach at the BCDevExchange, OpenSource
- Gene Kim, Phoenix Project and Unicorn Project
- A service design approach to DevOps Enablement
- Site reliability engineering: reliability vs velocity
- Automation, Bots, GitOps and Coming Up: AiOps
- Challenges and opportunities

13:45 - 14:30 EST



#### **Innovation Tools and Tech for Digital Government: AI, Robotic Process Automation and Blockchain - Challenges and Opportunities**

**Melanie Gilbert, Associate Partner, IBM Services - Canadian Public Sector**

- Transformative power of AI, Chatbots, RPA and Blockchain: what are they and how can they potentially work together?
- Opportunities and challenges
- What makes a good use case in government?
- When to apply these technologies to help you to work smarter;
- Real examples of how these technologies have been applied in government

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, FEBRUARY 10, 2021

14:30 - 14:45 EST Break

14:45 - 15:30 EST



### Agile Risk Management

**Christopher MacDonald, Chief Audit and Evaluation Executive, Public Service Commission of Canada**

**Sheri Ostridge, Chief Audit Executive, Employment and Social Development Canada**

Organizations can no longer rely on traditional static and snapshot-like risk management and reporting, and must, therefore, be nimble enough to continuously anticipate, read, and respond as risks arise. The high level of ambiguity, uncertainty and a wide range of possible futures also hinder the ability to deal confidently with traditional risk models.

- How do we adequately engage senior management committees?
- What questions should you be ready to answer
- Has management identified and evaluated the highest disruptive risks to the organization?
- Are risk management mechanisms fluid enough to continuously identify and respond to disruptive risks?

15:30 - 16:15 EST



### Government Changes required for Agile/Cloud including Q & A

**Alex Benay, Global Lead, Government Azure Strategy, Microsoft; Former Chief Information Officer, Government of Canada**

16:15 EST

**End of Day Two**

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## REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

Full Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Ext \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Email address \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Company's main line of business \_\_\_\_\_ Number of Employees \_\_\_\_\_

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to GST / HST	Full Price	Register by January 29
Course for Groups of 3 +	CAD \$ 2,199 each	<b>CAD \$ 1,799 each</b>
Course for Groups of 2	CAD \$ 2,299 each	<b>CAD \$ 1,899 each</b>
Course for 1 Registrant	CAD \$ 2,399	<b>CAD \$ 1,999</b>



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### 3 SEND US YOUR REGISTRATION

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**EMAIL:** bkuhlberg@infonex.com

**TELEPHONE:** 416.507.4201 (Bill Kuhlberg) **MAIL:** INFONEX INC.

330 Bay Street, Suite 1500  
Toronto, ON M5H 2S8

#### VIRTUAL CONFERENCE:

Agile Approaches for Digital Government Services will be held as a virtual on-line conference. Details on how to access and participate in the event will be sent to all confirmed delegates prior to run date.

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

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#### CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and email to register@infonex.com or fax to 1.800.558.6520 **no later than January 26, 2021**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue.

Registrants who cancel after **January 26, 2021**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **January 26, 2021** and fail to attend will be liable for the entire registration fee.

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