

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!*

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## 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*



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# 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**

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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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*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.

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