

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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Alex Benay
Microsoft



Giselle Jean Baptiste
Treasury Board of
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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

February 9 - 10, 2021 • Virtual Conference

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

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

12:00 - 13:00 EST Break

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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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

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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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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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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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

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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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

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16:15 EST

End of Day Two

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2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to GST / HST	Full Price	
Course fee per delegate	\$ 2,399	\$ 0



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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.

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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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