

February 2 - 3, 2021 • Virtual Conference

14th Annual Event!

# Public Sector Risk Management

*Optimize your Organization's Risk Management Practices*



## YOUR FACULTY

CONFIRMED PARTICIPANTS INCLUDE:



**Sue Lajoie**  
Office of the Privacy  
Commissioner of  
Canada



**Yat-Sing Cheng**  
BlueShift Advisory



**John McLennan**  
City of Hamilton



**Denley W. McIntosh**  
Ontario Ministry of  
Government &  
Consumer Services



**Shannon Devane**  
City of Vaughan

... and more



Professional Development

Benefits of attending:

- What an effective risk culture can do for you, and how to build one
- How data visualization can be used to improve the communication of your risks
- How you can derive value from risk using ERM
- Cutting edge strategies in the area of internal controls
- How to navigate third party risk while fully leveraging your partners' capabilities
- How to sidestep cyber victimhood organizationally, and how you can personally avoid creating vulnerabilities to emerging threats
- How you can translate top level risk strategy into operational directives
- Strategies for managing reputational risk before, during, and after an event
- How AI and Blockchain are being used in the field of risk

**Plus!** Examine the best practices for integrating internal controls into your risk management program

**REGISTER TODAY!**

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## DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 2, 2021

10:30 - 10:45 EST



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

**John Lark, Managing Principal, Coherent Advice Inc.**

10:45 - 11:45 EST



### **CRA's Application of Risk Management During Covid-19**

**Joshua Drake, Assistant Director, Audit, Evaluation, and Risk Branch, Canada Revenue Agency**

- Enterprise Risk Management (ERM) at the CRA
- ERM and the COVID-19 Pandemic at the CRA
- International Collaboration
- Security Waivers as a Case Study

11:45 - 12:45 EST



### **The Risk for Not Being an Anti-Racist Organization**

**Denley W. McIntosh, Change Management Lead, Ontario Ministry of Government & Consumer Services**

As the world continues to be in the throes of a global movement of anti-Black racism, many organizations are looking for ways to join in the fight for equality and justice. Although civic sentiment and social action is commendable, organizations may be underestimating the need to fight for equality and justice within the four walls of their offices and cubicles. Organizations that fail to act in clear, measurable ways to meet the moment will face an ever-increasing negative risk that has a potential, dire consequence for C-suite executives and their organizations

Government entities are not excluded from this call to action. If they overlook and/or ignore the issues within their spaces, they will likely face fallouts such as lower engagement scores, higher sick days and disability leave, increase grievance and human rights violation and poorer customer/citizen service to name several

This session addresses these potential risks for government organizations in detail and ways to avoid or mitigate their impact to their BIPOC staff and organization at large. Key foci will include the following:

- Discussing Racism within the Enterprise
- Defining Anti-Racism, Allyship and Inclusion
- Assessing Racism through Risk Analysis
- Discussing Key Impacts
- Discovering Key Corrective Actions

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12:45 - 13:30 EST      Break

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**DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 2, 2021**

13:30 - 14:15 EST



**Risk Management: Why It's Broken and How to Fix It**

***Leslie Siegman, Director, Monitoring & Compliance, Transport Canada***

- Common risk assessment methods and why they don't work
- Expert knowledge and its constraints
- What we know works
- Overcoming inter/intra organizational barriers
- Calibration testing

14:15 - 15:00 EST



**Enterprise Risk Management Is Not Actually About Risk**

***Yat-Sing Cheng, Chief Executive Officer, BlueShift Advisory***

- ERM is a one-stop framework to manage any organization
- Understanding one key concept to kick-start or evolve your ERM
- Misconceptions and fighting risk management legacies
- Critical building blocks for your inaugural implementation
- The importance of iteration in an ERM program

## DAY ONE PROGRAM AGENDA: TUESDAY, FEBRUARY 2, 2021

15:00 - 15:45 EST



### **Risky business: an ARTFUL approach to transforming risk culture**

**Julie Bastarache, Director General, Evaluation and Integrated Risk Management, Public Services and Procurement Canada, Government of Canada**

Organizations see their fair share of successes and failures – risk management being a key contributing factor to both successes and failures. PSPC is no exception. The challenging roll-out of the Phoenix pay system, the ongoing rehabilitation of Parliamentary Precinct buildings and the massive mobilisation of PPE and vaccines in response to the pandemic over the last year are just a few examples. To improve its odds of success, to help build its resilience to weather storms, and to provide decision-makers with valuable information, PSPC has been undertaking a review and modernization of its risk management approach and taking steps to transform its risk culture. This session will explore some of the key ARTFUL elements of this approach which is still very much a work-in-progress

- Accessible – Adopting a philosophy that risk management is everyone’s responsibility, we aim to keep it simple to use and relatable to everyone
- Relevant – Adapting and evolving are the name of the game, we travel towards our future by looking forward
- Tailored – Ensuring that the diversity and complexity of the department’s business lines see themselves in the approach and can adapt it to their specific and evolving needs
- Fun – Not taking ourselves too seriously is at the foundation of our outreach strategy so we aim to make tools memorable, engaging and interactive
- User-centric – Informing our strategy and our tools by what our users need is at the heart of our approach where users are in the driver’s seat
- Learning-based – Creating safe spaces where everyone is a teacher and a learner so that there is no such thing as failure, only opportunities to learn

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15:45 - 16:00 EST      Break

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16:00 - 16:45 EST



### **Risk Management's Role During Crisis and Beyond**

**Shannon Devane, Manager, Risk Management and Registration Services, City of Vaughan**

- Your Risk Team and their Function: How to leverage your risk team
- Risk during a Crisis
- Emergency Operation Centres, Communication and Risk
- Risk Management and Re-Opening

16:45 EST



### **Closing Remarks from the Chair**

**John Lark, Managing Principal, Coherent Advice Inc.**

## DAY TWO PROGRAM AGENDA: WEDNESDAY, FEBRUARY 3, 2021

10:30 - 10:45 EST



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

**John Lark, Managing Principal, Coherent Advice Inc.**

10:45 - 11:45 EST



### **Avoiding Becoming the Next Privacy Breach Headline**

**Sue Lajoie, Executive Director, Compliance, Intake and Resolution Directorate, Office of the Privacy Commissioner of Canada**

- Mandatory reporting of privacy breaches became mandatory under federal private sector privacy law in 2018
- For federal public sector, mandatory breach reporting has been in place since 2014 via a Treasury Board policy instrument
- The presentation will highlight some observations from the Office of the Privacy Commissioner with respect to privacy breach reporting, some trends, and best practices

11:45 - 12:45 EST



### **De-Risking Innovation**

**David Weiss, President & CEO, Weiss International Ltd**

In our fast-paced public sector environment, adaptable organizations have a strong capability to respond to complex issues in innovative ways. However, some organizational efforts fail largely because leaders and managers do not manage the risks associated with innovation. This session examines how to de-risk innovation. It focuses on what is the innovation gap and its root causes, how to mitigate risks of proposed innovative solutions, and what are some traps to avoid that make innovation riskier.

- What is the innovation gap and its root causes?
- How to mitigate risks of proposed innovative solutions?
- What are some of the traps to avoid that make innovation riskier?

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12:45 - 13:30 EST      Break

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13:30 - 14:15 EST



### **Objective Based Risk Assessments - Integrating the “WHY”**

**Sam Stephens, Senior Manager, Security Operations, City of Vancouver**

- Using the development of the City of Vancouver security risk assessment process as a case study, this presentation will provide an overview of an approach to provide value by connecting stakeholders with the “Why”
- By providing more accessible language and approaches as a way forward, this presentation will demonstrate how concepts such as risk appetite are critical to success, but vastly underutilized
- Will provide attendees with insights and mechanisms for comparing risk categories across diverse and complex portfolios

**DAY TWO PROGRAM AGENDA: WEDNESDAY, FEBRUARY 3, 2021**

14:15 - 15:00 EST



**Getting Risks Ready for Management: How to Take the Fear Out of Raising a Risk**  
**Karen Zarrouki, Manager, Internal Audit Sector, Office of the Comptroller General, Treasury Board of Canada Secretariat**

- What decision-makers/the Board/ministers are looking for
- Pitfalls of the risk analysis
- Translating risks into risk statements that make sense to management
- Practical examples

15:00 - 15:45 EST



**Risk Revisited**  
**Marc Belanger, Manager, Practice Management Unit, Office of Audit and Evaluation, Agriculture and Agri-Food Canada**

- Risk: Back to Basics
- Risk In Today's Environment
- Dealing with Risk
- Future of Risk

15:45 - 16:00 EST



**The Role of Risk Management in Emergency Operations**  
**John McLennan, Manager, Risk Management Services, City of Hamilton**

- Evolution of risk management in emergency operations
- Differences between emergency and regular risk management functions
- Standard emergency response goals
- Risk managing social media
- Value added risk management

16:00 EST



**Closing Remarks from the Chair**  
**John Lark, Managing Principal, Coherent Advice Inc.**

# Public Sector Risk Management

February 2 - 3, 2021 • Virtual Conference

## 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 22
Course for Groups of 3 +	\$ 2,199 each	\$ 1,799 each
Course for Groups of 2	\$ 2,299 each	\$ 1,899 each
Course for 1 Registrant	\$ 2,399	\$ 1,999

\* Groups must register together at the same time to be eligible for group savings.



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#### VIRTUAL CONFERENCE:

*Public Sector Risk Management* 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:

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at *Public Sector Risk Management*. A limited number of sponsorship options are available.

Contact our sponsorship department by telephone at 416.507.4202, or by email at [sponsorship@infonex.com](mailto:sponsorship@infonex.com).

#### 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](mailto:register@infonex.com) or fax to 1.800.558.6520 **no later than January 19, 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 19, 2021**, will not be eligible to receive any credits and are liable for the entire registration fee.

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