



Public Sector Innovation Show **British Columbia**

Harnessing the Power of Innovation to
Deliver Better Government Services



Tuesday, December 6, 2022
Victoria | 8am PT



Agenda at a glance

The B.C. government presented the Province's 2022 budget and updated StrongerBC Economic Plan. Both the budget and the economic plan promises to take bold actions to build a B.C. economy that is sustainable, innovative and inclusive – with mission-oriented goals set around solving urgent issues related to people, planet and prosperity. To achieve this, the B.C. government is focused on growing technology and innovation in the Province; innovation is not just about implementing technology. Public sector organizations are now actively collaborating with an array of external organizations and industry partners to gather feedback about digital solutions to create more robust and user-friendly public services. The government is also investing in the rapid upskilling and reskilling of talent that can fill the anticipated one million job vacancies forecasted over the next decade.

Public Sector Innovation Show – B.C., is a one-day, in-person event designed to help you navigate the future digital landscape to benchmark best practices, leverage emerging technologies and harness the latest innovations to deliver life-changing outcomes for your citizens. This event will examine strategies by putting people first and building a stronger B.C. for everyone.



What's New in 2022



20 speakers from across the Victoria region



Two dedicated conference tracks



Five keynotes, **four** interactive panel discussions, **one** fireside chat



An exhibition that showcases emerging technologies that drive operational efficiencies, solve challenges and deliver better digital experiences



One big event to connect in-person with fellow innovators

Who You'll Meet

- Digital, Innovation and IT
- Corporate Services
- Citizen Engagement and Experience (CX)
- User Experience (UX)
- Service Design and Delivery
- Workforce, Learning and Development, and HR
- Strategic Planning and Operations
- Data and Analytics
- Artificial Intelligence and Machine Learning
- Information, Security and Enterprise Architecture
- Information Management

Benefits of Attending

-  Hear about the shared vision for public sector innovation and how to leverage cross-agency collaboration to drive expected outcomes
-  Explore the emerging technologies enabling faster, stronger, safer and more efficient operations across the public sector in the British Columbia region
-  Hear how innovative digital strategies and processes are transforming government services to deliver positive outcomes to all citizens
-  Learn how inclusion and diversification are reshaping the workplace
-  Explore ways to create an autonomous and trusting environment to promote innovative thinking within your organization
-  Develop and implement robust cyber solutions to safeguard your data and digital transformation



Your Inspiring Speakers



HONOURABLE LISA BEARE
Minister of Citizens' Services
Government of British Columbia



CJ RITCHIE
Associate Deputy Minister and Government CIO
Ministry of Citizens' Services



SUSAN STANFORD
Assistant Deputy Minister Connectivity
Ministry of Citizens' Services



ADAM FOURNIER
Director Solution Engineering
VMware Tanzu



MARK MILOTAY
Chief Information Officer
Office of the Representative for Children and Youth



INES PICCININO
Executive Vice President, People, Strategy & Transformation
Oil and Gas Commission



JEFF GROOT
ADM Digital Experience Division
Ministry of Citizens' Services



JEREMY HIGGS
Executive Director, Education Analytics Office, Governance and Analytics Division
Ministry of Education and Child Care



ELEANOR LIDDY
ADM CIO
Ministry of Education and Child Care



REG BAWA
ADM Policy, Programs & Partnerships
Ministry of Transport and Infrastructure



TIM LESIUK
ADM Investment and Innovation Division
Ministry of Jobs, Economic Recovery and Innovation



SHEILA ROBINSON
ADM ServiceBC
Ministry of Citizens' Services



DANIEL DARCHÉ
Executive Director, Technology Modernization and Strategic Projects
Ministry of Attorney General



JOHN JORDAN
Executive Director, BC Digital Trust Service
Ministry of Citizens' Services



IAN BUSBY
Chief Data Officer
BC Public Service Agency



JUDY SIN
Senior Consultant
MNP Digital



TARA FAGANELLO
ADM Local Government Division
Ministry of Municipal Affairs



HEATHER HOUSE
Executive Director, Strategic Human Resources and Communications Branch
Ministry of Social Development and Poverty Reduction



CHRISTINE VOGGENREITER
Executive Director, Integrated Analytics
Ministry of Health



ALEX MACLENNAN
Assistant Deputy Minister and Chief Technology Officer, Enterprise Services, Office of the Chief Information Officer
Ministry of Citizens' Services



CORRIE BARCLAY
BC Government and Public Sector Leader
PwC

Your Inspiring Speakers



CATHERINE CHERNOFF

Executive Director,
Strategic Design and
Delivery
**Ministry of Citizens'
Services**



YONGMEI CHEN

Executive Director,
Sector Priorities
**Ministry of Social
Development and
Poverty Reduction**



JODY ELSON

Executive Director,
Organizational
Capacity, Culture and
Communications
**Ministry of Citizens'
Services**



JEREMY MOSS

Executive Director,
Operations
**Ministry of Citizens'
Services**



KELSEY SINGBEIL

A/Executive Director,
Service Transformation
**Ministry of Environment
and Climate Change
Strategy**



PAM SMITH

Executive Director
**Digital Health Strategic
Initiatives**



MICHAEL SAMPSON

VP, Digital Customer
Success
Maximus



GENEVIEVE LAMBERT

Chief Digital Officer
**Ministry of Citizens'
Services**



RYAN FRASER

Vice President, Creator
Workflows and Design
Studio
ServiceNow



MARSHALL BERKIN

Vice-President - Public
Sales, West
TELUS



JOHN COUSENS

Managing Director,
Public Sector Canada
Google Cloud



STEVE WITT

Director, Public Sector
Nintex



PAUL ZIKOPOULOS

Vice President,
**IBM Technology
Sales - Skills Vitality &
Enablement**



ROB BARTON

Chief Technology
Officer
CISCO



BRAD TRUSWELL

Director, Road Safety
Systems Service Delivery
**Ministry of Public Safety
and Solicitor General**



DAVID JONES

Senior Director,
Engineering
Dynatrace Canada



JAIMIE PARK

Service Designer
Button



TODD WILSON

Chief Strategist
RedHat



DEBORA MONTEIRO

Senior Manager,
Incident Management,
Digital
MNP Digital



ADRIANA POVEDA

Executive Director,
Service Delivery
Service BC



CINDY MCMATH

Senior Director,
Capture & Business
Implementation
Maximus Canada



ANDY KRENZ

Director of Public Sector
Thought Exchange



KYLE EMPRINGHAM

Director of Partnerships,
Social Impact & Higher
Education
Thought Exchange



TED SMITH

Enterprise Account
Executive
RedHat



ADAM BURLEY

Senior Manager - IoT
Rogers



KEVIN CRAFT

Managing Director,
Operations
Accenture



PAUL PINKNEY

General Manager,
Canada Sales
RedHat



JEFF HAMILTON

Vice President, Sales &
Marketing
Button Inc.

8:00am PT Registration

9:00am PT Welcome from the Public Sector Network

9:10am PT **Welcome from the Chair**
John Cousens, Managing Director, Public Sector Canada, **Google Cloud**

9:30am PT **Ministerial Address:**
Building a Stronger B.C. for Everyone



- A Plan for Today, a Vision for Tomorrow builds on B.C.'s strength – its people
 - How does the Government plan to deliver above goals
- Honourable Lisa Beare**, Minister of Citizens' Services, **Government of British Columbia**

9:40am PT **Government Keynote:**
Digital in B.C.: Building on Insights



- What we learned when faced with a global pandemic
 - Using these lessons and our success stories to build our capacity for continuously improving digital service delivery
- CJ Ritchie**, Associate Deputy Minister and Government Chief Information Officer, **Government of British Columbia**

10:00am PT **Platinum Partner Session:**
Drive Innovation by Focusing on and Empowering People



How do you empower the people across an organization to drive their own rapid transformation and digitization initiatives, while still maintaining governance and control? Join us to see how organizations are solving their complex challenges to drive agility, transformation, and scale – while balancing with control and governance.

Ryan Fraser, Vice President, Creator Workflows and Design Studio, **ServiceNow**

10:20am PT **Panel Discussion:**
The Future of Work, Skills and Diversity in the Public Sector
Ines Piccinino, Executive Vice President, People, Strategy & Transformation, **Oil and Gas Commission**
Heather House, Executive Director, Strategic Human Resources and Communications Branch, **Ministry of Social Development and Poverty Reduction**
Brad Truswell, Director, Road Safety Systems Service Delivery, **Ministry of Public Safety and Solicitor General**
Simon Weng, Sr. Mobile Transformation Consultant, **Samsung**
Moderator: Kyle Empringham, Director of Partnerships, Social Impact & Higher Education, **Thought Exchange**

10:50am PT Refreshment Break and Networking

SPECIALIST TRACKS

Digital & CX Track

11:30am PT

Welcome from the Track Chair:**What Does Good CX Look Like?****Michael Sampson**, VP, Digital Customer Success, **Maximus**

11:50am PT

**Government Keynote:****Enhancing Online Experiences and Building Digitally Inclusive Services for BC**

- What are the top barriers for successful digital transformation?
- Top tips for working around the cultural barriers

Jeff Groot, ADM Digital Experience Division, **Ministry of Citizens' Services**

12:10pm PT

**Gold Partner Session:****Bringing Together Technology, People and Processes: Meeting Citizens Expectations Online**

- Digital Government Services VMware Survey: Results In View
- Enabling delivery of Government in the digital age for all Canadians by:
 - Leveraging emerging technologies to hyper-personalize the customer experience
 - Providing modernized and accessible tools to support service delivery

Adam Fournier, Director Solution Engineering, **VMware Tanzu**

Technology & Data Track

Welcome from the Track Chair:**The DevOps Pivot**

- What is DevOps' value and explore common pitfalls and traps that reduce DevOps' ROI to the enterprise
- Avoid dead-ends on your DevOps journey as we evolve from traditional IT shops to cloud native application delivery ninjas
- Walk through the risks and learn how to pivot towards success to achieve DevOps success

Todd Wilson, Chief Strategist, **RedHat****Panel Discussion:****Creating Connected Service Experiences**

- Working across organizational boundaries
- Understanding citizen journeys
- Case Study: BC vaccination card rollout

Pam Smith, Executive Director, **Digital Health Strategic Initiatives****Kelsey Singbeil**, A/Executive Director, Service Transformation, **Ministry of Environment and Climate Change Strategy****Adriana Poveda**, Executive Director, Service Delivery, **Service BC****Jeremy Moss**, Integrated Service Solutions, **Service BC****Genevieve Lambert**, Chief Digital Officer, **Ministry of Citizens' Services****Moderator: Todd Wilson**, Chief Strategist, **RedHat****Gold Partner Session:****Digital Fitness Initiatives for 2022: Modernize Forms Based Processes at Scale**

- Building a Digitally Fit Organization
- Forms and eSign Process Traps
- Real World examples of Forms Based Processes

Steve Witt, Director, Public Sector, **Nintex**

12:30pm PT  Government Keynote: Digital Trust and the New BC Wallet • How is the government combating identity theft, phishing and surveillance through a new layer of digital trust • Delivering trust for both individuals and businesses, and across the public and private sectors through digital services • Instilling a deep commitment to interoperability, open standards and protocols, and open source software John Jordan, Executive Director, BC Digital Trust Service, Ministry of Citizens' Services	Government Keynote: Cybersecurity Practices to Enable a Modern Public Service • Transition of Cloud and Hybrid work are creating new security challenges for organizations • How is the BC Government shifting its approach to address the challenges of the future? Alex MacLennan, Assistant Deputy Minister and Chief Technology Officer, Enterprise Services, Office of the Chief Information Officer, Ministry of Citizens' Services
12:50pm PT Interactive Session: Creating Digitally Inclusive Public Services Andy Krenz, Director of Public Sector, Thought Exchange	Gold Partner Session: Creating Digitally Inclusive Public Services Judy Sin, CISSP, CISA, Senior Consultant, MNP Digital Debora Monteiro, Senior Manager, Incident Management, Digital, MNP Digital
1:10pm PT  Panel Discussion: Empowering Citizen-Centric Digital Innovation Mark Milotay, Chief Information Officer, Office of the Representative for Children and Youth Eleanor Liddy, ADM CIO, Ministry of Education and ChildCare Daniel Darche, Executive Director, Technology Modernization and Strategic Projects, Ministry of Attorney General Marshall Berkin, Vice-president - Public Sales, West, Telus Moderator: Cindy McMath, Senior Director, Capture & Business Implementation, Maximus Canada	Panel Discussion: Advancing Data & Analytics Maturity in the BC Public Sector Jeremy Higgs, Executive Director, Education Analytics Office, Governance and Analytics Division, Ministry of Education and Child Care Ian Busby, Chief Data Officer, BC Public Service Agency Christine Voggenreiter, Executive Director, Integrated Analytics, Ministry of Health David Jones, Senior Director, Engineering, Dynatrace Canada Moderator: Paul Pinkney, General Manager, Canada Sales, RedHat
1:40pm PT Networking Lunch Break on the Exhibition Showfloor	
2:35pm PT Welcome Back from the Chair Andy Krenz, Director of Public Sector, Thought Exchange	
2:40pm PT  Ruby Partner Session: Achieving your sustainability goals through technology innovation Rob Barton, Chief Technology Officer, CISCO	
2:55pm PT  Government Keynote: Providing Better Connectivity Throughout BC • BC's plan to achieve universal connectivity for all rural and Indigenous communities • Connectivity investments as a cornerstone of digital equity • Shared accountability and partnership model central to funding program success Susan Stanford, Assistant Deputy Minister, Connectivity, Ministry of Citizens' Services	

3:15pm PT

Fireside Chat**Delivering Service Excellence to Our Public****Sheila Robinson**, Assistant Deputy Minister, Service BC, **Ministry of Citizens' Services****Moderator: Corrie Barclay**, BC Government and Public Sector Leader, **PwC**

3:35pm PT

Platinum Partner:**Putting Data to Work ... For the People****Paul Zikopoulos**, Vice President, IBM Technology Sales - Skills Vitality & Enablement, **IBM Canada**

3:55pm PT

Panel Discussion:**Growing Digital Capacity Within Public Service**

- The imperative for digital capacity
- Creating a culture that supports capacity-building
- Success stories and potential pitfalls

Catherine Chernoff, Executive Director, Strategic Design and Delivery, **Ministry of Citizens' Services****Yongmei Chen**, Executive Director, Sector Priorities, **Ministry of Social Development and Poverty Reduction****Jody Elson**, Executive Director, Organizational Capacity, Culture and Communications, **Ministry of Citizens' Services****Moderator: Kevin Craft**, Managing Director, Operations, **Accenture**

4:15pm PT

**Platinum Partner Session:****The Changing Face of Digital Collaboration, Working Together to Shape the Future of Cities****Adam Burley**, Senior Manager - IoT, **Rogers**

4:35pm PT

Panel Discussion:**Lessons Learned, and What's next for the Public Sector in B.C?****Reg Bawa**, ADM Policy, Programs & Partnerships, **Ministry of Transport and Infrastructure****Tim Lesiuk**, ADM Investment and Innovation Division, **Ministry of Jobs, Economic Recovery and Innovation****Tara Faganello**, ADM Local Government Division, **Ministry of Municipal Affairs****Jaimie Park**, Service Designer, **Button****Moderator: Jeff Hamilton**, Vice President, Sales & Marketing, **Button Inc.**

5:05pm PT

Closing Remarks & Key Takeaways**Andy Krenz**, Director of Public Sector, **Thought Exchange**

5:15pm PT

Closing Remarks from Public Sector Network

5:20pm PT

Networking Drinks**Accommodation Information**

A discounted room rate of \$189 has been arranged at the **Marriott Inner Harbour** for event attendees. For reservations, please call the hotel directly, +1-888-236-2427 and identify yourself as part of the **"PUBLIC SECTOR INNOVATION DEC 2022"** group rate or [click here](#) to book online and ensure group code: **PSIPSIW** has been applied. Rooms will be available on a first come first served basis.

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LEADS	Receive all opt-in leads, including delegate polling and profiling	Receive all opt-in leads (Track Only), including delegate polling and profiling	Receive all opt-in leads	Receive all opt-in leads (Track Only)	Receive opt-in leads (Track Only)	Scanned leads
TICKETS	4	3	3	2	2	2
EXHIBIT/ MEETING AREA	Furnished Attendee Lounge Premium space	Preferred Space	Preferred Space	Standard space	Standard space	Standard space
PRICE	\$40,000	\$25,000	\$20,000	\$15,000	\$10,000	\$5,000

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Sponsorship opportunities will only be available in line with Covid Safe guidelines.



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