

# General Conference Agenda

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The event takes place on EST time.

## Monday, November 6th

Morning sessions on November 6th

### Inspiring & Interacting Track

Main Stage: Aberdeen Pavilion

#### **9.00 AM - 9.35 AM: Channeling your inner salmon with Alistair Croll**

About this session:

Salmon live in the sea, but must travel hundreds of miles upstream to spawn. They're incredible jumpers, leaping tirelessly out of the water to climb rapids in the face of incredible hardship.

Like a river, the way a law turns into services and enforcement also flows downhill. Often, thousands of pages of internally inconsistent policies are simply thrown down the waterfall to those who must build them. When that's impossible, the bravest public servants must find a way to get back upstream, letting their superiors know that what's been agreed to is impractical, expensive, or simply impossible.

Nobody wants to be the salmon. But those closest to the end user—citizen, resident, or denizen—are the most likely to encounter issues. Unless we find a way for those ideas to swim back upstream, vaulting rapids and jumping waterfalls, nothing's going to change.

The link to join this session will be available the week before the event.

#### **9.35 AM - 10.00 AM: Are we making the most of digital to meet the challenges of our time? with Pooja Warier Hamilton and Robyn Scott**

About this session:

The best public sector digital organisations in the world understand that 'digital' is about more than tools and technology. They embrace a whole new ethos, a shift in their culture, methods and processes. That's what it takes to design and build digital solutions that transform how government works and deliver policies and services that meet people's needs.

At Apolitical, our community of 200,000 public servants from around the world share with us daily their on the ground experiences with this transformation. We're eager to share their stories, shedding light on the tangible changes and advancements within governmental structures. Join us as we delve deeper into how a digital perspective is redefining the essence of government.

The link to join this session will be available the week before the event.

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**10.00 AM - 10.25 AM: Tackling tech-debt for a cyber-resilient Canada with Kris Lovejoy and Alistair Croll**

About this session:

As organizations continue their digital transformations, they are challenged with tech debt. When legacy technologies linger, the complexity, support costs, and security risks increase, and systems become more vulnerable to cyber attacks. In this session, we'll explore the challenges posed by outdated technologies, share best practices and lessons learned working with governments around the world, and the importance for governments to address these issues head-on. Join us in building a cyber resilient Canada.

The link to join this session will be available the week before the event.

**10.25 AM - 10.50 AM: Do You Know What That Camera is Doing? Building Trust and Inclusion in Digital Urban Infrastructure with Jacqueline Lu**

About this session:

Digital technology is embedded into how our cities work. All around us, sensors are collecting data about the movement of people, objects and vehicles, and the environment. But how can people understand how that data is used to manage our shared spaces? Without transparency and legibility, it's hard to build public trust in the implementation of these technologies in our communities.

Communities across North America, Australia and France are taking steps to shift this paradigm through their use of Digital Trust for Places and Routines (DTPR), an open-source communication standard to increase transparency, legibility and accountability for digital technology in public places. By using DTPR to make the kind of data collection that's normally invisible more visible, these communities are creating new feedback pathways and building organizational capacity to deploy smart city technologies in a way that enables inclusion and participation so that trust can be fostered in their use.

This talk will provide the audience with some of the key successes and learnings from past and current implementations of DTPR, and an overview of what's planned to foster the growth of the open-source standard.

The link to join this session will be available the week before the event.

**10.50 AM - 11.15 AM: Revolution, not evolution, for federal public service delivery with Sean Boots**

About this session:

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Efforts to transform how the Canadian government delivers digital services have stalled; public service morale is at the lowest point in years. Meanwhile, public and media recognition of the importance of "state capacity" (can the government actually deliver programs and services?) is growing. What needs to change to close this gap?

In this talk, Sean will present thoughts on macro- and micro-level changes that could improve how the public service works, and in turn, improve how effectively it delivers public services. Incrementalism hasn't worked; big changes are needed. Much like the UK more than a decade ago, the Canadian public service needs "revolution, not evolution" to become an organization able to deliver services that meet people's needs. How to do that, in turn, in a way that brings public servants along and empowers them, instead of sidelining them, is the challenge in turn.

This talk will build on Sean's experience as a public servant working on technology efforts over the past 7 years, his care for fellow public servants, and his "chaotic good" alignment as a public servant. Bring on the revolution!

The link to join this session will be available the week before the event.

### **11.15 AM - 11.30 AM: Digital Transformation in the Government of Canada with The Honourable Anita Anand**

About this session:  
Details coming soon.

The link to join this session will be available the week before the event.

### **11.30 AM - 11.55 AM: Implementing Implementation with Jennifer Pahlka**

About this session:

Government has an implementation crisis. The idea that laws are passed, and magically turn into services everyone can access easily, is a fiction. There's a "murky middle" between policy and implementation, made worse by the ever-increasing complexity of legislation. And the public service is left to pick up the pieces. Ironically, the people who know best how to fix these problems are those closest to the frontlines, but are least likely to influence policy. Instead, they're told to do what they're told.

In Recoding America, Jennifer Pahlka offers an unprecedented glimpse into the inner workings of the public sector. Drawing from years in government and civic tech, she provides clear examples of heroism in the face of dysfunction, and a bold call for rethinking how governments can overcome the crisis. In this FWD50 keynote, she'll talk about implementing implementation itself. Join Jen and find out how digital changes both the crisis and how we can address it—and what implementers can do to push back against lawmakers and restore sanity to the public service.

The link to join this session will be available the week before the event.

### **11.55 AM - 12.00 PM: Transforming Service Delivery for Canadians with The Honourable Terry Beech**

#### About this session:

Find out what's in store for your afternoon.

The link to join this session will be available the week before the event.

Afternoon sessions on November 6th

## **Inspiring & Interacting Track**

Main Stage: Aberdeen Pavilion

### **1.15 PM - 2.15 PM: It comes down to teams with Daphnée Nostrome, Xiaopu Fung and Ebony Sager**

#### About this session:

One common mistake that digital transformation groups often make is relying on a single visible leader to carry it all and rally everybody to success. It puts undue pressure on them, and it isn't fair to the organization behind them carrying out all the other efforts. During this talk, you will learn how leadership involves leveraging your expertise, while navigating both tough and easy conversations, in order to drive lasting change.

The link to join this session will be available the week before the event.

### **2.30 PM - 3.30 PM: Open Science & Indigenous Knowledge: Challenges & Solutions with Sean Power, Marie-Ange Gravel, PhD and Delta Flood.**

#### About this session:

The Indigenous Centre for Cumulative Effects (ICCE) is facilitating discussions with the Athabasca Chipewyan First Nation, Chipewyan Prairie Dene First Nation, Fort McKay First Nation, Mikisew Cree First Nation, and the Open Science and Data Platform (OSDP) teams from Natural Resources Canada (NRCan) and Environment and Climate Change Canada (ECCC) to launch a pilot project that respectfully integrates Indigenous Knowledge (IK) and Indigenous owned data into the OSDP.

A panel discussion with pilot project participants will highlight the vital role of IK in comprehending industrial impacts on Indigenous communities, addressing responsible data sharing issues. This discussion will underscore the importance of honoring Indigenous

communities' rights and traditions while sharing knowledge appropriately (e.g., following OCAP principles) and integrating IK into decision-making. Valuable insights from pilot project co-leaders and a possible technical OSDP demonstration will be included. Mr. Sean Power, Executive Officer and Entrepreneur-In-Residence at ICCE, will moderate the panel.

The link to join this session will be available the week before the event.

#### **4.00 PM - 5.00 PM: Transforming Public Services with User Research: A Case Study of Five Transformative Projects from the USDR: Seattle Research Cohort with Stig Parfrey and Long Dinh**

##### About this session:

The talk will cover the Seattle By Design Cohort, a pilot program created by U.S. Digital Response (USDR) in collaboration with the City of Seattle Innovation & Performance team. The program connected a cohort of 20 volunteer experts with city staff from 5 different departments to answer specific research questions and make recommendations using best practices in user research.

The cohort had a significant impact, with staff learning about research, informing new programs, and making improvements to existing services based on user feedback.

Attendees will learn about the benefits of the cohort model for user research, including how it creates a community of practice and enables cities to share knowledge and resources. The talk is suitable for anyone interested in user research, particularly those interested in how user research can be used to improve public service delivery.

The link to join this session will be available the week before the event.

## **Skill Building Track**

Hopin Sessions - Online

#### **1.15 PM - 2.15 PM: How to use AI tools for your work in government with Chantal Smith, Jessica van Onselen.**

##### About this session:

Join this virtual workshop to learn about the fundamentals of AI and some ways you and your teams can use and prompt AI tools in your daily public service work to improve productivity and impact. We'll share valuable use cases, and give guidance on how to prompt and guide the tools to get the outcomes you need, for your work in government.

The link to join this session will be available the week before the event.

**2.45 PM - 3.45 PM: Policy delivery in the digital age: Lessons for leaders with Pooja Warier Hamilton, Neil Bouwer.**

About this session:

Join this workshop to learn from public sector luminaries from around the world who will share their experiences and insights about how policy delivery has evolved in the digital age. Gain the knowledge, skills and mindsets that policy and delivery leaders need to be effective in this environment.

The link to join this session will be available the week before the event.

## Innovating Track

### Industry Innovations Stage

**1.15 PM - 2.15 PM: Skilling for the Future Workforce Demand with Stefanie Couture and Denise Gomes**

About this session:

As leaders look to stay ahead of emerging trends like generative artificial intelligence (AI), they need a workforce that's ready to support their plans to reinvent the business. Join us as we discuss the evolution of the emerging tech skills required and how you can upskill your workforce in the public sector. We'll share how SSC used AI technology to upskill their staff on emerging technologies including cloud, RPA, cyber security, and data analytics.

**2.30 PM - 3.30 PM: Adapting to the new reality in the public sector with Richard Amos**

About this session:

Public sector institutions face distinctive challenges in delivering digital services. Funding pressures, political complexity, regulatory restrictions, and population scale and diversity challenge digital transformation efforts. COVID-19 has only added to the pressure, with increased demand for speed and resiliency to deliver critical services. In many cases, this requires rapid adaptation. Join us to learn more about relevant use cases for adapting to the new reality in the public sector.

This session is exclusively available in-person.

**4.00 PM - 5.00 PM: Navigating Government's Digital Odyssey for Citizen Services with Karen Hay**

About this session:

The core mission of government is to serve its people and ensure the well-being of citizens. In this era of rapidly evolving technology, public sector organizations are increasingly embracing

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innovative technology solutions to make informed choices and optimize program and service delivery.

Join Karen and other industry thought leaders to explore factors that drive citizen satisfaction in a digital-first reality, the influence that trust has on citizen sentiment and engagement, and key principles underlying successful government digital transformation initiatives– including person-centricity, composability, scalability, flexibility, agility, and data-driven decision making.

These core technology capabilities empower government agencies to adapt and customize their services to meet the unique needs of their clients effectively. Furthermore, technology's impact on government services is not limited to efficiency gains but extends to technology for good, creating positive societal outcomes. By leveraging technology, governments can better address societal challenges, protect vulnerable populations, and improve the lives of their constituents.

This session is exclusively available in-person.

## Learning & Doing Track

Workshop Stage - Horticulture Building

### **1.15 PM - 2.45 PM: Assessing Your Organization's Digital Maturity with Ryan Androsoff, Meghan Hellstern and John Houweling**

#### About this session:

In recent years more and more public sector organizations have been embracing the idea of “digital government”, including changing their practices and processes to include agile, user-centered, and open ways of working. There has been much progress since the early days of digital government, but assessing maturity as organizations adopt these modern digital practices has remained a stubborn challenge.

In this interactive workshop you will have the opportunity to learn about the work that Think Digital is undertaking to develop a made-in-Canada digital maturity assessment model tailor-made to fit the needs of the public sector. Think Digital CEO & Founder Ryan Androsoff, along with Trainer and Facilitator Meghan Hellstern, will be co-leading this session where they will share the beta version of their public sector digital maturity assessment model and provide a real-life case study from the Regional Municipality of York where they have been piloting this assessment model.

This interactive working session, facilitated by members of the Think Digital team, will also have you doing some hands-on work with this novel, multi-faceted framework for digital maturity. The goal will be understanding why evaluating digital maturity is important as well as equipping you with some concrete tools and frameworks to use in your own organization.



Who Should Attend: Anyone interested in better understanding how to evaluate and assess the progress and success of their organization's digital maturity efforts. Public sector leaders, particularly those with accountability for digital transformation, will find particular value in this workshop to support stronger strategy development when it comes to supporting and accelerating digital maturity within their teams and organizations.

This session is exclusively available in-person.

### **3.15 PM - 4.45 PM: Mission Sabotage: how not to create a user centered organization with Anna Hirschfeld**

#### About this session:

Your mission, should you choose to accept it, is to sabotage your organisation's plan to move to user-centred service delivery.

In this interactive session you will learn about how to create a user-centred organisation, and then applying lessons from the CIA's notorious Saboteurs Handbook we will explore how a government organisation might make the worst possible job of creating a user-centred approach to service delivery. You'll learn how to build an organisational and governance structure the wrong way, in plain sight - and therefore uncover the traps to look out for...

This session is exclusively available in-person.

## **Tuesday, November 7th**

Morning sessions on November 7th

### **Inspiring & Interacting Track**

Main Stage: Aberdeen Pavilion

### **9.00 AM - 9.25 AM: Why Societies Fail, and What To Do About It with Alistair Croll**

#### About this session:

As every society confronts issues stemming from growth (such as theft or taxation or defense) it creates new layers to deal with it (such as a judicial system, or revenue assessors, or armies) which further increase its costs—a pattern Joseph Tainter has tracked across several civilizations.

In *Collapse of Complex Societies*, Tainter says that societies collapse because of “diminishing returns on investments in social complexity.” In other words, the more complex something gets, the harder order is to maintain. There's a solution, however: Modularization. A set of standardized, well-maintained components—each owned and improved by a discrete

group—can reverse Tainter’s curse. Government built from shared infrastructure and re-usable components can scale, while reducing the complexity under whose weight they would otherwise be crushed.

The link to join this session will be available the week before the event.

### **9.25 AM - 9.50 AM: The Radical How with Tom Loosemore**

#### About this session:

Terry Beech has recently been appointed as Canada's first Minister For Citizens' Services, with a mission to put the needs of users ahead of the convenience of government. In this keynote, Tom will make the case that only a radical reinvention of how policy, delivery and operations work together will give the Minister what he has every right to demand.

The link to join this session will be available the week before the event.

### **9.50 AM - 10.15 AM: Generative AI: Fiction and reality with Aaron Reich and Alistair Croll**

#### About this session:

Governments want to work on what matters, and have a positive impact on the communities they serve. But delivering on that promise is complex, and often challenging. And while emerging technologies offer tantalizing promise, sometimes it's hard to distinguish fiction from reality.

Generative AI is no exception. In the last year, algorithms that can converse, reason, speculate, understand voice and images, generate art, and solve problems have gone from science fiction to a tap on our phones and a click on our screens.

But you're right to have questions: How does it work? How can it be incorporated into service delivery? What are the ethical and legal risks for early adopters?

Examples of how powerful AI can be are everywhere. Consider, for example, how Avanade partnered with SSE Renewables to create a wildlife tracking and modeling tool atop Microsoft AI and Azure (video here) that ensured wind farms wouldn't impact Puffin habitats.

With decades of experience navigating waves of new technology, Avanade CTO Aaron Reich has the background to guide us through the uncharted waters of AI. In this open conversation with FWD50 chair Alistair Croll, he'll bring modern AI to life with concrete examples, sharing lessons learned from his work with some of the largest public- and private-sector organizations in the world.

The link to join this session will be available the week before the event.

### **10.15 AM - 10.40 AM: From Fairytales to Agile: Unleashing Innovation in Government Procurement with Mirko Kleiner**

#### About this session:

Agility is about responding to change, managing risk and activating collective intelligence to deliver better results faster. While these sound great, they're seldom found in government procurement. Instead, we see multi-million dollar spending, never-ending timeframes, and a ton of unmitigated risks. Strategic sourcing often takes years to complete, and fails to deliver the expected value to citizens—a lose-lose situation for both buyer and supplier.

It doesn't have to be this way. In this talk by Agile Procurement Thought Leader Mirko Kleiner, learn how \$1 Billion in strategic sourcing for new trains can be shortened to just a few months! You'll hear how bureaucrazy and a culture of fear can be overcome—within existing rules and regulations—to unleash innovation in public procurement.

The link to join this session will be available the week before the event.

### **10.40 AM - 11.05 AM: Trust in government goes both ways with Martha Edwards**

#### About this session:

Governments operate from a place of mistrust. By default, we treat everyone we serve as if they are trying to defraud us, until they prove to us that they are “safe” by performing certain behaviours. Guilty until proven innocent. We make them jump through complicated hoops to access services that should be available to everyone. We are gatekeepers of so many things: They can't get the money until they do the forms. They can't access the information until they prove their identity. They can't have the tax credit until they show the receipts.

What if we defaulted to trusting people? Maybe governments need to show trust to gain trust, because trust goes both ways. We can't treat everyone like a fraudster and then be surprised when people turn against us.

As a long-time user researcher and service designer, Martha has learned a lot about people's perceptions of government and has some ideas on how we can move the dial on trust. It's not going to be easy or comfortable - it involves shifting power, taking risks and asking hard questions - but it could change everything.

The link to join this session will be available the week before the event.

### **11.05 AM - 11.30 AM: In conversation with VMWare with Alistair Croll**

#### About this session:

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Details coming soon.

The link to join this session will be available the week before the event.

### **11.30 AM - 11.55 AM: Canada's Digital Ambition: A conversation with Catherine Luelo and Alistair Croll**

#### About this session:

Delivering government in a digital age is using technology to bring people together – private and public sector – and working towards a common goal. The role of the Chief Information Officer (CIO) of Canada is to provide guidance and chart the course to deliver easy-to-use and accessible digital tools for Canadians that provide simplified access to services and programs. We are driving a systemic shift in culture across government that continues to look at evolution of policy and programs through the service lens with a digital-first mindset. In this session, CIO Catherine Luelo, shares insight on the Government of Canada Digital Ambition and discusses private-sector collaboration, talent, and analytics with FWD50 chair Alistair Croll.

The link to join this session will be available the week before the event.

### **11.55 AM - 12.00 PM: That's a wrap for the morning! with Alistair Croll**

#### About this session:

Find out what's in store for your afternoon.

The link to join this session will be available the week before the event.

Afternoon sessions on November 7th

## **Inspiring & Interacting Track**

Main Stage: Aberdeen Pavilion

### **1.15 PM - 2.15 PM: Public Digital Takeover: Digital service standards with Andrew Greenway, Amy Kirtay and Elizabeth Dussault**

#### About this session:

Digital service standards have become an increasingly popular tool for raising the bar of public service quality, in Canada and around the world. With careful stewardship, they can smooth the path to more effective ways of working at scale across large organisations.

This panel session will explore the experiences of provincial and national governments who have applied digital service standards, looking at the successes, pitfalls and what's been learned from around the world - as well as how digital standards might change in the years to come.

The link to join this session will be available the week before the event.

**2.30 PM - 3.30 PM: Regional Digital Government Summit Takeover with Skaidra Puodžiūnas, Angelica Quirarte, Gulsanna Mamediiieva, Tamara Srzentić, Fernanda Araiza Guzmán and Hillary Hartley**

About this session:

In 2019, the Regional Digital Government Summit (RDGS) was created to explore the unique challenges facing municipal, provincial and state-level public service delivery teams. In the past five years, RDGS has emerged as a space for global teams to come together and really explore the possible impacts of emerging technologies and how local government teams are rising to the occasion. At a time when digital service units are now a dime a dozen, and legislative frameworks surrounding emerging technology are more robust, many questions still remain: How are global communities building regional teams? Can seed funding at the regional level bring transformative change? What are the challenges regional governments are facing and what does the future look like?

To celebrate five years of RDGS, we're reflecting on what we've learned, introducing new perspectives and sharing the opportunities that lie ahead. Join leaders from Canada, US and beyond for what will be a thought-provoking hour in your FWD50 experience!

The link to join this session will be available the week before the event.

**4.00 PM - 5.00 PM: Beeck Center Takeover: Open Source Government Services: The Promise and The Realities with Aaron Snow, Nele Leosk, Sean Boots, Dorothy Eng, Andrew Greenway**

About this session:

Open source software is in our computers and our phones, in our cars and our airplanes — and, of course, in many government systems. But government systems using open source software and being open source software are two different things. Decades into the life of the open source software world, governments large and small still spend enormous sums of money on systems that are closed and proprietary. With all of the potential benefits of open source government services, why is it still this way?

In this session, we'll learn about the promise and potential of using open source to deliver government services, success stories from around the world, the obstacles here that have prevented more of government from moving in this direction, and what's really needed to overcome those obstacles.

The link to join this session will be available the week before the event.

## Skill Building Track

Hopin Sessions - Online

### **1.15 PM - 2.15 PM: How to improve the digital skills of your team with Pooja Warier Hamilton and Aura Cifuentes**

#### About this session:

The great digital divide is impacting all industries, but the public sector, in particular, is seeing a rapidly growing need to address this skills gap. Join this virtual workshop to learn how you and your team currently fare on digital and data skills and how to keep developing teams digitally for work in government. We'll explore how digital know-how can be developed continually and how to assess skills in this area against evolving needs.

The link to join this session will be available the week before the event.

### **2.45 PM - 3.45 PM: The steps to building a strong digital culture in your teams with Jessica van Onselen**

#### About this session:

'Digital' isn't IT. And 'data' isn't maths. They're much bigger than that. They're questions of culture - like: Do we use the best information to make decisions? And do we use up-to-date tools to improve life for the people we serve? Join this virtual workshop to learn how to encourage the adoption of digital-first mindsets and how embracing digital skills can push the frontier of what's possible for your team.

The link to join this session will be available the week before the event.

## Innovating Track

Industry Innovations Stage

### **1.15 PM - 2.15 PM: Innovation Breakthroughs: How Public and Private Sector Can Work Together to Build AI-driven Growth and Value with Jorge Lopez**

#### About this session:

The past decade has seen the rise of public and private sector work that results in creating new industries, industrializing digital business, and improving government services. Many of these qualify as breakthrough events as technologies and strategies such as Artificial Intelligence and Digital Business drive 'cascading opportunities.'

This session will explore examples and deliver actionable insights on how Canadian Public Sector organizations can accelerate growth through policy, education, and technology.

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This session is exclusively available in-person.

### **2.30 PM - 3.30 PM: The Citizen Experience at the Centre of Sustainable Digital Transformation with Victoria Thibeau**

#### About this session:

We will explore the important relationship between sustainability, digital transformation, and the citizen.

Each connection with citizens, when accessing government services, is an opportunity to create trust in government in an inclusive and sustainable way. By focusing efforts on enhancing the citizen experience, the path to transformation becomes clear.

This session is exclusively available in-person.

### **4.00 PM - 5.00 PM: The Story of Herman Hollerith: Why we need a new (old) paradigm for procurement & partnership with Government with Alec McCauley**

#### About this session:

In today's rapidly evolving world, this session sheds light on the need to re-think on how solutions are designed and procured, and how this shift in approach can fuel innovation.

Drawing from Hollerith's historical journey, we will uncover thought-provoking parallels to contemporary challenges, discussing how a vendor ecosystem can innovate and be procured by the government.

This session is exclusively available in-person.

## **Learning & Doing Track**

Workshop Stage - Horticulture Building

### **1.15 PM - 2.45 PM: Practices and tools to attract, retain, and develop digital talent with Dorothy Eng, Dea De Jarisco, Blair Neufeld, Isa David and Kimberley Hutchinson**

#### About this session:

Building off "the Canadian retrospective: what's working (and what's not) to attract, retain and develop digital talent", this interactive workshop will explore "what's working", like tried and true practices and tools for you to build digital talent in your organization.

Your hosts will unpack some of their most frequently asked questions when it comes to building digital talent. They'll cover how-to:

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- Find recruitment programs and tools best suited for your needs
- Assess candidates in respectful, inclusive, and meaningful ways
- Onboard digital talent to explore foundational digital skills, like continuous improvement and data stewardship
- Develop digital talent to gain in-depth, technical digital skills on the job
- Empower your team by instilling a culture of organizational agility

Leaving the session, you will have guidance that you can use right away that will help you invest in digital talent.

This session is exclusively available in-person.

### **3.15 PM - 4.45 PM: Discovering Government Data & Integrating AI into Research, Policy-making, & Deliberation with Jamie Joyce and Andrea Mills**

#### About this session:

Some of the most substantial, well-funded, and longitudinal data is produced by government agencies. However, critical government information is often difficult to make maximal use of. This workshop includes a discussion about how the Internet Archive Canada and Internet Archive (U.S.) are working to make government information more accessible, followed by a workshop on how AI systems - both presently and in the near future - can potentiate transformative research, help model and inform societal-scale deliberations, and help bring policy-making into the 21st century.

This session is exclusively available in-person.

## **Wednesday, November 8th**

Morning sessions on November 8th

### **Inspiring & Interacting Track**

Main Stage: Aberdeen Pavilion

### **10.00 AM - 10.15 AM: Welcome back! with Alistair Croll**

#### About this session:

Join host Alistair Croll as we kick off the third and final day of FWD50!

The link to join this session will be available the week before the event.



**10.15 AM - 10.40 AM: Reframing choices for widespread public adoption with Nele Leosk**

About this session:

Details coming soon.

The link to join this session will be available the week before the event.

**10.40 AM - 11.05 AM: AI, government, and the path to an augmented public sector with John Cousens and Alistair Croll**

About this session:

In this fireside chat, Google's John Cousens talks about the remarkable advances that generative AI has made in recent months. Google created many of the machine learning and data science foundations on which AI is built. This vantage point gives John a unique perspective on the many ways AI is being tried and deployed within enterprises, and which of these cases might apply to government. This conversation with FWD50 chair Alistair Croll will touch on experimentation, and the first steps both leaders and frontline workers can take to prepare themselves for one of the most important changes in a generation.

The link to join this session will be available the week before the event.

**11.05 AM - 11.30 AM: Designing my grief with Riley Ohler M.Ed**

About this session:

The grief process is a lifelong journey. Something we will all experience as we walk alongside the amazing people in our lives. Reflecting on the grief journey Riley experienced when losing his son Colin suddenly in 2018, he found that he grounded his grief in the design methodologies he had spent his life developing. This presentation grounds our work as designers and technology experts in empathy, and authenticity. How do we bring that empathy to the teams we work with every day? How do we bring empathy to our work, even when we are expected to deliver in an environment that expects fast paced development? Riley's stories will connect his work in government to the grief that is part of his everyday life.

The link to join this session will be available the week before the event.

**11.30 AM - 11.55 PM: Canada's Digital Journey (Yes, we're sorry) with Honey Dacanay**

About this session:

For more than a decade now, digital government teams have been forming all over Canada, enthusiastically adopting philosophies and practices from the UK, Australia and the United

States. Each team had a mandate to challenge the status quo and had high hopes for changing how government works.

Recently, though, it feels as though various organizations' immune systems have fought back (and won). Many digital service teams have been assimilated into larger departments, and those that haven't been assimilated continue to fight for sustainable investment.

Has the "lift and shift" strategy from other governments failed? Maybe. Is it the end of the digital government movement in Canada? Of course not. Honey is going to reflect on the movement's past, present and potential futures - along with what it means to get there, the Canadian way.

The link to join this session will be available the week before the event.

### **11.55 AM - 12.00 PM: That's a wrap for the morning! with Alistair Croll**

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Afternoon sessions on November 8th

## **Inspiring & Interacting Track**

Main Stage: Aberdeen Pavilion

### **1.15 PM - 1.45 PM: Humans to heroes with Rim Khazall PhD., Uchenna Moka-Solana, Sean Boots**

#### About this session:

Public servants are unsung heroes. Working to improve people's lives and change things for the better, all while navigating complicated political environments and the constraints and barriers of their own organizations. This panel builds on Brian Whittaker's Humans of Public Service and Sean Boots' Public Service Heroes series, and features public servants from the United States and Canada who fearlessly represent the best of what we strive for as public servants. Join us to hear how they've made an impact in their public service work, and how we can change our organizations for the better.

The link to join this session will be available the week before the event.

### **1.45 PM - 2.15 PM: Getting there from here: Innovation, talent, and delivering on service promises with Benjamin Bergen and Teresa D'Andrea**

#### About this session:

Everyone's excited for what digital can be. But the reality is that many modernization initiatives stall because they lack a clear definition, or are so delayed that they're obsolete before they're released. Big committees, mired in processes and procedure, often fail to accomplish what a small team can. And in the eternal dance between public and private sector, government is often unable to put the latest technologies to work because of legacy systems and monolithic technologies.

Let's face it: Some problems, like government payroll, become so toxic that nobody wants to touch them. But someone must, and it'll take a new approach.

Teresa D'Andrea has devoted her career to transformation across some of the largest elements of the Canadian government, from service delivery to transportation to tech policy; she's now the Chief Transformation Officer for Public Services and Procurement Canada, where she's part of a small team working to fix government payroll once and for all. She's also no stranger to the private sector, having worked at Nortel and Imperial Oil. Benjamin Bergen, meanwhile, served in parliament before becoming the executive director of the Canadian Council of Innovators, a business council comprised of CEOs from some of Canada's fastest-growing companies.

We can't think of a better pair to speak frankly about innovation, fixing hard problems, and striking the right balance between public-sector resiliency and the fast-paced change of high-growth tech companies. Join Teresa and Benjamin for an unscripted, honest discussion about how we get there from here.

The link to join this session will be available the week before the event.

### **2.45 PM - 3.15 PM: Effortless Customer Experience by Design: Abu Dhabi Government Case Study with His Excellency Saeed Al Mulla and Dr. Wafa Snaine**

#### About this session:

Introducing the Abu Dhabi Program for Effortless Customer Experience as a pioneering initiative in the holistic implementation of CX practices; with a pertinent focus on the newly emerging concept of effortlessness in service delivery. In a coordinated approach based on 5 strategic pillars, the program aims to transform service delivery across all 67 entities in the Emirate, in a vision to become the world's most effortless government. The session will delineate the origin, implementation, and results of this endeavour so far.

The link to join this session will be available the week before the event.

### **3.15 PM - 3.45 PM: Watching the watchers with Lucas Cherkewski and Vanessa Thomas**

#### About this session:

The national security and intelligence ecosystem is often absent from discussions of digital government – with, in some cases, good reason. What does digital transformation look like inside of Canada's national security and intelligence ecosystem? What roles do regulators and review bodies play in the activities and undertakings of our national security and intelligence agencies? How do tensions in digital transformation surface in this space and how can we better navigate them?

In this talk, two Government of Canada employees working in the intelligence review community share some of their experiences and observations from the past year.

The link to join this session will be available the week before the event.

### **4.15 PM - 4.45 PM: Humans in the room: how to build tech that won't kill us with Dr. Alexis Wichowski**

#### About this session:

In this talk, Alexis Wichowski, former Deputy Chief Technology Officer for New York City and long-serving public servant, professor, and author of the 2020 book *The Information Trade: How Big Tech Conquers Countries, Challenges Our Rights and Transforms Our World* (HarperCollins), asks why we continue to build tech that harms us and explores ways to course correct and design more humane tech that serves the whole human experience.

She will share research and historical data on how early technologists' focus on augmenting cognition created products and services that inadvertently undermined our experience as physical beings and how this poses an existential crisis for our species. From this foundation, she offers concrete steps that technologists, policymakers, investors and everyday users can take to cut back on tech that diminishes us and advance new tech that connects us: with ourselves and with each other, in both virtual and IRL rooms, restoring tech's intended role to serve and support our better selves.

The link to join this session will be available the week before the event.

### **4.45 PM - 5.00 PM: That's a wrap! with Alistair Croll**

#### About this session:

We did it, 3 jam-packed days! Thank you so much for joining us! Don't forget, we want to hear from you, so please make sure you fill out the survey that's coming your way!

The link to join this session will be available the week before the event.

## Skill Building Track

Hopin Sessions - Online

### **1.15 PM - 2.45 PM: Designing for Resilience: Adapting to the needs of the public sector in the age of AI with Ramy Nassar**

#### About this session:

In an era marked by unprecedented technological advancements and the rapid integration of AI into our daily lives, the public sector faces unique challenges and opportunities. This interactive program explores how strategic foresight can unlock the potential of AI to create more robust and resilient platforms that serve the public good.

This engaging and interactive session is designed to empower public sector professionals, policymakers, and leaders with the knowledge and tools needed to navigate the complexities of the communities they serve while leveraging AI to accelerate outcomes. Through a combination of insightful discussions, practical exercises, and case studies, participants will embark on a journey to:

- Anticipate Future Trends: Gain a deep understanding of the AI landscape and its potential impact on the public sector, enabling you to foresee emerging challenges and opportunities.
- Enhance Decision-Making: Learn how to make informed decisions in the face of uncertainty, leveraging strategic foresight to adapt and thrive.
- Cultivate Resilience: Explore innovative approaches to building resilience in your initiatives, ensuring they can withstand the pace of change of emerging technology.

This workshop will leave participants equipped with some of the insights and strategies needed to steer their organization confidently into the future.

The link to join this session will be available the week before the event.

## Innovating Track

Industry Innovations Stage

### **1.15 PM - 2.15 PM: Unlocking the Power of AI in Modern Data Platforms for a Trustworthy Conversational Data Experience with Nitin Vengurlekar**

#### About this session:

In this session, we aim to demonstrate how government can accelerate the Mean Time to Analysis and Decision (MTTA/MTTD) in the context of digital transformation. A central theme of our discussion will revolve around enabling organizations to offer 'Secure Access to Trustworthy Data on Demand,' thus fostering active engagement in the Conversational Data Experience.

We will delve into how enterprises can infuse purpose into their modernization efforts, harnessing the potential of Cloud architectures, low-code/no-code solutions, and ethical AI principles. Furthermore, we will weave these elements together, shedding light on how the integration of digital assistants and advanced analytics tools can elevate the data experience. These additions will incorporate embedded AI/ML technologies, delivering ready-made capabilities such as Conversational AI, Natural Language Query (NLQ), Natural Language Generation (NLG), while driving comprehensive prescriptive, descriptive, and narrative analytics.

This session is exclusively available in-person.

### **2.45 PM - 3.45 PM: Creating an insights driven operating model to embed empathy in government with Phillip Bland**

#### About this session:

As the government matures in digital capability, its approaches to feedback and insights have to mature with it. Real time listening is only one part of how successful government agencies build trust. Acting quickly and creating agile approaches to design empower government frontlines in more innovative ways

Phillip Bland, Global Government Advisor at Qualtrics, will be sharing examples from global government agencies leading the way in listening at scale. You'll learn the latest insights, ideas and practical tools you can use to drive empathy-at-scale and how to deliver value to multiple departments when working across divisions and teams.

This session is exclusively available in-person.

## **Learning & Doing Track**

Workshop Stage - Horticulture Building

### **1.15 PM - 2.15 PM: How to Hack a Bureaucracy with Dorothy Eng and Melissa Tullio**

#### About this session:

At Code for Canada, we know a thing or two about hacking into an established bureaucracy to work with/around obstacles, create the changes we hope to see in our governments, while building champions, not enemies, along the way. We've worked with government teams at every level to examine their existing work structure and find ways to streamline and fast-track ongoing digital projects that deliver value with limited resources.

Join our Executive Director Dorothy Eng and UX Designer Melissa Tullio as they break down their top tips for leaders looking to transform an established workplace.

This session is exclusively available in-person.

**2.45 PM - 3.45 PM: Mentor Meetups: Convo codes with Matt Jukes, Angelica Quirarte, Dr. Liz Christie, Wyatt Tessari L'Allié, Honey Dacanay, James Duncan, Andee Pitman, Skaidra Puodžiūnas, Katy Lalonde, Kent Aitken, Martha Edwards, Anthony Pitfield, Anna Wong, Christine Lau and Daphnée Nostrome**

About this session:

We've got questions; you've got answers! In this session, you'll tackle some of digital transformation's toughest challenges at a table of your peers, led by expert mentors. Scan the QR code at your table to get prompts on themes within the subject of the table you're at!

Join us for conversations on:

Hiring and retention  
Planning and project management  
Building trust  
Analytics and reporting  
Generative AI and the Public Sector  
Hacking bureaucracy  
Creating a culture of change  
Governance and regulation

This session is exclusively available in-person.