

PD Summit 2017 Program



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Keynote: Jim Harris - Disruptive Innovation: How IT is Fundamental Enabling Change in Corporations & Society

Information technology is enabling a revolution. Mobile page views now exceed desktop views globally. Computing has shifted from PC centric computing to mobile. Smartphones now are 50% of global digital consumer spending. Windows is no longer the dominant OS worldwide, it's Android.

So embracing a mobile first strategy is essential for IT organizations. But mobile first is so 2016. Google has now shifted its focus to AI first. Artificial intelligence will have a profound impact on IT, organizations and society going forward.

This fascinating, fun, dynamic rapid fire presentation will be entertaining and provocative.

Lunch Keynote Speaker: Jim Harris - Blockchain, IoT & Big Data Will Revolutionize Products, Services & Business Models

The most talked about technology at the 2018 World Economic Forum was blockchain. While it's definitely over hyped as there are relatively few implementations (other than crypto currencies) the long term impact will be profound. Profound in the same way that discussing the web in 1993 with the advent of Mosaic and then Netscape was said to be hyped – and yet today we see the transformational impact of the web 16 years later.

There are so many new technologies that are driving change. The Industrial Internet of Things (IIoT) for instance: Trenitalia is installing 1,000 IoT sensors on its new high speed train that enable predictive maintenance – repairing parts BEFORE they break down. It's saving 8% of the €1.4 billion annual maintenance budget, while simultaneously increasing reliability, uptime, customer satisfaction and profitability.

We are at the start of the artificial intelligence (AI) revolution. The impacts on IT organizations, companies and society as a whole is profound.

A staggering 88% of CEOs say that innovation is important to growing their top line and increasing profitability, according to a study by Leger Marketing in conjunction with The Globe and Mail. But only 33% of CEOs are happy with the current results they are achieving. Jim's future trends presentations focus on how to drive growth and profitability.

Jim's clients include the Association of Research Libraries, Barclays Bank, Certified Management Accountants, Cleantech, Columbia Tristar Pictures, Deloitte & Touche, Glaxo Wellcome, IABC, IDG, IBM, IEEE, International Council of Shopping Centers, Johnson & Johnson, MasterCard, Munich Re, NEC, Novartis, Soc. of Professional Engineers, the UK Cabinet Office, the World Future Society and Zurich Insurance. He has worked extensively with the health care sector, government, financial services, retailers, and professional services firms.

His last book, *Blindsided!* was published in 80 countries worldwide. *Blindsided!*, a #1 international bestseller, hit the top spot on the Financial Times of London's European Edition of Best Business Books. It has been named one of the best business books of the year as it examines why companies and whole industries are being blindsided; How can decision makers identify early warning signs? How can leaders put in place systems and structures that will prevent their organizations from being blindsided? And then knowing all this, how can you blindside your competition?

Jim's second book, *The Learning Paradox*, was nominated for the National Business Book Award, and has appeared on numerous bestseller lists. *Books for Business* ranked it as one of the top 10 business books in North America. Jim co-authored the national bestseller *The 100 Best Companies to Work for in Canada* – selling 50,000 copies.

As a management consultant, Jim works with leading businesses, Fortune 500 companies, and organizations aspiring to join these ranks. For several years he represented the Covey Leadership Center in Canada, teaching Dr. Stephen Covey's work, *The Seven Habits of Highly Effective People*.

Jim is a catalyst for conversation and change. He excels at leading people to new ways of thinking - making productive, profitable change possible. His sessions are highly informative, thought-provoking, interactive, and even lots of fun!



Jim Harris is a one of North America's foremost management consultants, authors and thinkers on disruptive innovation, leadership, innovation, organizational change, future trends and mitigating risk. Association magazine ranked him as one of the nation's top ten speakers. As a management consultant, Jim speaks internationally and conducts strategic planning sessions with executive teams, focusing on the most pressing issues including: Future Trends & Disruptive Innovation, Collaborative Leadership, Stakeholder Engagement, Innovation & Creativity, Leading Organizational Change, Creating Learning Organization as well as Big Data & CRM. He also offers workshops on Strategic planning amid complexity, Disruptive Innovation and Creating a Common Mission/Vision.

Session 1

Management and Leadership Track 1

Jean-Claude Beaudry

Service Management for the digital age with DevOps and SIAM

Management and Leadership Track 2

Bill Carroll

Start Up, or Reset, Information Management In A Large Organization

Management and Leadership Track 3

Ian Ghent

Apache Spark: The new Language of Analytics

Innovation and Technology Track 1

John Robertson

Starting an ICT Startup in Nova Scotia

Innovation and Technology Track 2

Chris Fullerton

The Cloud In 2018, with a focus on AWS cloud

Jean-Claude Beaudry (Qualiti7) - Service Management for the digital age with DevOps and SIAM

Presentation Synopsis: One of the key challenge for service delivery organizations is to organize its resources, activities, technology and service controls to ensure optimal value for its clients and business units.

During the session, Jean-Claude will present how emerging service management practices, such as DevOps, Agile, Lean, SIAM and RESILIA come to complement more traditional but still relevant frameworks like ITIL, PMBoK or PRINCE2.

Come and see how agile organizations can leverage multiple good practices to deliver optimal service value, improve user experience and increase IT staff morale.



Speaker's Bio: After 7 years of helping Service Management organization optimizing their effectiveness, Jean-Claude Beaudry, founded Qualiti7 in 2005, a company dedicated in building and growing Service Management expertise and help companies improve their service delivery capabilities and deliver the highest level of service quality to their clients.

He was one of the first one in North America to obtain the ITIL Expert® certification and over recent years integrated his expertise with additional practices needed to support companies' service delivery in the digital age, such as DevOps, Service Integration, Resilia, among others.

One of the lead trainers in the field of Service Management he also helps organizations adapt and adopt Service Management practices that will allow them to meet their client's need.

As a volunteer, Jean-Claude has been involved with PD Summit and itSMF (IT Service Management Forum) since 2012, when he moved to the Nova Scotia.

John Robertson - Starting an ICT Startup in Nova Scotia

Presentation Synopsis: This session is about the challenges and solutions of building an ICT startup in Nova Scotia.

John is the founder of HomeEXCEPT a Nova Scotia award winning technology start-up. Winner of the 2017 AARP Global Innovation Award for Caregiving. HomeEXCEPT is the non-intrusive monitoring solution that delivers exceptional peace of mind. Using thermal and motion we provide insight into the room without compromising privacy. No cameras, no wearables, no listening, and no wifi (we use cellular IoT).



Speaker's Bio: John has over 20 years of progressive experience in business development and management. Today, John is an entrepreneur building teams and investments in ICT start-ups. His holding company inspiredEggs Ventures Inc provides angel support for early stage projects. John is also the Founder and CEO of Home Except Inc manufacturing non-intrusive sensors for homecare, hospitality, and building automation.

Chris Fullerton (Blue Spurs) - The Cloud In 2018, with a focus on AWS cloud



Presentation Synopsis: 2017 was a big year for cloud services, extending to virtually every industry across the world. The worldwide public cloud services market grew about 18.5% in 2017, reaching \$260.2B. Businesses are now leveraging the cloud to increase mobility, promote collaboration and boost cost efficiency. What's in store for the cloud in 2018?

With Amazon Web Services' expansion plans in Canada, 2018 is sure going to be an exciting year for the cloud. In his session, Chris will give a broad introduction to AWS services, and present options for cloud-based infrastructure, including questions around staying cloud-agnostic vs. leveraging AWS, as well as the cost implications of different architectures.

Speaker's Bio: Chris is a Senior Solutions Architect at Blue Spurs. He developed his first computer program in 1975, and at one point had JCPenney's e-commerce site running on his desktop machine.

After spending nearly a decade in Silicon Valley, Chris brings a wealth of knowledge that covers just about any topic in technology and architecture space, but he is truly passionate about Amazon Web Services, security, golf, and single malt scotch. Chris' role allows him to focus on helping clients identify and solve their business and technical challenges and doesn't mind getting his hands dirty to help clients succeed.

Chris has spoken at numerous AWS user group events, and enjoys talking to clients of the challenges and benefits of AWS. He achieved his first AWS certification in 2013 and currently has 4 AWS certifications, including the Solution Architect Professional designation.

Bill Carroll (Mariner Innovations) - Start Up, or Reset, Information Management In A Large Organization

Presentation Synopsis: Starting up – or resetting – an information management program requires a current situation assessment, developing a strategy, preparing a road map and plan, and guiding the implementation of key foundation competencies.

Whilst the Data Management Association's Body of Knowledge (DM-BOK) provided principal guidance, ideas from other thinkers in specialty fields were adopted and adapted to the situation at banks in Kuwait and Abu Dhabi.

This session will describe the six step process, hurdles and results.



Speaker's Bio: Bill Carroll recently returned to Canada after six years as the Executive Manager EIM, implementing information management programs for banks in Kuwait and Abu Dhabi. His work experience spans 20+ clients in manufacturing, insurance, banking, environmental management, defence, customs, taxation, airline operations and air traffic management.

Mr. Carroll is currently on assignment with a federal government department, assisting with the technical strategy and support areas for business analytics.

Ian Ghent (Mariner Innovations) - Apache Spark: The new Language of Analytics

Presentation Synopsis: The world of analytics is currently in the midst of a seismic, once in a lifetime technology shift. Apache Spark, initially developed by Canadian Computer Scientist Matei Zaharia, is fundamentally changing the analytics landscape. Organizations of all sizes are embracing this revolutionary technology at a record pace. Blazingly fast, highly scalable, fault-tolerant and easy to use, Spark supports a wide range of analytical, data science, AI, and data processing use cases.

Analytics and Spark expert Ian J. Ghent will guide you through the history of the project, noting the evolutionary steps the platform has taken since its initial release in 2014. He will provide an overview of fundamental concepts, and a survey of some of the sleek tools that are part of the Spark ecosystem, including a live demonstration.



Speaker Bio: Ian is a data science guru with over 15 years of industry experience. He has a strong background in Apache Spark and SAS based analytical solutions. His formal training comes from an Honours Computer Science degree from Lakehead University, along with Base and Advanced Programming SAS certifications. His broad expertise, has been leveraged by many clients in the government, financial, software, retail, health care, and telecom sectors in Canada and abroad. He has a wealth of experience developing data integration, data warehousing, automation, reporting, and statistical and analytical applications. His past includes 5 years at SAS Institute Canada, working with a large variety of clients from different industries, along with 3 years at Capital One Canada working as a statistician. He is now Founder and President of Wise With Data Inc.

Session 2

Management and Leadership Track 1

Danielle Comeau

Masters of the Process Improvement Arts: Transforming government with Lean Six Sigma

Management and Leadership Track 2

Stephen Smith

The Top Eight Ways We Fail with Predictive Analytics in Business

Management and Leadership Track 3

Martha Wenc

ITIL Configuration Management

Innovation and Technology Track 1

Bruce MacDougall, Thomas Ley, and James Slupsky

Mini-panel: Evolution of Technology - Today and into tomorrow!

Innovation and Technology Track 2

Andrew Pery

GDPR compliance in the Digital Economy / Data Privacy

Danielle Comeau, PMP, B.Eng, Prosci, LSS Black Belt (Senior Consultant, Barrington Consulting) - Masters of the Process Improvement Arts: Transforming government with Lean Six Sigma

Presentation Synopsis: Government services all over the world have suffered from slow and convoluted processes across various levels of complexity. Citizens and government leaders alike have become frustrated with the system and are ready to act. In need of a change, governments are looking at different ways to empower their employees and transform their services.

Lean Six Sigma (LSS) is a powerful business management system that combines the best of both Lean and Six Sigma. Lean Six Sigma helps organizations in all kinds of industries upgrade their processes by reducing waste and duplication. There are three dominant levels of Lean Six Sigma expertise: Yellow Belt (beginner), Green Belt (intermediate), and Black Belt (expert). However, Lean Six Sigma can also be used as an effective leadership training tool.

A training program that encompasses all aspects of LSS can be used as a top-down or bottom-up training program for current and aspiring leaders. This Performance Excellence approach offers theoretical and contextual training which progressively provides more and more challenge to emerging leaders.

In this presentation, Danielle will elaborate on this new, contextual approach to leadership development and explore its effect on public sector organizations around the world.



Speaker's Bio: Danielle is a Lean Six Sigma Black Belt and Industrial Engineer, who also holds a PMP designation and is certified in Prosci® Change Management. Her diverse project experience in government, health care, and manufacturing have made her an excellent instructor in Barrington's LSS Program. She is known for her attention to detail and her ability to unravel complex processes using her engineering background as well as tools and methodologies from her Lean Six Sigma Black Belt certification. Danielle has been actively involved in the development of Barrington's Lean Six Sigma Practice as well as a facilitator & coach in several program roll outs.

Stephen Smith (Mariner Innovations) - The Top Eight Ways We Fail with Predictive Analytics in Business

Presentation Synopsis: Far too often predictive models are never deployed by the business end user they were intended for. And powerful models are misapplied, leading to expensive mistakes. To understand why, we conducted more than thirty in-depth interviews with predictive analytics experts across health, finance and other industries. That research resulted in a compilation of the top eight ways that these practitioners have seen predictive analytics models fail in their businesses. These failures were reviewed and analyzed for commonalities and culminated in best practices in technology, process and organization that these best-in-class practitioners employ to keep predictive analytics models safe and productive.



Speaker's Bio: Mariner Innovations Inc. would like to present Mr. Stephen J. Smith who is the research director for data science at the Eckerson Group. His unique perspective comes from his real-world experience in leading the teams that built the predictive analytics products Darwin (Thinking Machines), Discovery Server (Dun & Bradstreet), JogNog (G7 Research) and Optas. He has written extensively in the fields of data mining, machine learning, parallel

supercomputing, text understanding and simulated evolution and published in the Communications of the ACM and IEEE Transactions on Pattern Analysis and Machine Intelligence. He has also authored two books for McGraw-Hill: Data Warehousing, Data Mining and OLAP and Building Data Mining Application for CRM. He has patents in the fields of predictive analytics, educational technology, big data, and machine learning. He currently serves as a lead mentor at the MIT Venture Mentoring Service and holds a BS in Electrical Engineering from MIT and an MS in Applied Sciences from Harvard University.

Martha Wenc (Jazz Aviation) - ITIL Configuration Management

Presentation Synopsis: As part of the team responsible for implementing ITIL process improvements within Jazz Aviation, this case study will illustrate our real-world experience implementing ITIL in a smaller organisation with limited resources.

Implementing a true Configuration Management System is a daunting endeavour. Many companies have been challenged by the proliferation of user devices and the ever increasing pace of change. For Jazz Aviation one recent challenge has been the introduction of corporate tablets, moving IT outside of the office and into the business. Providing service to employees who are rarely within the office environment and constantly on the move is tricky. More than doubling the number of supported user devices with no increase in headcount is challenging. Ensuring every pilot has a working device each time they board an aircraft requires cooperation across departments and built in contingencies to keep everything flying on schedule.



Speaker's Bio: Winner of 2012 Pink Elephant Case Study Of The Year, with years of presentation experience at events large and small throughout North America and in London, UK. Martha Wenc is a certified Six Sigma Black Belt, Lean trainer, Meyers Briggs facilitator, ADKAR Change Manager, and ITIL Expert with years of process development contribution in commercial aviation.

Martha, along with the Jazz IT team, have introduced ITIL to the organization and instituted a toolset that has moved the organization significantly forward in its ITIL Service Management maturity.

Andrew Pery (Mariner Innovations) - GDPR compliance in the Digital Economy / Data Privacy

Presentation Synopsis: Accenture and Oxford Economics forecast that digital technologies will contribute \$1.36 trillion to total global economic output by 2020. The Canadian e-commerce business is pegged at 15% year-over-year growth and is expected to further accelerate in light of the Canada European Union Comprehensive Economic and Trade Agreement (CETA).

CETA acknowledges the need to “promote the development of electronic commerce...” and as a corollary adherence to laws and regulations that achieve a balance between the protection of privacy rights and digital commerce.

This presentation will explore the impact of a rapidly changing privacy and security framework on Canadian private and public sector entities, particularly the General Data Protection Regulation (GDPR) which will become binding and enforceable May 2018.

In particular the presentation will focus on:

- The current challenges associated with the protection of personally identifiable information given the growth in the volume, variety and velocity of digital content.
- The current gaps between the Canadian privacy legislative framework and GDPR and areas where harmonization may be required in order to meet the GDPR adequacy standards.
- Privacy enhancing technologies and best practices with particular focus on de-identification, data minimization, data tracking and Privacy by Design.



Speaker's Bio: Andrew is an independent consultant at a strategic executive level when it comes to Data privacy. He will be a key consultant to MI as we grow more ECM business in the Maritimes. He has over 25 years of experience in hi-tech focusing on enterprise content management and business process automation. He holds a Masters of Law degree with Distinction from Northwestern University, Chicago, is a Certified Data Privacy Professional (CIPP/C) and a Certified Information Professional (CIP/AIIM). He is a regular contributor

to AIIM on topics relating to data privacy and information governance. See below for links to Andrew's publications.

<http://info.aiim.org/digital-landfill/three-critical-steps-for-gdpr-compliance>

<http://info.aiim.org/eu-gdpr-aiim>

Bruce MacDougall, Thomas Ley, and James Slupsky -Mini-panel: Evolution of Technology - Today and into tomorrow!

Presentation Synopsis: Join us for this unique and interactive session with 3 seasoned professionals in a mini panel format while they discuss the evolution of technology. We will cover a wide range of topics from infrastructure, development, and telecommunications and everything in between. This will be a session you will not want to miss!

Speaker Bios:



Bruce MacDougall

Bruce MacDougall is the Regional Vice President - Atlantic of Rogers Communications. Rogers is one of Canada's three major telecommunications companies with over 1,400 employees in Atlantic Canada. Bruce has been associated with the ICT sector for over 25 years, has been a tech entrepreneur, and has held several management positions in the industry, primarily in Atlantic Canada. He is a registered professional engineer in Quebec, New Brunswick, and Nova Scotia. He is the past chair of Digital Nova Scotia, and has held several industry certifications including the Cisco CCIE designation. Bruce has an engineering degree from McGill and an MBA from Queen's.



Thomas Ley

Thomas is a Senior Director of Cloud Services Delivery with NTT DATA Services in Halifax. He has 15 years of experience in multiple areas of IT, with the bulk of his time being spent leading teams providing managed services and delivery of infrastructure monitoring and management solutions for Clouds and in datacenters both near and far. He has delivered these services to some of the world's largest companies, as well as small and medium sized clients in multiple industries.



James Slupsky

James is Director of Consulting with CGI and a Systems Engineer with over 35 years in the industry. James has experience in areas of project management, systems engineering, enterprise architecture, software engineering, DevOps, and telecommunications engineering. He has worked in the Banking, Gaming, Telecom, Government, and Aeronautics fields.

James is a professional engineer, with a Masters Degree in Engineering, and is a member of the IEEE and the ACM.

Sessions 3

Management and Leadership Track 1

Charles Villanyi Bokor

Leading Enormous and Complex Projects

Management and Leadership Track 2

Melanie Gallant

Women in IT: Creating an Environment Where Women Can Thrive

Management and Leadership Track 3

Wayne Girvan, Dale Kehler, and Mary McLaren

Mini-panel: Lessons in Project Management – Past, Present and Future

Innovation and Technology Track 1

Tim Dickinson

The 7 Tenets of Successful Identity Governance

Innovation and Technology Track 2

James Slupsky

Blockchain and the Internet of Things

Charles Villanyi Bokor - Leading Enormous and Complex Projects

Presentation Synopsis: In the last two decades, the size of some projects grew and exceeded all upper bounds. These enormous and complex projects (programs) have unmanageably large number of: functions and resulting lines of code; development teams comprised of people with different skills; stakeholders; different and changing requirements that have corresponding outputs; cost hundreds of millions of dollars and take many years to develop and deploy. They impact the organization in such a fundamental way that most operational people resist them. We will call these totally overwhelming, all consuming, centers of the organization's focus, Black Hole Projects (BHP) [3- Villanyi Bokor, 2017] because they are analogous to the most exciting concept in the universe.

Developing BHPs with a standard development methodology that is focused on producing outputs that are based on requested requirements, under a governance structure that is slow and mostly administrative, has proven to result in outcomes that are less successful than desired. BHPs take significantly longer, than planned in the initial project schedule, cost more than initially estimated and do not deliver the critical success criteria of the vision set at the start. "According to a 2013 Strategy&/Katzenbach Center survey of global senior executives... the success rate of major change initiatives [BHPs] is only 54 percent". [A- Katzenbach, 2014] While according to this, only 54% of the BHPs deliver their expected outcome, based on empirical evidence, only the exceptional BHP is successful, often due to luck.

In short, most organizations do not know how to develop enormously large and complex systems, but as they think they know, they attempt them and hence fail them by design. The worldwide cost of failing very, very large projects is between \$3 and \$6.2 trillion per year. This is unconscionable.

The most significant cause of such poor results (we suspect) includes: our tolerance for even smart people, to do stupid things; the (enormously large) size, resulting complexity and long development time of the project; inadequate pre-development problem and business requirements definition; an output focused requirements management process; and a project management plan that overlooks the organizational capacity (due to the portfolio of projects already underway) and capability (limited by the available skill sets) to undertake such projects. In other words, we fail projects by using a methodology that was not designed for BHPs, in its standard (i.e. not unique to the organization and the project) form, and developing under a project governance structure that does not support the project's needs.

As BHPs are built to enable a new paradigm, and as projects' probability of success varies inversely with their size, we need to limit projects' non-vital functionality hence, reduce their size, complexity and length of time used to develop them, and assemble them out of sub-

projects rather than subdividing them into sub-projects. We must use a customized, unique and iterative BHP development methodology, project specific governance structure, empower and responsabilize Business Analysts and replace the Project Manager with a Project Leader.



Speaker's Bio: Charles Villanyi Bokor, is a Strategic Management Consultant focused on Transforming Business Processes, Leading [the Recovery of Problem] Projects, Strategic Planning, Education, and Leading to Better Decisions. Charles works mostly in Ottawa but has worked in Florida, Wales, Malaysia, Sweden and Australia.

Charles was the Program Director of the Professional Corporate Performance Management Certificate Program at Sprott, U. of Carleton, where he taught Problem Project Management, Logic in Business Decisions and Total Cost of Services. He has also taught at U. de Montréal, U. de Chicoutimi, Lasalle College, was the speaker on several occasions and published several White Papers.

Charles has a Diploma in Management from McGill U., an Executive Development Certificate, a M.Sc. Mathematics from U. de Grenoble and one from U. de Montréal and a B. Sc. Mathematics from Sir George Williams U.. He was Certified Management Consultant (CMC), ITIL Certified, was Governor for International Council for Computer Communications (ICCC), Member, Business Process Management Professionals BPM Institute and Member of the Internet Corporation for Assigned Names and Numbers (ICANN).

Melanie Gallant (CGI) - Women in IT: Creating an Environment Where Women Can Thrive

Presentation Synopsis: Creating an Environment Where Women Can Thrive: Presentation on what organizations can do in order to attract and retain women

Canadian stats on women in IT

- # entering field , graduating, staying
- Women in leadership positions even less

Creating awareness of the issue in the workplace

- Unconscious biases
- Support groups
- Training / Awareness
- Hiring practices always having a women in the interview

Benefit of women in leadership

How do organizations benefit from an untapped resource pool?

Why aren't more young girls thinking of IT

Women in the workplace and mentor-ships.



Speaker's Bio: Melanie Gallant is an IT professional with over 30 years of experience in the industry. From very early on as a software developer in the 80's, Melanie had been personally driven to achieve success by breaking traditional barriers and thinking, related to where women should be directing their careers.

Her passion for both gender equality and diversity in the workplace is a direct result of her personal struggles in the workplace that she overcame as a young women entering into jobs held predominately by men. This passion has now transcended into driven action, by providing mentor ship and thought leadership within her organization and community.

Now, as a Director of Operational

Excellence for CGI, Melanie strives to ensure her organization continues to evolve year over year with a special focus on gender diversity in the areas of workforce management, project & delivery leadership, quality and learning & development.

In 2017, Melanie launched the Atlantic Women of CGI chapter.

Wayne Girvan, Dale Kehler, and Mary McLaren - Mini-panel: Lessons in Project Management – Past, Present and Future

Presentation Synopsis: Join us for this unique and interactive session with 3 seasoned professionals in a mini panel format while they discuss their experience and future vision of Project Management. We will cover a wide range of topics from lessons learned, to emerging demands on today's Project Manager and everything in between. This will be a session you will not want to miss!

Speaker Bios:

Wayne Girvan



Wayne is a Senior Project Manager with over 30 years of proven consulting experience, focusing on full life-cycle delivery of integrated software packages and custom developed solutions. Clients rely on Wayne to plan and manage all project phases from requirements gathering through implementation and transition to operational support. He has a solid reputation for consistently delivering on-schedule and on-budget. Wayne garners commitment and support by working closely with executive and management teams. He is known for building strong project teams that are

motivated to exceed expectations. Wayne is a certified Project Manager (PMP), Change Manager (Prosci) and IT Professional (ITCP-ISP). He holds a BBA, BScCS and an MBA.



Dale Kehler

Executive PM / Delivery Project Executive at IBM

Dale Kehler is a strategic and solutions oriented Program & Operations Executive Leader with extensive business, operations and program management experience. A leader who understands the need for IT to bring value to the business.

With 25 years of strong leadership in a variety of environments, including leading programs in dispersed countries. His focus over these years has been on gaining the deep trust of business partners by understanding their business environment and finding solutions to support and improve their business. Through applying analytical and critical thinking skills and bringing thought leadership and problem solving experience, he has managed to help align technology and projects to strategic business objectives.



Mary McLaren

Mary is a Director of Consulting Services with Sierra Systems in Halifax, with over 19 years of project and program management experience. Mary's primary focus in the past decade has been on leading the development and delivery of business driven enterprise IT solutions in the public sector, including custom developed and COTS integrations for Utilities, Labour Market, Health, and Social Services. Mary is recognized as a strategic leader, particularly in client and team management, delivery management, and business process and change management.

Mary has Bachelor of Science and Masters of Arts degrees, along with a PMP designation, Prosci© Change Management certification, and a Commercial Pilot's license.

Tim Dickinson (Sailpoint Technologies) - The 7 Tenets of Successful Identity Governance

Presentation Synopsis: We have all seen data breaches increase steadily over the past several years, more devices in cloud and mobile, regulatory pressures, and huge increases in IT operational complexity. What you may not see is the temptation companies have with holding onto existing access management systems while wanting to innovate to the next level of access control.

I'll discuss Identity & Access Governance via a quick journey of trends I have seen in enterprises attempting to control access to their networks. I will cover:

1. The Identity Account Posture – the new posture in identity access fueled by increases in threats and changes in the workplace dynamics. More access requests to data - not always from your corporate network - through many more devices.
2. The Disappearing Perimeter – There are so many more software-as-a-service offerings today each with their own login credentials that need management, as well as huge increases on mobile device access to corporate resources and cloud data storage.
3. From this I will show how to assess your identity landscape and understand potential weaknesses.
4. Finally, I will walk through what I have identified as the 7 Tenets of Identity & Access Governance.



Speaker's Bio: Tim Dickinson is a Customer Success Manager and Identity Access Management expert at SailPoint Technologies, Inc. He started his career in R&D at Atomic Energy of Canada and the Canadian Space Agency, but soon found that what he enjoyed most was solving technology problems and making customers' experiences better. Since that change, Tim has been a fiberoptic transmission support engineer, run Nortel's VPN router and firewall support team for Europe, been the GM of a small satellite broadband company, and a Customer Success leader at CA Technologies. He's lived and worked for 23 years in Ontario, the UK, and Australia before returning to Halifax 2 years ago. Since joining SailPoint Tim's sole focus has been to help some of their largest customers get the best possible business outcomes from their investment in Identity & Access Management.

James Slupsky (CGI) - Blockchain and the Internet of Things

Presentation Synopsis: Presentation will provide an overview of Blockchain technology, and it's ability to create de-centralized networks. Blockchain's main attraction is the ability to create trust in an untrusted environment, and this ability can be leveraged within the Internet of Things to create a trusted source of information.

Participants who want a better understanding of Blockchain technologies and their application beyond crypto currencies will find this presentation of interest. Those who want to understand how the technology can provide innovative solutions will also benefit from the discussion.



Speaker's Bio: James is Director of Consulting with CGI and a Systems Engineer with over 35 years in the industry. James has experience in areas of project management, systems engineering, enterprise architecture, software engineering, DevOps, and telecommunications engineering. He has worked in the Banking, Gaming, Telecom, Government, and Aeronautics fields.

James is a professional engineer, with a Masters Degree in Engineering, and is a member of the IEEE and the ACM.

Session 4

Management and Leadership Track 1

Perry McLeod

Game Changers for your IT Projects

Management and Leadership Track 2

John Buckley

Passing the Torch. Enabling the Next Generation of IT Management Professionals

Management and Leadership Track 3

Emad Rizkalla

Skills in the Post Industrial World - A Survivors Guide

Innovation and Technology Track 1

Michelle Murray

DEMAND of IT Professionals

Perry McLeod (Global Knowledge) - Game Changers for your IT Projects

Presentation Synopsis: In today's new world of emerging technologies, we want game changing results. Things are changing fast and furious and projects need advanced skills, with a very different approach to success. The world is now in a digital disruption changing and aligning to the business and looking for business value.

The organization's projects are directly linked to business success. Our teams are constantly trying to perform and outperform what they did on the last project.

In this 60-minute session we will explore how to do things differently and being a different thinker to achieve your project goals. We will also dive deep into the digital disruption of business and projects, and the chaos of managing people on a project.

- The success of technical and non-technical skills needed: PMBOK VS Creative thinker
- Leading through digital and project change
- Game changer thought techniques: Choose to play differently: Game changer attitude
- Go from Good to Amazing
- Utilize the technical project stuff with game changer like behaviors to make them winning techniques

Game Changers for your IT Projects: Utilizing alternative project methods/alternative leadership methods- all to drive results in a changing world

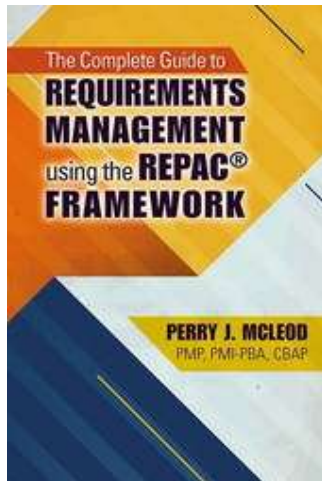


Speaker's Bio: Perry McLeod is a Senior Management Consultant, Facilitator, and Educator with over twenty-five years of experience in business analysis, workshops and facilitation, agile adoption, process re-engineering, project management, business and systems modeling, strategic alignment, mentoring and training.

Perry has a unique passion for business and is an active believer that effective communication along with a deep understanding of behavioral and organizational psychology is the foundation for all endeavors both professional and personal.

Perry is deeply involved in the development of business analysis and project management. He has served as past Vice President of Education for the International Institute of Business Analysis, Toronto Chapter and an Advisory Board Member for Business Analysis World Project Management World. Perry is currently the Chair for the Business Analysis Community, Project Management Institute, Toronto Chapter. He was also a contributor to the development of A Guide to the Business Analysis Body of Knowledge (BABOK Guide) V2.0.

Perry has developed requirements elicitation and analysis models and written courses for and taught at most of the major universities across Canada including the University of Toronto, York University's Schulich School of Business, Sheridan and Seneca colleges. Perry has also written dedicated courses for clients including; TELUS, CIBC, Deloitte, John Hancock, Governments of British Columbia, Ontario, and Canada, Rogers Communications, Manulife Insurance, Shoppers Drug Mart, and the Toronto Dominion Bank.



McLeod, Perry. The Complete Guide to Requirements Management Using the REPAC® Framework. J. Ross Publishing, 2018. ISBN-1604271353.

In his forthcoming book, Perry discusses his communication framework REPAC; an in-depth treatise designed to help project teams center their efforts on stakeholder's needs and what is required to fulfill them. Seen through the lenses of poetic naturalism, organizational and behavioral psychology, propositional logic, and communication theory, Perry uniquely argues that all discussions require the right context, focus, perspective, and depth of analysis to build a point-of-view language-set from which atomic, unambiguous imperatives emerge.

Certifications

- PMI-ACP®, 2017
- SMC®, 2015
- PMI-PBA®, 2014
- CBAP®, 2006
- PMP®, 2005

John Buckley (Sierra Systems) - Passing the Torch. Enabling the Next Generation of IT Management Professionals

Presentation Synopsis: The focus of this discussion is the responsibility of senior IT Management professionals in growing, enabling and mentoring the next generation(s) of professional IT Management. In a world of aging populations, longer work lives and significant changes in management styles, consideration needs to be given to the methods, responsibilities, cultural changes and adaptive approaches appropriate to sustaining the gains, and learnings from an industry with over 70 years of collective IT management history. The impact of enhanced communications technologies, changes in lifestyles and generational overlaps and diversities would be discussed. With over 40 years experience in a very dynamic period of social and technological change, Mr. Buckley will articulate his thoughts on what the 'mentor' generation must do to pass the torch to the next generation.



Speaker's Bio: John Buckley is a Director of Consulting Services with Sierra Systems in Halifax. Mr. Buckley has over 40 years' experience in the information systems industry and has held a number of senior level positions in both industry and government.

Mr. Buckley's experience has provided him with a broad knowledge of general management, health care, insurance, finance and information systems in a variety of settings. Mr. Buckley's experience is a unique combination of both consulting and operational management roles. He has established himself as an effective strategist and relationship manager capable of turning strategy into reality and operating with comfort and confidence at all organizational levels.

Emad Rizkalla - Skills in the Post Industrial World - A Survivors Guide

Presentation Synopsis: With over 47% of today's jobs disappearing or becoming automated in the next 20 years, the workforce that is emerging will be decidedly different than today. While a few people will exploit these trends to seize the opportunity, there will be more losers than winners - globally, economies are only now beginning to face this reality and there is no consensus on how to mitigate, prepare and succeed. Bluedrop spotted this trend about 8 years ago - since then, the company has been working with global customers to help them prepare workers, employers, training providers, unions and governments on what these changes will mean. The days where a post-secondary credential is a destination or a ticket to a lifelong career are disappearing. Post-secondary credentials are increasingly only the price of admission, the journey to remain relevant is now the focus of a career. In fact, the journey has become the destination. This session will outline how regions can build a skills ecosystem that sustains innovation, attracts business and remains competitive during the biggest disruption in the nature of work.



Speaker's Bio: Emad Rizkalla's family immigrated to Canada from Egypt when he was seven years old. He grew up mostly in St. John's and became a serial entrepreneur, starting his first company in 1992 before graduating from Memorial University with a mechanical engineering degree. Emad has yet to land his first job! The innovative companies he has created, and their spin offs, currently employ over 500 people, with the majority still in Atlantic Canada.

Today, Emad is the CEO of Bluedrop Performance Learning, based in St. John's. Bluedrop employs almost 200 people and is a global innovator in workplace e-learning and simulation. The company is transforming the way governments, foundations, unions and companies, deliver, track and manage skills development.

Emad received The Globe & Mail's Top 40 Under 40 honours in 2000, when he was still under 30. At that time, he was also profiled in a TIME Magazine cover story as one of 8 Young Dynamic Entrepreneurs Who Will Create the 21st Century. In 2013, Emad received the Queen Elizabeth II Diamond Jubilee Medal.

Emad has spoken at conferences around the world and has advised governments on how economies can adapt to the current revolution in the nature of work. He has appeared in numerous national and several global media including CBC, CTV, the Globe and Mail, BBC Radio and Bloomberg News. Emad's views on the rapidly changing workplace is often featured in the Huffington Post.

Holly VanHelden (IMP Solutions) - Addressing ICT Skills-Gaps: Developing the IIBA Business Analysis Certification in Cyber Security

Presentation Synopsis: Professional associations identify market demands, and address professional skill gaps by providing members opportunities to learn and hone competencies, and bring critical value to their organization. As cyber threats continue to pose significant risks to organizations, they are forced to keep pace with advances in technology to protect their critical and sensitive business assets and information. This requires skilled practitioners across IT disciplines. As the interface between business and technology, the BA is a key contributor to fortifying an organization's security posture. The BA Certification in Cyber Security formally qualifies BA's to fulfill this role, and prepares our BA community to meet this ever-growing professional demand.

Speaker's Bio: Holly is currently a Senior Consultant with IMP Solutions' Professional Services group here in Halifax. With her B.Eng. in Industrial Engineering, she began her professional career 20 years ago in the manufacturing industry, during which time she earned her P.Eng. designation. Holly then spent a few years in the healthcare field, designing and optimizing healthcare delivery processes and resource models. For the past six years she has been consulting locally as a Business Analyst, earning her Certified Business Analyst Professional (CBAP®) designation from the IIBA® in 2017. Holly has been on contract with Nova Scotia Power's IT Services since 2016, as the Lead Program BA, supporting several initiatives within their multi-year Security Upgrade Team.

Michelle Murray - DEMAND of IT Professionals

Presentation Synopsis: Join us for an interactive session looking at DEMAND for IT Professionals. We will cover a wide range of topics from the Employer to the Employees perspective and everything in between. This will be a session you will not want to miss!



Speaker's Bio: Michelle Murray brings over 18 years of IT recruitment experience here in Atlantic Canada and is the Branch Manager for Randstad Technologies, Canada's largest provider of IT Staffing Solutions focused on delivering contract and permanent placement solutions. She has been recognized for her passion, leadership, dedication and commitment to working with clients and candidates on building long term relationships with exceeding customer satisfaction with her expertise and knowledge of delivering to their needs as a trusted adviser.

Shawn Porter - Public Sector Innovation – the Adventure

Presentation Synopsis: Public Sector Innovation is not a new concept however, it is receiving attention and investment more today than ever before.

Facing increasingly complex problems and constrained financial and human capital, how do they meet the speed of change required to deliver successfully?

A rethinking of how the public service approaches collaboration, idea generation and creating an ecosystem and culture focused on innovation is required. How they work with industry partners and stakeholders external to the Public Sector must and is changing.

In his session, Shawn will discuss some of these changing dynamics and how they are being incorporated into public service delivery. Examples from Nova Scotia and beyond will be used in support to the discussion. He will highlight key learnings and the opportunity that exists for service providers to the Public Sector.



Speaker's Bio: Shawn has spent more than 20 years consulting on complex issues with Public Sector clients in Canada and beyond. Most recently as a Consulting Partner with PricewaterhouseCoopers (PwC).

In 2017, he accepted a position to work with the Province of Nova Scotia to help establish their approach to innovation and lead some early initiatives. Positioning the public service for the future and driving creative approaches to legacy challenges is core to his mandate. Sustainability of the solutions and an ecosystem supportive of innovating within public service are paramount objectives.

Shawn has always had a passion for working with the Public Sector to achieve better service outcomes. This latest adventure in innovation with the Province of Nova Scotia provides the opportunity to leverage a career of consulting experiences and be part of creating a better Nova Scotia for us all.

