Council for Chief Data and Analytics Officers

Agenda
Wednesday, November 3rd, 2021
10:30 a.m. – 3:00 p.m. EST

Theme: Citizen Development

Our Fall 2021 meeting will explore how to enable organizational capabilities that empower business users to develop advanced analytics and AI solutions. During our meeting, we will hear from business and industry thought-leaders on how to augment data literacy with organizations and adopt organizational designs that encourage business-led project definition and development.

Learning Objectives:

- **EXPLORING** key components of data literacy programs to encourage AA and AI adoption.
- **UNDERSTANDING** low-code and no-code platform design.
- **OPTIMIZING** organizational designs that encourage IT and business unit efficiencies and ongoing collaboration.
- **SUPPORTING** versatility and scalability of applications across company platforms.

Please complete our online registration form. Confirmation to follow.

Contact

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Schedule

10:30 a.m.　　　　**Welcome and Opening Remarks**

10:45 a.m.　　　　**Session 1: Developing AI Methodology to Enable Citizen Development**

During this session, Arun will highlight, HIROC's AI playbook which highlights governance model for derisking AI initiatives and enable business stakeholders while provide visibility to the Board and Executive Team.

Arun Dixit, Digital and Innovation Strategist, Healthcare Insurance Reciprocal of Canada (HIROC)

11:30 a.m.　　　　**Session 2: Providing a Vision for Citizen Development**

The presentation includes international country comparisons, especially on patient accessible electronic health records, with a viewpoint of Nordic national health portals. The Finnish national Kanta services are introduced and its use described with actual numbers. A concept of populations health monitoring concerning the COVID-19 epidemic in Finland, and some solutions will be shared.

Dr. Vesa Jormanainen, National Institute for Health and Welfare Finland

12:15 p.m.　　　　Lunch Break

1:15 p.m.　　　　**Session 3: Fireside Chat: Purolator**

Purolator's CIO will share his insights on the organization's AI Journey. From developing new business technologies like chat bots and self-serve kiosks, to enabling their field services and customer services teams, there's one source of the truth for a package. Moreover, the organization digital twining capabilities have enabled Purolator to scale up operations during peak operational periods to drive high customer satisfaction.

Ricardo Costa, Vice-President, Chief Information Officer, Purolator Inc.

2:00 p.m.   **Session 4: Enabling Digital Services: The Challenge**

In its most recent Digital Operations Strategic Plan, the Government of Canada identified improvement of digital services as one of four key pillars. Provincial governments (eg Ontario's Digital First for Health Strategy) and municipal governments (eg Toronto's digital payments portal) are also seeking to expand the provision of digital services. New government services such as digital IDs and personalized services, are a part of these strategies.

Successful implementation of these strategies will require a variety of challenges to be addressed. These might include data governance, consumer and business trust, the digital skills and literacy of workers in the sector as well as the public, interjurisdictional considerations, and technological barriers.

The Conference Board of Canada will be leading a leadership roundtable to identify the most significant barriers and potential solutions in early 2022. To that end, Darren Gresch, our Senior Research Associate and our collaborators would like to capture feedback from our CCDAO community to enable planning for the virtual event.

2:45 p.m.   **Wrap-Up and Adjournment**