COUNCIL OF CHIEF INFORMATION OFFICERS

Agenda

Theme: Managing the Human Side of the Changing IT Landscape

FEBRUARY 26-27, 2019 in VICTORIA, BC

Meeting Location:
Fairmont Empress Hotel
721 Government St., Victoria, BC V8W 1W5
Meeting Room: Rattenbury A

Accommodations:
Fairmont Empress Hotel
721 Government St., Victoria, BC V8W 1W5

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Meeting Objectives:

➢ Explore the challenges and best practices on how organizations are leveraging IT for the future to ensure agility and keep up with the pace of change,

➢ Gain a better understanding of how peers are ensuring IT is staffing the right people with the right skills to deliver value to their organizations,

➢ Identify how to leverage the skills of a multi-generational workforce, and

➢ Network and engage in open and frank discussions with fellow peers in a trusted environment.

Monday, February 25th, 2019

6:00 p.m.   **Informal Networking Dinner: Q at the Empress Restaurant**

Located inside the Fairmont Empress Hotel (one level above main lobby)
721 Government St., Victoria, BC V8W 1W5

Note that this is a non-sponsored dinner. The reservation will be under the name *The Conference Board of Canada*.

Tuesday, February 26th, 2019

Room: Rattenbury A

7:15 a.m.   **Networking Hot Buffet Breakfast**

7:45 a.m.   **Opening Remarks and Roundtable Introductions**

Marianne Fotia, Manager, Executive Networks, Technology and Innovation Policy, The Conference Board of Canada

Michael Burt, Executive Director, Global, Industrial and Education Economics, The Conference Board of Canada

8:00 a.m.   **Showcase: British Columbia Ferry Services Inc.**

Mark Collins, President and Chief Executive Officer, British Columbia Ferry Services Inc.

Erwin Martinez, Chief Information Officer, British Columbia Ferry Services Inc.

BC Ferries is one of the largest ferry operators in the world, providing year-round vehicle and passenger service on 25 routes to 47 terminals, with a fleet of 35 vessels. They are an essential transportation link that connects coastal communities and facilitates the movement of people, goods and services. In April 2003, BC Ferries was transformed from a Crown corporation into an independent, commercial organization under the Company Ac and governed by an independent Board of Directors appointed by the B.C. Ferry Authority. Source: https://www.bcferries.com/about/More_Information.html

Mark will discuss the importance and value of IT to the organization. Erwin will share the current challenges and success at BC Ferries and their IT journey to date.

9:15 a.m.   **Board Shuttle Bus**

10:00 a.m.   **Tour of British Columbia Ferry Services Inc.'s Swartz Bay Ferry Terminal**

"There are five ferry berths at the Swartz Bay Ferry Terminal. Completed in 2006, the Swartz Bay Berth 2 project involved the replacement of the old marine structures and counter-weighted ramp lift system with a $25 million state-of-the-art floating berth. The terminal provides BC Ferry service to the Tsawwassen Ferry Terminal on the mainland, as well as all the major southern Gulf Islands. In the mid 1990s, a major terminal renovation was undertaken. The terminal includes an administration building, and various kiosks run by local artisans and other vendors mainly in the warmer months. There is also a cafeteria and coffee shop in the main building.

The terminal is served by several Victoria Regional Transit System public transit routes, with Route 70 providing express bus service to and from downtown Victoria in about an hour. Short- and long-term pay parking is run by a private operator under contract to BCFS. The terminal is located about 10 minutes from Victoria International Airport via Highway 17. The 29-kilometre (18

mi) Lochside Regional Trail also runs south from Swartz Bay to Victoria." Source: https://en.wikipedia.org/wiki/Swartz_Bay_Ferry_Terminal

11:30 a.m.   **Board Shuttle Bus Back to Hotel**
Room: Rattenbury A
12:15 p.m. (*Approx.*)   **Group Networking Lunch**

1:15 p.m.   **Future IT Skills: A Multigenerational Perspective on Skills, Behaviours and Leadership**

           Giselle Kovary, President, n-gen People Performance Inc.

This interactive 75-minute presentation will explore how generational identities translate into behaviours as they relate to three organizational factors – loyalty, authority and work styles - with a particular focus on younger employees. Giselle will provide insights from new Canadian research on Gen Zs and how they differ from Millennials. We will define the characteristics of organizational engagement and the role leaders play attracting, retaining and leading the right workforce required for future IT needs.

At the end of this session, participants will be able to:
➢ State the values and expectations of the five generations;
➢ Explain how generational identities translate into behaviours in the workplace;
➢ Identify how leaders are pivotal in creating engagement; and
➢ Apply recruitment, retention and leadership tips.

2:30 p.m.   **Networking/Health Break**

3:00 p.m.   **Managing IT Disruption at Canadian Bank Note (CBN)**

           Michael Ellis, Chief Information Officer, Canadian Bank Note Company

CBN is a 128-year-old company working in what many believe to be markets that are ripe for disruption due to pressures like Blockchain and Electronic payments. All aspects of operations and services rely increasingly on information technology as we respond to these pressures. This evolutionary pressure impacts staff as much as the businesses. In this presentation, Michael will talk about the human challenges we have identified, what they are doing to meet those challenges and some ideas they have not yet tested as they move through this disruptive time.

4:00 p.m.   **Closing Remarks and Adjournment**

           Marianne Fotia, Manager, Executive Networks, Technology and Innovation Policy, The Conference Board of Canada

6:00 p.m.   **Formal Networking Dinner: Nautical Nellies Steak & Seafood House**

           A short 5-8 minute walk from the Fairmont Empress Hotel
           1001 Wharf St, Victoria, BC V8W 1T6

The reservation will be under the name *The Conference Board of Canada*.

Wednesday, February 27th, 2019

Room: Rattenbury A
8:30 a.m.   **Networking Hot Buffet Breakfast**

9:00 a.m.   **Welcome Back Remarks**

Marianne Fotia, Manager, Executive Networks, Technology and Innovation Policy, The Conference Board of Canada

9:05 a.m.   **Supporting Chaos: Building an IS function to Support Exponential Growth in a New Global Industry**

Darryl Vleeming, Chief Information Officer, Aurora Cannabis Inc.

Darryl will discuss the journey that Aurora Cannabis has been on with its expansion into 25 countries and increase from 200 employees to over 2000 in the last 18 months. He will provide an overview of the strategy he took to build up an IT function from scratch, the current state of the IT function, and review the lessons learned in supporting a company with hypergrowth. As the Chief Information Officer, Darryl Vleeming is responsible for all Information Systems at Aurora, including operations in in 23 countries. Aurora's strategy and vision is to build a leading, integrated global cannabis company through the construction of highly-efficient purpose-built facilities that allow the Company to produce significant volumes of low-cost, high quality cannabis, an aggressive and strategically focused international expansion, strong brand differentiation, and industry leading board, senior management and production teams.

10:00 a.m.   **Networking/Health Break**

10:30 a.m.   **IT Sourcing Roundtable**

The Roundtable will explore what folks are doing in IT sourcing, contracting arrangements for outsourcing, and strategies to attract and retain the right IT skills needed to drive their organizations' success. Participants will address the following questions:

1) What sourcing strategies have worked well for you in the past? For example, what are you keeping within the organization versus out, and what are you doing with multi -vendor sourcing?

2) What are your sourcing challenges today? In other words, what's not working well or would you like to do differently?

3) What are your sourcing strategies to deal with those challenges, and what are your lessons learned through your experiences?

11:15 a.m.   **Key Takeaways and Council Business**

Marianne Fotia, Manager, Executive Networks, Technology and Innovation Policy, The Conference Board of Canada

11:30 a.m.   **Adjournment**