



Council of Chief Information Officers

Agenda

September 17th - 18th, 2019 in Ottawa, ON

Theme: Optimizing Data Analytics for Organizational Excellence

Meeting objectives

- Explore the challenges and best practices on how organizations are leveraging data governance and analytics for the future to ensure agility and keep up with the pace of change,
- Gain a better understanding of how peers are managing analytics and data to deliver value to their organizations,
- Examine key strategies to engage internal key stakeholders and what you can do differently, and
- Network and engage in open and frank discussions with fellow peers in a trusted environment.

Meeting location

Bank of Canada Conference Centre, Bank of Canada
30 Bank Street, Ottawa, ON, K1A 0G9
Go Through Museum Entrance (Corner of Bank/Wellington)

Accommodations

Sheraton Ottawa Hotel
150 Albert Street, Ottawa, ON K1P 5G2

Onsite contacts

Harry Sharma, Director, Innovation and Technology, sharma@conferenceboard.ca
Marianne Fotia, Manager, Executive Networks, fotia@conferenceboard.ca

When a meeting, or part thereof, is held under the **Chatham House Rule**, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed. Source: <https://www.chathamhouse.org/chatham-house-rule>



Monday, September 16th, 2019

6:00 p.m. **Informal Network Dinner**

Bier Markt Restaurant (a 3-minute walk from the hotel)
156 Sparks St., Ottawa, ON K1P 5C1

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

Tuesday, September 17th, 2019

Location: All sessions will take place at the Bank of Canada's Conference Centre. Use the entrance to the Bank of Canada Museum, located at 30 Bank Street (corner of Bank and Wellington Streets) and bring a piece of government-approved photo identification.

7:45 a.m. **Meet in the Hotel Lobby**

Harry will meet participants in the Sheraton Ottawa Hotel lobby and walk to the Bank of Canada as a group.

8:00 a.m. **Networking Continental Breakfast**

8:30 a.m. **Host and Welcoming Remarks**

Harry Sharma, Director, Innovation and Technology, The Conference Board of Canada

Sylvain Chalut, Managing Director, Chief Information Officer, Information Technology Services, Bank of Canada

8:45 a.m. **Bank of Canada's IT and Data Journey**

Sylvain Chalut, Managing Director, Chief Information Officer, Information Technology Services, Bank of Canada

Ian Stewart, Assistant Director, AE Business Apps Services, Bank of Canada

How does a data-centric organization become more data-centric?
Journey through the Bank of Canada's analytic environment data management transformation; from a position of stability and consistency to where we are today and where we plan to go tomorrow. We will provide insight into the challenges and key questions we are addressing



as well as how are defining the future of data at the Bank, not just through technology but by empowering teams to drive their success.

10:00 a.m. Group Photo, Followed by Networking/Health Break

10:30 a.m. Leveraging Data to Augment Customer Experiences
Mark Fernandes, Chief Information and Technology Officer, Hydro Ottawa Holdings

Hydro Ottawa continues to explore ways to leverage its data to enhance its customer experience, improve its touchpoints, expand its channels and increase productivity. Mark will share two user cases where Hydro Ottawa has used its Smart Meter data to create useful insights and touchpoints for its customers.

11:30 a.m. Tour of the Bank of Canada (no photos permitted), Followed by Networking Lunch at the Bank of Canada's Noël Terrace

12:50 p.m. Special Presentation

1:00 p.m. Implications of Big Data for Law Enforcement
Joe Oliver, Assistant Commissioner and Chief Information Officer, Royal Canadian Mounted Police (RCMP)

Tony Yaacoub, Director General, RCMP Data and Analytics Governance, Royal Canadian Mounted Police (RCMP)

It is often said that policing is in the business of information. One of the RCMP's most valuable assets is the ever increasing crime fighting data managed within its operational systems. To harness its full business value, the RCMP has developed a digital policing strategy to set the foundations for a more modern, connected RCMP and a digitally engaged policing service. In an open and distributed operational environment such as the RCMP, there is a risk that business-critical data becomes redundant, inconsistent and scattered throughout the organization. The RCMP has recently put in place a Data Architecture Governance (DAG) program to establish a sustainable culture of ongoing data and information management through sound data and analytics policies, processes, procedures, standards and tools with a clear direction on data ownership, access, use, privacy and accountability. This foundation will provide a single, authoritative point of reference that can be shared by the many users and applications across the organization, allowing the opportunity to leverage the full value of new capabilities such as data analytics and artificial intelligence.



2:00 p.m. Networking/Health Break

2:30 p.m. Moving Data Analytics to the Cloud
Daniel Steeves, Chief Information Officer, Ottawa Police Service

Dealing with data in its various forms can be a daunting task. Daniel will share the journey that the Ottawa Police Service is currently undertaking in their attempt to move data on to a Cloud platform in order to leverage tool sets that only exist in these environments. Five key goals of Information Management will be shared along with supporting objectives to help an organization realize potential benefits. Target state architectures will also be reviewed along with organizational maturity assessment models. Daniel will also share real-life case examples to illustrate why data matters in achieving desirable public safety outcomes.

3:30 p.m. Facilitated Discussion: Participant Roundtable on Overcoming Barriers and Identifying Promising Strategies
Harry Sharma, Director, Innovation and Technology, The Conference Board of Canada

Participants will discuss their own experiences, strategies, successes, and challenges in leveraging data architecture, governance and strategy. Based on what they have learned today, participants will focus on what they can take home and implement in their own organizations.

4:15 p.m. Adjournment

5:30 p.m. Group Networking Dinner

Tosca Ristorante (a 3-minute walk from the hotel)
144 O'Connor St., Ottawa, ON K2P2G7

The reservation is under the name **The Conference Board of Canada**.

Wednesday, September 18th, 2019

Location: Note that all sessions will take place at the Bank of Canada, in the Conference Centre. To enter, please use the entrance to the Bank of Canada Museum, located at 30 Bank Street (corner of Bank and Wellington Streets) and bring a piece of government-approved photo identification.

8:15 a.m. Networking Hot Buffet Breakfast



8:50 a.m. Welcome Back Remarks
Harry Sharma, Director, Innovation and Technology, The Conference Board of Canada

9:00 a.m. The Disintermediation of Analytics at Canadian Tire
Rex Lee, Chief Information Officer and Senior Vice-President, Canadian Tire Corporation, Ltd.

Participants will hear how Rex has managed the disintermediation of analytics at Canadian Tire.

10:00 a.m. Networking/Health Break

10:30 a.m. MEC's Journey to an Insight-Driven Organization
Nancy Blair, Chief Information Officer, Mountain Equipment Co-Op

Nancy will share how she and her team are changing culture and using tools on their data journey. She will also delve into how Mountain Equipment Co-Op leverages data to improve the member experience.

11:15 a.m. Open Discussion: Participant Roundtable

11:45 a.m. Key Takeaways and Council Business
Harry Sharma, Director, Innovation and Technology, The Conference Board of Canada

11:55 a.m. Adjournment

Next Executive Events

February 5-6, 2020 in Toronto, Ontario

Theme: Delivering Secure IT Through Change Management

Hosted by John A. Hill, Chief Information Officer, Rogers Communications Inc.

May 12-13, 2020 in Calgary, Alberta

Theme: Building Resilience for the IT Enterprise

Hosted by Ian R. Enright, Chief Information Officer and Director, Enterprise Information Systems, Cenovus Energy Inc.