Council of Chief Information Officers

Agenda
May 17th and 18th, 2023
Toronto

THEME: **Automation**

Meeting Location
Canada Post
1 Dundas St., West
Toronto M6P 2A1

Accommodations
Double Tree by Hilton Toronto Downtown
108 Chestnut St., Toronto
$279.00/night – online booking link
Or call hotel at 416-977-5000 (mention group code **92B**)
Cut-off date: April 24, 2023

Contact(s)
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Automation can be applied to a wide range of tasks and industries and brings significant benefits across value-chains and industry sectors by improving operational efficiency, reducing costs, increasing productivity, increasing visibility in supply chains, improving overall customer satisfaction, and enhancing the customer experience.

CIOs play a critical role in driving IT automation initiatives. By identifying opportunities, evaluating technologies, developing roadmaps, managing change, driving adoption, and ensuring security and compliance.

At this meeting, we'll explore a broad set of use-cases of best practices and pragmatic usage of automation across industry sectors. We'll also explore the foundation required to get the best out of AI to drive the full potential of automation.

Meeting objectives
- EXPLORE the full cycle of automation from opportunities, technology selection, deployment, change/adoption, and benefits achieved.
- IDENTIFY what is ready for prime-time, the process to engage with experts and technology; the benefits and expected outcomes, as well as the pitfalls to avoid.
- LEARN how CIOs have determined opportunities, leveraged technology, and managed change and adoption within their organizations.
- SHARE practical experience and lessons learned to maximize full potential of automation.
- NETWORK engage in open and frank discussions with fellow peers in a trusted environment.

Wednesday, May 17, 2023

9:00–9:30 a.m.   **Registration and Networking**
Continental breakfast will be provided

9:30–9:40 a.m.   **Welcome and Opening Remarks**
Deborah Fleck, Senior Council Manager, The Conference Board of Canada
Sean Terriah, Strategic Council Advisor

9:40–10:30 a.m.   **Member Roundtable**
Please complete member survey
Sean Terriah, Strategic Council Advisor

10:30–11:00 a.m.   **Break**

11:00–12:00 p.m.   **Presentation and Discussion: IT Automation at Canada Post**

Franco Chirichella, President and Chief Executive Officer, Innovapost Inc.

Innovapost's President & CEO Franco Chirichella, along with Solution Integration Architects Dams Narayanan and Sushil Pandit, will explain how Canada Post rapidly accelerated testing of the portable data terminals used by thousands of postal workers across the country and established a clear and concise path to incident resolution for package tracking and tracing through process automation. Hear how our automation processes have reduced manual intervention by 90%, dramatically improved Mean Time to Acknowledgment, and enhanced communications across teams!

12:00–12:45 p.m.   **Lunch**

12:45–1:30 p.m.   **Presentation and Discussion**: **The Canadian AI Global Innovation Cluster – Scale AI**

Clément Bourgogne, Chief Operating Officer, Scale AI

Clément is going to talk about the state of the Canadian AI ecosystem and how it has grown in the last 4 years. He'll share what they've learned from 100 AI projects and 500M$ of investments.

1:30–2:15 p.m.   **Fireside Chat and Discussion: The use of AI in Business Process and IT Operations**

Hossein Rahnama, Founder and Chief Executive Officer, Flybits
Moderated by: Clément Bourgogne, Chief Operating Officer, Scale AI

Use-case where AI is being used to enhance business processes and IT automation.

2:15–2:45 p.m.   **Break**

2:45–3:30 p.m.   **Case Study and Discussion: Automation at Canadian Bank Note**

Michael Ellis, Chief Information Officer, Canadian Bank Note Company, Ltd.

IT automation has enabled CBN's business activities and ability to scale. This presentation will illustrate 3 use cases where automation has been applied in support of our business operations. The company is relatively early in this aspect of digital transformation but is already seeing real business benefit. The content will include discussion of the issues we've encountered along the way and where we are looking to go next.

3:30–4:30 p.m.   **Council Strategy Session**
Sean Terriah, Strategic Council Advisor

We're going to use this time to get member/participant input into themes for the coming year.

4:30–4:45 p.m.   **Wrap-Up and Adjournment**

6:30 p.m.   **Networking Dinner**
Donatello Restaurant
37 Elm St., Toronto (7-minute walk from hotel)
Reservation will be under **Deborah Fleck**

Thursday, May 18, 2023

8:30–9:00 a.m.   **Registration and Networking**
Full hot breakfast available

9:00–9:15 a.m.   **Welcome and Opening Remarks**
Deborah Fleck, Senior Council Manager, The Conference Board of Canada
Sean Terriah, Strategic Council Advisor

9:15–10:00 a.m.   **Presentation and Discussion: Best practices and pragmatic usage of automation**

Hassan el Bouhali, Chief Technology Officer, Mastercard Foundation

In this session we'll go through the process of building a vision for Automation in a manufacturing context, selling the vision to various stakeholders and building an execution ecosystem. We'll also discuss governance and risks: the obvious ones and most importantly the unexpected ones, hiding in the blind spots.

10:00–10:45 a.m.   **Member Discussion: Generative AI Tools – Chat GPT/TikTok**
Facilitated by Sean Terriah, Strategic Council Advisor

10:45–11:00 a.m.   **Break**

11:00–11:45 p.m.   **Presentation and Discussion: AI Advancements are Progressing at an Ever-increasing Pace**

Cameron Schuler, Chief Commercialization Officer & Vice-President, Industry Innovation, Vector Institute

AI is increasingly important as machine learning and deep learning are becoming more accessible and mainstream. Organizations can leverage it to increase the efficiency and accuracy of their operations. What are the obvious and hidden risks of not just specific AI implementations but how it is being integrated into existing technologies utilized in corporate and consumer environments?

11:45–12:00 p.m.   **Wrap-Up and Adjournment**