



Council for Chief Data and Analytics Officers

Agenda

May 23rd and 24th, 2023
Toronto

THEME: End-to-End Analytics Solutions

Meeting Objectives

- **Explore** business problems and opportunities that organizations are facing, identifying the areas where end-to-end analytic solutions can help.
- **Discuss** various tools, technologies, programs and policies that can be used to implement end-to-end solutions.
- **Define** success criteria, including KPIs and metrics for measuring success.
- **Identify** next steps for implementing end-to-end analytic solutions.

Meeting Location

Manulife Financial
200 Bloor St. E. – North Tower Building
Think Big Room – located on the 12th Floor

Accommodations

Kimpton Saint George
280 Bloor St., West, Toronto, ON (10 minute walk from Manulife)
Rate \$299.00 per night
[Book online](#) or by phone at 1-833-642-9137 (reference group code F49 - Conference Board)
Cut-off date May 1, 2023

Contact(s)

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Tuesday, May 23, 2023

- 1:30–2:00 p.m. **Registration and Networking**
- 2:00–2:10 p.m. **Welcome and Opening Remarks**
Deborah Fleck, Senior Council Manager, The Conference Board of Canada
- 2:10–2:45 p.m. **Member Facilitated Discussion: Chat GPT**
Dan Carpenter, Research Associate, The Conference Board of Canada
- 2:45–3:00 p.m. **Break**
- 3:00–4:00 p.m. **Case Study and Discussion: Chat GPT, Open AI and LLMs**

Nizar Ghoula, Senior Director, National Bank of Canada

During this session, Nizar will share how National Bank of Canada built their generative AI tools strategy.
- 4:00–5:00 p.m. **Council Strategy Session**
Deborah Fleck, Senior Council Manager, The Conference Board of Canada

We're going to use this time to get member/participant input into themes for the coming year.
- 5:00 p.m. **Adjournment**
- 6:00 p.m. **Informal Network Dinner**
Fieramosca Trattoria
36A Prince Arthur Ave., Toronto
Reservation will be under **The Conference Board of Canada**

Wednesday, May 24, 2023

- 8:30–9:00 a.m. **Registration and Networking**
Continental breakfast will be available.



- 9:00–9:15 a.m. **Welcome and Opening Remarks**
Deborah Fleck, Senior Council Manager, The Conference Board of Canada
- 9:15–10:00 a.m. **Host Member Profile: Manulife’s AI Journey**

Eugene Wen, Vice-President, Group Advanced Analytics, Manulife Financial

Manulife is among the early group of financial institutions that made move toward advanced analytics and cloud. This session will share a few highlights and lessons learned along this journey, AI strategy, use cases in Graph Analytics for Fraud Analytics and NLP for Call Center Detractor Prediction, AI Governance, and training programs for executives and data scientists. It will conclude with an interactive discussion on common challenges among the members.
- 10:00–10:45 a.m. **Presentation and Discussion: Defining the Business Problem and Moving End-to-End**

Stefan Popowycz, Partner, Visual Analytics Leader, Omnia AI Deloitte Canada
- 10:45–11:15 a.m. **Break**
- 11:15–12:00 p.m. **Presentation and Discussion: Advanced Analytics Enabling Apotex’s Mission**

Aida Tahiri, Senior Director, Enterprise Data and Analytics, Apotex Inc.

Start with a business problem worth solving! Surprisingly few companies know where and how analytics can create value hence the approach we took was to identify the business problem. There are a few components to make the outcome successful. Data science is the easy part. Getting the right data, and getting the data ready for analyses, is much more difficult. Then comes change management – It’s not about scientists and new technology, it’s about changing business mindsets. We will discuss how all these components have come together to deliver a successful product.
- 12:00–1:00 p.m. **Networking Lunch**



1:00–2:00 p.m. **Presentation and Discussion: Digital Twin**

Alex Harvey, Management Consultant, Cognitive and Analytics, IBM
Michael Fong, Lead Data Scientist, AI and Analytics Practice, IBM

Digital Twin technologies deliver the ability to model, simulate, test, and optimize assets, operations, and processes. The term “Digital Twin” is typically applied to physical assets, however businesses are increasingly creating Organizational Digital Twins in a continued effort to model risk among vast future market states. Digital Twins can be used to overcome difficulty in monitoring operational performance and health across an organization, to maximize profits through asset performance and reliability, to empower employees to make informed decisions efficiently and effectively, and to mitigate labour shortages amid an aging workforce and extreme weather events. Digital Twins enable faster, sharper, and safer operational and strategic decisions about your organization by building complex simulations and digital experimentation powered by multiple disparate data sources, AI, and automation. Intuitive 2D, 3D, and AR interfacing technology and visual models enable human decision making, resulting in a change in organizations’ ability to understand, visualize, and optimize strategic decisions and operational processes. Examples across multiple industries such as natural resources and financial services will be provided, along with how to get started.

2:00–2:45 p.m. **Case Study and Discussion: (to be confirmed)**

2:45–3:00 p.m. **Wrap-Up and Discussion**

3:00 p.m. **Adjourn**

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>.