



Council of Chief Information Officers

Agenda

Wednesday, February 16th, 2022

11:00 a.m. – 4:00 p.m. EST

Theme: Business Led IT

With the rise of new cloud technologies and the evolution of AI solutions toward natural language, there's a re-emergence of business-led IT spending in Canada. In our Winter meeting, we will explore the emerging technologies that are driving these investments and review user experience, cybersecurity, and privacy policy considerations. Finally, we will look at strategic and operational considerations for CIOs as they engage with their peers across the business.

Learning objectives

- **UNDERSTAND** the policy development and governance to enable appropriate business led IT investments
- **EXPLORE** new technologies that are leading a new wave of business-led IT investments.
- **IDENTIFY** best practices of business led IT
- **LEARN** from case studies about key business-led IT projects

Please complete our [online registration form](#). Confirmation to follow.

Contact

Morgen Dietz, Meeting Coordinator
dietz@conferenceboard.ca

Deborah Fleck, Senior Manager, Executive Networks
fleck@conferenceboard.ca



Schedule

- 11:00 a.m.** **Welcome and Opening Remarks**
- Sarah Shortreed, Executive Vice-President and Chief Technology Officer, ATCO Ltd.
- 11:10 a.m.** **Presentation and Discussion: What is Business Led IT**
- Sanjay Pathak, Partner and National Leader, Technology Strategy and Digital Transformation
KPMG
- Traditional models drove business stakeholders to create shadow IT. However, the future of business is customer-centered with product-oriented operating models. The future of IT needs to be with the business, in the business, and as the business. Pervasive technology drives digital leaders towards convergence and this convergence drives all technology into the light. In this session KPMG will discuss:
- Roots of Shadow IT (why it has happened)
 - New business operating models (how shadow IT becomes business led)
 - How to keep IT out of the shadows: Ongoing governance & incentive structures
- 12:15 p.m.** **Facilitated Discussion: Member Give-Get**
- An opportunity for peer-to-peer learning through sharing successes or concerns.
- 1:00 p.m.** Lunch Break
- 1:30 p.m.** **Fireside Chat:**
- A conversation with Pam Arpin, Vice-President and Chief Information Officer, Canadian Pacific Railway
- Moderated by: Darren Gresch, Interim Associate Director, Innovation and Technology, The Conference Board of Canada
- 2:15 p.m.** Break



2:30 p.m.

Case Study: IT is Dead...Long Live IT

Disruption often stems from disintermediation. Netflix, Shopify, Khan Academy, and Uber have created new business models by removing intermediaries resulting in greater value to the customer. IT, like it or not, is an intermediary and ripe for disruption. The factors that lead to traditional IT operating models are no longer true and have led to new operating models with business led technology development and greater customer value. Although IT's traditional role will be disintermediated, the importance of technology integrity has become even greater, and the new IT needs to focus on the integrity and foresight of enterprise platforms and practices to manage risk and accelerate value. This session will discuss the impact and opportunities afforded through disruption and how this has evolved at one of Canada's oldest and largest retailers.

Rex Lee, Chief Information Officer and Senior Vice President
Canadian Tire Corporation, Limited

3:15 p.m.

Presentation and Discussion: Technology, Talent and the Future Workplace – Canadian CIO Outlook 2021

Joel Thomson, Economist
The Conference Board of Canada

Technology proved vital in helping businesses adapt to the COVID-19 crisis. Information technology infrastructure and collaboration tools were essential to help employees work together and engage with customers in the new virtual paradigm. Chief information officers and chief technology officers were at the centre of this transformation, playing a critical role in businesses' ability to respond to the challenges brought on by the pandemic. Now, rather than adopting a business-as-usual attitude, organizations need to determine how the bold actions taken to survive the pandemic fit into their future operational strategies.

During this session Joel will share the findings from the annual *Canadian CIO Outlook*

4:00 p.m.

Adjournment



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