

**itSMF** Ottawa-Gatineau 2021  
**ITSM – Building for the Future | Nov 29 & 30, 2021**  
**SCHEDULE**

<b>Monday, November 29, 2021</b>				
8:30 – 9:45 ET	<b>Expo Hall / Networking</b>			
9:45 – 10:00 ET	<b>Day 1 Welcome &amp; Opening</b> Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch			
10:00 – 11:00 ET	<b>Keynote Presentation</b> <b>Workforce of the Future</b> Yvon Audette, KPMG Canada			
11:00 – 12:00 ET	<b>Track 1</b> Service Management Evolution	<b>Track 2</b> Digital Transformation	<b>Track 3</b> People and Change	<b>Track 4</b> Innovation
	--	<b>Agile Digital Transformation (ADapT™)</b> Johann Botha, Founder & CEO, getTright <i>Track 2</i>	--	<b>Title</b> Amanda Perran, Partner, Consulting, Deloitte Consulting <i>Track 4</i>
12:00 – 1:00 ET	<b>Break / Expo Hall / Networking</b>			
	<b>Track 1</b> Service Management Evolution	<b>Track 2</b> Digital Transformation	<b>Track 3</b> People and Change	<b>Track 4</b> Innovation
1:00 – 2:00 ET	<b>The Story of an ITSM Blog</b> Denis Matte, Founder, ITIL <sup>®</sup> fromExperience <i>Track 1</i>	<b>Design Goals – A Secret Device for Successful Service Transformations</b> Dr. Louise Harris, Founder, Change Institute / President SToS Consulting Inc. <i>Track 2</i>	--	--
2:00 – 3:00 ET	<b>Title</b> Gold Sponsor Speaker, TBD <i>Track 1</i>	<b>How To Build Your Digital Strategy</b> David Cannon, EVP, nfiniti3 <i>Track 2</i>	--	<b>Data Security and Compliance as Cloud Culture</b> Steven Woodward & Kristin Curran, Cloud Perspectives <i>Track 4</i>
3:00 – 4:00 ET	<b>Plenary Presentation</b> TBD Miles Faulkner, Blended Perspectives			
4:00 – 4:15 ET	<b>Day 1 Wrap-up, Draw &amp; Closing Remarks</b> Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch			

**itSMF** Ottawa-Gatineau 2021  
**ITSM – Building for the Future | Nov 29 & 30, 2021**  
**SCHEDULE**

<b>Tuesday, November 30, 2021</b>					
8:30 – 9:45 ET	<b>Expo Hall / Networking</b>				
9:45 – 10:00 ET	<b>Day 2 Welcome &amp; Opening</b> Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch				
10:00 – 11:00 ET	<b>Keynote Presentation</b> <b>Experience Management: A Critical Evolution for Service Management Professional Who Want To Do What Matters For The Business</b> Alan Nance, Co-Founder and President, XLA Collab				
11:00 – 12:00 ET	<b>Track 1</b> Service Management Evolution	<b>Track 2</b> Digital Transformation	<b>Track 3</b> People and Change	<b>Track 4</b> Innovation	<b>Workshop</b>
	Title Gold Sponsor Speaker, TBD <i>Track 1</i>	Automated Nonsense Remains Nonsense – Process Management as a Foundation of Successful Digitalization in the Public Sector Dr. Lars Algermissen, Co-founder and CEO PICTURE GmbH / Co-Inventor, PICTURE-METHOD <i>Track 2</i>	--	AI Automation (Chatbots) in Healthcare Stephanie LeBlanc, Technical Manager, OPOR Nova Scotia Health Agency <i>Track 4</i>	--
12:00 – 1:00 ET	--	--	Title Cynthia Jolly, Director, Communications, Analysis and Outreach Branch, CTA <i>Track 3</i>	--	Cloud Culture and Geo-Residency Decision Making Workshop Steven Woodward, Cloud Perspectives <i>Interactive Workshop</i>
1:00 – 2:00 ET	<b>Plenary Presentation</b> TBD Tom Yeatts, Global Head of State, Local & Regional Government Solutions, ServiceNow				
2:00 – 3:30 ET	<b>Panel Discussion</b> Discussion Topic: How do you explain IT Service Management to your internal clients? Moderator: Dr. Louise Harris Panel: Johann Botha, Karen Cughan, Dani Danyluk, Jason Souliere, Sylvia St. Michael				
3:30 – 3:45 ET	<b>Day 2 Wrap-up, Draw &amp; Closing Remarks</b> Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch				