

itSMF Ottawa-Gatineau 2021
ITSM – Building for the Future | January 24 & 25, 2022
SCHEDULE

Monday, January 24, 2022				
8:30 – 9:45 ET	Expo Hall / Networking			
9:45 – 10:00 ET	Day 1 Welcome & Opening Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch			
10:00 – 11:00 ET	Keynote Presentation The Future of Work is “A New World Work” Yvon Audette, KPMG Canada			
11:00 – 12:00 ET	Track 1 Service Management Evolution	Track 2 Digital Transformation	Track 3 People and Change	Track 4 Innovation
	--	Agile Digital Transformation (ADapT™) Johann Botha, Founder & CEO, getTright <i>Track 2</i>	Building Team Resiliency Through Change Amanda Perran, Partner, Consulting, Deloitte Consulting <i>Track 3</i>	--
12:00 – 1:00 ET	Break / Expo Hall / Networking			
	Track 1 Service Management Evolution	Track 2 Digital Transformation	Track 3 People and Change	Track 4 Innovation
1:00 – 2:00 ET	--	Design Goals – A Secret Device for Successful Service Transformations Dr. Louise Harris, Founder, Change Institute / President SToS Consulting Inc. <i>Track 2</i>	--	--
2:00 – 3:00 ET	ITSM Predictions: Future Trends vs. Present Reality Eric Zrazen, Product Manager, C2 ATOM at Sherweb <i>Track 1</i>	How To Build Your Digital Strategy David Cannon, EVP, nfiniti3 <i>Track 2</i>	--	Data Security and Compliance as Cloud Culture Steven Woodward & Kristin Curran, Cloud Perspectives <i>Track 4</i>
3:00 – 4:00 ET	Plenary Presentation Connected Methodologies vs Fortress Architectures Miles Faulkner, Blended Perspectives			
4:00 – 4:15 ET	Day 1 Wrap-up, Draw & Closing Remarks Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch			

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Tuesday, January 25, 2022					
8:30 – 9:45 ET	Expo Hall / Networking				
9:45 – 10:00 ET	Day 2 Welcome & Opening Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch				
10:00 – 11:00 ET	Keynote Presentation Experience Management: A Critical Evolution for Service Management Professional Who Want To Do What Matters For The Business Alan Nance, Co-Founder and President, XLA Collab				
11:00 – 12:00 ET	Track 1 Service Management Evolution	Track 2 Digital Transformation	Track 3 People and Change	Track 4 Innovation	Workshop
	<p style="text-align: center;">Overcoming Adoption Adversity - Why Powerful Tools Aren't Just Good Enough</p> <p style="text-align: center;">Brendan Gibb, Lead Technology Architect, Strategic Alliance of Business technology Disciplines</p> <p style="text-align: center;"><i>Track 1</i></p>	<p style="text-align: center;">Automated Nonsense Remains Nonsense – Process Management as a Foundation of Successful Digitalization in the Public Sector</p> <p style="text-align: center;">Dr. Lars Algermissen, Co-founder and CEO PICTURE GmbH / Co-Inventor, PICTURE-METHOD</p> <p style="text-align: center;"><i>Track 2</i></p>	<p style="text-align: center;">--</p>	<p style="text-align: center;">AI Automation (Chatbots) in Healthcare</p> <p style="text-align: center;">Stephanie LeBlanc, Technical Manager, OPOR Nova Scotia Health Agency</p> <p style="text-align: center;">and</p> <p style="text-align: center;">Sree Roy, AI & Automation Lead, Nova Scotia Health, Canada</p> <p style="text-align: center;"><i>Track 4</i></p>	<p style="text-align: center;">--</p>
12:00 – 1:00 ET	<p style="text-align: center;">--</p>	<p style="text-align: center;">--</p>	<p style="text-align: center;">All Aboard the Accessibility Digital Service Train</p> <p style="text-align: center;">Cynthia Jolly, Director, Communications, Analysis and Outreach Branch, CTA</p> <p style="text-align: center;"><i>Track 3</i></p>	<p style="text-align: center;">--</p>	<p style="text-align: center;">Cloud Culture and Geo-Residency Decision Making Workshop</p> <p style="text-align: center;">Steven Woodward, Cloud Perspectives</p> <p style="text-align: center;"><i>Interactive Workshop</i></p>
1:00 – 2:00 ET	Plenary Presentation Transforming IT into a Strategic Business Partner Tom Yeatts, Global Head of State, Local & Regional Government Solutions, ServiceNow				
2:00 – 3:30 ET	Panel Discussion Discussion Topic: How do you explain IT Service Management to your internal clients? Moderator: Dr. Louise Harris Panel: Johann Botha, Dani Danyluk, Vernon Lloyd, Jason Souliere, Sylvia St. Michael				
3:30 – 3:45 ET	Day 2 Wrap-up, Draw & Closing Remarks Leslie Backman, President, itSMF Canada Ottawa-Gatineau Branch				