



## COUNCIL ON INFORMATION AND KNOWLEDGE MANAGEMENT



## Agenda

**Theme: *Linking KM and Innovation to Drive and Sustain Organizational Effectiveness***

**SEPTEMBER 28-29, 2017 – OTTAWA, ON**

### **Meeting Location:**

**Bank of Canada Conference Centre**  
Go Through Museum Entrance (*Corner of Bank/Wellington*)  
30 Bank St, Ottawa, ON, K1A 0G9

### **Accommodations:**

**ALT Hotel Ottawa**  
185 Slater St.,  
Ottawa, ON K1P 0C8  
1- 888-347-2319

### **Meeting Objectives:**

- Explore the challenges and best practices on how organizations are leveraging the linkage between KM and innovation,
- Examine key strategies to deliver knowledge excellence and what you can do differently, and
- Network and engage in open and frank discussions with fellow peers in a trusted environment.

**Thursday, September 28<sup>th</sup>, 2017**

**Location: Bank of Canada Museum Entrance** (*Corner of Bank/Wellington*), 30 Bank St, Ottawa ON K1A 0G9

**1:00 p.m.**                    **Check in at Security** – *Please bring photo identification*

**1:15 p.m.**                    **Welcoming and Opening Remarks** – *Bank of Canada Conference Centre*

**Marianne Fotia, Manager, Executive Networks, Science, Technology and Innovation Policy**  
**The Conference Board of Canada**

**1:30 p.m.**                    **Keynote Presentation**

**Amy Dolzines, Global Knowledge Awareness Advisor and Enterprise Social Awareness Lead**

**EY** – *invited*

BIO: I am a change agent focused on helping EY practitioners build a better working world by sharing their knowledge, collaborating and connecting with each other in communities of practice powered by knowledge, enterprise social networking (ESN) and collaboration technologies. Using my almost 20 years of marketing, community management and communications expertise and applying the EY Knowledge deployment strategy: I manage project teams to plan and execute deployment projects, co-create and collaborate on ideas and enablers that are deployed across EY service lines, sectors, markets and the regions via consistent and high-impact knowledge learning and awareness activities. I also work closely with Global Learning & Development experts to define and create how knowledge behaviors and tools translate into the context of one or more of EY's firm wide learning and career milestones programs ranging from new joiners to the progression of EY people through the ranks to partner.

**2:45 p.m.**                    **Networking/Health Break**

**3:15 p.m.**                    **KM is Key to Advancing Innovation in Canada**

**Dr. Thomas Carey, Executive-in-Residence for Teaching and Learning Innovation**  
**BC Association of Institutes and Universities (BCAIU)**

**Blake Melnick, Chief Knowledge Officer**  
**Knowledge Management Institute of Canada**

Thomas and Blake have been working with a team of researchers, academics and private sector organizations to develop a new learning model for post-secondary education. The model looks to treat the classroom as an innovation workspace - integrating learning with work in real time. They believe "the bridge" necessary to unite the worlds of academia and work is Knowledge Management and participants will learn why and how.

**5:00 p.m.**                    **Adjournment** – *please return badges to security*

**5:30 p.m.**                    **Group Networking Dinner – *non-sponsored dinner***

**Baton Rouge**  
360 Albert St, Ottawa ON K1R 7X7  
613-216-1110

The dinner reservation will be under “The Conference Board of Canada”.

## **Friday, September 29<sup>th</sup>, 2017**

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**Location: Bank of Canada Museum Entrance** (*Corner of Bank/Wellington*), 30 Bank St, Ottawa ON K1A 0G9

**8:15 a.m.**                    **Check in at Security – *Please bring photo identification***

**8:30 a.m.**                    **Networking Breakfast – *Bank of Canada Conference Centre***

**9:00 a.m.**                    **Opening and Welcome Back Remarks**

**Marianne Fotia, Manager, Executive Networks, Science, Technology and Innovation Policy**  
**The Conference Board of Canada**

**9:15 a.m.**                    **Linking Innovation and KM at the Bank of Canada: Presentation**

**Chantal Marcoux, Director, Knowledge and Information Services**  
**Bank of Canada**

**Dale Arseneault, Assistant Director, Knowledge and Information Services**  
**Bank of Canada**

The Bank of Canada is the nation's central bank. Its principal role is "to promote the economic and financial welfare of Canada," as defined in the Bank of Canada Act. The Bank's four main areas of responsibility are: Monetary Policy: Financial System: Currency: Funds Management. The Bank of Canada is led by the Governing Council made up of the Governor, the Senior Deputy Governor and four Deputy Governors.  
Source: <http://www.bankofcanada.ca/about/>

**10:15 a.m.**                    **Networking/Health Break**

**10:45 a.m.**                    **Linking Innovation and KM at Bank of Canada: Presentation and Tour**

**Dhaval Shah, Director, Innovation**  
**Bank of Canada**

**12:00 p.m.**                    **Networking Lunch**

- 1:15 p.m.**                    **How to Improve Performance with KM: Hydro-Québec Case Study**
- Carole Marti, Knowledge Management Advisor/Vice-President, Human Resources Hydro-Québec**
- The objective of this presentation is to describe the company's context and how knowledge management supports organizational performance. We will see the tools and strategies used. Also, we'll see an example of storytelling to maintain and share the know-how acquired by lineman in an outage situation.
- 2:15 p.m.**                    **Networking/Health Break**
- 2:45 p.m.**                    **KM and Innovation Working Together**
- Sukesh Kamra, National Director, Knowledge Management Norton Rose Fulbright – *invited***
- BIO: Sukesh Kamra is a lawyer and the national director of knowledge management for Canada and Latin America. He leads our knowledge management initiative and is responsible for creating and implementing a national knowledge management strategy and action plan to work smarter and more efficiently, leverage knowledge technologies to eliminate waste and control legal costs, and provide our clients with innovative legal products and solutions to address specific needs. Knowledge management is a key ingredient in our service delivery model.
- With over 14 years of experience, Mr. Kamra is responsible for developing tools, practice resources and highly innovative approaches to capture and leverage our tacit and explicit value-added knowledge to efficiently deliver legal services to our clients. He is also responsible for the overall direction of our national library & intelligence service. Mr. Kamra is a 2017 elected Fellow of the College of Law Practice Management and is a recognized expert in client-facing knowledge management and innovation. He also holds yellow belt certification in Legal Lean Sigma and Project Management.
- He is the recipient of the prestigious international 2016 InnovAction Award for the firm's client innovation portal initiative and a finalist for the KM World Reality Award 2016. Mr. Kamra is also a certified mental health first aid officer.
- 3:30 p.m.**                    **Key Takeaways and Council Business Discussion**
- Marianne Fotia, Manager, Executive Networks, Science, Technology and Innovation Policy  
The Conference Board of Canada**
- 4:00 p.m.**                    **Adjournment – *please return badges to security***