

The **17<sup>th</sup>** Annual Materiel Management  
**National Workshop**

**Business  
Transformation:**



**Mapping Our Future**



Materiel Institut  
Management de gestion du  
Institute matériel



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Institute matériel

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## MMNW 2006!

Business  
Transformation:



Mapping Our Future

**May 29 to June 1, 2006**  
Ottawa Congress Centre

This year's Host Department is Canada Revenue Agency

"Business Transformation: Mapping Our Future"

An organization that can transform its business in order to reach its goals must be able to align and analyze its road signs on every map across its entire enterprise.

To determine if it is on track the organization reads its roadmap in order to determine the foundation upon which the business transformation is launched.

Once the guiding Northstar is found, a blueprint is developed and adapted that charts the way towards enabling transformation.

Expanding its horizons onto the future by projecting its processes onto a star chart ensures the final assurance of a successful transformation.

The key enabler of this process is the practitioner who, by interpreting the maps and charts, enables their organization to enhance their capacity to change and modernize. Are you ready?

WORKSHOP THEME



## A Word from the President

On behalf of the Organizing Committee, I would like to cordially invite you to the 17th Annual Materiel Management Workshop (MMNW), to be held May 29th to June 1st 2006, at the Ottawa Congress Centre. This is the premier event for the procurement and materiel management community in Canada.

This year is no exception! The annual MMNW is a phenomenal opportunity to network with peers involved in federal materiel management and procurement and interact directly with industry leaders who are at the cutting-edge of new topics. Every aspect of the Workshop is intended to make your time here more beneficial, professionally and personally. We have added an extra day of networking activities for you to enjoy on May 28th 2006. You may choose to spend a day of golf at the Château Cartier Resort Golf and Spa or a guided tour of the two most beautiful museums in Ottawa. After a great day of fun, I welcome everyone to join us at the MMI's first BBQ and Silent Auction at the Château Cartier Resort. The proceeds of the auction will be donated to the Children's Wish Foundation so don't forget to bring with you an original item.

This year's Workshop is based on the theme "Business Transformation: Mapping Our Future". In keeping with our tradition of promoting excellence in the practice of federal materiel management and procurement in Canada, the focus of this year's annual Workshop is on providing you with the opportunity to interact with other materiel management professionals, search out new trends, survey technological changes and review new offerings presented at the trade show. We have developed an exciting program that will focus on four major streams:

- Are We on Track?
- Charting the Way
- Expanding our Horizons
- Practitioners: Are you ready?

Back by popular demand, the Workshop will feature the Gala dinner at the Canadian Museum of Civilization. Since the Trade Show last year was a great success, we are pleased to open the Trade Show floor once again to the general public on May 29th from 2:00 p.m. to 4:00 p.m. at no cost.

The Materiel Management Institute is always looking for new ways to improve itself and we welcome all suggestions and feedback for topics you would like to see in upcoming events. Every year this event is improving and is "the" place to stay current with ongoing changes. I hope you can join us and contribute to making this important event professionally enriching. The Workshop experience awaits!

We look forward to seeing you!

Best regards,



Jacques LaBonté

President, Materiel Management Institute

## Schedule at a Glance

### Sunday, May 28, 2006

#### Networking Activities

Optional, at an extra cost to participants

10:00 am – 5:00 pm	A Day of Golf at the Château Cartier Resort OR
9:00 am – 4:30 pm	Discover Canada's History Tour
5:00 pm – 7:00 pm	BBQ at the Château Cartier Resort
7:00 pm – 9:30 pm	Silent Auction at the Château Cartier Resort

### Monday, May 29, 2006

#### Pre-Workshop Training

7:45 am – 8:30 am	Registration and Continental Breakfast
8:30 am – 4:30 pm	Training Sessions
2:00 pm – 4:00 pm	Trade Show open to the General Public
5:00 pm – 7:00 pm	Welcoming Reception in the Trade Show Area

# SCHEDULE AT A GLANCE

## Schedule at a Glance

### Tuesday, May 30, 2006

#### Workshop

7:30 am - 8:00 am	Registration and Continental Breakfast in Trade Show Area
8:00 am - 8:15 am	Welcoming Remarks
8:15 am - 9:00 am	Opening Address
9:00 am - 10:00 am	Keynote Address
10:00 am - 10:30 am	Refreshment Break in Trade Show Area
10:30 am - 12:30 pm	Concurrent Breakouts
Colonel By Salon	1 – CITT: The Good, The Bad and the Ugly (Update on CITT Decisions 2005-2006)
Capital Hall 1B/2B	2 – CASS (Corporate Administrative Shared Services)
Capital Hall 5B	3 – Business Transformation: Successes and Challenges
Capital Hall 3B/4B	4 – Maritime Helicopter Procurement – A New Way of Doing Business
12:30 pm - 1:30 pm	Networking Luncheon
1:30 pm - 2:00 pm	Dessert Break in Trade Show Area
2:00 pm - 3:00 pm	Concurrent Breakouts
Colonel By Salon	5 – Is Certification for You?
Capital Hall 5B	6 – CRA Procurement Success and Strategies
Capital Hall 3B/4B	7 – The Federal Vehicles Initiative: Sharing the Cost of Leadership
Capital Hall 1B/2B	8 – A New Paradigm for Managing Transactions
3:00 pm - 3:30 pm	Refreshment Break in Trade Show Area
3:30 pm - 4:30 pm	Concurrent Breakouts
Capital Hall 1B/2B	9 – Canada School of Public Service: Your Partner in Learning
Capital Hall 5B	10 – Government of Canada Marketplace Update (Pilot and Phase 1)
Capital Hall 3B/4B	11 – E-Procurement: A Word from the Wise; Lessons Learned
Colonel By Salon	12 – The Way Ahead for Government Acquisitions – Strategic Procurement Planning
5:00 pm - 5:30 pm	Transportation to the Canadian Museum of Civilization
5:30 pm - 6:30 pm	Reception at the Canadian Museum of Civilization
6:30 pm - 9:30 pm	Gala Dinner with Entertainment



## Schedule at a Glance

### Wednesday, May 31, 2006

#### Workshop

7:30 am - 8:30 am	Registration & Continental Breakfast
8:45 am - 9:00 am	Welcoming Remarks
9:00 am - 10:00 am	Keynote Address
10:00 am - 10:30 am	Presentation of MMI Awards
10:30 am - 11:00 am	MMI Annual General Meeting
11:00 am - 11:15 am	Refreshment Break
11:15 am - 12:15 pm	Concurrent Breakouts
Capital Hall 1B/2B	13 – TBS Policy Update
Capital Hall 5B	14 – Preservation of Assets in Information Technology
Capital Hall 3B/4B	15 – Quality Improvement Starts with Process Mapping
Colonel By Salon	16 – Promoting Diversity in Procurement
12:15 pm - 1:30 pm	Lunch
1:30 pm - 2:30 pm	Concurrent Breakouts
Capital Hall 3B/4B	17 – Sustainable Development Strategies and Green Procurement
Colonel By Salon	18 – Government Supply Chain; Success and Challenges
Capital Hall 1B/2B	19 – PWGSC IT Services / IPS GOCM
Capital Hall 5B	20 – Performance Indicator, Client Expectations
2:30 pm - 2:45 pm	Refreshment Break
2:45 pm - 3:45 pm	Closing Plenary

### Thursday, June 1, 2006

#### Post-Workshop Training

7:45 am - 8:30 am	Registration & Continental Breakfast
8:30 am - 4:30 pm	Training Sessions

# SCHEDULE AT A GLANCE

## MMNW Pre-Workshop Training Detailed Program

### Monday, May 29, 2006

7:45 am – 8:30 am      Registration and Continental Breakfast  
Congress Hall Foyer

8:30 am – 4:30 pm      Pre-Workshop Training Sessions

#### **How to Write Better Statements of Work and Bid Evaluation**

English:      David Swift, *Managing Director, Procurement Strategies for Government, RFP Solutions – English*  
Capital Hall 2B

French:      Normand Côté, *NC Consulting and Training – French*  
Capital Hall 1B

#### **Introduction to Risk Management**

English:      Presenter, *to be confirmed – English*  
Capital Hall 3B/4B

French:      Presenter, *to be confirmed – French*  
Capital Hall 5B

12:00 pm - 1:00 pm      Lunch  
Colonel By Salon

2:00 pm - 4:00 pm      Trade Show open to the General Public  
Congress Hall A/E

5:00 pm - 7:00 pm      Welcoming Reception in the Trade Show Area  
Congress Hall A/E



## Thursday, June 1, 2006

7:45 am – 8:30 am      Registration and Continental Breakfast  
Congress Hall Foyer

8:30 am – 4:30 pm      Post-Workshop Training Sessions

### **How to Write Better Statements of Work and Bid Evaluation**

English:                      David Swift, *Managing Director, Procurement Strategies for*  
Congress Hall A              *Government, RFP Solutions – English only*

### **Introduction to Risk Management**

English:                      Presenter, *to be confirmed – English only*  
Congress Hall E

12:00 pm - 1:00 pm      Lunch  
Colonel By Salon

# POST-WORKSHOP TRAINING

## MMNW Pre- and Post-Workshop Training Sessions

**How to Write Better Statements of Work and Bid Evaluation**

David Swift, *Managing Director, Procurement Strategies for Government,  
RFP Solutions – English*

Normand Côté, *NC Consulting and Training – French*

This course will provide managers with the knowledge, skills and practical tools needed to develop more effective and compliant Statements of Work (SOW's) and Evaluation Criteria within their RFP's. In addition to covering a wide range of principles and best practices, participants will have an opportunity to work with the presenter to critique a sample SOW and Evaluation Criteria document. In addition, participants will also receive a package of easy-to-follow templates and writing tools to take back to their office.

*This session may be recognized as an equivalency towards certification level I (see Certification Program Manual Q&A #15 at [www.tbs-sct.gc.ca/pd-pp](http://www.tbs-sct.gc.ca/pd-pp)).*

**Introduction to Risk Management**

This one-day workshop introduces participants to basic risk management concepts, tools and best practices. It summarizes the federal government's integrated risk management approach, and explores the major reasons underlying the approach's evolution in the last two decades. This workshop also sketches the risk management processes in selected departments, and the need to tailor approaches to program or business line risk situations.

*This session is recognized by the TBS Professional Development and Certification Program for the Procurement, Materiel Management and Real Property Community.*

## Tuesday, May 30, 2006

7:30 am - 8:00 am Congress Hall A/E	<b>Registration and Continental Breakfast in Trade Show Area</b>
8:00 am - 8:15 am Congress Hall C/D/G/H	<b>Welcoming Remarks</b> Jacques LaBonté, <i>President of MMI</i>
8:15 am - 9:00 am Congress Hall C/D/G/H	<b>Opening Address: CRA 2010</b> Michel Dorais, <i>Commissioner, Canada Revenue Agency</i>
9:00 am - 10:00 am Congress Hall C/D/G/H	<b>Keynote Address</b> <i>Deputy Minister, Public Works and Government Services Canada</i>
10:00 am - 10:30 am Congress Hall A/E	<b>Refreshment Break in Trade Show Area</b>
10:30 am - 12:30 pm	<b>Concurrent Breakouts</b>
Colonel By Salon	<b>1 – CITT: The Good, The Bad and the Ugly (Update on CITT Decisions 2005-2006)</b> Paul Lalonde, <i>Lawyer, Heenan Blaikie SRL/LLP</i> Robert C. Worthington, <i>President, Worthington and Associates Ltd.</i>
Capital Hall 1B/2B	<b>2 – CASS (Corporate Administrative Shared Services)</b> Presenter(s) to be announced
Capital Hall 5B	<b>3 – Business Transformation: Successes and Challenges</b> Paul Hession, <i>Director General, Service Qualification and Transfer, Information Communication Technologies, Information Technology Services Branch, Public Works and Government Services Canada</i> Deirdre Kerr-Perrott, <i>Director General, Administration Directorate, Finance and Administration Branch, Canada Revenue Agency</i>

# WORKSHOP PROGRAM

## MMNW Workshop Detailed Program

**Tuesday, May 30, 2006**

10:30 am - 12:30 pm

Capital Hall 3B/4B

**Concurrent Breakouts (continued)**

**4 – Maritime Helicopter Procurement – A New Way of Doing Business**

*Bill Miller, Procurement Manager, Maritime Helicopter Project,  
Public Works and Government Services Canada*

12:30 pm - 1:30 pm

Congress Hall C/D/G/H

**Networking Luncheon**

1:30 pm - 2:00 pm

Congress Hall A/E

**Dessert Break in Trade Show Area**

2:00 pm - 3:00 pm

**Concurrent Breakouts**

Colonel By Salon

**5 – Is Certification for You?**

*Micheline Brunette, Senior Analyst, Professional Development and  
Certification Program Management Office, Assets and Acquired  
Services Directorate, Treasury Board of Canada, Secretariat*

*Roger Pharand, Manager, Personnel Certification Division, Public  
Works and Government Services Canada*

*Colleen Post, Principal Analyst, Professional Development and  
Certification Program Management Office, Assets and Acquired  
Services Directorate, Treasury Board of Canada, Secretariat*

Capital Hall 5B

**6 – CRA Procurement Success and Strategies**

*Cathy Tracey-Teevens, Assistant Director, Strategic Sourcing  
Section, Canada Revenue Agency*

Capital Hall 3B/4B

**7 – The Federal Vehicles Initiative: Sharing the Cost of Leadership**

*Anthony C. Taylor, Director, Transportation Energy Use, Office of  
Energy Efficiency, Natural Resources Canada*

Capital Hall 1B/2B

**8 – A New Paradigm for Managing Transactions**

*John Lee, General Manager, Enterprise Solutions, Canada Post  
Corporation*



## MMNW Workshop Detailed Program

# WORKSHOP PROGRAM

3:00 pm - 3:30 pm Congress Hall A/E	<b>Refreshment Break in Trade Show Area</b>
3:30 pm - 4:30 pm	<b>Concurrent Breakouts</b>
Capital Hall 1B/2B	<b>9 – Canada School of Public Service: Your Partner in Learning</b> Presenter(s) to be confirmed
Capital Hall 5B	<b>10 – Government of Canada Marketplace Update (Pilot and Phase 1)</b> To be confirmed, <i>Director General, Government of Canada Marketplace</i>
Capital Hall 3B/4B	<b>11 – E-Procurement: A Word from the Wise; Lessons Learned</b> <i>Angèle Gosselin, Director, Canada Revenue Agency</i> <i>Tim Walker, DAS State Procurement Office, State of Oregon</i> <i>Lisa Reynolds, A/Director, Compliance and Business Practices Division, Canada Revenue Agency</i>
Colonel By Salon	<b>12 – The Way Ahead for Government Acquisitions – Strategic Procurement Planning</b> <i>Ian Bennett, A/Assistant Deputy Minister, Acquisitions Branch, Public Works and Government Services Canada</i>
5:00 pm - 5:30 pm	<b>Transportation to the Canadian Museum of Civilization</b> Buses depart from the Ottawa Congress Centre
5:30 pm - 6:30 pm River View Salon	<b>Reception at the Canadian Museum of Civilization</b>
6:30 pm - 9:30 pm Grand Hall	<b>Gala Dinner with Entertainment</b>
9:00 pm - 9:30 pm	<b>Return Transportation to the Ottawa Congress Centre</b> Buses depart from the Canadian Museum of Civilization

## MMNW Workshop Detailed Program

**Wednesday, May 31, 2006**

7:30 am - 8:30 am

**Registration & Continental Breakfast**

Congress Hall Foyer

8:45 am - 9:00 am

**Welcoming Remarks**

Congress Hall C/D/G/H

Jacques LaBonté, *President of MMI*

9:00 am - 10:00 am

**Keynote Address: Government of Canada Procurement Transformation: Savings are a given, what other impact do we expect?**

Congress Hall C/D/G/H

David Rotor, *Special Advisor, Acquisitions Business Transformation, Public Works and Government Services Canada*

10:00 am - 10:30 am

**Presentation of MMI Awards**

Congress Hall C/D/G/H

10:30 am - 11:00 am

**MMI Annual General Meeting**

Congress Hall C/D/G/H

11:00 am - 11:15 am

**Refreshment Break**

Congress Hall Foyer

11:15 am - 12:15 pm

**Concurrent Breakouts**

Capital Hall 1B/2B

**13 – TBS Policy Update**

Catherine Ella, *Senior Director, Investment, Project Management and Procurement Policy Division, Government Operations Sector, Treasury Board of Canada, Secretariat*

Capital Hall 5B

**14 – Preservation of Assets in Information Technology**

Yves Boutin, *Director, IT Procurement, Ministère des Services gouvernementaux*

## MMNW Workshop Detailed Program

# WORKSHOP PROGRAM

11:15 am - 12:15 pm	<b>Concurrent Breakouts (continued)</b>
Capital Hall 3B/4B	<b>15 – Quality Improvement Starts with Process Mapping</b> Ken Cierpicki, <i>Director, Corporate Services Division, Canada Revenue Agency</i>
Colonel By Salon	<b>16 – Promoting Diversity in Procurement</b> Allen Frost, <i>Director, Economic Development Programs Directorate, Indian and Northern Affairs Canada</i>
12:15 pm - 1:30 pm	<b>Lunch</b>
Congress Hall C/D/G/H	
1:30 pm - 2:30 pm	<b>Concurrent Breakouts</b>
Capital Hall 3B/4B	<b>17 – Sustainable Development Strategies and Green Procurement</b> M. Neil Maxwell, <i>Principal, Sustainable Development Strategies, Audits and Studies, Office of the Auditor General</i> Berny Latreille, <i>Director, Environmental Affairs, Environment Canada</i> Elizabeth Hopkins, <i>Director, Policy Development, Public Works and Government Services Canada</i>
Colonel By Salon	<b>18 – Government Supply Chain; Success and Challenges</b> Larry Lashkevich, <i>Director General, Materiel Systems and Supply Chain, National Defence</i>
Capital Hall 1B/2B	<b>19 – PWGSC IT Services / IPS GOCM</b> Jérôme Thauvette, <i>Senior Director, Informatics and Telecommunications Systems Procurement Directorate, Public Works and Government Services Canada</i> Sylvain Cyr, <i>A/Director, Software and Shared Systems Procurement Directorate, Public Works and Government Services Canada</i>

## MMNW Workshop Detailed Program

**Wednesday, May 31, 2006**

1:30 pm - 2:30 pm

Capital Hall 5B

**Concurrent Breakouts (continued)**

### **20 – Performance Indicator, Client Expectations**

*Lisa Reynolds, A/Director, Compliance and Business Practices Division, Canada Revenue Agency*

*Sharon Chamberlain, Director General, Corporate and Shared Services, National Defence*

*Marc Beaulne, Senior Account Executive, BMO Financial Group*

2:30 pm - 2:45 pm

Congress Hall Foyer

**Refreshment Break**

2:45 pm - 3:45 pm

Congress Hall C/D/G/H

**Closing Plenary: Stress Management Through Humour**

*Andrée Jetté, Director, Vision 360*



Tuesday, May 30, 2006

8:15 am

**Opening Address: CRA 2010**



Michel Dorais, *Commissioner, Canada Revenue Agency*

Mr. Dorais will share his vision for the Canada Revenue Agency (CRA) in 2010, touching on the CRA's unique governance structure, which draws its strength from the best of both worlds - public sector and private sector. Conference participants will also be interested to hear Mr. Dorais talk about business process improvements that have taken place within the CRA since it became an Agency in 1999, and how these processes and CRA procurement strategies are supporting him in achieving his vision for CRA 2010.

9:00 am

**Keynote Address**

*Deputy Minister, Public Works and Government Services Canada*

KEYNOTE SESSIONS

Wednesday, May 31, 2006

9:00 am



### Keynote Address:

### Government of Canada Procurement Transformation: Savings are a given, what other impact do we expect?

David Rotor, *Special Advisor, Acquisitions Business Transformation, Public Works and Government Services Canada*

In this presentation David Rotor will address the status of procurement transformation in the Government Canada, with a focus on two areas:

#### **Technology**

- The way in which technology will be used to drive the expected benefits such as reducing costs and improving efficiencies
- The less obvious benefits of technology such as improving access for suppliers from the aboriginal, "green", and small business communities
- The ability of technology to assist in changing the concept of accountability from a post transaction audit and reporting bias to one that allows compliance and accountability to be integrated into the workflow of a transaction

#### **The impact of reducing the costs of goods and services for the Government of Canada**

- Savings are coming from several areas including simple negotiations to reduce prices to complex programs to improve supplier productivity; what is our experience to date and where are we focusing on in the future
- Intuitively buyers drive to aggregate demand in order to achieve volume savings. How successful is this and what other approaches does the Government of Canada use?
- Small enterprises, aboriginal businesses, and "green" procurement are important to us from a social and economic development perspective, they are also highly competitive sources of supply for certain goods and services what have we learned about using these suppliers to help drive lower costs and greater productivity?

2:45 pm



### Closing Plenary: Stress Management Through Humour

Andrée Jetté, *Director, Vision 360*

Participants will have to identify concrete means of adapting themselves to stressful situations in their environment.

We suggest the following approach:

- **To inform:** a light presentation on the basic theory concerning body language and the stress mechanism.
- **Sensitize:** to make each participant aware of different stressing situations in their daily life.
- **To Enable:** through laughing, movement and pleasure, each participant acquires four tools in burn out prevention enabling them to face different stressful situations. (Emotional, physical, mental and environmental.)
- **Motivate:** through discussions and games, create in each participant a desire to apply the tools acquired during the session.

# 1 – CITT: The Good, The Bad and the Ugly (Update on CITT Decisions 2005-2006)

Paul Lalonde, *Partner, Lawyer, Heenan Blaikie SRL/LLP*

Robert C. Worthington, *President, Worthington and Associates Ltd.*

This round-table discussion will focus on the decisions of the CITT during the past two years. The effect of these decisions upon Federal Government procurement will be discussed followed by a debate on the need for reform of the CITT's role in light of its decisions.

# 2 – CASS (Corporate Administrative Shared Services)

Presenter(s) to be announced

Come hear from the stakeholders in the Corporate Administrative Shared Services (CASS) initiative, including the Shared Services Office (SSO), Wave 1 departments and TBS.

The objective of the CASS project is to improve the delivery of corporate and administrative services through the establishment of a SSO, created to realize the benefits of shared investment and allow departmental retention of savings. Improved management, program delivery and efficiency of these services are the expected results.

Work is currently underway to establish baseline data of the current processes, including costs, IM/IT/IS, and performance and volume metrics. This work will then identify the transformation opportunities with the greatest potential for improvement.

# 3 – Business Transformation: Successes and Challenges

Paul Hession, *Director General, Service Qualification and Transfer, Information Communication Technologies, Information Technology Services Branch, Public Works and Government Services Canada*

Deirdre Kerr-Perrott, *Director General, Administration Directorate, Finance and Administration Branch, Canada Revenue Agency*

Around the world, public and private sector organizations are increasingly adopting shared services as a strategy to reduce costs, simplify business processes, and to enhance service quality and responsiveness. In Budget 2005, the Government of Canada (GC) outlined its commitment to the IT Shared Services initiative – as an element of an overall Shared Services Agenda – to improve the management of IT services across departments, boards and agencies. The initiative rests on the premise that a government-wide coordinated approach to managing IT services can yield better, faster, more cost effective results for clients and taxpayers. Paul Hession will summarize this initiative in terms of business drivers, financial savings and cost reduction opportunities, leadership, vision, change management, development methodology, and adopted implementation as well as deployment strategies.

The pressures of expenditure reviews, the need to enhance client service and the increasing need to ensure compliance to policies and guidelines are factors all government-contracting organizations are dealing with today. In the Canada Revenue Agency (CRA), these issues were addressed through the change from a transaction-based environment to a strategic-driven procurement function. Through Dierdre Kerr-Perrott you will find out the challenges and successes of CRA's Business Transformation initiative and how it revolutionized the Agency's ability to meet its contracting needs.

## MMNW Workshop Concurrent Breakout Sessions

**4 – Maritime Helicopter Procurement – A New Way of Doing Business**

Bill Miller, *Procurement Manager, Maritime Helicopter Project, Public Works and Government Services Canada*

The procurement strategy for the acquisition and support of the new Maritime Helicopters being procured by PWGSC for the Department of National Defence fits very nicely into the theme of this year's Materiel Management National Workshop. This presentation will detail the traditional process of procuring a major system such as a helicopter and then will address how that process was modified to enable the establishment of performance based acquisition and long term support contracts.

Bill Miller will address the procurement strategy and the provisions of the Maritime Helicopter Contracts as they apply to the changes in the way normal Government procurement is addressed. This will include discussion of the procurement goals, how the achievability of these goals was determined, the extent to which they were achieved, and how Contractor performance is being monitored and incentivized both during the initial development period and over the service life of the Maritime Helicopter. As this presentation is related only to the procurement process, it will not discuss the bids, the bidders, or the results of the evaluations.

**5 – Is Certification for You?**

Micheline Brunette, *Senior Analyst, Professional Development and Certification Program Management Office, Assets and Acquired Services Directorate, Treasury Board of Canada, Secretariat*

Roger Pharand, *Manager, Personnel Certification Division, Public Works and Government Services Canada*

Colleen Post, *Principal Analyst, Professional Development and Certification Program Management Office, Assets and Acquired Services Directorate, Treasury Board of Canada, Secretariat*

***Certification has arrived!***

Would you like to be recognized for your expertise by an accredited certification organization? If so, this session is for you! The Treasury Board of Canada Secretariat Program Management Office and Certification Manager from the Canadian General Standards Board will explain the process to enroll in the Program and apply for professional designation as a Certified Federal Specialist in Procurement (CFSP) or in Materiel Management (CFSMM).

## 6 – CRA Procurement Success and Strategies

Cathy Tracey-Teevens, *Assistant Director, Strategic Sourcing Section, Canada Revenue Agency*

This presentation will begin with a general overview of Strategic Sourcing, followed by the Canada Revenue Agency's approach to each step of the process:

- Assess the Opportunities
- Profile Categories
- Develop Strategy
- Supplier and Selection Factors
- RFP Process
- Implementation

An up-to-date snapshot of the savings achieved on these commodities will be provided, as well as the changes required to internal business processes and the challenges faced in implementation.

## 7 – The Federal Vehicles Initiative: Sharing the Cost of Leadership

Anthony C. Taylor, *Director, Transportation Energy Use, Office of Energy Efficiency, Natural Resources Canada*

This presentation will focus on the Federal Fleet Initiative (FFI), which is managed by Natural Resources Canada and is steered by an interdepartmental committee that includes NRCan, TBS, EC, and PWGSC. An overview of some of the project initiatives, including the Leadership Vehicle Project and Idling Reduction Campaigns, will provide concrete examples of good fleet management practices and environmental stewardship.

## 8 – A New Paradigm for Managing Transactions

John Lee, *General Manager, Enterprise Solutions, Canada Post Corporation*

Many SME and even large enterprises have experienced great, and expensive, difficulties in automating all of the paper transactions in their supply chains, customer communications and order processing environments. EDI, a critically important business tool, has remained out of reach for many businesses and business applications. Another approach is possible. A multi-client imaging/digitization service provider can turn your major transactional paperflows into data, delivered into your workflow application systems.

## 9 – Canada School of Public Service: Your Partner in Learning

Presenter(s) to be confirmed

The objectives of the presentation are to clearly outline what is involved in the learning strategy; improve knowledge and understanding around the importance of learning in strengthening public sector management; and to communicate the shift in the School's focus.

**10 – Government of Canada Marketplace Update (Pilot and Phase 1)**

To be confirmed, *Director General, Government of Canada Marketplace*

The Government of Canada Marketplace (GoCM) is an end-to-end online purchasing tool providing employees with access to pre-approved goods and services through electronic catalogues. At this session, you will learn about the latest developments with the GoCM project. You will also see a demonstration of the Government of Canada Marketplace (GoCM) Prototype, which is fully functional, integrated with the PWGSC financial system, and includes the use of electronic catalogues for copy paper, office supplies, information technology professional services, and vehicles. The demonstration will provide an overview of the purchasing business processes within the GoCM. The demonstration includes the search and order of goods, receipt of goods, invoice, approvals, and supplier processes. The reporting and analysis capabilities of the GoCM will also be featured. Don't miss this opportunity to preview the GoCM!

**11 – E-Procurement: A Word from the Wise; Lessons Learned**

Angèle Gosselin, *Director, Canada Revenue Agency*

Tim Walker, *DAS State Procurement Office, State of Oregon*

Lisa Reynolds, *A/Director, Compliance and Business Practices Division, Canada Revenue Agency*

This panel will be focusing on discussing lessons learned from organizations that have implemented a fully integrated e-procurement to pay solution. Hear the critical success factors of their implementation, discover the true benefits and, uncover the interesting question of what is life after e-procurement? In addition, each panel member will be presenting their actual numbers as far as transaction volumes, number of vendors enabled, current number of users, etc. Lisa Reynolds will be the facilitator for this session.

**12 – The Way Ahead for Government Acquisitions – Strategic Procurement Planning**

Ian Bennett, *A/Assistant Deputy Minister, Acquisitions Branch, Public Works and Government Services Canada*

The Government of Canada is undergoing an unprecedented transformation of its approach to procurement targeted at saving the government in excess of \$2.5B over five years by reducing costs, increasing internal efficiencies and shortening time to complete transactions. Come hear about the move to a whole-of-government commodity management approach and how engaging our employees and our clients as partners will lead to success.

Together, these initiatives are helping our government work better and cost less. Now with the first year nearing completion, this presentation will identify the progress to date, some of the challenges ahead and our next steps to achieve success in this endeavor.

### 13 – TBS Policy Update

Catherine Ella, *Senior Director, Investment, Project Management and Procurement Policy Division, Government Operations Sector, Treasury Board of Canada, Secretariat*

This session will provide an overview of the Treasury Board Secretariat's policy renewal activities in the area of Assets and Acquired Services. As highlighted at the May 2004 Materiel Management National Workshop, Treasury Board policies on assets and acquired services are being consolidated, redefined and eliminated. Hear about this work and its links to core learning for government managers and the Professional Development and Certification Program for procurement and materiel managers.

### 14 – Preservation of Assets in Information Technology

Yves Boutin, *Director, IT Procurement, Ministère des Services gouvernementaux*

Recognizing an organization's assets and investments. Which factors are to be considered and quantified? Presentation of decision-making examples in managing a software or hardware infrastructure.

### 15 – Quality Improvement Starts with Process Mapping

Ken Cierpicki, *Director, Corporate Services Division, Canada Revenue Agency*

Ken Cierpicki will share the Agency's experiences with Process Management as a basis for major change.

Over the last year the CRA has utilized a process management approach to develop process maps for current activities and their related costs. This, combined with making process improvements, resulted in number of measurable and positive changes including the implementation of standard, national processes in the Agency's administration activities.

### 16 – Promoting Diversity in Procurement

Allen Frost, *Director, Economic Development Programs Directorate, Indian and Northern Affairs Canada*

This presentation will focus on the Procurement Strategy for Aboriginal Business (PSAB). This year marks the tenth year celebration of the implementation of the PSAB. This is an ideal opportunity for individuals to learn what successes have been achieved under the PSAB during the past ten years and the lessons learned. Has the program been successful? Has the emerging Aboriginal small and medium sized businesses benefited from this Strategy? Has the Aboriginal business community grown since 1996 as a result of PSAB? Who has benefited most - Urban or rural Aboriginal owned businesses? Will the Strategy be enhanced or strengthened as we move into another decade of PSAB implementation?



**17 – Sustainable Development Strategies and Green Procurement**

M. Neil Maxwell, *Principal, Sustainable Development Strategies, Audits and Studies, Office of the Auditor General*

Berny Latreille, *Director, Environmental Affairs, Environment Canada*

Elizabeth Hopkins, *Director, Policy Development, Public Works and Government Services Canada*

The scope of spending on goods and services provides a real opportunity for the federal government to use its purchasing power to support environmental sustainability and help drive Canadian competitiveness. The Commissioner of the Environment and Sustainable Development made federal green procurement the focus of one its 2005 reports. This panel presentation will provide an overview of the Commissioner's findings and recommendations, and what the government has been doing to respond to these recommendations. The presentation will highlight the main features of the new federal green procurement policy, implementation progress to date, and what this could mean for you.

**18 – Government Supply Chain; Success and Challenges**

Larry Lashkevich, *Director General, Materiel Systems and Supply Chain, National Defence*

This past year has been extraordinary for Materiel Management in the Department of Defence due to new Treasury Board and PWGSC programs as well as internal DND initiatives, most significantly the Transformation of the Canadian Forces and the related Institutional Realignment. In his presentation Larry Lashkevich will highlight the major initiatives, the challenges that they have represented for the Department, the successes and lessons we have learned. Topics will include:

- Materiel Acquisition and Support implications of the Canadian Forces Transformation
- Getting Acquisition Right – Formation of a Departmental Major Project Delivery capability
- Operationalizing the Supply Chain
- Strategic Inventory and Asset Management and Accrual Accounting
- Materiel Acquisition and Support Optimization Project – a Success Story in Supply Chain Transformation
- PWGSC Way Ahead – What does it really mean?
- Green Procurement – It is a lot of work but it is also an exciting opportunity
- Information Management – Love it or hate it you cannot live without it. Making Information Management work for you.



## 19 – PWGSC IT Services / IPS GOCM

Jérôme Thauvette, *Senior Director, Informatics and Telecommunications Systems Procurement Directorate, Public Works and Government Services Canada*

Sylvain Cyr, *A/Director, Software and Shared Systems Procurement Directorate, Public Works and Government Services Canada*

This presentation will focus on PWGSC Way Forward Procurement Reform initiatives and government-wide procurement vehicles for the acquisition of IT goods and services.

Jérôme Thauvette will address telecom procurement initiatives such as converged network services, wireless services and the acquisition of networking equipment. Expansion of the Professional Services Online (PSO) tool and developments in the implementation of a new method of supply for IT professional services will also be explored, as well as the renewal of the hardware standing offer arrangements.

Sylvain Cyr will discuss the latest developments in the acquisition of software products and solutions.

## 20 – Performance Indicator, Client Expectations

Lisa Reynolds, *A/Director, Compliance and Business Practices Division, Canada Revenue Agency*

Sharon Chamberlain, *Director General, Corporate and Shared Services, National Defence*

Marc Beaulne, *Senior Account Executive, BMO Financial Group*

Performance measurement is a key component of any successful organization. Having a comprehensive performance measurement system requires a good understanding of what you need to measure, having the tools required to gather and interpret information as well as the ability to use the information to facilitate change where required or celebrate accomplishments. Hear Lisa Reynolds discuss CRA's approach to measuring performance and how the system has supported its business transformation initiatives.

Sharon Chamberlain will look at service delivery from the point of view of the client and their expectations. Client expectations will be positioned within a model for client service delivery and will be broken down into its core components. Upon understanding how client expectations are formed, strategies for determining client expectation gaps will be uncovered, followed by the building blocks for addressing client expectation gaps. Finally, the interdependencies between client expectations and other components of the service delivery framework will be highlighted.

Marc Beaulne will address eCommerce performance indicators adopted by high performance organizations. What are successful Public Sector departments and agencies doing to create successful acquisition card programs? How do clients measure their success, and what are the success strategies that they establish to achieve their goals? Please join this panel discussion for answers to these questions, and more insight into best practices utilized in monitoring successful acquisition card programs.

## MMNW Workshop Features

### Networking Activities – Sunday, May 28, 2006

Note: The Networking Activities, though offered for the enjoyment of MMI participants, are separate from the Workshop. Participants are required to pay the individual activity costs.

#### Discover Canada's History Tour

9:00 am – **Departure from the Ottawa Congress Centre** accompanied by a professional tour guide aboard a deluxe coach.

##### 9:30 am – Canadian War Museum – Guided Tour

The architecturally stunning Canadian War Museum is the country's national museum of military history, covering Canada's military past from earliest times to the present day. Through its extraordinary permanent and special exhibitions, the Museum puts a human face on war as it shows how military events have shaped the development of the country, both at home and on the world stage. With extensive exhibition space, diverse public programmes and unparalleled collections, it is a must-see destination for visitors.

##### 11:30 am – Le Café du Musée – Lunch

Canadian cuisine (3 course meal) with a view of the Ottawa River and the Parliament buildings.

##### 1:00 pm – Canadian Museum of Civilization – Imax Theatre

The Canadian Museum of Civilization's IMAX® Theatre was the first theatre in the world to combine both an IMAX screen and an IMAX Dome.

##### 2:30 pm – Canadian Museum of Civilization – Special Exhibition

*Petra: Lost City of Stone* – This exhibition is the most complete portrait ever mounted of the amazing and enigmatic city of Petra. It tells the story of this once-thriving metropolis at the crossroads of the ancient world's major trade routes and of the technological virtuosity that allowed the Nabateans to build and maintain Petra in the harsh desert environment. For four centuries beginning in 200 B.C., Petra stood at the crossroads of the Silk Road and the spice routes that connected China, India and Arabia with markets in Greece, Rome, Egypt and Syria.

4:30 pm – **The tour will conclude at the Château Cartier Golf course** with a BBQ and Silent Auction with other delegates and partners.

*Transportation will be supplied from the golf course to the Ottawa Congress Centre after the activities.*

#### A Day of Golf at the Château Cartier Resort in Aylmer, Quebec

Château Cartier sits on 152 country acres overlooking the Ottawa River. The golf course is an 18-hole public layout right on the resort grounds. There is something for every golfer on this course, and even non-golfers can appreciate the riverside view.

10:00 am – Departure from the Ottawa Congress Centre to the Château Cartier Resort Golf and Spa

11:00 am – Tournament begins

5:00 pm – The golf tournament will conclude with a BBQ and Silent Auction with other delegates and partners.

*Transportation will be supplied from the golf course to the Ottawa Congress Centre after the activities.*

#### Silent Auction

Please bring your donated items with you to the Golf Course along with the description card.

7:00 pm This is your opportunity to buy unique things donated by the MMI community – a fantastic networking opportunity, a cash bar, excitement and great deals at the Silent Auction. Most important, your dollars will be donated to the Children's Wish Foundation. If you want to meet people, contribute to worthy cause, get some great bargains and have a lot of fun, then the Silent Auction is just the event for you!

8:00 pm Bids close  
Pick up your item(s) and bid card. Proceed to cashier – cash and credit card only – no cheques.

9:30 pm Transportation back to the Ottawa Congress Centre.



## MMNW Workshop Features

### Host Department

A special thanks is extended to the host department of this year's workshop... Canada Revenue Agency.



### Gala Dinner

This year's Gala Dinner will take place May 30th, 2006 at the **Canadian Museum of Civilization**. Transportation will be provided to and from the Museum. A Reception prior to the Gala Dinner will be held in the Canadian Museum of Civilization's River View Salon. The Gala Dinner will follow in the Grand Hall, with its stunning view of Parliament Hill. Following dinner, dance the evening away to a great band and music from the 60's, 70's and 80's.

### Trade Show

The Trade Show will be open May 29th and 30th.

**Monday, May 29th – for the second year in a row, and for one day only!**

On Monday, May 29th, the Trade Show will be open to the general public from 2:00 pm to 4:00 pm, at no cost!  
**Come and take a look at the services our Exhibitors have to offer.**

### Welcome Reception

This year's Welcome Reception will take place May 29th, 2006 in the Trade Show area.  
Join your colleagues from across Canada!



### Accommodation

**Book early, May is a busy time in the Nation's Capital.  
These rooms (and rates) won't last long!**

Blocks of rooms have been reserved at a special Workshop rate at the following hotels. State that you are with the Materiel Management Institute National Workshop when making your reservation.

#### ***The Novotel Hotel***

\$140 per night until April 28, 2006  
call 1-613-230-3033

#### ***Les Suites Hotel***

\$169 per night until May 1, 2006  
call 1-800-267-1989

# WORKSHOP FEATURES

# REGISTRATION FORM

M M N W 2 0 0 6

May 28 – June 1, 2006 • Ottawa Congress Centre

## M A T E R I E L M A N A G E M E N T N A T I O N A L W O R K S H O P

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Department: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Tel.: ( ) \_\_\_\_\_  
 Fax: ( ) \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 Language of Preference: ☐ English ☐ French  
 Special requirements (accessibility, dietary): \_\_\_\_\_

### ACCOMMODATION:

*Book early, May is a busy time in the Nation's Capital. These rooms (and rates) won't last long!*

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 1-613-230-3033

#### Les Suites Hotel:

\$169 per night until May 1, 2006  
 1-800-267-1989

### REGISTRATION FEES

(Workshop registration fees include refreshments, lunches  
 May 29 Reception, May 30 Gala Evening & GST)

17th Materiel Management National Workshop – May 30 & 31, 2006

Pre-Workshop Training Session – May 29, 2006

Post-Workshop Training Session – June 1, 2006

Combined Training and 17th Annual Workshop (1 workshop training session)

Combined Pre- and Post- Training and 17th Annual Workshop

### EARLY BIRD

Registration & payment  
 before April 18, 2006

- ☐ \$725.00  
☐ \$535.00  
☐ \$535.00  
☐ \$1070.00  
☐ \$1605.00

### REGULAR

Registration & payment  
 on or after April 18, 2006

- ☐ \$775.00  
☐ \$585.00  
☐ \$585.00  
☐ \$1170.00  
☐ \$1755.00

### PRE/POST-WORKSHOP TRAINING SESSIONS

Please indicate which Pre/Post-Workshop Training Session(s) you will be attending:

#### MONDAY, MAY 29 (PRE):

- ☐ How to Write Better Statements of Work and Bid Evaluation ☐ English ☐ French  
☐ Introduction to Risk Management ☐ English ☐ French

#### THURSDAY, JUNE 1 (POST):

- ☐ How to Write Better Statements of Work and Bid Evaluation (English only)  
☐ Introduction to Risk Management (English only)

Seating is limited for the Gala Evening and will be granted on a first come – first served basis.

- ☐ Yes, I will attend the May 30 Gala Evening at the Canadian Museum of Civilization. (Included in your registration.)  
☐ I wish to purchase \_\_\_\_\_ extra ticket(s) for the Gala Evening @ \$64.20 each.  
☐ No, I will not attend the May 30 Gala Evening at the Canadian Museum of Civilization.

### OPTIONAL DAY OF ACTIVITIES – Sunday, May 28, 2006 for Delegates and Partners

Join your colleagues for a fun-filled Sunday! See the MMI web site for more details.

**Don't miss out – optional activities are available on a first come – first served basis!**

- ☐ A Day of Golf at the Château Cartier Resort in Aylmer, Quebec (includes golf, cart, BBQ & Silent Auction, and transportation via bus from the Ottawa Congress Centre, Daly Avenue to the course and back.)  
 Club rentals are available at an additional charge. \$160.50 x \_\_\_\_\_ (# of participants) = \$ \_\_\_\_\_  
**OR** ☐ Discover Canada's History Tour  
 (includes transportation via bus from the Ottawa Congress Centre, Daly Avenue and back for a guided tour of the Canadian War Museum, a three course lunch at Le Café du Musée, a seating at the Imax theater and a Special Exhibition tour of *Petra: Lost City of Stone* at the Canadian Museum of Civilization followed by BBQ & Silent Auction) \$160.50 x \_\_\_\_\_ (# of participants) = \$ \_\_\_\_\_  
☐ BBQ & Silent Auction at the Château Cartier Resort \$64.20 x \_\_\_\_\_ (# of participants) = \$ \_\_\_\_\_

### MMI APPAREL (To be picked up at the Registration Desk. Indicate quantity and size.)

- ☐ Denim shirts – Men's @ \$53.00 each \_\_\_\_\_S \_\_\_\_\_M \_\_\_\_\_L \_\_\_\_\_XL \_\_\_\_\_XXL \_\_\_\_\_XXXL x \$53.00 each = \$ \_\_\_\_\_  
☐ Denim shirts – Ladies' @ \$53.00 each \_\_\_\_\_S \_\_\_\_\_M \_\_\_\_\_L \_\_\_\_\_XL \_\_\_\_\_XXL \_\_\_\_\_XXXL x \$53.00 each = \$ \_\_\_\_\_  
☐ Golf shirts – Men's @ \$41.50 each \_\_\_\_\_S \_\_\_\_\_M \_\_\_\_\_L \_\_\_\_\_XL \_\_\_\_\_XXL \_\_\_\_\_XXXL x \$41.50 each = \$ \_\_\_\_\_  
☐ Golf shirts – Ladies' @ \$41.50 each \_\_\_\_\_S \_\_\_\_\_M \_\_\_\_\_L \_\_\_\_\_XL \_\_\_\_\_XXL x \$41.50 each = \$ \_\_\_\_\_  
☐ Baseball cap @ \$24.25 each \_\_\_\_\_ x \$24.25 each = \$ \_\_\_\_\_  
☐ Sun Visor @ \$24.25 each \_\_\_\_\_ x \$24.25 each = \$ \_\_\_\_\_

### METHOD OF PAYMENT

- ☐ Invoice Me ☐ Cheque enclosed made payable to the **MMI % The Willow Group**  
 Charge my ☐ American Express ☐ MasterCard ☐ VISA

**TOTAL \$** \_\_\_\_\_

**Note: All prices include GST.**  
 (GST #R134363936)

Card Number \_\_\_\_\_ Expiry Date \_\_\_\_\_

Cardholder Name \_\_\_\_\_

Signature \_\_\_\_\_

### FOR MORE INFORMATION AND TO REGISTER BY MAIL OR FAX...

Materiel Management Institute % The Willow Group  
 1485 Laperriere Avenue, Ottawa, Ontario K1Z 7S8  
 Tel: 613-725-0980 • Fax: 613-729-6206  
 E-mail: [mmi@thewillowgroup.com](mailto:mmi@thewillowgroup.com) • Register On-line at: [www.mmi-igm.ca](http://www.mmi-igm.ca)

Cancellation Policy: Refunds will be given for requests received in writing postmarked no later than April 30, 2006, less an administration fee of \$53.50. After that date, we regret no refunds will be issued; however, we will accept substitute delegates.