



**Information Technologies
Opportunities Summit 2017
REPORT**



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GENERAL INFORMATION

The views expressed in this report are those of external GNB participants for consideration by the Government of New Brunswick.

CONTEXT

In 2015 and 2016, the New Brunswick Jobs Board Secretariat (JBS) held a series of opportunities summits to better define opportunities for economic development and employment growth in the province. Twenty-two summits covering a variety of topics were held in the province.

Engaged citizens, entrepreneurs, leaders of non-profit organizations and government representatives discussed and imagined new avenues for various sectors of New Brunswick society. They also discussed our opportunities for growth and social advancement from a national and global perspective.

The fruits of these discussions helped the JBS develop The New Brunswick Economic Growth Plan, released in September 2016. The plan is based on five pillars:

- People
- Innovation
- Capital
- Infrastructure
- Agility

As promised, the JBS organized a second round of opportunities summits to put into practice the notion of open government. To establish the concept of open government, three phases are required: participation - transparency - collaboration.

The first round consisted of participation. The second round is based on transparency and lays the foundation for greater collaboration between citizens and government.

During the summit, Opportunities NB, Service New Brunswick and the Office of the Chief Information Officer (part of the Treasury Board) gave an account of what had been accomplished in the public service since the first summit on January 29, 2016. Representatives from the department reported on the issues that received further attention among suggestions received.

OBJECTIVES

The summit had the following objectives:

Accountability and transparency

- Share information on government decisions and actions related to the initial summit input.
- Provide access to interested people who could not attend at the summit in person.

Improvement and collaboration

- Capture input to improve current strategies and initiatives.
- Identify opportunities to collaborate on priorities going forward.

Participant experience

- Participants had a positive experience and felt their contributions were valued.
- Participants felt heard.

SUMMIT AGENDA AND PARTICIPANTS

The second Opportunities Summit on information technology was held at the Delta Hotel in Fredericton, on May 10, 2017. Twenty-eight participants (including representatives from the provincial government) discussed the various ways to support the IT industry in New Brunswick.

Agenda	
10 am	Opening
10:05 am	Welcome Mike O'Brien Mayor of Fredericton
10:10	A word by David Coon, MLA for Fredericton South Leader of the Green Party
10:20 am	Presentation on the State of the New Brunswick economy Honourable Francine Landry Minister of Economic Development Minister responsible for Francophonie Minister responsible for Opportunities NB
10:35 am	Update - New Brunswick Economic Growth Plan Susan Holt, Chief of Business Relationships New Brunswick Jobs Board Secretariat
10:45 am	Presentation by: Opportunities NB

	<p>Service New Brunswick</p> <p>Office of the Chief Information Officer</p>
11:30 am	<p>Group discussion: <i>How have the department's actions responded to your needs and why?</i></p> <p><i>Have we forgotten anything?</i></p> <p><i>What other actions should we prioritize and why?</i></p>
1:10 pm	<p>Speech by Premier Brian Gallant</p>
1:20 pm	<p>Presentation by Bernard S. Meyerson</p> <p>Chief Innovation Officer, IBM</p>
1:30 pm	<p>Group discussion – <i>Based on themes brought up in the previous discussion:</i></p> <p><i>1. How can we better collaborate on this?</i></p> <p><i>2. Is there anything currently available that can be used as leverage?</i></p> <p><i>3. How can we become involved?</i></p> <p><i>4. Next steps (2 or 3)</i></p>
2:45 pm	<p>Wrap-up</p> <p>Stephen Lund, CEO, Opportunities NB</p>
3 pm	<p>End of day</p>

ONLINE PARTICIPATION

The Web was used to allow for the participation of as many people as possible. The presentations on the State of the economy, on the Economic Growth Plan and that of the Service NB, Opportunities NB and the Office of the Chief Information Officer were streamed live. The premier's remarks were also presented in real time at <http://www.opengovnb.ca/en>. These presentations are still available online.

Social media were also used. Followers of the [OpengovNB/GouvertNB](#) page on Facebook were informed about the summit. On Twitter ([@GNBvousrepond](#), [@GNBreplies](#)), followers could follow parts of the conversations since the major topics of discussion were shared throughout the day. They were also able to take part in the conversation by using #OpengovNB and #GouvertNB.

SUMMARY OF DISCUSSIONS: WHAT ARE WE MISSING?

Participants formed groups of 5-6 people to discuss details presented by the government agencies. They were asked to reply to these questions: *How have the department's actions responded to your needs and why? Have we forgotten anything? What other actions should we prioritize and why?*

The following are comments made by participants on the actions undertaken by the NB Government, as well as on items that are missing. They are grouped according to the larger themes brought up during the discussions.

ON CYBERSECURITY

- The work undertaken by the province over the past few months allowed for greater visibility for what has been accomplished in terms of more raw data and information technology in New Brunswick. New collaborations are also developed with entities elsewhere in the country. Meetings like these and the development of partnerships with organizations in other provinces must continue to be encouraged.
- New Brunswick businesses that work in the field of cybersecurity need to be better known by experts in the field to secure their place in the marketplace.
- This new awakening has encouraged industry players to get together and has provided for better exchanges.
- Regulations on government supply and services are a hindrance to the development of businesses in the province. These regulations benefit outside businesses.
- Efforts must also be made to attract major players in the field to the province.

ON TALENT RECRUITMENT AND SUPPORT TO BUSINESSES

- Efforts made to attract international students have been rather positive up to now. However, to be successful, there must be a review and an improvement of programs offered in New Brunswick (UNB) to measure up to programs having an international reputation.
- In the long term, our school system must evolve to teach children the IT skills they will need in the future.
- A partnership between the province's three major cities is an interesting prospect; however, the entire province also needs help in this area. In addition, with efforts made at the municipal level, job seekers and potential partners may become confused as to the most efficient points of contact from which to work or do business in the province.
- On the immigration front, it is important to be able to establish contact between individuals we attract and the communities where they settle. For example, Saint John has important Israeli and Ukrainian communities; this could make a difference in our retention capacity for new immigrants.
- We need a task force to study the various development aspects of our sector (education, immigration, promotion).
- We need to connect businesses with innovative communities that can adopt and promote new products or services. Such communities are allies for the sector.

ON DIGITAL GOVERNMENT

- To create a true digital government, various laws must be reviewed and modified to allow for greater flexibility as the existing legislative system wasn't created to allow for such adaptations.
- The population has limited knowledge of the meaning of digital government. A branding strategy is necessary to increase understanding and explain the impact of a digital government.
- The development of digital government must focus on areas allowing for quick successes, thereby creating greater understanding of the concept and building on these successes.

ON SMART GRIDS

- We must demystify the term "smart grids". To do so, we need a more concerted communications effort on energy.
- New Brunswick must adopt enabling legislation and policies that will enable the development of smart grids. These legislative changes must also be accompanied by a change in regulations governing the environment.
- The various departments and agencies (Opportunities NB, department of postsecondary education, training and labour, department of environment and local governments, Jobs Board Secretariat) must align their efforts with those of NB Power. This alignment must also include important partnerships with players such as Siemens, UNB, Emera and CIC.

A precise mapping of smart grids must be developed and greater efforts must be made to allow for greater connectivity between projects and players. This information would allow for concerted efforts on cybersecurity, raw data, training, clean energy and technologies, and data analysis.

SUMMARY OF DISCUSSIONS: HOW CAN WE BETTER COLLABORATE?

Following the initial discussion, overall themes emerged and became topics for further discussion by participants. This portion of the summit was a first step toward reinforcing collaboration between all stakeholders, whether government or community.

Once the themes were identified, participants were invited to join the conversation that appealed to them to answer four questions:

1. How can we better collaborate on this?
2. What could be done better?
3. How can we become involved?
4. What are the next steps?

CYBERSECURITY

How can we better collaborate?

According to participants, we must involve the business community in developing cybersecurity solutions in the province. Also, because of the province's size, we need to diversify the approach and start working with smaller industries. The creation of networks or clusters could also encourage collaboration by allowing people to concentrate on specific aspects of cybersecurity.

The sovereignty of our networks is also an issue that should generate greater collaboration among stakeholders.

Stakeholders must also remember that cybersecurity is a relatively new area and that errors will inevitably occur along the way. However, that doesn't mean we should stop trying.

What could be done better?

The fact that the province is small should be viewed as an advantage. This allows us to better explore what has been done until now and to identify possibilities for the industry.

One thing that is already clear is that to go forward, we must open our doors to more partnerships. In addition, industry stakeholders must remain in contact with the political stakeholders in order to ensure that the people making decisions understand the issues.

Finally, by making better use of resources dedicated to the various issues touching cybersecurity, we could make progress in this area.

How can we become involved?

- By encouraging infrastructure development

- By supporting research and education
- By being more proactive in our communications.

What are the next steps?

- New Brunswick must maintain its leadership position.
- We must build a critical mass of projects and people working in the sector to ensure its growth.
- The province and industries must continue to demonstrate flexibility.
- There must be policy alignments to facilitate the development of initiatives touching all forms of cybersecurity.

TALENT RECRUITMENT AND SUPPORT TO BUSINESSES

How can we better collaborate?

Industry must ensure the leadership for its development. Whether it is to organize networking activities, set up working groups to find solutions to complex problems, or to develop or maintain links with important partners, industry must take the lead, rather than wait for opportunities to present themselves.

In terms of resources and training, efforts must be made to ensure that programs offered by the University of New Brunswick and Dalhousie University are comparable to those offered at Waterloo, for example. Resources well trained here will help industries develop. Industry must also articulate its needs and bring them to the attention of the proper authorities in the field (Department of Postsecondary education, Training and Labour).

Although the partnership between the three large cities is interesting, representatives from the sector present at the Summit agree that the province must finance initiatives with a provincial reach, rather than financing incubators in each city.

What could be done better?

Government has needs in terms of information technology. By knowing what these needs are, the industry will be better able to align part of its projects to these needs.

The City of Fredericton has a visa program for start-ups. This initiative could be rolled-out throughout the province.

Experts or interest groups could become an extension of TechImpact. These groups could work on specific topics such as cybersecurity, the analysis of business needs and others.

The industry should also become more involved in pilot projects on immigration.

How can we become involved?

- By participating in a human resources sub-committee with TechImpact.
- By participating in a human resources sub-committee with the NB Business Council.
- TechImpact and the NB Business Council could partner on initiatives touching on information technology.

What are the next steps?

- Use the Business Community Living Lab concept to create a link between the sector and the needs of clients.
- Establish networks by sector/company (ex: Mariner, TG4, innovation, data analysis). This must be done by the industry.

DIGITAL GOVERNMENT

How can we better collaborate?

It is imperative to have budgets and resources specifically dedicated to put forth the projects pertaining to digital government. The public service should allow public servants to have access to assignments in this field. In addition, intended results must be clearly identified.

What could be done better?

Government must allow its more competent and innovative people to take part in the results of the digital government initiative. Rather than use outside resources to work on the new innovating projects, government should sub-contract regular duties and engage its employees in the development of innovative projects.

How can we become involved?

- By helping identify and define problems.
- By participating in finding solutions.

What are the next steps?

The most important step now is prioritization.

SMART GRIDS

How can we better collaborate?

Establish a link between the various information technology initiatives (digital government, raw data, cybersecurity) to identify economies of scale, and the possible sharing of information, technologies and expertise. This will allow for a better understanding across the board of the work done in the province.

Government stakeholders who need to work on projects pertaining to smart grids must have a greater understanding of digital and technological issues.

The province should also establish a SWAT team that can identify various opportunities throughout New Brunswick. In addition, all stakeholders need to align their work and collaborate more closely. This will be realized, among other things, by recognizing the need for and the development of a series of enabling laws and policies allowing for the establishment of smart grids as interpreted by the experts.

It is also important to remember that the sector should be regulated in order to better ensure its development.

What could be done better?

Stakeholders are already engaged, but it is important to increase their participation and their engagement. This will be done by increasing understanding and awareness of current initiatives.

We need to work more closely with the New Brunswick Energy and Utilities Board to ensure that the industry is better able to test, pilot and demonstrate what it is producing.

Clients must also be able to quickly become part of the equation. The Smart Grid Innovation Network (SGIN) develops and tests products, but these products must be validated by clients in a real context. The work done by SGNB and ONB on smart grids must progress to the next level.

How can we become involved?

- The industry
- Department of Energy and Resource Development
- Department of Environment and Local Governments
- Department of Economic Development
- Federal agencies and departments — ACOA, Innovation, Science and Economic Development Canada
- Department of Education and Early Childhood Development

What are the next steps?

Funds and resources must be dedicated to this sector, like the CyberNB model.

There is also the need for the next-generation SGIN to further collaborate and encourage the development of smart grids. Furthermore, it is also important that the smart grid concept evolve from mainly physical installations to an approach that makes greater use of software and applications. It is under this type of model that the smart grid will become a more effective economic development engine.

And finally, we must undertake a survey and a mapping exercise of the existing smart grid system in the province.

NEXT STEP

SUMMARY REPORT

A summary report of discussions (this document) is produced after each summit. The summary report contains the list of participants (Appendix A), the results of the participant survey (Appendix B). All summary reports will be posted online at <http://www.opengovnb.ca/en>.

PARTICIPANT SURVEY

After the summit, an online survey was sent to each participant to compile comments on the initiatives they found interesting, to find out whether they are interested in collaborating and, if so, on which topics, and to obtain their views on the event. This information will allow us to improve the next summits and help influence the government's priorities. It will also help guide further collaboration efforts. Survey results are included in Appendix B of this document.

RAW DATA

To support the efforts of the New Brunswick Government in its approach to data sharing when possible, a table of non-interpreted comments was compiled and made available. It is available at the following address: <http://opengovnb.ca/en/summits-theme-and-schedule/27-information-technology-opportunities-summit-fredericton-may-10-2017>

VIDEO

Following the summit, a video was produced in which you will hear the comments of certain participants. It can be viewed at <http://opengovnb.ca/en/summits-theme-and-schedule/27-information-technology-opportunities-summit-fredericton-may-10-2017>

NEXT SUMMITS

The government is considering the possibility of holding a third summit in the spring of 2018, in collaboration with various partners identified during this summit. The 2018 event will serve to present the progress made during the year and identify further action items.

WHAT CAN WE DO

Interested parties are encouraged to pursue efforts to help move things along and to contact the appropriate departments or the New Brunswick Jobs Board Secretariat to collaborate on the opportunities discussed during the summit and in this report.

APPENDIX A : LIST OF PARTICIPANTS

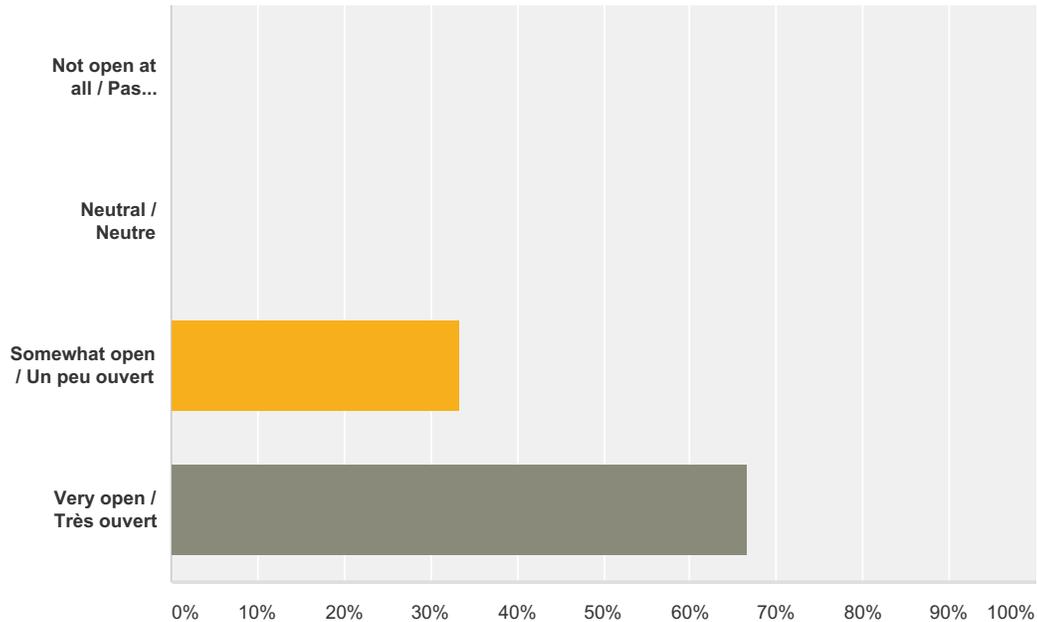
Name/Nom	Organization/Organisation
Danny D'Amour	National Research Council
Dave Grebenc	Innovatia Inc.
Dave Small	IGT Canada
Ed McGinley	TechImpact
Emma Theriault	Innovation, Science and Economic Development Canada
Erik Scheme	University of New Brunswick
Gerry Pond	East Valley Ventures
Jeff White	East Valley Ventures
John Swan	Web AMG Canada
Kevin Hurley	Deloitte
Matthew English	ACOA NB
Melissa Cho	Appnovation Technologies
Mike Mazerolle	Ignite Fredericton
Mike Richard	F6 Networks
Pierre Clavet	CCNB
Sonya Hull	Siemens Canada Limited
Tom Rivington	F6 Networks Inc.
Trevor Corey	CGI Information Systems
GNB attendees /Participants GNB	
Adam Luo	ONB
Claude Innes	ONB
Colleen Boldon	SNB
David Coon	MLA
Emily Desroches	ONB
Eric Lewis	ONB
Hemant Kumar	NBJBS-SCENB
Hon. Francine Landry	ONB
Lise Michaud	NBJBS-SCENB
Monica Gaudet-Justason	ONB
Nora Lacey	ONB
Ryan Ingram	ONB
Steve Milbury	ONB
Susan Holt	NBJBS-SCENB
Gerry Fairweather	GNB
Theresa Phillips	ONB

External attendees / Participants externes	18
GNB attendees / Participants GNB	15
Total attendees	33

APPENDIX B: RESULTS – PARTICIPANTS SURVEY

Q1 How would you assess the government's efforts for accountability and openness in this summit? Comment évaluez-vous les efforts du gouvernement pour être ouvert et transparent durant ce sommet ?

Answered: 6 Skipped: 0

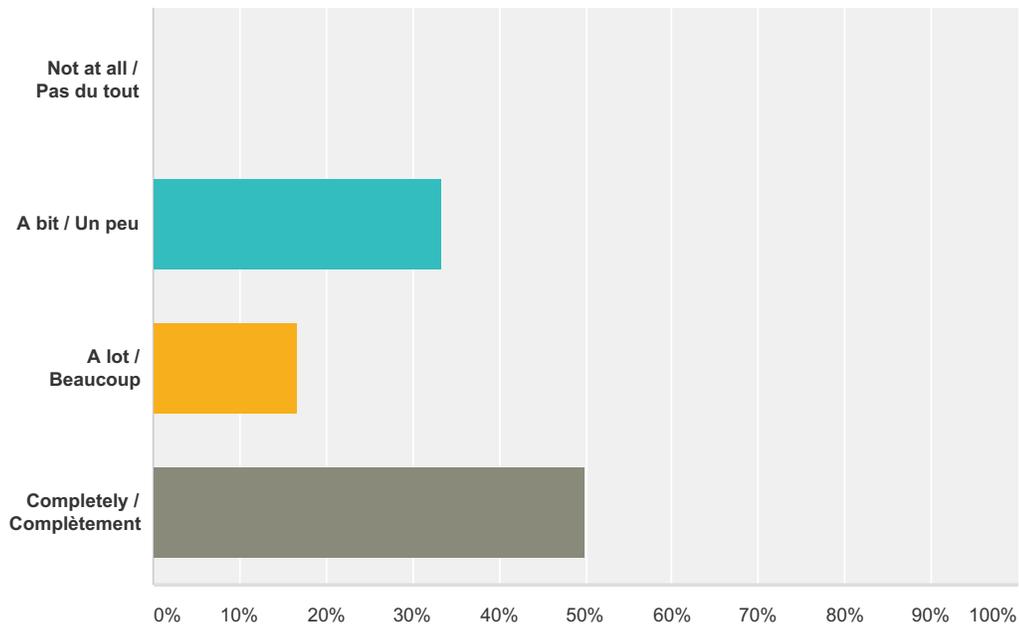


Answer Choices	Responses
Not open at all / Pas ouvert du tout	0.00% 0
Neutral / Neutre	0.00% 0
Somewhat open / Un peu ouvert	33.33% 2
Very open / Très ouvert	66.67% 4
Total	6

#	Comments	Date
1	I thought that the government's efforts to be open in this summit were very clear.	5/10/2017 3:52 PM

Q2 How do you feel that your contributions were heard? Avez-vous le sentiment que vos idées ont été entendues ?

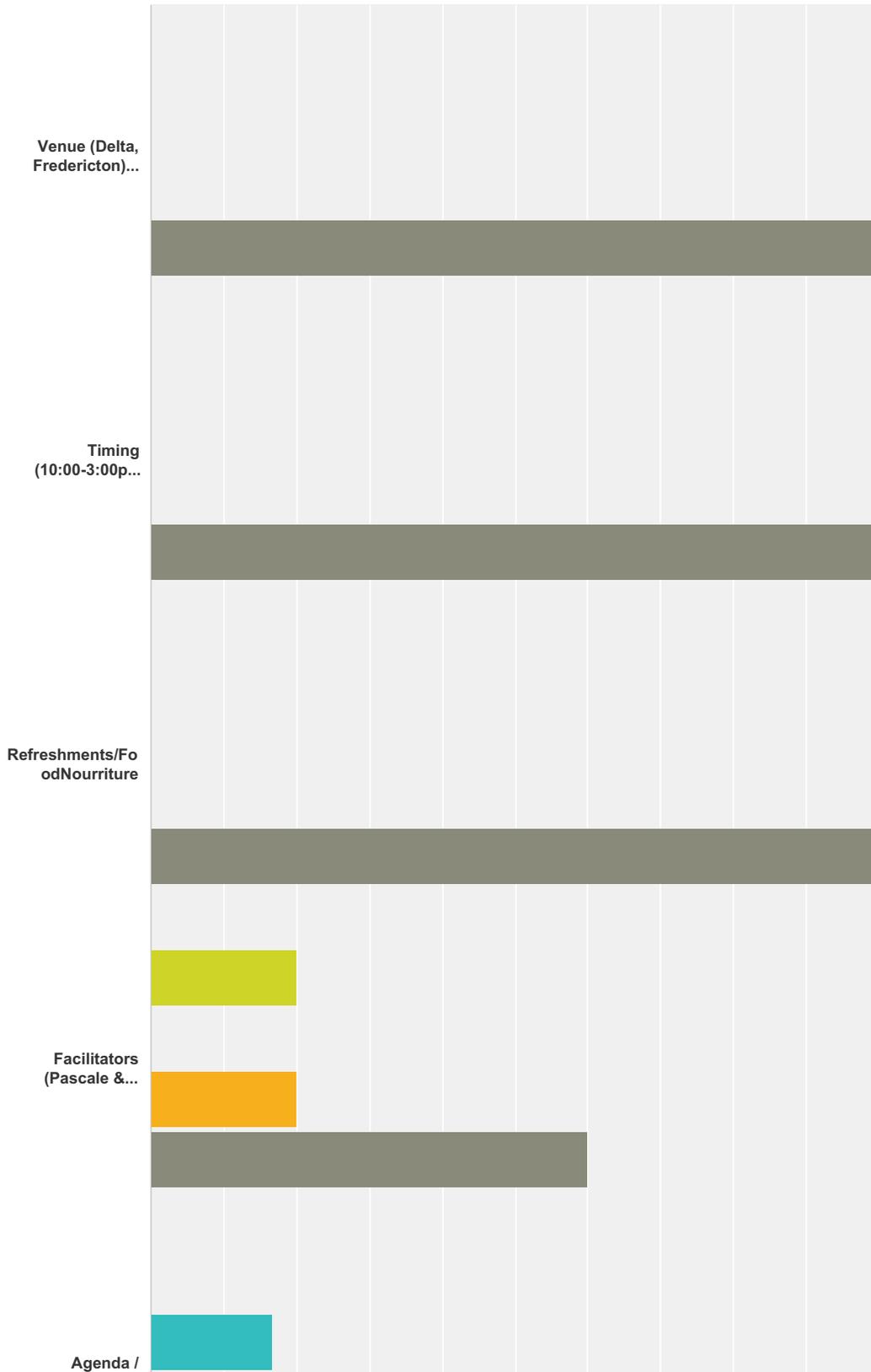
Answered: 6 Skipped: 0

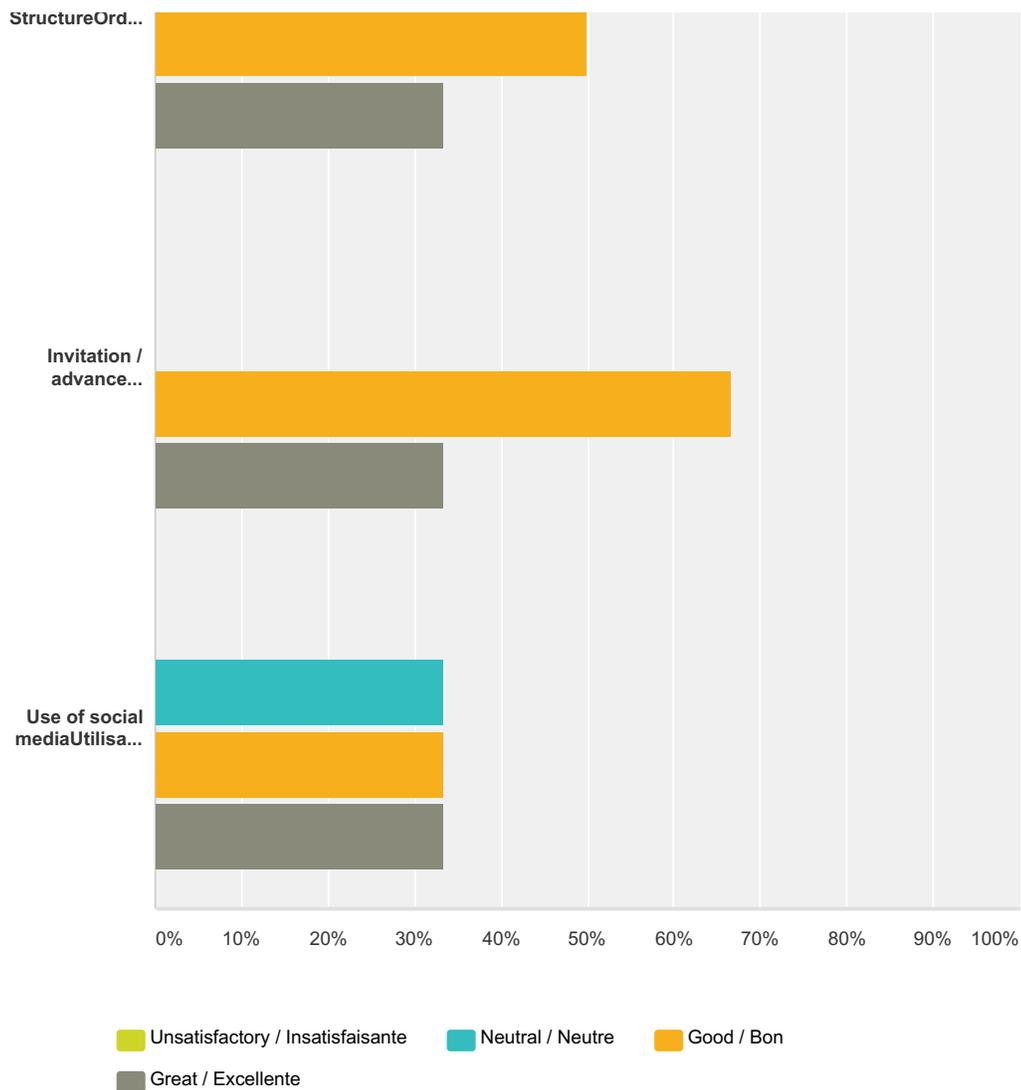


Answer Choices	Responses
Not at all / Pas du tout	0.00% 0
A bit / Un peu	33.33% 2
A lot / Beaucoup	16.67% 1
Completely / Complètement	50.00% 3
Total	6

Q3 Please rate the following elements of the summit: S'il vous plaît évaluer les éléments suivants du sommet :

Answered: 6 Skipped: 0





	Unsatisfactory / Insatisfaisante	Neutral / Neutre	Good / Bon	Great / Excellente	Total
Venue (Delta, Fredericton)Location (Delta Fredericton)	0.00% 0	0.00% 0	0.00% 0	100.00% 6	6
Timing (10:00-3:00pm)Calendrier (10:00 - 15:00)	0.00% 0	0.00% 0	0.00% 0	100.00% 6	6
Refreshments/FoodNourriture	0.00% 0	0.00% 0	0.00% 0	100.00% 6	6
Facilitators (Pascale & Jason)Animateurs (Pascale et Jason)	20.00% 1	0.00% 0	20.00% 1	60.00% 3	5
Agenda / StructureOrdre du jour	0.00% 0	16.67% 1	50.00% 3	33.33% 2	6
Invitation / advance information providedLes invitations, informations fournies à l'avance	0.00% 0	0.00% 0	66.67% 4	33.33% 2	6
Use of social mediaUtilisation des médias sociaux	0.00% 0	33.33% 2	33.33% 2	33.33% 2	6

#	Comments	Date
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1	Would have been helpful to have wider participation as there were not many private sector company reps there which would have been helpful. Very heavy w/ gov't reps.	5/15/2017 11:37 AM
2	The Delta was a perfect venue for this event and it was very well-organized!	5/10/2017 3:52 PM

Q4 The initiative I'd like to see progress most following the summit is:

L'initiative que j'aimerais le plus voir progresser suite au sommet est :

Answered: 5 Skipped: 1

#	Responses	Date
1	Coordination of marketing efforts amongst stakeholders.	5/19/2017 10:12 AM
2	Smart Grid	5/15/2017 11:37 AM
3	legal changes to allow for what citizens want with respect to open data and transparency	5/12/2017 11:29 AM
4	some actual projects launched relative to the NB+ lab, digital NB big data/open data projects. So far it has been all planning and organizing. not actual pilot projects initiated nor dates announced when they will launch	5/11/2017 8:28 AM
5	More collaboration efforts between Fredericton businesses - i.e. events, other summits, etc.	5/10/2017 3:52 PM

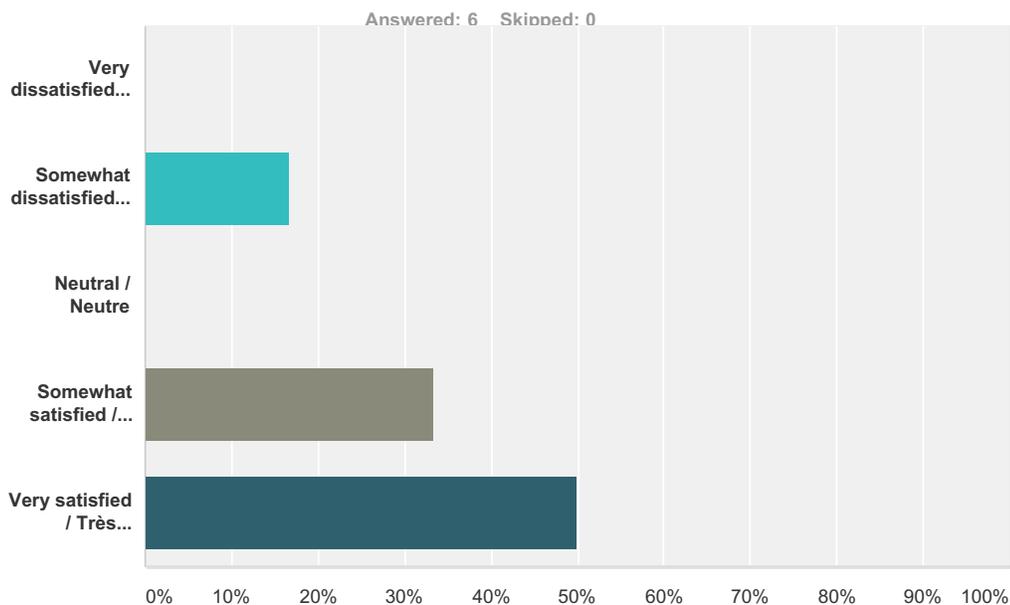
Q5 The initiative(s) I would like to collaborate on following the summit is (are):

Les initiatives sur lesquelles j'aimerais collaborer suite au sommet sont :

Answered: 5 Skipped: 1

#	Responses	Date
1	Telecom infrastructure.	5/19/2017 10:12 AM
2	Smart Grid	5/15/2017 11:37 AM
3	government outsourcing of operational low value add activities	5/12/2017 11:29 AM
4	workforce dev summit, business community living lab	5/11/2017 8:28 AM
5	Cybersecurity and engaging SMEs	5/10/2017 3:52 PM

Q6 Overall, how would you rate your satisfaction with the 2017 IT Economic Opportunity Summit? Dans l'ensemble, comment évaluez-vous votre niveau de satisfaction avec le sommet des possibilités des technologie de l'information 2017 ?



Answer Choices	Responses
Very dissatisfied / Très insatisfait	0.00% 0
Somewhat dissatisfied / Plutôt insatisfait	16.67% 1
Neutral / Neutre	0.00% 0
Somewhat satisfied / Plutôt satisfait	33.33% 2
Very satisfied / Très satisfait	50.00% 3
Total	6

#	Comments	Date
1	not enough support from private sector. maybe if some pilot projects had already started there would have been more incentive. also I suspect that NB+ lab experience left a bitter taste in many mouths	5/11/2017 8:28 AM
2	Great event with lots of interesting information provided.	5/10/2017 3:52 PM

Q7 The most valuable part of the Summit for me was:La meilleure partie du sommet a été :

Answered: 5 Skipped: 1

#	Responses	Date
1	Additional learning on factors effecting ED.	5/19/2017 10:12 AM
2	The interaction at the tables w/ each group	5/15/2017 11:37 AM
3	networking	5/12/2017 11:29 AM
4	seeing potential to do great things. Timely execution is now critical.	5/11/2017 8:28 AM
5	The roundtable discussions and getting to talk with others.	5/10/2017 3:52 PM

Q8 The least valuable part of the Summit was:La partie la moins utile du sommet a été :

Answered: 4 Skipped: 2

#	Responses	Date
1	Government spin on results and economic performance.	5/19/2017 10:12 AM
2	sitting through the updates by Gov't staff	5/12/2017 11:29 AM
3	not having concrete projects underway already	5/11/2017 8:28 AM
4	I was a bit confused by all of the information coming at me at once during the opening. It was still valuable info, but I feel like it could have been spread out more possibly.	5/10/2017 3:52 PM

Q9 Please share any other feedback you have on the Summit. Veuillez nous faire part d'autres commentaires que vous avez sur le sommet.

Answered: 3 Skipped: 3

#	Responses	Date
1	These summits are a good initiative as long as there is follow-up, action plans and commitment in a timely fashion or private sector reps won't continue to take the time to be involved and contributed. The process was well done I felt but the lack of attendance at this event compared to previous was unfortunate as broad viewpoints and input is required.	5/15/2017 11:37 AM
2	as someone in the meeting said "we have built a beautiful ballfield but there are no players yet, not are there any games scheduled yet". requesting fb and input is always good. I wish there would have been at least 1 project launched that could have been highlighted.	5/11/2017 8:28 AM
3	This summit was a great experience to meet with others in the business and IT world and to learn from each other and hopefully collaborate in the future.	5/10/2017 3:52 PM