

# AGENDA

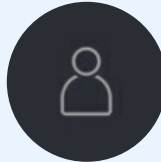
Digital Transformation in the Post-Pandemic Era

## CIO Council

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Director General  
[Shared Services](#)  
Canada



**Ralph Michaelis**  
Chief Information  
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Security Strategist  
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Vice President, Pre-  
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**DIGITAL TRANSFORMATION IN THE POST-  
PANDEMIC ERA**



**July 22, 2021**

3:00 PM-4:15 PM

Eastern Standard Time (EST)

While we have been talking about digital transformation since 2010, everything shifted with the pandemic lock-down. Timelines for transformation have accelerated and as we enter the post-pandemic era, IT organizations are challenged with finding the resources and the budgets to meet the new demands from their business leaders, their users in the new hybrid work environment, and their customers. The winners are thinking about how they are going to grow, how they're going to touch base more with their customers, understand their insights, and build digital feedback. The winners are also the ones that have the most efficient cost structure.

#### CHAIR



**Igor Volovich**  
Security Strategist  
Cyber Strategy  
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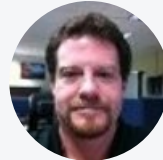
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