ROBERT DEVRIES

CHIEF INFORMATION OFFICER AND DIGITAL TRANSFORMATION LEADER

CONTACT

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AREAS OF EXPERTISE

- IT Systems and Agile Platform Delivery and Operations
- ERP – HR, Finance, Supply Chain
- Procurement and Vendor Management
- Digital Identity and Credentials
- Stakeholder Management
- Agile Product Management
- Program Management
- Budgeting and Forecasting
- Change Management
- IT Architecture and Governance

EDUCATION, PROFESSIONAL DEVELOPMENT AND TECHNICAL SKILLS

Bachelor of Business Administration
Simon Fraser University

Various Continuing Education
Commissioning Academy, Leadership Essentials

IT Frameworks, Systems Design and Digital Development Tools:
Agile, Waterfall, TOGAF, Zachman, COBIT, ITIL, Azure DevOps, GitHub Figma, Canva, Jira

PROFILE

Seasoned digital transformation and technology innovation executive with 20+ years leading enterprise transformation across the public and private sector – including government, higher education, telecom, and financial services. Bringing a digital business transformation and growth mindset with a proven ability to build high-trust business and technology teams that turn complex challenges into strategic opportunities. Adept at the engagement of internal, industry, government and civil society stakeholders to inform how innovations like AI, blockchain and digital credentials. will deliver the next generation of secure, and trustworthy digital solutions.

PROFESSIONAL EXPERIENCE

UNIVERSITY OF GUELPH │ 2023 – 2025
Chief Information Officer

- Led a team of 100 central IT staff through 9 direct reports responsible for IT strategy, policy, infrastructure, ERP, cloud, cybersecurity and learning technologies.
- Provided strategic leadership to an additional 100+ distributed IT staff in colleges.
- Developed a 5-year university-wide IT and Data strategic roadmap and aligned capital and operating budgets to strategic priorities.
- Delivered 10% operating savings in FY 25/26 and $1M annually.
- Embedded cybersecurity & identity-first policies and controls (IAM, Zero-Trust) across all systems, raising NIST based maturity from level 2+ to level 3.
- Revitalized a multi-year Human Resource technology (SAP Success Factors) ERP renewal program and delivered on time and 10% under budget.
- Completed an innovative multi-stage RFP/RFQ approach to implement new finance and procurement platforms at reduced risk and 20%-30% less projected cost.
- Developed and deployed AI tools to test AI in automating and reducing administrative overhead.
- Restructured IT governance supporting a streamlined approach to university-wide engagement and executive decision making.
- Chaired the Ontario University CIO Council and collaborated with key stakeholders and the Ontario government to promote investments in cybersecurity and common procurements.

GOVERNMENT OF ONTARIO │ 2010 – 2023

Assistant Deputy Minister, Digital Platforms – Ontario Digital Service, 2019 – 2023

- Led provincial and national technology, cybersecurity, data, architecture and governance efforts to realize secure and privacy enhancing digital identity that enables seamless and trustworthy digital public and private sector services, from banking and public service delivery to travel.
- Partnered with 3 provinces to deliver the first public sector, blockchain registry and digital wallet using global standards, open source and agile methods to enable digital ID such as driver's licenses and health credentials.
- Launched the provincial vaccine certificate and verifier app to support Ontario's pandemic recovery in 3 months from concept to delivery using agile methods. Used over 36M times keep Ontarians safe.
- Published the COVID-19 analytics dashboard used daily in Cabinet briefings, sourcing and integrating 16+ sector-specific datasets into near real-time KPIs supporting pandemic impact analysis and policy.
- Created innovative client-focused digital communication channels delivered using agile practices, for use by all government programs through the development of Notify, a unified messaging platform.
- Supported Ontario's open data team curating 100's of datasets across government for public use.

Chief Information Officer – Ministry of Government and Consumer Services, 2013 – 2019

- Developed the IT strategy framework & enterprise architecture to modernize Service Ontario—drove 38% online transaction adoption, cutting costs per transaction by up to 90%.
- Led the IT solution delivery, service management and IT finance and operations functions for Service Ontario, providing vital front line public services to 14M+ residents online and across 300+ retail locations in an ITIL compliant operation.
- Delivered through strategic partnerships, a $30M multi-year program to implement a modern contact centre platform onboarding twenty-eight unique lines of business.
- Completed a flawless $12M upgrade to HR pay and benefits ERP systems serving 55000 employees.
- Implemented an MS dynamics based ESG compliance tracking system for the Ministry of Energy, and a new accessibility compliance tracking system for the Accessibility Directorate of Ontario.
- Simplified and automated the way businesses are registered in Ontario, procuring technology and developing new service models leading to reduced operating costs and improved service delivery.

Head, Business Solutions – Service Ontario 2010 – 2013
- Implemented new on-line, contact centre and retail platforms to support the registration and service delivery needs of multiple provincial programs including driver, vehicle, health, public safety and business registration programs.
- Led the technology stream for the divestiture of Service Ontario as part of a public private partnership.

ROGERS COMMUNICATIONS (RCI) │ 2002 – 2010

Director, IT Platform Management and Application Delivery, 2007 – 2010
Director, Customer Care Systems – Rogers Shared Services, 2002 – 2007

OSKAR Mobil (Vodafone.cz) Prague, Czech Republic │ 2000 – 2002

Sr. Manager Call Centre and CRM System

BOARDS, COMMITTEES AND AWARDS

- **Chair** – Ontario Universities Council of Chief Information Officers (CIOs), 2023 – 2025
- **Board Director** – Digital Identity and Authentication Council of Canada, 2018 – 2023
- **Ontario Amethyst Awards** – Pandemic Dashboard – 2018, Breakthrough Technologies - 2021
- **Co-Chair** – National Identity Management Sub-Committee, 2015 – 2018