Government Innovation NEW YORK

Transforming Government through Technology Driven Initiatives

Tuesday, May 3, 2022
Albany Capital Center | 7.30am ET

COVID Safe Policy

Certified B Corporation

Agenda at a glance

New York State is promoting best practices and inspiring technological innovation throughout the public sector. This is significant in the changing landscape and diversity of across New York State – manifested through initiatives driving transparency & digital inclusion. Technology should have a positive impact for all. This will be achieved by enabling digital equity initiatives throughout the state.

For departments, agencies, and localities around the State of New York it is important to drive the culture of transparency & digital inclusion. Government leaders need technology tools that allow them to move expediently and collaboratively as their mission focused agendas require. Solutions should be implemented to realize long term benefits and capture the full potential of technological innovations.

The Public Sector Network invites you to join the conversation at **Government Innovation New York.** This one-day, in-person event will provide the ideal meeting place to learn, collaborate and discuss current trends and innovations being leveraged across New York State. With a focus on People, Process, Data and Technology this event offers attendees a valuable opportunity to hear from public sector leaders and learn about innovative solutions for the challenges governments around the state face in an increasingly digital world. We will spotlight public sector thought leaders and their initiatives, explore the future of innovation, and reengage with each other.

Registration to this event is complimentary and exclusive to Public Sector employees only.

What's New in 2022

Explore the future of innovation across New York's Public Sector in an inter-departmental and inter-disciplinary forum

Join 15+ Leaders for insightful and thought-provoking presentations & in-depth conversations

Choose from 6 panel discussions dedicated to innovation in a range of areas including: Data Analysis & Insights, the Future of Work, Digital Government, Technological adoption and more

Benchmark against leaders state-wide as they showcase how different departments are achieving holistic innovation and driving seamless service delivery across the state

Four Breakout Tracks by function allowing you to hone-in on the most pressing challenges within your organization

Join us In-Person in Richmond for a full day of unique, innovative, and inspirational perspectives from some of the most thought-provoking leaders state-wide

Who You'll Meet

Departments: IT, IS, Administration, Transportation, Finance/Treasury, Healthcare, Social Services, HR

Commissioners/Chiefs/Deputy Chiefs/Directors/Managers:

- Data & Analytics and Data Science
- AI, Automation & Machine Learning
- Information Technology & Security
- Technology & Digital Capability
- Cyber Security & Privacy
- Digital Technology & Applications
- Digital Service Delivery

- Enterprise Infrastructure
- Digital Innovation/Transformation
- Corporate Services
- Citizen Engagement & Experience
- Service Design & Delivery
- Workforce & HR Transformation
- Strategic Planning

Benefits of Attending

Hear about current Information Technology initiatives underway. These include: New York State's Excelsior Pass Blueprint, District Instructional Technology Plans (ITPs), and Digital Inclusion

This in-person event will illustratate innovation in New York State and feature four streams: People, Process, Data and Technology

Gather insight from public sector thought leaders that will help you understand their processes and lessons learned

Hear sessions on such relevant topics such as: Workforce, AI & Data, Driving Innovation, Digital Solutions,and Human Resource Strategy

"
Quite valuable!"

Pennsylvania Department of Transportation

Your Inspiring Speakers

RAJIV RAO
Chief Technology Officer

New York State Office of Information Technology Services

TAYYAB WALKER
Director of Enterprise Data Solutions, Mayor's Office for Economic Opportunity

City of New York

JACOB MORRISON
Deputy Commissioner

Dutchess County Office of Central and Information Services

MEGHAN E. COOK, MPA, MS
Program Director, **CTG UAlbany, University at Albany, SUNY** & Advisor, **New York State Local Government Information Technology Directors Association**

MARGARET KÄUFER
President

The STEM Alliance

OSWALDO MESTRE JR.
Chief Service Officer & Director of Citizen Services

City of Buffalo - Division of Citizen Services

TINA KIM
Deputy Comptroller for State Government Accountability

Office of the New York State Comptroller

MARIA C. HERMAN
MBA, Director of Diversity and Inclusion

NYS Department of Corrections and Community Supervision

REGINA ZIMMERMAN
PhD, MPH -Director, Data Governance and Informatics, Bureau of Epi Services

The NYC Department of Health and Mental Hygiene (DOHMH)

DR. MILA GASCO HERNANDEZ, MBA
Research Director, Center for Technology in Government, **University at Albany, SUNY (CTG UAlbany)** & Associate Professor, Department of Public Administration & Policy, **Rockefeller College of Public Affairs & Policy, University at Albany, SUNY**

ROBERT CACACE
Commissioner of Information Technology

City of Yonkers

NATALIE HELBIG, PHD
Deputy Director, Center for Health Data Innovation Office of Quality & Patient Safety

New York State Department of Health

DR. KITTY KAY CHAN
Professor of Practice in Applied Analytics; Program Director, M.S. in Applied Analytics

Columbia University School of Professional Studies

MICHAEL WASHINGTON
Deputy Commissioner for Diversity, Inclusion and Merit System Operations

New York State Department of Civil Service

KATE MAY
Chief Performance Officer

City of Rochester

TERRANCE STROUD
Deputy Comissioner
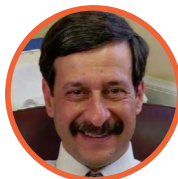
New York City Department of Social Services

NICOLAS DIAZ
Chief Innovation & Data Officer

City of Syracuse

MARK JONES ED. D.
Deputy District Superintendent and Chief Operating Officer

BOCES

Your Inspiring Speakers

JOHN COLUCCIO
Signal Superintendent and Smart City Director
City of Schenectady, NY

LAUREN MOORE
Assistant Commissioner for Libraries & State Librarian
New York State Education Department

OLIVIA BUMGARDNER
Deputy Superintendent, Research and Innovation
NYS Department of Financial Services

FLORENCE HUDSON
Executive Director, Northeast Big Data Innovation Hub
Columbia University, Data Science Institute

DAVID CUMBOW
Solutions Architect
Palo Alto Networks

JUSTIN MORAN
East Sales Director
Opti9

BOB BENSTEAD
VP Strategic Planning
Infor

CHRISTOPHER MARNEY
Assistant Corporation Counsel
City of Schenectady, NY

GARY R. MCCARTHY
Mayor
City of Schenectady, NY

MICHELE V. HANDZEL-JONES, ESQ.
Data Protection Officer Capital Region BOCES; Deputy Director of Risk Mitigation and Compliance
NERIC

FRANK WINTERS
Geographic Information Officer, NSGIC Past President
New York State Office of Information Technology Services

LINDA MISEGADIS
Senior Government Strategist
UKG

BOB LIEBOWITZ
Lead -State/Local/Education-East
Confluent

CHRIS WEBER
Public Sector Area Sales Manager
GitLab

ROB CHUCK
Program Director: People Strategy & Delivery
UK Foreign, Commonwealth & Development Office

JOSEPH KARDASH
Superintendent
Rensselaer City School District

REBECCA KIRCHHEIMER
Executive Director, Office of Business Process Innovation
NYC Human Resources Administration

DR. THENKURUSSI (KESH) KESAVADAS
Vice President for Research and Economic Development
University at Albany, SUNY

LAWRESE BROWN
CEO and Founder
C-Tracking Training

DAN DABROWSKI
VP Public Sector
Prove Identity

JILL SYMONDS
Business Analyst
City of Rochester

Explore the **Agenda**

7:30am ET	**Registration**
8:30am ET	**Welcome from the Public Sector Network**
8:45am ET	Government Address: **Driving AI Innovation in the State of New York** **Dr. Thenkurussi (Kesh) Kesavadas,** *Vice President for Research and Economic Development,* **University at Albany, SUNY**
9:00am ET	Government Keynote: **New York State's Digital Future** Technology is a critical part of New York's commitment to build back in a post COVID -19 landscape. Digital Credentials such as New York State's Excelsior Pass Plus has been an integral part to getting NYS moving ahead. With New York State's Office of Technology Services leading the charge in state and local innovation and modernization initiatives this presentation will set the stage for NYS continued commitment to our digital future. **Rajiv Rao,** *Chief Technology Officer,* **New York State Office of Information Technology Services**
9:20am ET	Government Keynote Fireside Chat: **Responsible Artificial Intelligence (AI) in Government** Responsible AI is a governance framework for organizations that enables them to address both the legal and ethical challenges surrounding AI. Recently, several well-reported incidents have demonstrated the unintentional harm that can occur when government AI systems aren't designed, built, or implemented in a responsible manner. This fireside chat will walk through the who, what and how of responsible AI with a national AI expert-Dr. Kitty Kay Chan. **Tina Kim,** *Deputy Comptroller for State Government Accountability,* **Office of the New York State Comptroller** **Dr. Kitty Kay Chan,** *Professor of Practice in Applied Analytics; Program Director, M.S. in Applied Analytics,* **Columbia University School of Professional Studies**
9:40am ET	Platinum Partner Session: **Intelligence and Automation: The Foundations to a Secure Modern Workplace** How government organizations consume IT resources has significantly changed over the past two years. In this session you will learn about the importance of data and innovative automation tools to drive Zero Trust architecture and more impactful cybersecurity outcomes. **David Cumbow,** *Solutions Architect,* **Palo Alto Networks**
10:00am ET	Thought Leadership Partner: **Government Innovation in Crisis: Lessons Learned and Maintaining Momentum** **Meghan E. Cook, MPA, MS,** *Program Director,* **CTG Albany, University at Albany, SUNY &** *Advisor,* **New York State Local Government Information Technology Directors Association** **Dr. Mila Gasco Hernandez, MBA,** *Research Director, Center for Technology in Government,* **University at Albany, SUNY (CTG UAlbany) &** *Associate Professor, Department of Public Administration and Policy,* **Rockefeller College of Public Affairs and Policy, University at Albany, SUNY**

10:30am ET

Panel Discussion:

Ensuring the Public Sector Workforce Meets the Needs of a Digitally Forward Government

- Leveraging valuable insights to reassess, refine and inform the future of service delivery experience
- Further assessing your digital maturity and how this will affect a customer-centric, digital culture in New York
- Let's get going! What is standing in the way of a diverse and multicultural workforce that resembles the citizens of New York?

Rob Chuck, *Program Director: People Strategy & Delivery,* **UK Foreign, Commonwealth and Development Office**
Olivia Bumgardner, *Deputy Superintendent, Research and Innovation,* **NYS Department of Financial Services**
Rebecca Kirchheimer, *Executive Director, Office of Business Process Innovation,* **NYC Human Resources Administration**
Moderator: Linda Misegadis, *Senior Government Strategist,* **UKG**

11:00am ET

Refreshment Break

SPECIALIST TRACKS	
Technology Track	**People Track**

11:30am ET	**Welcome from the Track Chair** **Dan Dabrowski,** *VP Public Sector,* **Prove Identity**	**Welcome from the Track Chair** **Linda Misegadis,** *Senior Government Strategist,* **UKG**

11:45am ET

Technology Track:

Government Keynote:

Adaptive Leadership and Innovation in Technology

Leveraging partnerships and new technological approaches to create innovative technology solutions that benefit cities and their residents with the goal of bridging the digital divide.

Margaret Käufer, President, **The STEM Alliance**
Robert Cacace, *Commissioner of Information Technology,* **City of Yonkers**

People Track:

Government Keynote:

How Human Resources Manages and Builds a Technology Workforce

Rob Chuck, *Program Director: People Strategy & Delivery,* **UK Foreign, Commonwealth and Development Office**

12:05pm ET

Gold Partner Session: **Remote Work - Finding Success in the New Normal**
Chris Weber, *Public Sector Area Sales Manager,* **GitLab**

12:15pm ET

Technology Track:

Panel Discussion:

Tools, Strategies, and Innovations Driving Transformation

This panel of experts will address the following:

- Identify what tools and technologies will support your goals
- Embedding new technology with minimal disruption to business
- Best practices for creating information technology services that boost customer and employee experiences

Tayyab Walker, Director of Enterprise Data Solutions, Mayor's Office for Economic Opportunity, **City of New York**

Jacob Morrison, *Deputy Commissioner,* **Dutchess County Office of Central and Information Services**

Florence Hudson, *Executive Director, Northeast Big Data Innovation Hub,* **Columbia University, Data Science Institute**

Moderator: Dan Dabrowski, *VP Public Sector,* **Prove Identity**

12:25pm ET

Panel Discussion:

Developing a Diverse Workforce for Today and Tomorrow

Diversity is not meeting a quota or checking off a list. It is no longer something that the Public Sector aspires to but is the norm. This is an essential component to the mission. This panel of experts will address the following:

- How to leverage technology to minimize any human bias in the hiring process.
- Examples of how to support your organization's current diversity, equity, and inclusion efforts.
- How do you recruit and maintain such a talent pool?

Oswaldo Mestre Jr., *Chief Service Officer & Director of Citizen Services,* **City of Buffalo - Division of Citizen Services**

Maria C. Herman, *MBA, Director of Diversity and Inclusion,* **NYS Department of Corrections and Community Supervision**

Olivia Bumgardner, *Deputy Superintendent, Research and Innovation,* **NYS Department of Financial Services**

Moderator: Lawrese Brown, *CEO and Founder,* **C-Tracking Training**

12:55pm ET	**Networking Lunch**

SPECIALIST TRACKS	
Data Track	**Digital & CX Track**

	Data Track	Digital & CX Track
1:55pm ET	**Welcome from the Track Chair** **Bob Liebowitz,** *Lead -State/Local/Education-East,* **Confluent**	**Welcome from the Track Chair** **Bob Benstead,** *VP Strategic Planning,* **Infor**
2:10pm ET	Government Keynote: **Public GIS Data Drives a Segment of our Economy** Throughout the history of our country, investments in our infrastructure have been key drivers in our economy. As the shift to an information economy accelerates, investments in publicly available spatial data are critical not only to improved efficiency, but also as an economic development engine. Can public spatial data reduce vehicle emissions, save lives, and foster economic development? To help shape the answer to that question, come join in. **Frank Winters,** *Geographic Information Officer, NSGIC Past President,* **New York State Office of Information Technology Services**	Government Keynote Fireside Chat: **Exploring Innovative Public Services through Transparency and Accountability** New York State local governments spur technological innovation, improve public services, and maximize efficiency. The Community Officials Data Exchange (C.O.D.E.) is a local government governed data sharing platform to help local leaders inform their investments to fight urban blight within their communities. **John Coluccio,** Signal Superintendent and Smart City Director, **City of Schenectady, NY** **Christopher Marney,** *Assistant Corporation Counsel,* **City of Schenectady, NY** **Gary R. McCarthy,** *Mayor,* **City of Schenectady, NY**
2:30pm ET		**2:30pm ET** Gold Partner Session: **Improving the Citizen Experience through Technology** **Bob Benstead,** *VP Strategic Planning,* **Infor** **Jill Symonds,** *Business Analyst,* **City of Rochester**
2:35pm ET	Panel Discussion: **Realizing the Benefits of our Data Resources for Improved Outcomes for Citizens** How can the State best enhance the use of data and evidence in existing policy and funding decisions? • What staffing roles and structures are most effective in terms of increasing effective use of data in departments and agencies? • What type of additional shared data approaches, if any, are needed to improve cross agency and cross department work? • To what extent should the state standardize, scale, and adopt practices such as robust evaluation, randomized controlled trials, and performance management? • How can the state best foster research partnerships that are relevant to agency and department questions and priorities **Kate May,** *Chief Performance Officer,* **City of Rochester** **Regina Zimmerman,** *PhD, MPH -Director, Data Governance and Informatics, Bureau of Epi Services,* **The NYC Department of Health and Mental Hygiene (DOHMH)** **Nicolas Diaz,** *Chief Innovation & Data Officer,* **City of Syracuse** **Natalie Helbig, PhD,** *Deputy Director, Center for Health Data Innovation Office of Quality and Patient Safety,* **New York State Department of Health** **Moderator: Bob Liebowitz,** *Lead -State/Local/Education-East,* **Confluent**	**2:50pm ET** Panel Discussion: **How New York can Harness Technology for Better Outcomes** This panel will outline some ways in which the public sector can adopt digital technologies to deliver beneficial digital services. These digital technologies can help New York State to: • Understand the Citizen experience and produce positive outcomes. • Engage with partners to develop and improve upon service delivery models • Improving Equity: Identifying and eliminate inequity, exclusion, and bias in state program requirements, policies, and technical systems. **Michael Washington,** *Deputy Commissioner for Diversity, Inclusion and Merit System Operations,* **New York State Department of Civil Service** **Lauren Moore,** *Assistant Commissioner for Libraries and State Librarian,* **New York State Education Department** **Terrance Stroud,** *Deputy Commissioner,* **NYC Department of Social Services** **Justin Moran** *East Sales Director,* **Opti9** **Moderator: Bob Benstead,** *VP Strategic Planning,* **Infor**

| 3:20pm ET | **Refreshment Break** |

| 3:30pm ET | **General Session** |

3:35pm ET

Government Keynote:

Leadership's (or The Executive's) Role in Driving Digital Inclusion

The events of the past year have accelerated the public sector to digitalize government services. Unfortunately, citizens who are in the most need do not have ease of access. The delivery of public digital and data services must continue to be transformed in an equitable way with easier access. This keynote will explore innovative ways in which executive leadership can engage and support their teams to achieve this.

Tayyab Walker, Director of Enterprise Data Solutions, Mayor's Office for Economic Opportunity, **City of New York**

3:55pm ET

Panel Discussion:

Technology Planning and Delivery Methods: New York State Public School Districts

This panel of industry leaders will examine the following:

- What technology resources and tools were needed?
- What are the top priorities in the next year?
- How did collaboration across different departments work?

Joseph Kardash, Superintendent, **Rensselaer City School District**

Michele V. Handzel-Jones, Esq., Data Protection Officer Capital Region BOCES; Deputy Director of Risk Mitigation and Compliance, **NERIC**

Moderator: Mark Jones Ed.D., Deputy District Superintendent and Chief Operating Officer, **BOCES**

4:25pm ET   **Closing Remarks & Networking Drinks**

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