



Government Innovation Washington

Transforming Government through
Technology Driven Initiatives



Wednesday, May 25, 2022

Tacoma | 8.00am PT

COVID Safe Policy



Agenda at a glance

Lack of communication between agencies presents missed opportunities, preventing the government from operating at its full collaborative and innovative potential. Today, agencies have a chance to think ahead and modernize to better prepare for future risks and opportunities, instead of scrambling to catch up - as government agencies across the world had to do during the COVID-19 pandemic.

Given that the government's mandate is to serve all citizens - and knowing which communities are historically underserved - government leaders need systems and tools that allow them to move expediently, collaboratively, and inclusively. If, however, all government agencies operate independently, it becomes increasingly challenging to make collective progress. All too often, agencies are out of sync with one another when it comes to technological and process implementation.

How can the public sector solve this multi-pronged problem to realize long term benefits and capture the full potential of contemporary and forward-looking innovations? What best practices exist for ensuring equitable distribution of services? And how can government work with citizens to gain and retain trust in a time of skepticism?

These are the questions we will explore at Public Sector Network's **Government Innovation Washington** program. Join our prestigious speaking faculty as they address how people, processes, data, and technology all contribute to advancing government innovation throughout the State of Washington. This one-day event will provide the ideal meeting place to learn, collaborate and discuss current trends and best practices.

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



What's New in 2022



Explore the future of innovation across Washington'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



Examine innovative systems and tools to boost modernization efforts



Unlock the potential of cross-agency collaboration



Learn why stakeholder engagement is imperative for inclusive, equitable, and effective policy



Explore bold public service initiatives currently underway across the State



Discover best practices for digital inclusion and equitable service distribution



Your Inspiring Speakers



J. MANNY SANTIAGO
Executive Director,
LGBTQ Commission
State of Washington



MICHAELA DOELMAN
Chief Human Resources
Officer, Employment
Security Department
State of Washington



ROBIN VASQUEZ
Assistant Director of ERD
Washington State
Healthcare Authority/
ERD



SUE ANN RICHARDS
Workforce Research and
Data Analyst
Office of Financial
Management



JOSEPH TODD
Deputy Chief Technology
Officer
King County



ANTHONY GRIEGO
Strategic Transformation
Manager
WA Department of
Licensing



JOHN MILLER
Equity Change Agent
King County WA



DAYANA VICE
Strategic Advisor for
Citywide HR Planning &
Innovation
City of Seattle



GLORIA BRIGGS
Project/Program
Manager III, Executive
Office
King County Department
of Local Services



JENNIFER COLDIRON
Director of Impact and
Data Strategy
Department of
Community and Human
Services, King County, WA



**LINDSAY MORGAN
TRACY**
Innovator in Chief
State of Washington



SHAWN FLANAGAN
Workforce Research &
Performance Manager
Office of Financial
Management



RUMON CARTER
Executive Lead, Service
Transformation - BC Parks
British Columbia Public
Service



JÉRÔME PISCHELLA
Senior Trade
Commissioner
Consulate General of
Canada - Seattle



KIM JUSTICE
Executive Director, Office of
Homeless Youth Prevention
& Protection
Washington State
Department of Commerce



DR. AMY SULLIVAN
Senior Epidemiologist
Washington State
Department of Health



KYLE GITCHELL
Assistant Managing
Director for the Housing
Assistance Unit
Washington Department
of Commerce



JIM LOTER
Interim Chief Technology
Officer
City of Seattle



JILLIAN CARRUTHERS
Executive Director,
Service Transformation
British Columbia Ministry
of Environment &
Climate Change Strategy



CRYSTAL HENSON
Chief Information Officer
Washington Department
of Veterans Affairs



NICHOLAS STOWE
State Chief Architect,
Strategy and Management
Division
Washington Technology
Solutions (WaTech)

Your Inspiring Speakers



SHARON HUNTER

Director of Future to
Work Planning (OOC),
Seattle Human Resources
City of Seattle



SAYEE VAITHEESVARAN

Chief Information Officer
**Washington State
Gambling Commission**



LAUREN JENKS

Assistant Secretary -
Environmental Public
Health Division
**Washington State
Department of Health**



MICK SWENSON

Public Sector Enterprise
Executive
Qualtrics



HANNAH BURN

Industry Advisor
Qualtrics



NATHAN WALKER

PubSec AVP
Qualtrics



MURTAZA MASOOD

Global Managing Director
for State and Local
Government
Box



ROBERT CRUZ

VP, Information
Governance Solutions
Smash



MICAH J. WALDSTEIN

Vice President
Oxalis



STEVE WITT

Director of Public Sector
Nintex



CHRIS WEBER

Public Sector Area Sales
Manager - SLED
GitLab



DANIELLE HINZ

Executive Government
Advisor, Procurement &
Contracting
AWS



LINDA MISEGADIS

Senior Government
Strategist
UKG



JEN MACIAS

Senior Consultant -
Global Experience Design
(XD) Team
Slalom

Explore the Agenda

Tacoma | Wednesday, May 25, 2022

8:00am PT

Registration

9:00am PT

Welcome from the Public Sector Network

9:10am PT

Welcome from the Chair

Mick Swenson, *Public Sector Enterprise Executive, Qualtrics*

9:20am PT



Government Keynote Session:

Passport to Innovation: An International Perspective

Innovation has no boundaries. Learn more about how the Consulate General of Canada approaches innovation across borders.

Jérôme Pischella, *Senior Trade Commissioner, Consulate General of Canada – Seattle*

9:40am PT



Government Keynote Session:

The State of Equity in Washington

Lindsay Morgan Tracy, *Innovator in Chief, Washington State Department of Social and Health Services*

10:00am PT

Platinum Partner Session:

The Future of Work, Today

Learn how leading organizations have taken current challenges as an opportunity to embrace technology and revolutionize how they manage their work, engage with employees and collaborate with stakeholders. Technology innovations enable new patterns of work that any organization, public or private, can take advantage of to further their mission. Join Oxalis, a leader in Work Management, to learn more about specific tools and approaches you can take advantage of today.

Micah J. Waldstein, *Vice President, Oxalis*

10:20am PT



Panel Discussion:

People, Processes, & Data: Tools for a Thriving Washington

- What are your agency's top priorities in developing innovation and transformation?
- What are best practices to encourage collaboration across different departments?
- How has your department established a citizen-centric approach to public sector innovation and tech integration?
- Which innovation areas could improve your agency's ability to serve citizens?
- How can the government continue to support its workers in a remote and hybrid workforce?

J. Manny Santiago, *Executive Director, LGBTQ Commission, Washington State Office of the Governor*

Kim Justice, *Executive Director, Office of Homeless Youth Prevention & Protection, Washington State Department of Commerce*

Sharon Hunter, *Director of Future to Work Planning (OOC), Seattle Human Resources, City of Seattle*

Moderator: Hannah Burn, *Industry Advisor, Qualtrics*

10:50am PT

Refreshment Break

SPECIALIST TRACKS

Technology Track

11:20am PT

Welcome from the Track Chair**Robert Cruz**, *VP, Information Governance Solutions, Smarsh*

11:35am PT



Government Keynote:

Successful IT Modernization Strategies

Many IT projects took a hiatus for the last two years dealing with the greatest crisis the world has ever experienced. Sayee K. Vaitheesvaran, CIO of Washington State Gambling Commission is going to share some successful strategies to get ready for the next wave of tech investments that is going to enable IT to be faster, cheaper and better.

Sayee Vaitheesvaran, *Chief Information Officer, Washington State Gambling Commission*

11:55am PT

Gold Partner Session:

Digital Fitness initiatives for 2022: Modernize Forms Based Processes at Scale

In this session Steve Witt will highlight things you can do right now to improve all types of forms-based processes, including:

- What it means to be digitally fit organization
- Anatomy of modern electronic forms
- Forms and electronic signature process traps
- Real world examples of forms driven processes

Steve Witt, *Director of Public Sector, Nintex*

12:15pm PT



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

Joseph Todd, *Deputy Chief Technology Officer, King County***Nicholas Stowe**, *State Chief Architect, Strategy and Management Division, Washington Technology Solutions (WaTech)***Steve Witt**, *Director of Public Sector, Nintex***Moderator: Robert Cruz**, *VP, Information Governance Solutions, Smarsh*

People Track

Welcome from the Track Chair**Linda Misegadis**, *Senior Government Strategist, UKG*

Government Keynote:

Seattle's "Anti-Racist HR Strategic Roadmap"

The COVID-19 pandemic laid bare many inequities in society, and government was no exception. Citizens in the City of Seattle voiced their support for systemic, anti-racist policy changes in their government – and the city took note. Join the City of Seattle's Strategic Advisor for Citywide HR Planning & Innovation for an important conversation on lessons learned during the creation of this strategic, anti-racist roadmap.

Dayana Vice, *Strategic Advisor for Citywide HR Planning & Innovation, City of Seattle*

Gold Partner Session:

From Surviving to Thriving**Chris Weber**, *Public Sector Area Sales Manager - SLED, GitLab*

Panel Discussion:

Public Sector Workforce: the Next Generation

This panel of experts will address the following:

- What are the skills and attributes needed for the next generation?
- Will future public service workers be interested in performing meaningful work with tangible evidence of social responsibility and impact?
- How do you recruit and maintain such a talent pool?

John Miller, *Equity Change Agent, King County, WA***Jim Loter**, *Interim Chief Technology Officer, City of Seattle***Dayana Vice**, *Strategic Advisor for Citywide HR Planning & Innovation, City of Seattle*

12:45pm PT

Networking Lunch

SPECIALIST TRACKS

Data Track

1:45pm PT

Welcome from the Track Chair

Murtaza Masood, *Global Managing Director for State and Local Government, Box*

2:00pm PT



Government Keynote:

Equitable Data Applications and Informatics

As the amount of data generated, collected, and analyzed has increased, so has the need for a radical reimagining of the way government organizations leverage data applications and informatics. Join Amy Sullivan, Senior Epidemiologist for the Prevention and Community Health Division at the Washington State Department of Health, for a session on how using an equity lens provides insight into public health's relationship with data as we move into the 21st century.

Dr. Amy Sullivan, *Senior Epidemiologist, Washington State Department of Health*

2:20pm PT

Gold Partner Session:

Clear Communication through Data Visualization

Data visualization is a critical communication and storytelling tool. This discussion will highlight how Washington government agencies are deploying data visualization to inform their colleagues and Washingtonians more broadly about current and future initiatives. They will also address why data visualization is integral to continued innovation.

2:40pm PT



Panel Discussion:

Disaggregating Data

Discover why disaggregating data can unlock trends in your data that may have been hidden, and why this disaggregation can help foster equitable solutions.

Jennifer Coldiron, *Director of Impact and Data Strategy, Department of Community and Human Services, King County, WA*

Kyle Gitchell, *Assistant Managing Director for the Housing Assistance Unit, Washington Department of Commerce*

Murtaza Masood, *Global Managing Director for State and Local Government, Box*

Digital & CX Track

Welcome from the Track Chair

Danielle Hinz, *Executive Government Advisor, Procurement & Contracting, AWS*

Government Keynote:

Re-imagining BC Parks Experience from the Outside In

Now more than ever, in a peri-COVID world, people are recognizing how much time in nature benefits us all. Parks services around the world have taken advantage of online reservation programs to book vacations, campsites, and provide real-time information to visitors. Join Jillian Carruthers and Rumon Carter from British Columbia's Ministry of Environment & Climate Change Strategy for a keynote on why collaboration and citizen engagement were key to revamping the province's second most-trafficked website, and how your agency can apply lessons learned from British Columbia's effort to drive service delivery from the outside in.

Jillian Carruthers, *Executive Director, Service Transformation, British Columbia Ministry of Environment & Climate Change Strategy*

Rumon Carter, *Executive Lead, Service Transformation - BC Parks, British Columbia Public Service*

Gold Partner Session:

Inclusive By Design

Jen Macias, *Senior Consultant - Global Experience Design (XD) Team, Slalom*

Panel Discussion:

Engaging Citizens for More Equitable Outcomes

Our panelists will discuss how their agencies are working with citizen stakeholders to help bridge historic divides, close accessibility gaps, and promote equity in Washington State.

Anthony Griego, *Strategic Transformation Manager, WA Department of Licensing*

Gloria Briggs, *Project/Program Mgr III, Executive Office, King County Department of Local Services*

Lindsay Morgan Tracy, *Innovator in Chief, Washington State Department of Social and Health Services*

3:10pm PT Refreshment Break**3:20pm PT**

Government Case Study Roundtable:

From People to Data: How one HR expert built Washington's newest innovative dashboard**Sue Ann Richards**, *Workforce Research and Data Analyst, Office of Financial Management***Robin Vazquez**, *Assistant Director of ERD, Washington State Health Care Authority/ERD***Shawn Flanagan**, *Workforce Research & Performance Manager, Office of the Financial Management***3:45pm PT**

Panel Discussion:

From Data to Decisions

The State of Washington is innovative in its approach to and emphasis on data-driven agency outcomes. This dynamic discussion will feature different agency perspectives on how to best leverage data to achieve ambitions goals, where current gaps exist, and what solutions might boost policy priorities.

- How is Washington best enhancing 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 – or is this already occurring?
- How can Washington best foster research partnerships that are relevant to agency and department questions and priorities?

Crystal Henson, *Chief Information Officer, Washington Department of Veterans Affairs***Michaela Doelman**, *Chief Human Resources Officer, Employment Security Department, State of Washington***Lauren Jenks**, *Assistant Secretary - Environmental Public Health Division, Washington State Department of Health***Moderator: Nathan Walker**, *PubSec AVP, Qualtrics***4:15pm PT****Closing Remarks & Networking****REGISTER TODAY**

Thank You to our **Partners**



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