



Government Innovation Washington

Transforming Government through
Technology Driven Initiatives



Wednesday, May 25, 2022

Tacoma | 8.00am PT



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-



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



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Quite valuable!”

Pennsylvania Department of Transportation

Your Inspiring Speakers



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



CHRISTINE BEZANON
Director
Results 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



DR. KAREN JOHNSON
Director
Washington State Office of
Equity



LINDSAY MORGAN TRACY
Innovator in Chief
State of Washington




SHAWN FLANAGAN
Workforce Research &
Performance Manager
Office of Financial
Management


8:00am PT **Registration**

9:00am PT **Welcome from the Public Sector Network**


9:10am PT **Welcome from the Chair**

9:20am PT Government Address:
Driving Innovation in the State of Washington

9:30am PT Government Keynote Session:
 **Passport to Innovation: An International Perspective**
Learn more about how international governments approach innovation.

9:50am PT Government Keynote Session:
 **The State of Equity in Washington**
Join Dr. Karen Johnson for an engaging session on leading Washington State's first Office of Equity, and what has been achieved in its first year of existence. Dr. Johnson will highlight why equity is at the forefront of the State's policy, and how it enables long-term innovation.
Dr. Karen Johnson, Director, Washington State Office of Equity

10:10am PT Platinum Partner Session:
Leading Change - Transforming Citizen Services with a Digital Government

10:30am PT Panel Discussion:
 **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

11:00am PT **Refreshment Break**

SPECIALIST TRACKS

Technology Track

People Track

11:30am PT **Welcome from the Track Chair**

Welcome from the Track Chair

11:45am PT Government Keynote:
Technology Makeover: Washington



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

12:05pm PT Gold Partner Session:
Tech Tools Talk

Gold Partner Session:
From Surviving to Thriving

12:25pm 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

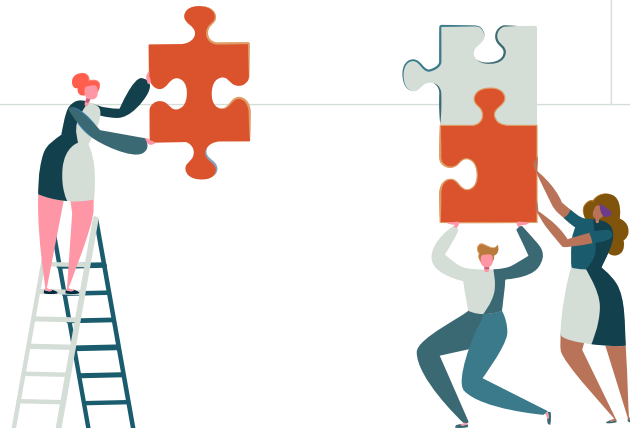


Panel Discussion:
Public Sector Workforce: the Next Generation
This panel of experts will address the following:

- 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

12:55pm PT **Networking Lunch**



SPECIALIST TRACKS

Data Track

Digital & CX Track

1:55pm PT

Welcome from the Track Chair

Welcome from the Track Chair

2:10pm PT



Government Keynote:

Make Data an Open Book

Join us for an engaging and interactive session on why data literacy is imperative and how your organization can promote these skills.

Government Keynote:

Lean, Green, but not Mean

ResultsWA provides an enterprise-level view of how Washington State agencies are collaborating and helps improve processes. Christine Bezanson will share how the agency is able to achieve ambitious and progressive goals while continuously improving its own processes, helping all Washingtonians thrive.

Christine Bezanson, Director, Results Washington

2:30pm PT

Gold Partner Session:

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.

Gold Partner Session:

Anticipating Washingtonians' Tech Needs

2:50pm PT



Panel Discussion:

From Data to Decisions

- How can Washington 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 Washington best foster research partnerships that are relevant to agency and department questions and priorities?

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

3:20pm PT

Refreshment Break



3:30pm PT **General Session**

3:35pm 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*

3:55pm PT

Platinum Partner Session:

Technology and Innovation: What is on the Horizon?

4:15pm PT



Panel Discussion:

What Did We Learn From the Pandemic?

The COVID-19 pandemic put the spotlight on the public sector, at all levels of government. Citizens looked to their governments for guidance and answers more than ever before. This increased level of attention also brought increased scrutiny and interaction. Our closing plenary panel discussion will address salient takeaways that the pandemic provided, and that government should keep in mind for 2022 and beyond.

4:45pm PT

Closing Remarks & Networking



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For partnership opportunities, contact [Andrew Jensen](#) for more information.