PUBLIC SECTOR NETWORK

Certified B Corporation

Government Innovation MASSACHUSETTS

Transforming Government through Technology Driven Initiatives

Thursday, June 30, 2022
The Hotel Commonwealth, Boston | 8am ET

COVID Safe Policy

Agenda at a glance

The Commonwealth of Massachusetts is promoting best practices and inspiring technological innovation throughout the public sector. The significance cannot be understated given the changing landscape and diversity on display throughout Massachusetts – manifested through Local & Commonwealth-level initiatives dedicated to workforce upskilling, digital accessibility, digital inclusion, and data transparency.

Leveraging technology to the benefit of all.

Inspiring cases of innovation abound from departments, agencies, and localities Commonwealth-wide. Now, more than ever, public sector innovation is imperative. By leveraging new approaches to old problems – from policy design to service delivery, new technologies and improved data analysis – we stand to improve the performance and responsiveness of government to the challenges we face today. Ensuring that future initiatives are both appropriate and equitable; we need to collaborate and accelerate innovation throughout the public sector, ultimately to delivery better services to communities of interest, and better outcomes for citizens and residents.

The Public Sector Network invites you to join the conversation at **Government Innovation Massachusetts.** This one-day, in-person event will provide the ideal meeting place to learn, collaborate and discuss current trends and innovations being leveraged across the Commonwealth of Massachusetts. With Tracks dedicated to People, Digital/CX, Data and Technology this event offers attendees the opportunity to learn from public sector leaders from across Massachusetts, and to explore innovative solutions for the challenges public servants around the Commonwealth face.

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

What's New in 2022

Explore the future of innovation across Massachusetts'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 Boston 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: Information Technology, Information Systems, Administration, Human Resources, Agriculture and Markets, Audit and Control, Civil Service, Corrections and Community Supervision, Economic Development, Education, Environmental Conservation, Executive, Family Assistance, Financial Services, Health, Law, Mental Hygiene, Motor Vehicles, Public Service, State, Taxation and Finance, Transportation, and Justice.

Commissioners/Chiefs/Deputy Chiefs/Directors/Managers:

- Information Technology & Security
- Technology
- Innovation
- Digital Technology & Applications
- Digital Service Delivery
- Enterprise Infrastructure
- Privacy
- Digital Transformation

- Data & Analytics
- Data Science & Digital Capability
- Cyber Security
- AI, Automation & Machine Learning
- Learning & Development
- Finance
- Comptroller

Organizations: State, Local, & Tribal Government Agencies & Departments

Benefits of Attending

Hear about Innovative project and initiatives underway across the Commonwealth including; the Massachusetts Digital Health Initiative, Mass Internet Connect, and other innovative initiatives

This in-person event will spotlight innovation across Massachusetts and feature four Tracks: People, Digital/CX, 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 as: Future of Workforce, AI & Data, Driving Innovation, Digital Solutions,and Human Resource Strategy

Your Inspiring Speakers

STEFANIE COSTA LEABO
Chief Data Officer
City of Boston

JOAN MATSUMOTO
Special Director for Transformation, Administration and Finance
Massachusetts Executive Office

PAUL DIETL
Chief Human Resource Officer
Commonwealth of Massachusetts - Human Resources Division

WENDY GELLER
PhD, Division Director, Data Management & Analysis
Vermont Agency of Education

PAUL CLARK
Chief Technology and Innovation Officer
Massachusetts Cannabis Control Commission

SARAH TRUCKLE
Director of Program & Strategic Operations
Vermont Agency of Human Services Secretary's Office

JULIA WONG
IT Accessibility Compliance Officer
Massachusetts Executive Office of Health and Human Services

MICHAEL MCKENNA MILLER
Director of Strategic Procurement, Administration and Finance
City of Boston

CATHY DRAINE
Director of Diversity, Equity & Inclusion
City of Everett

JENN STEINFELD
Director of Entrepreneurship & Economic Development Center for City Solutions & Research
National League of Cities

AMY SHAN
Manager of Strategy & Analytics, **Boston Public Schools &** President of **HOBY SD Leadership Nonprofit**

KRISTOPHER CARTER
Chair, Mayor's Office of New Urban Mechanics
City of Boston

PETER FAVORITO
Digital Equity Advocate
City of Boston

PATRICK MCCORMICK
CIO
City of Cambridge (MA)

MEGHAN SISK
HR Executive Operations Administrator
Commonwealth of Massachusetts

HENRY SANTANA
Director of the Mayor's Office of Civic Organizing
City of Boston (MA)

JONATHAN XAVIER OZOVEK
Chief Transformation Officer - SLED
Ironbow

NELSON MOE
Sales Strategy Principal - SLED
Ironbow

LINDA MISEGADIS
Senior Government Strategist
UKG

DAN DABROWSKI
VP of Public Sector
Prove

MICHELLE CONSOLAZIO
Director
Audacious Inquiry

Your Inspiring **Speakers**

LAWRESE BROWN
CEO & Founder
C-Track Training

ANDY MACISAAC
Director, Solutions
Marketing, Public
Sector
Alteryx

BRIAN CHIDESTER
Industry Vice
President – Worldwide
Public Sector
Genesys

MICHAEL GAY
Area Vice President,
Enterprise Sales
Box

MAGGIE SCHROEDER
Director, Product
Marketing - Drupal
Cloud
Acquia

KEN PEARSON
Chief Expert Value
Engineering
Unit4

DAN GALLAGHER
Senior Principal in
Delivery Effectiveness
Slalom

MIKE SARETTE
Principal in
Organizational
Effectiveness
Slalom

Explore the Agenda

8:00am ET — **Registration**

9:00am ET — **Welcome from the Public Sector Network**

9:10am ET — **Welcome from the Chair**

Jonathan Xavier Ozovek, *Chief Transformation Officer - SLED,* **Ironbow**

9:20am ET — Government Address:

Driving Innovation and Diversity in the Commonwealth of Massachusetts

Nelson Moe, *Sales Strategy Principal - SLED,* **Ironbow**

9:30am ET — Government Keynote:

From Concept to Reality Tracking the Innovation Journey

Over the past 6 years, Stefanie Costa Leabo and her team have been on a mission to transform Boston's approach to data, to decision making, and to ensuring that those transformative forces are working to the benefit of Bostonians. Key to building an innovative mindset have been initiatives ranging from improving data literacy and use within other Departments, professionalizing the Data Insights team & building a data warehouse which is feeding into some of Boston's most interesting case studies. Join Stefanie for her insight into how Boston has approached innovation through data excellence.

Stefanie Costa Leabo, *Chief Data Officer,* **City of Boston**

9:50am ET — Government Keynote:

Applicant Tracking: Boosting Data-Driven Decision Making

As leaders – recruiting and retaining top-tier talent remains a constant. The means and methods by which you connect and communicate with those future leaders however – changes continuously. New technologies offer new opportunities – which Paul Dietl and his team are benefiting from. Paul's team has been able to reimagine and automate many processes while leveraging data surrounding their efforts to learn from and guide future initiatives. Join Paul as he shares insights from numerous initiatives that have benefited from innovations in applicant tracking.

Paul Dietl, *Chief Human Resources Officer,* **Commonwealth of Massachusetts - Human Resources Division**

10:10am ET — Platinum Partner Session:

Project & Work Management: Leveraging Atlassian Tools to Execute State and Federal Projects

Michelle Consolazio, *Director,* **Audacious Inquiry**

10:30am ET — Panel Discussion:

Reimagining Professional Development

Public and Private sector leaders across the Commonwealth have partnered with each other and with institutions of higher learning to reimagine professional development to provide increased options to residents. Other organizations – public and private alike – have reframed their approach to both recruitment and professional development – providing greater access and opportunity to employment. As an already highly-educated and skilled state – how are these initiatives being rolled out, how are they being received, and what impact are they having on the lives of Bay Staters and the broader employment market.
- Examine Commonwealth & Local initiatives driving professional development
- Discuss how public entities are spearheading these initiatives
- Explore how the approach to employment is changing

Cathy Draine, *Director of Diversity, Equity & Inclusion,* **City of Everett**
Henry Santana, *Director of the Mayor's Office of Civic Organizing,* **City of Boston (MA)**
Jonathan Xavier Ozovek, *Chief Transformation Officer - SLED,* **Ironbow**
Moderator: Lawrese Brown, *CEO & Founder,* **C-Track Training**

11:00am ET — **Networking Break & Demo Drive**

	SPECIALIST TRACKS	
	Technology Track	**People Track**
12:00pm ET	**Welcome from the Track Chair** **Dan Gallagher,** *Senior Principal in Delivery Effectiveness,* **Slalom**	**Welcome from the Track Chair** **Linda Misegadis,** *Senior Government Strategist,* **UKG**
12:15pm ET	Government Keynote: **Adaptive Accessibility and Inclusion in Technology: Making Innovations in Technology Work for All** The Commonwealth of Massachusetts continues to face the reality that not all of the benefits of technology are accessible to all. The pandemic has brought attention to the fact that digital exclusion is a reality for those below a certain income level, in many remote communities, and for those facing challenges due to physical or mental disabilities. Join Julia Wong as she outlines key initiatives for getting started with your own technology accessibility programs and how those who have begun their journeys – can properly tune their initiatives for success **Julia Wong,** *IT Accessibility Compliance Officer,* **Massachusetts Executive Office of Health and Human Services**	Government Fireside Chat: **COVID as a Catalyst** As buzzwords and terminology describing the 'new normal', 'future of work' and 'hybrid' workspaces are being defined - public sector leaders are reshaping the workplace to make 'work' work. By focusing on the critical mission of government, but by advancing the key pillars of people and technology – Joan Matsumoto and her team - are having a profound impact on enterprise operations, space utilization, and business processes. Join Joan for this conversation dedicated to exploring how the Massachusetts Executive's Office was able to utilize COVID as a catalyst to springboard their people practices into the future! **Joan Matsumoto,** *Special Director for Transformation, Administration and Finance,* **Massachusetts Executive Office** **Linda Misegadis,** *Senior Government Strategist,* **UKG**
12:35pm ET	Gold Partner Session: **The Value of Digital Transformation** The public sector has unique challenges relative to evaluating a cloud strategy. It is often difficult to understand where an when to engage with vendors. Many procurement processes limit the ability of effectively and efficiently evaluate vendors. Unit4 has a unique no-regrets approach to understanding how public sector can leverage their vendors to ensure the organizational objectives are met. In this session you will learn how to: • Take a technology agnostic approach to designing an optimal technology landscape • Leverage personas to design your solutions with stakeholders (people) in mind • Streamline key processes for efficiency and effectiveness • Understanding the change management needed for successful implementation and adoption • Leverage best practices for optimal performance • Understand Public Sector research to establish baselines • Align your transformation to organization outcomes • Create a case for change that speaks to your leadership and councils **Ken Pearson,** *Chief Expert Value Engineering,* **Unit4**	
12:40pm ET		Panel Discussion: **The Future of the Public Sector Workforce** This panel of experts will address the following: • Changing the methods of working such as hybrid and remote work • Reskilling and training needed for job transitions must be much greater than pre pandemic; creating the workforce of the future will require extensive preparation. • How do we ensure the future of work will be equitable throughout the public service? **Wendy Geller, PhD,** *Division Director, Data Management & Analysis,* **Vermont Agency of Education** **Paul Clark,** *Chief Technology and Innovation Officer,* **Massachusetts Cannabis Control Commission** **Meghan Sisk,** *HR Executive Operations Administrator,* **Commonwealth of Massachusetts** Moderator: **Linda Misegadis,** *Senior Government Strategist,* **UKG**
12:55pm ET	Panel Discussion: **Tools, Strategies, and Innovations Driving Transformation: Making Change Management Work** This panel of experts will address the following: • Marshalling energy and innovativeness to bring about incremental and lasting change • Identify what tools and technologies will support your goals • How to embed new technology with minimal disruption • Best practices for creating information technology services that boost the resident and employee experience **Michael McKenna Miller,** *Director of Strategic Procurement,* **Administration and Finance, City of Boston** **Dan Dabrowski,** *VP of Public Sector,* **Prove** Moderator: **Mike Sarette,** *Principal in Organizational Effectiveness,* **Slalom**	

1:25pm ET   **Networking Lunch**

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

2:25pm ET

Welcome from the Track Chair

Andy MacIsaac, *Director, Solutions Marketing, Public Sector,* **Alteryx**

Welcome from the Track Chair

Brian Chidester, *Industry Vice President – Worldwide Public Sector,* **Genesys**

2:40pm ET

Government Keynote:

Hope is Not a Strategy: How a DataOps Approach Gives Vermont's Agency of Education a Fighting Chance

The pandemic has highlighted that there's no substitute for good data and good data work when you have to manage tough problems and get people the resources they need in a crisis. As she became the first Director of the Vermont Agency of Education's newly created Data Management and Analysis Division in October of 2018, Dr. Wendy Geller and her crew had just started their work to pay down some considerable technical debt at the agency when the pandemic took hold in early 2020. Join Dr. Geller for her insight into how her Division has innovated in their approach to overhauling how the organization collects, manages, and leverages data throughout the emergency and the impact that work has had on how Vermont has weathered the Pandemic.

Wendy Geller, PhD, *Division Director, Data Management & Analysis,* **Vermont Agency of Education**

Government Keynote:

Never Waste a Great Opportunity to Innovate: Addressing Homelessness Head-On

While Vermont faces significant challenges regarding the current housing stock; the dedication and effort to ensure that homeless Vermonters, who have remained housed throughout the pandemic, are able to be matched with permanent housing. Through a mix of engagement, technology, and ingenuity – join Sarah Truckle for insight on the tech, tools and talent needed to make a major dent in state-wide homelessness.

Sarah Truckle, *Director of Program & Strategic Operations,* **Vermont Agency of Human Services Secretary's Office**

3:00pm ET

Gold Partner Session:

Innovating Digital Service for a New Era

Join us to discuss:
- Modernizing websites and digitizing forms
- Designing digital experiences that are user centric and mobile-friendly
- Improving accessibility for digital initiatives

Maggie Schroeder, *Director, Product Marketing - Drupal Cloud,* **Acquia**

Gold Partner Session:

Reimagining the Citizen Experience

As governments look beyond the pandemic the need for citizen centric services comes into focus. Citizens expect agility, ease of service and personalization from their local government. Hear how a modern platform can help agencies deploy unified citizen experiences beyond the agency silos.

Michael Gay, *Area Vice President, Enterprise Sales,* **Box**

3:20pm ET

Panel Discussion:

Realizing the Benefits of our Data Resources for Improved Outcomes for Citizens

How can the Commonwealth 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 commonwealth standardize, scale, and adopt practices such as robust evaluation, randomized controlled trials, and performance management?
- How can the commonwealth best foster research partnerships that are relevant to agency and department questions and priorities?

Stefanie Costa Leabo, *Chief Data Officer,* **City of Boston**

Amy Shan, *Manager of Strategy & Analytics,* **Boston Public Schools &** *President of* HOBY SD Leadership Nonprofit

Moderator: Andy MacIsaac, *Director, Solutions Marketing, Public Sector,* **Alteryx**

Panel Discussion:

How Massachusetts can Harness Technology for Better Outcomes

As government continues to move deeper into the digital realm – leveraging the right technologies to ensure sound service delivery, security and a high-quality citizen experience is essential. Join the panel to explore the technologies that are helping to create modern government across Massachusetts:
- Explore how technology is helping to improve 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 program requirements, policies, and technical systems
- Examine the challenges imposed by the reality of information security and its impact upon digital service delivery

Kristopher Carter, *Chair, Mayor's Office of New Urban Mechanics,* **City of Boston**

Patrick McCormick, *CIO,* **City of Cambridge (MA)**

Moderator: Brian Chidester, *Industry Vice President – Worldwide Public Sector,* **Genesys**

3:50pm ET	**Refreshment Break**

4:00pm ET	**Chair's Remarks**
	Jonathan Xavier Ozovek, *Chief Transformation Officer - SLED,* **Ironbow**

4:05pm ET

Government Team Keynote:

The Evolution of Digital Equity in Boston

Peter Favorito, *Digital Equity Advocate,* **City of Boston**

4:25pm ET

Panel Discussion:

Dollars & Cents: Prioritizing & Applying Federal Infrastructure Funding to Key Initiatives

- How are local leaders prioritizing infrastructure projects and applying federal dollars?
- What additional financing means are being leveraged to further maximize the impact of federal funds?
- How do you balance initiatives driven by elected officials and those led by career public servants?
- How are ARPA local relief funds impacting economic recovery around Massachusetts and elsewhere in New England?

Patrick McCormick, *CIO,* **City of Cambridge (MA)**

Sarah Truckle, *Director of Program & Strategic Operations,* **Vermont Agency of Human Services Secretary's Office**

Jenn Steinfeld, *Director of Entrepreneurship and Economic Development Center for City Solutions and Research,* **National League of Cities**

Moderator: **Jonathan Xavier Ozovek,** *Chief Transformation Officer - SLED,* **Ironbow**

5:00pm ET	**Closing Remarks & Networking**

REGISTER TODAY

Thank You to our Partners

PUBLIC SECTOR NETWORK · Certified B Corporation

Diamond

IRON BOW TECHNOLOGIES

Sapphire

alteryx · **GENESYS** · **slalom** · **UKG**

Platinum

ATLASSIAN | **AUDACIOUS INQUIRY**

Gold

ACQUIA · **box** · **UNIT4**

Silver

Prove

Exhibitor

ALTAIR · **amazon business** · **boomi** · **FORTINET**

GitLab · **Granite** · **workday**

Thought Leadership Partner

C-Track Training