



Government **Innovation** **PENNSYLVANIA**

Transforming Government through
Technology Driven Initiatives



Wednesday, September 14, 2022
Hilton Harrisburg, Harrisburg, PA | 8am ET

COVID Safe Policy



Agenda at a glance

In the midst of historic unpredictability, the Commonwealth of Pennsylvania faces yet another significant disruption: the election of its first new governor in eight years. Rapid, large-scale change presents challenges—but also opportunities to take stock of innovative systems and ideas that have modernized the Commonwealth over the past eight years. By improving collaboration between agencies, government can better operate at its fullest innovative potential – and maximize the opportunities at hand.

How can public sector employees harness contemporary and forward-looking innovations? What best practices exist for ensuring equitable distribution of services? And how can government agencies retain citizen-trust in a time of transition?

These are the kinds of questions Public Sector Network's **Government Innovation Pennsylvania** program will explore. This one-day event is the ideal meeting place to collaborate, discuss current trends, and learn best practices related to people, processes, technology, and data. Join the conversation!

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



What's New in 2022



Explore the future of innovation across Pennsylvania'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 4 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 Harrisburg 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:

- 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



Examine innovative systems and tools to boost modernization efforts



Unlock the potential of cross-agency collaboration



Learn how to engage and empower employees



Explore bold public service initiatives currently underway across the Commonwealth



Discover best practices for digital inclusion and equitable service distribution



Your Inspiring Speakers



DAVID PARTSCH
Chief Data Officer
Commonwealth of Pennsylvania



STEPHANIE PERRY
Special Project Director
Pennsylvania Department of Labor & Industry



JOHN KASCHAK
Executive Deputy Secretary
Pennsylvania Department of Revenue



POONAM SOANS
Chief Data Officer & Director of Application Development
State of New Jersey



JENNIFER LEINBACH
Executive Director - DCED
Office of Technology & Innovation and Ben Franklin Technology Development Authority
Commonwealth of Pennsylvania



CLAIRE OSBORNE
Director of Business Transformation
Pennsylvania Department of General Services



BETH ANDREOLI
Director of Business Transformation
Governor's Office



MICHELE KEOGH
Workforce Development Planner
Department of the Auditor General



ALLISON MORGAN
Business Operation Modernization Manager
Pennsylvania Department of Revenue



ELIZA POLLACK
Director of Innovation
City of Philadelphia



MICHAEL ZACCAGNI
Director of HR/CHRO
City of Philadelphia



COLLEEN MANTINI
PA Manufacturing Innovation Program Director
Carnegie Mellon University



SHERRIE EPPS
Director of Research & Data Analytics
City of Philadelphia Office of Children and Families



PATRICK MCLOUGHLIN
Chief Data Officer
State of Maryland



PN NARAYANAN
Chief Information Officer
Pennsylvania State Treasury



ALLEN MEHTA
Chief Information Officer, Philadelphia International Airport
Northeast Philadelphia Airport



KARL SINGLETON
Chief Equity and Compliance Officer
City of Harrisburg



JOHN SIDER
Vice President of Business Development
Ben Franklin Technology Partners of Central & Northern PA

Your Inspiring Speakers



ANA RAMOS-HERNANDEZ

Director of Operations -
Performance Management and
Technology, Office of
Children and Families
City of Philadelphia



CLAIRE YANTIS

Administrative Director
**Pennsylvania Gaming
Control Board**



**JONATHAN XAVIER
OZONEK**

Chief Transformation Officer
- SLED
Iron Bow Technologies



NELSON MOE

Sales Strategy Principal -
SLED
Iron Bow Technologies



STEVE CAIMI

Director of Product
Marketing, Public Sector
Okta



STEVEN BOBERSKI

Public Sector CTO
Genesys



SEAN RHODY

Vice President of
Engineering & Chief
Technology Officer
**Publicis Sapient State &
Local Public Sector Practice**



JASON PROBST

Head of Growth
Technologies, Americas
**Check Point Software
Technologies, Ltd.**



TINA CARKHUFF

Industry Advisor
Splunk



JOHN BARISICH

Major Account Executive
ForgeRock



MARCO ANTHONY

Senior Engineer
Druva



WAYNE DELPORT

Senior Director, Enterprise
Solutions - NORAM
Quadient



JOHN WEATHERSBY

Area Vice President
Teradata



JUSTIN MASEK

Regional Vice President,
National Mid-Market and
Public Sector
CrashPlan



LAWRESE BROWN

CEO & Founder
C-Track Training

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, Iron Bow Technologies*
Nelson Moe, *Sales Strategy Principal - SLED, Iron Bow Technologies*

9:25am ET



Government Fireside Chat:

Department of Revenue's Transformation Plan

In an effort to foster a proactive culture, the Department of Revenue implemented a three-pronged Transformation Plan to modernize the way it operated. John Kaschak and Allison Morgan will share how this initiative revolutionized their department, why it set the Department up for success during the pandemic, and how you can adopt similar principles in your agency.

John Kaschak, *Executive Deputy Secretary, Pennsylvania Department of Revenue*

Allison Morgan, *Business Operation Modernization Manager, Pennsylvania Department of Revenue*

9:50am ET

Platinum Partner Session:

Leading Change - Transforming Citizen Services with a Digital Government

We are emerging from a time when our resilience has been tested as humans and within the networks we support. We are all the sum of the millions of data points that comprise who we are and what we need from our governments. Every resident interaction with a state agency allows IT leaders to assess the concept of the "connected resident" and how we can transform our data to provide the best possible outcomes for residents that connect with multiple state agencies. Join Tina Carkhuff, Splunk Industry Advisor, as she outlines how public sector leaders across the U.S. are harnessing the power of digital government to reimagine the future citizen services.

Tina Carkhuff, *Industry Advisor, Splunk*

10:10am ET



Panel Discussion:

From Data to Decisions

This dynamic discussion will feature perspectives from three neighboring states' Chief Data Officers on how to best leverage data to achieve ambitious goals, where current gaps exist, and what advice they would give to data officers who are beginning their leadership journeys.



Poonam Soans, *Chief Data Officer & Director of Application Development, State of New Jersey*

David Partsch, *Chief Data Officer, Commonwealth of Pennsylvania*

Patrick McLoughlin, *Chief Data Officer, State of Maryland*



Moderator: Jonathan Xavier Ozovek, *Chief Transformation Officer - SLED, Iron Bow Technologies*

10:50am ET Networking Break

SPECIALIST TRACKS	
Technology Track	People Track
<p>11:20am ET</p> <p>Welcome from the Track Chair Sean Rhody, <i>Vice President of Engineering & Chief Technology Officer, Publicis Sapient State & Local Public Sector Practice</i></p>	<p>Welcome from the Track Chair Lawrese Brown, <i>CEO & Founder, C-Track Training</i></p>
<p>11:35am ET</p>  <p>Government Keynote: Replacing Legacy Systems While Shaping Tomorrow's Leaders Legacy systems aren't the only retirees that government IT leaders focus on. While it is vital that government IT systems are modernized and brought into the 21st century, it is equally imperative to actively create and cultivate tomorrow's technology leaders. Join this engaging and informative session on one Pennsylvanian agency's system modernization efforts and best practices for developing the next generation of government IT talent. Allen Mehta, <i>Chief Information Officer, Philadelphia International Airport, Northeast Philadelphia Airport</i></p>	<p>Government Keynote: Innovation 101 We often equate innovation with technology. While new tools and toys do help drive transformative change, using these two words interchangeably means that we forget the most important part of innovation: people. Join the City of Philadelphia's Director of Innovation as she shares how she developed an Innovation Academy that trains city employees how to solve challenges in innovative ways, thus creating a culture of innovation. Eliza Pollack, <i>Director of Innovation, City of Philadelphia</i></p>
<p>11:55am ET</p> <p>Gold Partner Session: Is Identity the New Perimeter? Cyber walls. We built them to keep our data secure and the hackers out. But decades of breaches taught us painful lessons, while the perimeter made things harder on everyone. Some say identity is the new perimeter, but is it? The answer might surprise you. Let's explore the role of today's identity technology on government transformation: IT modernization, zero trust security and digital service excellence for the Commonwealth. Steve Caimi, <i>Director of Product Marketing, Public Sector, Okta</i></p>	<p>12:05pm ET</p> <p>Panel Discussion: Public Sector Workforce: The Next Generation This panel of experts will address the following: <ul style="list-style-type: none"> • 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? Michele Keogh, <i>Workforce Development Planner, Department of the Auditor General</i> Michael Zaccagni, <i>Director of HR/CHRO, City of Philadelphia</i> Moderator: Lawrese Brown, <i>CEO & Founder, C-Track Training</i></p>
<p>12:15pm ET</p>  <p>Panel Discussion: Tools, Strategies, and Innovations Driving Technological Transformation This panel of experts will address the following: <ul style="list-style-type: none"> • How do you identify viable new technologies? Once you've identified a new technology, what's the decision-making process of how to apply it to your own work? How are you partnering with other Commonwealth agencies to integrate new technologies? • When you're spearheading innovation initiatives, what types of challenges have you encountered? Are you surprised by what those challenges are? Which groups present the toughest roadblocks? • How do you ensure minimal disruption to the mission while embedding new technology? What pro-active steps can you take pre-transformation? • How do you go about addressing privacy and security in technology applications? PN Narayanan, <i>Chief Information Officer, Pennsylvania State Treasury</i> Allen Mehta, <i>Chief Information Officer, Philadelphia International Airport, Northeast Philadelphia Airport</i> Ana Ramos-Hernandez, <i>Director of Operations - Performance Management and Technology, Office of Children and Families, City of Philadelphia</i></p>	

12:45pm ET **Networking Lunch**

SPECIALIST TRACKS

Data Track	Digital & CX Track
<p>1:45pm ET Welcome from the Track Chair Justin Masek, <i>Regional Vice President, National Mid-Market and Public Sector, CrashPlan</i></p>	<p>Welcome from the Track Chair Steven Boberski, <i>Public Sector CTO, Genesys</i></p>
<p>2:00pm ET  Government Keynote: The PA Gaming Control Board's Data Story Claire Yantis, <i>Administrative Director, Pennsylvania Gaming Control Board</i></p>	<p>Government Keynote: Bridging the Digital Divide Citizens – constituents and government employees alike – are living more and more of their lives online. Government agencies must adapt and meet this ever-growing demand for digital service. But it must do so with a focus on equity and inclusion. Join this session to learn how Pennsylvania's Department of Labor & Industry, is bridging the digital divide and promoting digital literacy throughout rural and urban areas of the Commonwealth. Stephanie Perry, <i>Special Project Director, Pennsylvania Department of Labor & Industry</i></p>
<p>2:20pm ET Gold Partner Session: Data Resilience for Public Sector Data Protect and manage all your data while meeting your compliance requirements. Marco Anthony, <i>Senior Engineer, Druva</i></p>	<p>Gold Partner Session: How Identity Powers Digital Government Services All tiers of government recognize citizen- and resident- demands for a more fully digital life – particularly for previously time-consuming in-person appointments, such as applying for benefits or renewing a driver's license. This case study session will highlight how several state governments are leveraging Citizen Identity and Access Management ("CIAM") solutions to provide citizen experience and digital services that are seamless, simple, and secure. John Barisich, <i>Major Account Executive, ForgeRock</i></p>
<p>2:40pm ET  Panel Discussion: Translating Data for Actionable Intelligence Patrick McLoughlin, <i>Chief Data Officer, State of Maryland</i> Sherrie Epps, <i>Director of Research & Data Analytics, City of Philadelphia Office of Children and Families</i> John Weathersby, <i>Area Vice President, Teradata</i> Moderator: Justin Masek, <i>Regional Vice President, National Mid-Market and Public Sector, CrashPlan</i></p>	<p>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 Pennsylvania. This panel will discuss topics including (but not limited to): <ul style="list-style-type: none"> • How to engage with all constituents, regardless of age or technological savvy • How to meet citizens where they are • Which engagement formats best reaches target demographics, and how to facilitate access to that media • How to partner with other agencies and departments to ensure seamless citizen service delivery Claire Osborne, <i>Director of Business Transformation, Pennsylvania Department of General Services</i> Karl Singleton, <i>Chief Equity and Compliance Officer, City of Harrisburg</i> Ana Ramos-Hernandez, <i>Director of Operations - Performance Management and Technology, Office of Children and Families, City of Philadelphia</i> Wayne Delpont, <i>Senior Director, Enterprise Solutions - NORAM, Quadient</i> Moderator: Steven Boberski, <i>Public Sector CTO, Genesys</i></p>

3:10pm ET Refreshment Break

3:20pm ET **Chair's Remarks**
Nelson Moe, *Sales Strategy Principal - SLED, Iron Bow Technologies*

3:25pm ET Government Case Study:



Spearheading Pennsylvania Government's Human-Centered DEI Working Group

Learn how two alumni of Pennsylvania's Leadership Development Initiative applied theories learned from the course and took an idea from a five-person conversation about DEI into a 200+ person working group with over 28 agencies represented.

Claire Osborne, *Director of Business Transformation, Pennsylvania Department of General Services*
Beth Andreoli, *Director of Business Transformation, Governor's Office*

3:45pm ET Platinum Partner Session:

Overcoming Challenges of a Fragmented Cybersecurity Architecture

The velocity, intensity and complexity of cyber criminal activity is increasing more than 50% every year through various threats ranging from ransomware to phishing to supply chain attacks. A disjointed architecture makes stopping these attacks very difficult, placing an additional burden on security teams that are already strained.

However, implementing a modernized cybersecurity architecture with a threat prevention-focused strategy, will help security leaders better protect their agencies and the citizens they serve. Join Jason Prost, Head of Emerging Technologies with Check Point Software Technologies, as he walks you through how you can utilize threat prevention as the focus for updating your cybersecurity architecture.

Jason Prost, *Head of Growth Technologies, Americas, Check Point Software Technologies, Ltd.*

4:05pm ET Panel Discussion:



Forging Partnerships with Business and Higher Education: Pennsylvania's Unique Take on Innovation

Pennsylvania is widely recognized for having a unique take on innovation, with agencies set up to foster relationships with and bridge gaps between business, higher education, and government. This panel of government leaders will address questions including (but not limited to):

- What partnerships has Pennsylvania established to foster innovation? How does this differ from how other states drive innovation?
- What are your agency's top priorities in developing innovation and transformation?
- What best practices encourage collaboration across different agencies and departments?
- How has your department established a citizen-centric approach to public sector innovation and tech integration?

Jennifer Leinbach, *Executive Director - DCED Office of Technology & Innovation and Ben Franklin Technology Development Authority, Commonwealth of Pennsylvania*

Colleen Mantini, *PA Manufacturing Innovation Program Director, Carnegie Mellon University*

John Sider, *Vice President of Business Development, Ben Franklin Technology Partners of Central & Northern PA*

Moderator: Nelson Moe, *Sales Strategy Principal - SLED, Iron Bow Technologies*

4:35pm ET Closing Remarks & Networking

REGISTER TODAY



Thank You to our Partners



Diamond

Sapphire



Platinum

Gold



Silver

Exhibitor

Thought Leadership Partner

