

Government **Innovation** TEXAS

Transforming Government through
Technology Driven Initiatives



Wednesday, October 19, 2022

Omni Austin Hotel Downtown | 8am CT

COVID Safe Policy



PUBLIC
SECTOR
NETWORK



Agenda at a glance

The state of Texas has seen exceptional modernization in public sector technology. This is due to the measures by the information technology community and innovation at the state agencies. Government Innovation Texas will provide insight into components of leadership, technology, and workforce. This event offers attendees the opportunity to learn from across Texas and to explore innovative solutions for the challenges public servants around the state encounter.

The public sector has heard the buzz around Information technology modernization and how it supports digital transformation. How do you implement modernization throughout agencies? What are the barriers to adoption? How do you digitalize and improve citizens' experiences to improve services? And how can the government utilize workforce planning to implement their focused agendas?

These are the questions that we will explore at **Public Sector Network's Government Innovation Texas** 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 Texas. This one-day event will provide the ideal meeting place to learn, collaborate, 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 Texas' 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 Austin 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, 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

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

Benefits of Attending



This in-person event will illustrate innovation in the State of Texas and feature four streams: Technology, People, Data and Digital/CX



Examine and address challenges that occur from digital transformation initiatives



Gather insight from public sector thought leaders on topics such as artificial intelligence (AI) in automation, data literacy, information technology infrastructure, workforce development and digital transformation



Panel discussions that feature candid conversations with public sector thought leaders



Your Inspiring Speakers



AMANDA CRAWFORD
Executive Director and
State Chief Information
Officer
Texas Department of
Information Resources



BRYAN DANIEL
Chairman &
Commissioner
Representing the Public
Texas Workforce
Commission



SHAUNA ROGERS
Chief Digital Officer
Texas Attorney General



JENNIFER BUAAS
Director of Strategic
Digital Services
Texas Department of
Information Resources



WAYNE VORE
Chief Technology Officer
Texas Health and Human
Services



DR. JESSICA J. JONES
State Director for Diversity,
Equity and Inclusion
Louisiana Department
of Children and Family
Services



**SYED MOHAMMED
MEHDI, A.A.E**
Chief Strategy and
Innovation Officer
San Antonio Airport
Systems



HORACIO ZAMBRANA
Chief Talent Management
Officer
Teacher Retirement
System of Texas



SCOTT MILLER
Cloud Architect
Texas Health and Human
Services



JUSTIN COPLING
Technical Services Officer
City of Plano Texas
Police Department



CATHERINE CRAGO
Head of Strategic
Initiatives
Housing Authority of the
City of Austin



DR. BESA BAUTA
Chief Data and Analytics
Officer
Texas Department of
Family and Protective
Services



JASON ALEXANDER
Chief of Staff
City of Austin



**DANA M. LEBHERZ, MPA,
ED.D**
Talent Development
Director
Louisiana State Civil
Service



DR. MAGGIE DEICHERT
Vice President of Policy
Development & Research
Dallas Housing Authority



DENNIS HINRICHS
Director of Technology
State of Louisiana Court
of Appeal



STEPHEN WOLFF
Cybersecurity Risk
Analyst
Texas Comptroller of
Public Accounts



DR. ALARIC ROBERTSON
Director of Transformation
Texas Health and Human
Services Commission,
Office of Transformation
and Innovation



KENNY WRIGHT
Chief Process
Improvement Officer
Texas Department of
Licensing and Regulation



MONICA SMOOT
Texas Data Literacy
Program Administrator,
Office of the Chief Data
Officer
Texas Department of
Information Resources



YITING LIU
Enterprise Architect
Texas Health and
Human Services Chief
Technology Office

Your Inspiring Speakers



KATHLEEN FAIRCHILD
Information Security
Portfolio Manager
**Texas Health and Human
Services Commission**



JARAH MEADOR
Director of Open
Innovation, Technology
Transformation Services,
Challenge.gov &
CitizenScience.gov
GSA



ROBERT MCNAMARA
Guidehouse Partner,
IT Strategy &
Transformation
Guidehouse



ERIN HUTCHINS
Director
Guidehouse



JON ANDREWS
Senior Managing Director
and Client Account Lead
for Texas Public Sector
Accenture



ROBERT COHAN
Managing Director,
Strategy & Consulting,
Health & Public Service
Accenture



ANDY MACISAAC
Director, Solutions
Marketing, Public Sector
Alteryx, Inc.



STEVEN BOBERSKI
Public Sector CTO
Genesys



MADDISON BRUER
Manager
Deloitte Consulting



THOMAS HERRMANN
Senior Account Executive
**Anthology, formerly
Blackboard**



AARON KING
Solutions Engineer
**Anthology, formerly
Blackboard**



MICHAEL YOO
Customer Market Leader-
Technology & Developer
Skillsoft



MIKE SIANO
Principal, Thought
Leadership and Advisory
Services
**Cornerstone OnDemand,
Inc.**



CHRIS BROWN
Chief Technology Officer
Immuta



GREGORY POCHODAJ
Principal Architect-SE
EnterpriseDb



JONATHAN DISTLER
Senior Director, Solutions
Engineering
IDEMIA



DAN DABROWSKI
VP Public Sector
Prove Identity



STEVE WITT
Director of Public Sector
Nintex






SUZANNE BOYD
CEO & Founder,
Anthro-Tech & Affiliate
Assistant Professor,
University of Washington



COLLEEN MALLOY
Senior Strategic Business
Development Manager
Coursera

Explore the Agenda

Austin | Wednesday, October 19, 2022

8:00am CT	Registration
9:00am CT	Welcome from the Public Sector Network
9:10am CT	Welcome from the Chair: Transforming Government with Innovation Robert McNamara , <i>Guidehouse Partner, IT Strategy & Transformation, Guidehouse</i>
9:20am CT	Government Keynote Address: The Future of Work Bryan Daniel , <i>Chairman & Commissioner Representing the Public, Texas Workforce Commission</i>
9:30am CT 	Government Keynote: Transforming How Texas Government Serves Texans Amanda Crawford , <i>Executive Director and State Chief Information Officer, Texas Department of Information Resources</i>
9:50am CT 	Government Keynote: The Role of Artificial Intelligence in Efficiency Everyone is talking about Artificial Intelligence and Machine Learning, but how specifically can these technologies add value to your productivity? Some of the benefits include increasing process efficiency, reducing costs as well as errors, optimizing workforce productivity, and office operations. Stories and content on Artificial Intelligence are regularly splashed across trade publications, but when does hype become reality when it comes to applying Artificial Intelligence and Machine Learning, to generate actual results? Shauna Rogers , <i>Chief Digital Officer, Texas Attorney General</i>
10:10am CT	Platinum Partner Session: 3 Pillars of Engaging Government Learners Technology has evolved since Blackboard (now Anthology) launched our first LMS 25 years ago, but throughout the years of supporting millions of government learners across federal and state government, there are three pillars of learning that remain consistent across successful programs. Come learn the recipe for true engagement and learner success from Aaron King and Tom Herrmann, drawing from their 30 years shared experience in learning and development. Thomas Herrmann , <i>Senior Account Executive, Anthology, formerly Blackboard</i> Aaron King , <i>Solutions Engineer, Anthology, formerly Blackboard</i>
10:30am CT 	Panel Discussion: Public Sector: Five Priorities for the Next Five Months The role of government is to improve the lives of citizens and make society better off for the future. This panel of experts will discuss what their priorities are to ensure this occurs. <ul style="list-style-type: none">• What are the utmost priorities in service delivery, workforce, and technology• How does each agency decide on what the top priorities are?• Let's get going! What is standing in the way of completing the five priorities for the next five months? Catherine Crago , <i>Head of Strategic Initiatives, Housing Authority of the City of Austin</i> Dr. Jessica J. Jones , <i>State Director for Diversity, Equity and Inclusion, Louisiana Department of Children and Family Services</i> Jarah Meador , <i>Director of Open Innovation, Technology Transformation Services, Challenge.gov & CitizenScience.gov, GSA</i> Moderator: Robert McNamara , <i>Guidehouse Partner, IT Strategy & Transformation, Guidehouse</i>
11:00am CT	Networking Break

SPECIALIST TRACKS

Technology Track

11:30am CT

Welcome from the Track Chair

Jon Andrews, *Senior Managing Director and Client Account Lead for Texas Public Sector, Accenture*

11:45am CT



Government Keynote:

Best Practices in Implementing Enterprise Architecture for Optimum Results

The State of Texas has made strategic planning a priority. Enterprise Architecture (EA) is the leading discipline for aligning IT spending on technology with business strategy, but it has proven very difficult to implement in government agencies. Outdated information technology systems are an insurmountable obstacle for the public sector. It is imperative to have an enterprise architecture that is modular, straight forward, citizen-centric, and configurable. his thought leadership keynote will address the following:

- What are the challenges in implementing enterprise architecture?
- How to make enterprise architecture work in your organization.
- How has enterprise architecture successfully been implemented at HHSC?

Wayne Vore, *Chief Technology Officer, Texas Health and Human Services*

12:05pm CT



Gold Partner Session:

Database Modernization Postgres Use, Challenges, and Solutions-in Cloud, Kubernetes, and DevOps

PostgreSQL is a powerful, open source object-relational database system with over 30 years of active development that has earned it a strong reputation for reliability, feature robustness, and performance. PostgreSQL comes with many features aimed to help developers build applications, administrators to protect data integrity and build fault-tolerant environments, and help you manage your data no matter how big or small the dataset.

Gregory Pochodaj, *Principal Architect-SE, EnterpriseDb*

12:25pm CT

Panel Discussion:

Tools, Strategies, and Innovations Driving Technological Transformation

This panel of experts will address the following:

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

Dennis Hinrichs, *Director of Technology, State of Louisiana Court of Appeal*

Justin Copling, *Technical Services Officer, City of Plano Texas Police Department*

Yiting Liu, *Enterprise Architect, Texas Health and Human Services Chief Technology Office*

Steve Witt, *Director of Public Sector, Nintex*

Moderator: Robert Cohan, *Managing Director, Strategy & Consulting, Health & Public Service, Accenture*

People Track

Welcome from the Track Chair

Maddison Bruer, *Manager, Deloitte Consulting*

Government Keynote:

Public Sector Workforce: Today and Tomorrow

The public sector workforce must attract and retain talent to deliver services and get results.

It has been reshaped by dramatic events like COVID-19. This requires flexibility and an evolving workforce. How can the public sector compete with their recruitment and retention initiatives in today's competitive landscape?

Dana M. Leberherz, MPA Ed.D, *Talent Development Director, Louisiana State Civil Service*

Gold Partner Session:

Using Technologies to Further Employee Development

People development remains a core driver of engagement, and government agencies should be poised to leverage skill development to attract and retain top talent. Join the conversation as we present the research and theories on how technologies can drive skill identification and further employee development. Attendees of this session will also be introduced to Skill Maturity assessment tools and methodologies that can be immediately operationalized in their organizations.

Mike Siano, *Principal, Thought Leadership and Advisory Services, Cornerstone OnDemand, Inc.*

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?
- What drew you to public service? Do you see this factor as continuing to be attractive to new generations of public servants?
- How do you recruit and maintain such a talent pool?

Horacio Zambrana, *Chief Talent Management Officer, Teacher Retirement System of Texas*

Jason Alexander, *Chief of Staff, City of Austin*

Dana M. LeBherz, MPA, Ed.D, *Talent Development Director, Louisiana State Civil Service*

Colleen Malloy, *Senior Strategic Business Development Manager, Coursera*
Moderator: Maddison Bruer, *Manager, Deloitte Consulting*

12:55pm CT

Networking Lunch

SPECIALIST TRACKS

Data Track

1:55pm CT

Welcome from the Track Chair**Andy MacIsaac**, *Director, Solutions Marketing, Public Sector, Alteryx, Inc.*

2:10pm CT



Government Keynote:

A Journey Towards Data Literacy

Data literate organizations and their employees make better informed decisions than their less literate counterparts, leading to improved business outcomes. A data literacy program provides learning opportunities to help data users improve their data competency, regardless of their role within the organization. In this session, you will learn what data literacy is and steps to take to develop your own program.

Monica Smoot, *Texas Data Literacy Program Administrator, Office of the Chief Data Officer, Texas Department of Information Resources*

2:30pm CT

Gold Partner Session:

The Need for Automated Data Security

- As State and local agencies are moving towards more modern IT environments, they need to make sure that their data moves with them.
- Data policies can often be a roadblock to scaling securely: the more data sources and users means more policies.
- Automating data access allows you to deliver the performance and agility to comply with complex data policies and regulations.

Chris Brown, *Chief Technology Officer, Immuta*

2:50pm CT



Panel Discussion:

Data, Data Everywhere-A look at Data Driven Decision Making

This dynamic discussion will feature different agency perspectives on how to best leverage data to achieve ambitious goals, to identify where current gaps exist, and what solutions might boost policy priorities.

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

Dr. Besa Bauta, *Chief Data and Analytics Officer, Texas Department of Family and Protective Services*

Dr. Alaric Robertson, *Director of Transformation, Texas Health and Human Services Commission, Office of Transformation and Innovation*

Dan Dabrowski, *VP Public Sector, Prove Identity*

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

Digital & CX Track

Welcome from the Track Chair**Steven Boberski**, *Public Sector CTO, Genesys*

Government Keynote:

Leadership's Role in Driving Digital Transformation

The emergence of digital technologies, and the disruptions they create, are reshaping the public sector. In this dynamic environment, there is a need to evolve not only to keep up with today's digital landscape, but also because those that are on top of trends and transformations today may face game-changing threats tomorrow. That is why understanding current innovations and the successful harnessing of digital technologies is just the beginning. As a leader it is imperative to stay ahead and maintain this over the long term. This endeavor takes new capabilities and perspectives to evaluate digital technologies strategically, to shape and leverage government.

Jennifer Buas, *Director of Strategic Digital Services, Texas Department of Information Resources*

Gold Partner Session:

Digital Identity-Enabling Seamless, Secure Customer Experience (CX)

Jonathan Distler, *Senior Director, Solutions Engineering, IDEMIA*

Panel Discussion:

How Texas harnesses Digital Services to Benefit Citizens

Texas is using digital services to better serve citizens, whether for paying taxes or renewing a driver's license. This panel will outline some ways in which the public sector can adopt digital services to streamline processes for the citizens of Texas. These digital technologies can help Texas to:

- Understand the Citizen experience and produce positive outcomes
- Integrating public services into more flexible, and far-reaching digital platforms
- Engage with partners to develop and improve upon service delivery models

Dr. Maggie Deichert, *Vice President of Policy Development & Research, Dallas Housing Authority*

Kenny Wright, *Chief Process Improvement Officer, Texas Department of Licensing and Regulation*

Suzanne Boyd, *CEO & Founder, Anthro-Tech & Affiliate Assistant Professor, University of Washington*

Moderator: Steven Boberski, *Public Sector CTO, Genesys*

3:20pm CT Chair's Remarks**3:25pm CT**

Government Keynote:

Industry 4:0 and San Antonio Airport Systems

Airport 4.0 is the next level of evolution in digital transformation road map for airports worldwide. What does this mean for airports in the United States and what airports in Texas are implementing industry 4:0?

Syed Mohammed Mehdi, A.A.E, will discuss the planning for San Antonio International Airport new terminal facilities. The digital transformation plans for the Airport will be outlined.

Syed Mohammed Mehdi, A.A.E, *Chief Strategy and Innovation Officer, San Antonio Airport Systems*

3:45pm CT

Platinum Partner Session:

Accelerate Your Digital Transformation with an Upskilled Cloud Workforce

In today's digital first world, organizations around the globe are utilizing cloud providers and infrastructure to store data, host applications, and operate efficiently. But, as companies grow and expand, it's becoming increasingly common that they work in multicloud environments. This reliance on different providers to fulfill use cases creates additional challenges for those that must integrate complex environments. These challenges are exacerbated by the intense war on talent and broad skills gaps in cloud computing.

Many IT leaders say skills in cloud are among the hardest to come by. These skills gaps are the result of rapid changes to the landscape, coupled with heavy workloads that prevent architects, analysts, and admins from getting up to speed on the latest developments.

Reskilling and upskilling cloud professionals while retaining your existing workforce through a culture of learning is the way forward.

Michael Yoo, *Customer Market Leader-Technology & Developer, Skillsoft*

4:05pm CT

Panel Discussion:

Cybersecurity and Data Protection: Taking an Integrated Approach

The best way to stay ahead of threat actors, considering the shift to remote work/hybrid work, is to implement an "integrated approach" to cybersecurity, data privacy, protection, and governance. An integrated approach includes anticipating and thwarting threats, following cyber hygiene best practices, securing applications and data, and planning how to respond to cyber incidents. The public sector should consider multiple perspectives by coordinating data privacy and protection, governance, and information security.

Stephen Wolff, *Cybersecurity Risk Analyst, Texas Comptroller of Public Accounts*

Kathleen Fairchild, *Information Security Portfolio Manager, Texas Health and Human Services Commission*

Scott Miller, *Cloud Architect, Texas Health and Human Services*

Moderator: Erin Hutchins, *Director, Guidehouse*

4:35pm CT**Closing Remarks & Networking****REGISTER TODAY**

Thank You to our **Partners**



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Gold



Silver



Exhibitor

