



Innovation & IT



Government IT Insights: Fall Edition

Transforming Government Through Technology Driven Initiatives

Online → Friday, October 28, 2022 | 12:00pm - 2:40pm ET

Your Inspiring Speakers



JULIA WONG

IT Accessibility
Compliance Officer
Massachusetts Executive
Office of Health & Human
Services



MIKE BACA

Chief Information Officer
New Mexico Taxation and
Revenue Department



KHADIJA R. HARRIS

Chief of Application
Development Services
Florida Department
of Agriculture and
Consumer Services



ERIC BROWN

Chief Information Officer
Florida Department
of Agriculture and
Consumer Services



JAMES ROGERS

Director of Information
Technology
Colorado Department of
Higher Education



YITING LIU

Enterprise Architect
Texas Health and
Human Services Chief
Technology Office



BRIAN KONTUR

Program Manager/
Office of Public-Private
Partnerships
Virginia Department of
Transportation



JOSEPH OAKS

Sales Engineer
SUSE



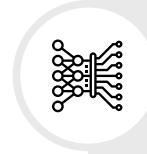
STEVE WITT

Director of Public Sector
Nintex

Benefits of Attending



Hear how **technology drives initiatives such as automation, accessibility and inclusion, and the citizen experience**



Learn how technology can **engage and empower citizens**



Broaden each participant's understanding of the **strategic and technological issues facing the public sector**



Examine and address **challenges that occur from technology driven initiatives**

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Transforming Government Through Technology Driven Initiatives

Technology has evolved into a critical driver of change that matters. For this to progress, there is an increasing need for technology to become a competitive advantage. Whether it has been shifting to online, or the increased need to make all services accessible, technology has emerged as a critical component. That reality has injected a renewed importance and new urgency into modernizing the technology function.

The government can no longer afford the long timelines and disappointing returns that have hampered many of the technology projects of the past. Solutions should be implemented to realize long-term benefits and capture the full potential of technology innovations. Excellence in information technology is a prerequisite for excellence in the public sector. It is an ongoing challenge to find the right tools, infrastructure hardware, and systems that result in successful information technology projects and pivoting existing infrastructures.

Public Sector Network invites you to join the conversation at our Virtual Event: **Government IT Insights: Fall Edition**. We will bring together public sector thought-leaders as they examine how technologies play an integral role in launching new projects and being a catalyst of change.

Who You'll Meet

Commissioners/Chiefs/Deputy Chiefs/Directors/Managers of:

- Information Technology & Security
- Enterprise Infrastructure
- Technology
- Privacy
- Innovation
- Digital Transformation
- Cyber Security
- Data & Analytics
- Digital Applications & Technology
- Data Science & Digital Capability
- Digital Service Delivery
- AI, Automation & ML



12:00pm ET Welcome from Public Sector Network

12:05pm ET Welcome from Chair
Yiting Liu, *Enterprise Architect, Texas Health and Human Services Chief Technology Office*

12:20pm 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 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*

12:40pm ET **Platinum Partner Session:**
Enterprise Cloud-Native Transformation: Deliver innovation to market faster

If you're interested in learning about Kubernetes and containers, this session is the perfect way to develop the core skills needed to deploy highly-available, well-monitored and secure Kubernetes clusters using SUSE Rancher.

Joseph Oaks, *Sales Engineer, SUSE*

12:55pm ET **Panel Discussion:**
Technology and the Future of Citizen Experience

In today's landscape people are accustomed to getting goods and services with relative ease. This is often done with a click on a phone or computer. How can the government keep up with this fast-changing environment? Government leaders face numerous challenges as they work to improve their customer experiences. They must compete for talent despite budgetary constraints and maintain resilience amid the growing complexity of citizens' needs. How can technology add value and streamline this process?

This panel of experts will examine the following:

- Different technologies that have been used for the citizen experience to include automation, the cloud and artificial intelligence.
- How can government adopt technologies in ways that sustain customer experience, without causing issues that hinder the success of the projects?
- Discussion of some cost sharing and project plans that have been implemented.

James Roger, *Director of Information Technology, Colorado Department of Higher Education*

Khadija R. Harris, *Chief of Application Development Services, Florida Department of Agriculture and Consumer Services*

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

1:25pm ET **Gold Partner Session:**
Digital Fitness Initiatives for 2022: Modernize Forms Based Processes at Scale

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

- Building a digitally fit organization
- Forms and eSign process traps
- Real world examples of forms based processes

Steve Witt, *Director of Public Sector, Nintex*

1:40pm ET **Break**

1:45pm ET **Government Case Study:
CIO's Perspective- the Human Side of Technology**

Technology leaders must balance the evolving landscape of threats, work locations, new products, services, and the demands of the customer for exceptional service. This session will take a look through the eyes of a CIO and help attendees understand the priorities of today's IT leaders and how the Human side is every bit as important as the technology.

Mike Baca, *Chief Information Officer*, **New Mexico Taxation and Revenue Department**

2:05pm ET **Panel Discussion:
Technology Drives Automation: Lessons to Define and Refine Your Strategy**

As technology continues to develop in the public sector, the value of automation will only increase. Why are some still struggling with an automation strategy that delivers a long-term value proposition? How can technology be applied in ways that will create insights and efficiencies?

- What are the technologies being applied to automation?
- How is the public sector selecting partners and building long-term automation strategies?
- How to access your own automation strategy?

Eric Brown, *Chief Information Officer*, **Florida Department of Agriculture and Consumer Services**

Brian Kontur, *Program Manager/Office of Public-Private Partnerships*, **Virginia Department of Transportation**

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

2:35pm ET **Closing Remarks from the Chair**

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

2:40pm ET **Virtual Event Adjourns**

Thank you to our **Event Partners**

Platinum

Gold

Bronze



For partnership opportunities, contact **Andrew Jensen** for more information.

What's On **Next**



**Government Innovation
Arizona**

Phoenix | In-Person

November 16, 2022