



PUBLIC  
SECTOR  
NETWORK



# Government Innovation Massachusetts

How Technology Moves  
Massachusetts Forward



**Thursday, June 29, 2023**

Hotel Commonwealth, Boston, MA | 8:00am



## Agenda at a glance

The Commonwealth of Massachusetts priority is to improve the lives of the citizens they serve. Information technology investments remain critical in ensuring the growth of Massachusetts and the delivery of innovative services to the citizens they serve. Public Sector leaders, now more than ever need to guide organizations through technology driven initiatives. The Commonwealth of Massachusetts needs to attract and retain a talented diverse workforce that is dedicated to the mission focused agenda and build a culture capable of attracting and retaining top talent. Innovative economic growth will continue to help Massachusetts prosper.

Public sector leaders will be looking for ways to modernize. Technology is the tool to drive this. What is on the horizon for technology in 2023 and beyond? How can you foster your workforce through digital transformation? What are your organizations priorities in 2023? How can government ensure that we have representation from all in the public sector workforce? These issues will be examined in presentations and discussions.

Public Sector Network's **Government Innovation Massachusetts** in-person event will bring together State & Local public sector leaders from across the Commonwealth and New England region to share innovative ideas and cutting-edge initiatives and projects. 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!



# Who You'll Meet

**Departments:** IT, IS, Administration, Transportation, Finance/Treasury, Healthcare, Social Services, Education, Law Enforcement, HR

*Commissioners/Chiefs/Deputy Chiefs/Advisors/Directors/Managers:*

- Digital Applications
- Digital Technology
- Digital Service
- Digital Transformation Technology
- Information Security
- Technology
- Innovation
- Data & Analytics
- Data Science & Digital Capability
- AI, Automation & ML

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

# Benefits of Attending



Hear about innovation throughout the Commonwealth of Massachusetts and across New England



Learn how to guide your organization through unavoidable technology disruptions and transformative advances



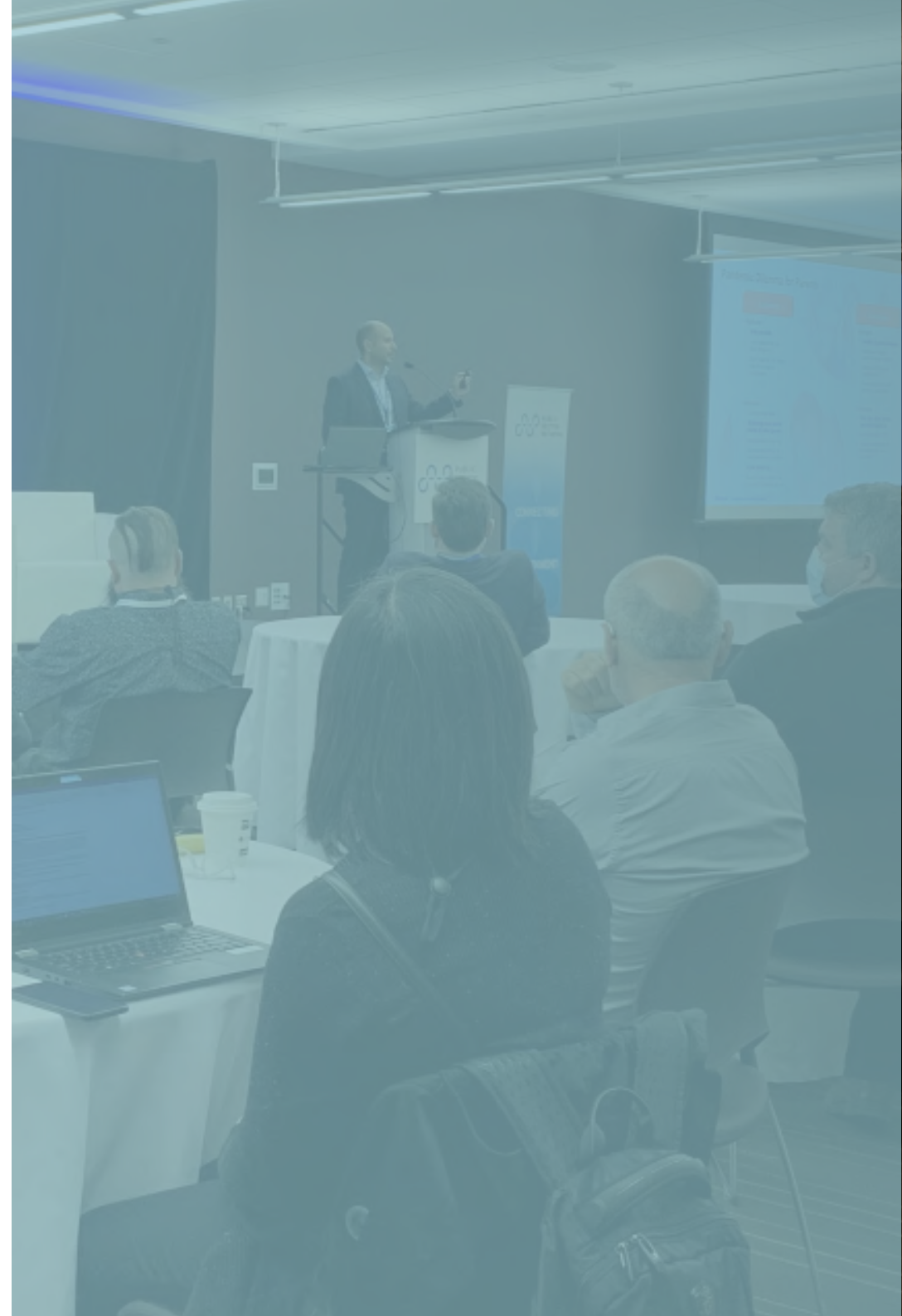
Learn how to assess implications of adopting and implementing new technology



Explore how to create an effective organizational culture and hiring practices to attract and retain top talent



Attend one of two dedicated tracks dealing with innovation in the spheres of: Data & Technology -or- Digital Transformation/ Service Delivery & CX



# Your Inspiring Speakers



**JENNY HEDDERMAN,  
ESQ.**  
State Risk Counsel  
**Comptroller of the  
Commonwealth of  
Massachusetts**



**JENNIFER PETERSON,  
MPA**  
Director of Supportive  
Technology  
**Massachusetts  
Department of  
Developmental Services**



**KRISTEN HURLEY**  
Chief Strategy Officer  
**Benjamin Franklin  
Cummings Institute of  
Technology**



**STACEY REILING**  
Capital Data & Systems  
Manager  
**Executive Office of  
Housing & Livable  
Communities**



**ANDREW BUSS**  
Deputy Chief Information  
Officer / Public  
Technology & Innovation  
**Office of Innovation  
& Technology, City of  
Philadelphia**



**DENISE REILLY-HUGHES**  
Deputy Secretary/Deputy  
CIO  
**Agency of Digital  
Services Vermont**



**JOHN C. CAIN JR.**  
Director of Community  
Technology Integration,  
and Support  
**City of Quincy, Office of  
The Mayor**

## ADVISORY BOARD MEMBER



**MAX GIGLE**  
Program Manager,  
Connecticut Digital  
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**Department of  
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Architect and Technical  
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**State of Vermont  
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**MELISSA L. HECTOR MS  
MBA**  
Director of Equitable and  
Strategic Initiatives  
**City of Boston,  
Boston Public Health  
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**JEFF LAMBART**  
Director of Analytics  
**City of Boston**



**RASHAUN J. MARTIN**  
Acting Managing Director  
of Retention, Cultivation  
& Programs  
**Boston Public Schools**



**TARA WOODY**  
Innovation Manager  
**City of Philadelphia**



**FATIMA RAZZAQ**  
Director, Bureau of  
Housing Development  
and Construction  
**Executive Office of  
Housing & Livable  
Communities**

# Your Inspiring Speakers



**JAMES KESSLER**

Senior Vice President,  
State & Local Industry  
Lead

**Publicis Sapient**



**FADI FADHIL**

US SLED Field Strategist  
**Palo Alto Networks**



**LINDA MISEGRADIS**

Senior Government  
Strategist  
**UKG**



**BOB LAVIGNA**

Senior Fellow - Public  
Sector  
**UKG**



**COLLEEN MALLOY**

Strategic Portfolio  
Executive, Workforce  
Development

**Coursera**



**MAGGIE HUTTLINGER**

Public Sector  
Partnerships, Workforce  
Development

**Coursera**



**MIKE LITANO PH.D.**

RVP of People Insights,  
**BetterUp &** Adjunct  
Professor, **Georgetown  
University**



**ROCK REGAN**

SLED/Healthcare Alliance  
Manager

**Qlik**



**DENISE GOSLINE**

Senior Solution Engineer  
Manager

**Talend**



**BRIAN SMITH**

Lead of Solution  
Architecture

**OutSystems**

**8:00am**    **Registration and Networking Breakfast**

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

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**9:10am**    **Welcome from the Chair**  
**James Kessler**, *Senior Vice President, State & Local Industry Lead*, Publicis Sapient

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**9:30am**    Government Keynote Session: **Managing Innovation Risk – Leveraging Cybersecurity to Step forward instead of Jumping Into the Fire**



How to effectively balance the pressure to implement Artificial Intelligence and other “shiny toy” tools without putting your organization at significant risk. Talking about “risks” in terms of “when and how” to achieve the “wants” of leadership and staff, rather than as a “No”. Supporting innovation in collaborative environment to “do it well” as opposed to just “doing it fast”. Considering innovation risks and mitigation is essential to excellent customer service and trust and supports client retention and profitability.

**Jenny Hedderman, Esq.**, *State Risk Counsel*, Comptroller of the Commonwealth of Massachusetts

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**9:50am**    Platinum Partner Session: **Humanizing Cybersecurity: A Mission Statement**

Through storytelling and lessons learned, Fadi humanizes the conversation of cybersecurity and highlights core strategies to a healthy cybersecurity program.

**Fadi Fadhil**, *US SLED Field Strategist*, Palo Alto Networks

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**10:10am**    Panel Discussion: **The Future of Work: The Changing Face of Talent**



There are many benefits that come with diversity in the workplace. The public sector’s success is dependent on having their workforce represent and resemble the communities they serve. A diverse and inclusive environment establishes a sense of belonging among employees. When employees feel more connected at work, they tend to work harder and smarter, producing higher quality outcomes. As a result, organizations that adopt D&EIA practices see huge gains in the form of innovation, and decision-making.

**Melissa L. Hector MS MBA**, *Director of Equitable and Strategic Initiatives*, City of Boston, Boston Public Health Commission

**Fatima Razzaq**, *Director, Bureau of Housing Development and Construction*, Executive Office of Housing & Livable Communities

**Mike Litano Ph.D.**, *RVP of People Insights*, BetterUp & *Adjunct Professor*, Georgetown University

Moderator: **Linda Misegadis**, *Senior Government Strategist*, UKG

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**10:50am**    **Refreshment Break**

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**11:30am**    Platinum Partner Session: **How Skills-Based Hiring Can Help Government Attract and Retain More Diverse Talent**

While skills-based hiring has been embraced in the private sector, more state governments are now adopting skills-based hiring approaches for their own workforces. But removing degree requirements for jobs is only the first step at ensuring that government positions are open to all qualified candidates. How might state and local government agencies use skills-based hiring practices to enable digital transformation across their workforces and attract and retain more diverse talent.

**Colleen Malloy**, *Strategic Portfolio Executive, Workforce Development*, Coursera

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**11:50am****Government Keynote: How Massachusetts Department of Developmental Service (DDS) Foster Its Workforce Through Supportive Technology**

The Department of Developmental Services provides supports for individuals with intellectual and developmental disabilities to enhance opportunities to be fully engaged members of their community. One of the methods to do this is through supportive technology. Supportive Technology is the use of Assistive Technology (AT) exclusively or in combination with Remote Supports & Monitoring (RSM) to support individuals to maximize their potential. Options utilized by individuals can be high tech or low tech, or adapted to meet a unique need or designed to facilitate the provision of supports via technology. Supportive technology can be used in the home, during the day, or at work.

The Massachusetts Department of Developmental Services (DDS) continues efforts to not only modernize their supportive technology systems but are 100% committed to ensuring those systems improve the lives of the consumers they serve.

**Jennifer Petersen, MPA**, *Director of Supportive Technology*, Massachusetts Department of Developmental Services

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**12:15pm****Panel Discussion: Identifying & Detailing your Top Priorities for 2023**

The role of government and educational institutions is to improve the lives of citizens and make society better off for the future. This panel of leaders will discuss what their priorities are and how to ensure they are successful.

- What are their utmost priorities in service delivery, workforce, and technology for your department/agency?
- How does each organization decide upon their top priorities?
- Let's get going! What is standing in the way of completing the top priorities for 2023?

**Kristen Hurley**, *Chief Strategy Officer*, Benjamin Franklin Cummings Institute of Technology

**Andrew Buss**, *Deputy Chief Information Officer / Public Technology & Innovation*, Office of Innovation & Technology, City of Philadelphia

**Jeff Lambert**, *Director of Analytics*, City of Boston

**Rashaun J. Martin**, *Acting Managing Director of Retention, Cultivation & Programs*, Boston Public Schools

Moderator: **James Kessler**, *Senior Vice President, State & Local Industry Lead*, Publicis Sapient

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**12:55pm****Government Keynote: Moving your Business Intelligence to the Cloud - Stumbles and Reconsiderations**

The public sector recognizes the importance of data to their operations. Common obstacles are legacy systems, lack of strategy and distributed data sources. The hype revved up, but what is the reality of taking your data into the Cloud? This discussion will contain technical information, and war lessons learned. This keynote presentation will use Microsoft's Cloud as an example, but the lessons apply to any business intelligence transformation.

**James W. Smith**, *Architect and Technical Project Manager, PSN Advisory Board*, State of Vermont Judiciary

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**1:20pm****Networking Lunch Break**

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**2:20pm****Roundtable Discussions:** Split into specialized conversation areas and join engaging discussions to dive deeper into your innovation priorities.

- 1. Attracting and Retaining Talent in the New World of Work**  
Facilitated by: **Bob Lavigna**, *Senior Fellow - Public Sector*, UKG
- 2. Break Down the Barriers to Digital Transformation with High-Performance Low-Code**  
Facilitated by: **Brian Smith**, *Lead of Solution Architecture*, OutSystems
- 3. Data Governance-Defining Maturity and Proficiency**  
Facilitated by: **Denise Gosline**, *Senior Solution Engineer Manager*, Talend
- 4. How to Harness a People-First Approach to Digital Transformation**  
Facilitated by: **Maggie Huttlinger**, *Public Sector Partnerships, Workforce Development*, Coursera
- 5. The Future of Leadership: Adapting to Changing Work Dynamics**  
Facilitated by: **Mike Litano Ph.D.**, *RVP of People Insights, BetterUp & Adjunct Professor*, Georgetown University
- 6. What's Next For Cybersecurity in the Public Sector: Winning Strategies and Prepping for the Future**  
Facilitated by: **Fadi Fadhil**, *US SLED Field Strategist*, Palo Alto Networks

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**3:20pm****Welcome back from the Chair****James Kessler**, *Senior Vice President, State & Local Industry Lead*, Publicis Sapient

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**3:35pm**Panel Discussion: **How the Public Sector can Harnesses Digital Services to Benefit Citizens**

The public sector 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 communities they serve.

These digital technologies can help to:

- Understand the Citizen experience and produce positive outcomes.
- What processes are in place to ensure continuation of services due to interruption.

**Denise Reilly-Hughes**, *Deputy Secretary/Deputy CIO*, Agency of Digital Services Vermont**Max Gigle**, *Program Manager, Connecticut Digital Service*, Department of Administrative Services, State of Connecticut**Tara Woody**, *Innovation Manager*, City of Philadelphia**Moderator: James W. Smith**, *Architect and Technical Project Manager*, State of Vermont Judiciary & PSN Advisory Board Member



4:15pm

**Panel Discussion: Improving Citizen's Experience Through Technology**

This panel of leaders will address the following:



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

**John C. Cain Jr.**, *Director of Community Technology Integration, and Technology Integration, and Support*, City of Quincy, Office of The Mayor

**Stacey Reiling**, *Capital Data & Systems Manager*, Executive Office of Housing & Livable Communities

Moderator: **Rock Regan**, *SLED/Healthcare Alliance Manager*, Qlik

5:00pm

**Closing Remarks from the Chair, followed by networking drinks reception****REGISTER NOW**

# Thank You to our **Partners**



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