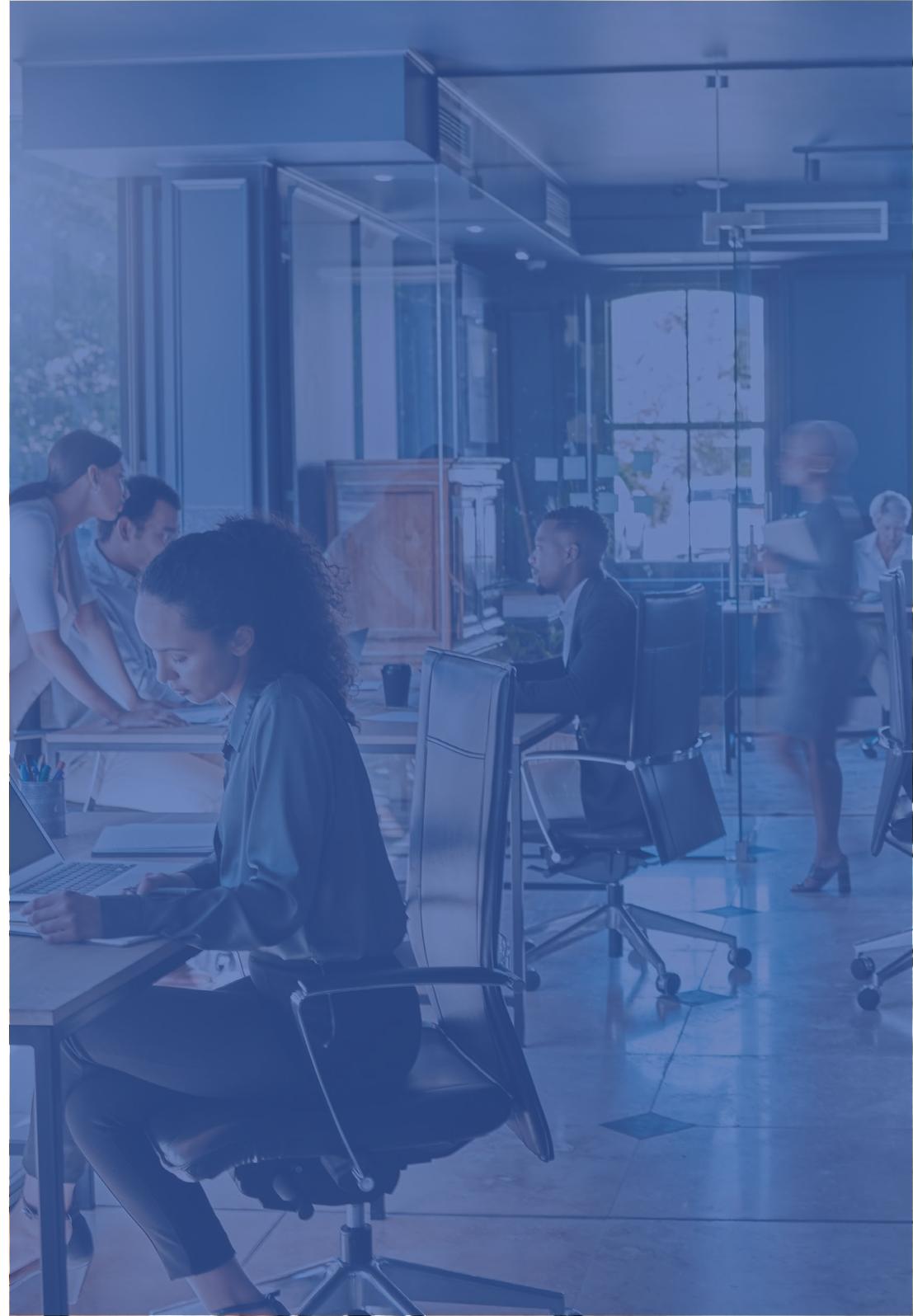# carahsoft.

Tuesday, April 9, 2024

Carahsoft ISV Summit

Increase Productivity, Eliminate Risk and Save Time with Salesforce AppExchange

The Westin Washington, DC Downtown
999 9th St NW, Washington, DC 20001
11:00am - 4:00pm ET

In association with PUBLIC SECTOR NETWORK

Agenda Overview

Carahsoft is thrilled to present our inaugural and exclusive Carahsoft Independent Software Vendor (ISV) Summit in collaboration with PSN. This event offers a unique opportunity for government executives to engage directly with key figures from other government agencies, the Carahsoft leadership team, Salesforce, and ISV executives. Attend to join fellow government agencies keen on elevating their efficiency, optimizing operations, and providing superior services to both their workforce and citizens.

Boasting an impressive array of over 7,000 products seamlessly integrated or ready for integration on the Salesforce platform, the AppExchange emerges as a transformative force for federal and public sector organizations. Attending this summit is imperative for government executives looking to stay at the forefront of innovation and harness the full potential of cutting-edge solutions that can propel their agencies to new heights.

Spaces are limited, register for your free pass today – don't miss out!

Benefits of Attending

In-Depth understanding of the power of the Salesforce AppExchange ecosystem: How Leveraging different ISV's can enhance your organization's efficiency, reduce costs, and improve service delivery.

Strategic Guidance for AppExchange Adoption: leave with actionable insights and a roadmap for successfully integrating AppExchange solutions into your agency's technology ecosystem.

Networking Opportunities with Industry Experts and Peers: Engage in discussions, share experiences, and build connections with professionals who have successfully implemented AppExchange solutions can provide you with invaluable perspectives.

Connect with Carahsoft: Get face to face time with your Account Reps and Partner managers and learn ways to maximize your Carahsoft partnership as your organization scales their public sector business.

Who You'll Meet

Federal, State, and Local, Directors of:

- IT
- Data Security
- Data Mitigation
- AI
- Digital Services
- CX

Your Inspiring Speakers

Anil 'Neil' Chaudhry

Associate Administrator, Office of Planning & Analytics, US Department of Transportation

Pipeline and Hazardous Materials Safety Administration (Pending Agency Clearance)

Jeremy Ames

Director of Stakeholder Engagement and Data Analytics

U.S. Department of Housing and Urban Development

Karen Howard

Executive Director and Head of Office of Online Services

Internal Revenue Service

Taka Ariga

Chief Data Scientist and Director of Innovation Lab

U.S. Government Accountability Office

Agenda

11:00am Registration and Lunch

12:00pm Welcome
Public Sector Network
Carahsoft and Salesforce Executive

12:10pm **Opening Remarks from the Chair**

12:20pm Keynote Session: **Navigating Government Transformation: Unleashing the Potential of Apps in IT**

- Understanding the role of innovation in government modernization
- How applications have transformed IT over the last 5 years
- Exploring how pre-built applications reduce development overhead and costs

---

12:40pm **Fireside Chat: An Inside View of a Government AI Journey**
Get your questions ready for this interactive fireside chat. Hear stories from an industry veteran on what the journey to implement AI really looks like. Discover what you need to prepare for, what landmines to avoid, and learn from their experience so you can successfully roll out AI platforms in your government organization.

Anil 'Neil' Chaudhry, *Associate Administrator, Office of Planning & Analytics, US Department of Transportation,* Pipeline and Hazardous Materials Safety Administration (Pending Agency Clearance)

1:00pm **Panel Discussion: The Good, The Bad and The Ugly - CX in Digital Government**
Audience members and panellists alike will compare notes to establish what good looks like when it comes to customer experience as part of a digital government strategy. Go back to the office with feedback on:

- Best practice on CX for your digital interactions with citizens
- How to ensure success with digital government platforms
- Ensuring digital accessibility and equal access to all services for all stakeholders
- Doing more with less on a journey towards customer excellence

Jeremy Ames, *Director of Stakeholder Engagement and Data Analytics,* U.S. Department of Housing and Urban Development

---

1:30pm **Movement Break**

1:40pm   **Interactive Roundtable Discussions**

Delegates will select a roundtable of their choice in advance of the event and meet with their peers to discuss their challenges and successes in the given topic:

1. AI-Driven Insights: Harnessing Artificial Intelligence to Enhance Data Analytics in the Public Sector
2. Digital Transformation Roadmaps: Key Steps to Transform Traditional Government Services
3. Data Security & Mitigation in the Digital Era: Balancing Data Utilization with Privacy Protection and Ethics
4. Optimizing CX in Federal Government: Leveraging Platforms to Drive a Frictionless Digital Experience
5. Ethical AI: Safeguarding the Use of Artificial Intelligence in the Public Sector
6. Navigating the FedRAMP & StateRAMP Landscape: Leveraging FedRAMP & StateRAMP's Compliance Requirements to Ensure the Security of your Platforms

2:30pm   **Networking Break**

2:50pm   **Interactive Roundtable Discussions**

Delegates will select a roundtable of their choice in advance of the event and meet with their peers to discuss their challenges and successes in the given topic:

1. AI-Driven Insights: Harnessing Artificial Intelligence to Enhance Data Analytics in the Public Sector
2. Digital Transformation Roadmaps: Key Steps to Transform Traditional Government Services
3. Data Security & Mitigation in the Digital Era: Balancing Data Utilization with Privacy Protection and Ethics
4. Optimizing CX in Federal Government: Leveraging Platforms to Drive a Frictionless Digital Experience
5. Ethical AI: Safeguarding the Use of Artificial Intelligence in the Public Sector
6. Navigating the FedRAMP & StateRAMP Landscape: Leveraging FedRAMP & StateRAMP's Compliance Requirements to Ensure the Security of your Platforms

3:40pm   **Panel Discussion: Creating a 5 Year Plan for IT: What does the Future Hold for Federal, State and Local IT Departments?**

Hear from innovators in Government about what the next 5 years hold. Ensure you can build a plan for your department to take advantage of the latest platforms to ensure the security of your data and systems.

4:10pm   **Closing Remarks**

4:20pm   **End of Event**

Register Today!