

# Government Innovation Arizona

Transforming the Grand Canyon State through  
Technological Collaboration and Empathetic  
Leadership



**Thursday, November 9, 2023**  
Phoenix, AZ | 8:00am



## Agenda at a glance

The State of Arizona is innovative by both reputation and practice. There is no challenge that its public servants cannot address head-on. A new gubernatorial administration presents an exciting opportunity to examine existing challenges with a fresh lens, however change can also bring uncertainty.

Arizona, like many states, has numerous urgent and often competing priorities to tackle. Issues like potentially harmful and untested emerging technologies, privacy and security vulnerabilities, and increasing environmental challenges all require significant resourcing and institutional knowledge to address.

How can Arizona's public sector leaders address and conquer these significant challenges? What lessons can the State's professionals share with each other to operate synergistically? How can government entities engage with all Arizonans to build and retain trust and bridge historic divides?

Public Sector Network's second annual Government Innovation Arizona event brings together government professionals from across the State and region to explore dynamic topics and share relevant insights related to technology, data, people, and process. Transformation and true innovation are best achieved with a broad cohort of partners sharing their knowledge and expertise to achieve mutually beneficial outcomes. Join this exciting conversation and help accelerate innovation in the Grand Canyon State!

Gov hub



# 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 Information Technology
- Information Security
- Technology
- Innovation
- Data & Analytics
- Data Science & Digital Capability
- AI, Automation & ML, Transformation
- Procurement
- Cybersecurity

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

# Benefits of Attending



Examine innovative systems and tools to boost modernization efforts



Learn effective methods for engaging and empowering employees



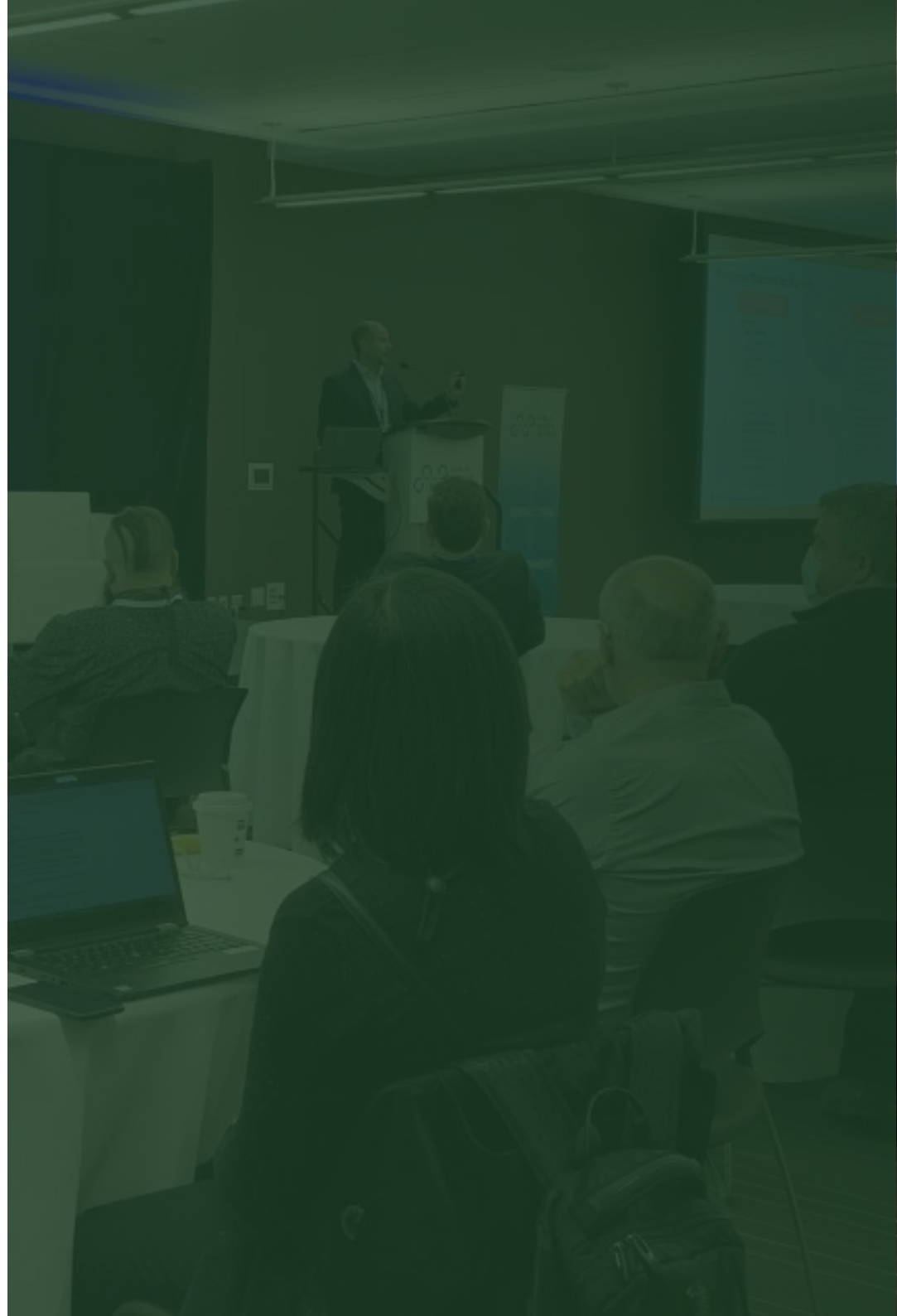
Visualize new and exciting possibilities for government service delivery



Identify new processes for enhanced data management and analysis



Meet new connections and reconnect with your peers



# Your Inspiring Speakers

ADVISORY BOARD MEMBER

ADVISORY BOARD MEMBER



**J.R. SLOAN**  
Chief Information Officer  
State of Arizona



**DAN WILKINS**  
Chief Information Security Officer  
Arizona Department of Economic Security (DES)



**COLLEEN MCMANUS**  
HR Programs Manager  
State of Arizona



**RICHARD MCHATTIE**  
Chief Information Officer  
Maricopa County, AZ



**ADELE COOK**  
Chief Learning Officer  
Arizona Department of Economic Security (DES)



**SHEA MCGREW**  
Chief Technology Officer  
Maricopa County, AZ



**JOSHUA WAGNER**  
Director, Government Transformation Office and State Permitting Program  
State of Arizona



**BIANCA LOCHNER**  
Chief Information Officer  
City of Scottsdale



**STEEN HAMBRIC**  
Chief Information Officer  
City of Phoenix



**MICHAEL HAMMETT**  
Chief Innovation Officer  
City of Phoenix



**STEPHANIE DEITRICK**  
Chief Data & Analytics Officer  
City of Tempe



**KIMBERLY CLARK**  
Deputy Chief Information Officer  
Arizona State University



**GERILENE HASKON**  
Tribal Liaison  
Arizona Department of Health Services



**NANCY MANGIERI**  
Chief of Public Health  
Salt River Pima Maricopa Indian Community



**VISHAL HANJAN**  
Industry Lead - U.S. State and Local Government  
Appian



**MORGAN REED**  
Senior Manager, SLG Advisory Team  
Amazon Web Services (AWS)



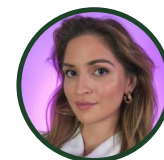
**KENNETH STEINESS**  
Founder & CEO  
Sensei Project Solutions



**JOE FORTE**  
SVP Sales SLED & FED  
NICE



**BILL DE DUFOUR**  
Director, Sales Engineering  
NICE



**ALEXANDRA TURCIOS**  
Senior Solution Consultant  
Adobe Government Services



**BRIAN SHIMKUS**  
Storage and Platforms Solutions Specialist  
Dell Technologies



**ARNAB BAG**  
Growth Leader - Americas, Cloud Transformation  
IBM Consulting



**BOB CASTO**  
Partner  
IBM Consulting



**BILL JESSEN**  
Director of Snare Solutions, The Americas  
Prophecy International



**SARAH O'CONNOR**  
Enterprise Account Executive, Public Sector  
Ceridian

**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  
**Vishal Hanjan**, *Industry Lead - U.S. State and Local Government, Appian*

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**9:30am** Government Keynote: **What's Next for Arizona Information Technology?**  
 Arizona is widely recognized for its technological prowess. With trailblazing programs across IT, information security, digital equity, and broadband moving from the planning to project execution phase, what's next? Join this session to hear about what Arizona's IT future holds - and how your organization can benefit.  
**J. R. Sloan**, *Chief Information Officer, State of Arizona*

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**9:50am** Platinum Partner Session: **Managing government innovation with Microsoft's Platform for PPM**  
**Kenneth Steiness**, *Founder & CEO, Sensei Project Solutions*

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**10:10am** Panel Discussion: **Women in Tech and Data: AI in Arizona**  
 This stellar lineup of experts will address how government entities are responding to the rapidly changing world of AI, chat bots, and social media applications. Learn what practices government security, privacy, and technology professionals are recommending for compliance with the Governor's Executive Order banning popular social media apps and AI chat bots on state-owned devices and networks.  
**Shea McGrew**, *Chief Technology Officer, Maricopa County, AZ*  
**Stephanie Deitrick**, *Chief Data & Analytics Officer, City of Tempe*  
**Kimberly Clark**, *Chief Information Officer, Arizona State University*  
**Alexandra Turcios**, *Senior Solution Consultant, Adobe Government Services*  
Moderator: **Sarah O'Connor**, *Enterprise Account Executive, Public Sector, Ceridian*

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**10:50am** Refreshment Break

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**11:20am** Government Keynote: **A View from the Top: Enterprise-Level Management for Achieving Performance**  
 Navigating change is never easy. Luckily, the Arizona Government Transformation Office (GTO) has been able to provide stability and insight into agency performance during the recent gubernatorial transition. Join this session from GTO's Director, Josh Wagner, as he highlights how an enterprise-level approach to IT and data management creates tangible, efficient solutions to longstanding challenges.  
**Joshua Wagner**, *Director, Government Transformation Office and State Permitting Program, State of Arizona*

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**11:40am** Platinum Partner Session: **Real world use cases of generative AI in SLG**  
**Morgan Reed**, *Senior Manager, SLG Advisory Team, Amazon Web Services (AWS)*

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**12:00pm**Government Keynote: **Modernizing Citizen-Facing Services**

The COVID era put enormous pressure on all tiers of government to rapidly accelerate digital transformation efforts in order to effectively and efficiently meet citizens' needs. Learn how the Arizona Department of Economic Security is leading this charge through its work on digital modernization of citizen-facing services, making it easier for all Arizonans to access important information and departments.

**Dan Wilkins**, *Chief Information Security Officer*, Arizona Department of Economic Security (DES) & PSN Advisory Board Member

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**12:20pm**Panel Discussion: **Building Successful Information & Data Relationships**

By sharing their respective data and information findings, public sector agencies, departments, and jurisdictions are better able to operate at their fullest potential, regardless of where the data and information originated. In practice, however, this is not as simple as it may seem. Learn how our panelists successfully built sharing relationships, how collaboration between government entities can lead to success, and how you can facilitate enhanced data and information sharing from your position.

**Stephanie Deitrick**, *Chief Data & Analytics Officer*, City of Tempe

**Gerilene Haskon**, *Tribal Liaison*, Arizona Department of Health Services

**Nancy Mangieri**, *Chief of Public Health*, Salt River Pima Maricopa Indian Community

**Brian Shimkus**, *Storage and Platforms Solutions Specialist*, Dell Technologies

Moderator: **Vishal Hanjan**, *Industry Lead - U.S. State and Local Government*, Appian

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**1:00pm****Networking Lunch Break**

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**2:00pm**

**Roundtable Discussions** | Split into specialized conversation areas and join engaging discussions to dive deeper into your innovation priorities.

**1. People Over Paperwork: Digitizing Government Processes**

Facilitated by: **Alexandra Turcios**, *Senior Solution Consultant*, Adobe Government Services

**2. What Does It Mean to Be A Public Sector Data Driven Organization?**

Facilitated by: **Morgan Reed**, *Senior Manager, SLG Advisory Team*, Amazon Web Services (AWS)

**3. Cloud Smart - A multicloud by design approach with Dell APEX**

Facilitated by: **Brian Shimkus**, *Storage and Platforms Solutions Specialist*, Dell Technologies

**4. GenAI for Application Modernization and Citizen Service**

Facilitated by: **Arnab Bag**, *Growth Leader - Americas, Cloud Transformation*, IBM Consulting & **Bob Casto**, *Partner*, IBM Consulting

**5. Optimizing CX in State & Local Government Through Proactive Outbound Communication and Conversational AI**

Facilitated by: **Joe Forte**, *SVP Sales SLED & FED*, NICE & **Bill De Dufour**, *Director, Sales Engineering*, NICE

**6. Logging Observability and for Cyber and Compliance Standards**

Facilitated by: **Bill Jessen**, *Director of Snare Solutions*, The Americas, Prophecy International

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**3:05pm****Welcome back from Chair**

**Vishal Hanjan**, *Industry Lead - U.S. State and Local Government*, Appian

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**3:10pm** Panel Discussion: **Human-Centered by Design**

In a COVID-era digital landscape, government agencies and departments must now address how the systems and mechanisms they leverage to provide service are designed. By applying human-centered design to its operations, government can better serve residents and even operate more efficiently. Join this discussion to glean key insights and lessons learned from centering services on people, rather than simply on technology.

**Steen Hambric**, *Chief Information Officer, City of Phoenix*

**Michael Hammett**, *Chief Innovation Officer, City of Phoenix*

**Bianca Lochner**, *Chief Information Officer, City of Scottsdale, AZ*

Moderator: **Bill Jessen**, *Director of Snare Solutions, The Americas, Prophecy International*

**3:40pm** Partner Session: **Knowledgebase (KB) is Dead. Long live KB!**

The way we communicate is transforming as human-to-machine engagement is quickly becoming more intuitive. Generative AI tools like Chat-GPT and GPT-4 are disrupting state & local government FAQ KBs, and providing dynamic, intelligent and interactive ways of managing and retrieving knowledge. Learn more about how NICE and its customers are adapting to this asynchronous engagement model where government agencies deliver services in a format that is accessible, easy to use and responsive to all citizens. Governments services are now open 24/7.

**Joe Forte**, *SVP Sales SLED & FED, NICE*

**4:00pm** Panel Discussion: **Leadership & Collaboration - featuring PSN Advisory Board members**

What does good leadership in government look like, and how can it be cultivated? Join our panel of government leaders - and Public Sector Network Advisory Board members - as they discuss how they're driving change management while preparing the next generation of public sector employees for 21st century workplace needs.

**Dan Wilkins**, *Chief Information Security Officer, Arizona Department of Economic Security (DES) & PSN Advisory Board Member*

**Colleen McManus**, *HR Programs Manager, State of Arizona & PSN Advisory Board Member*

**Adele Cook**, *Chief Learning Officer, Arizona Department of Economic Security*

**Richard McHattie**, *Chief Information Officer, Maricopa County, AZ*

Moderator: **Vishal Hanjan**, *Industry Lead - U.S. State and Local Government, Appian*

**4:30pm** **Closing Remarks from the Chair, followed by networking drinks reception**[REGISTER TODAY](#)

# Thank You to our Partners



## Diamond



## Platinum

## Ruby



## Bronze



## Lanyards



## Lunch Branding



## Exhibitor



## Branding





# Upcoming **Events**



**Government  
Innovation Federal**  
Wednesday, December 6, 2023  
**Washington, DC**