



Webinar

Resident Engagement Platform



Inclusive, Accessible, and Effortless - Transforming Digital Government Services

Online → Wednesday, November 15, 2023 | 12:00 - 1:00pm ET & 9:00 - 10:00am PT

Agenda Overview

It's not a question of "if" the public sector should take on digital transformation, but "how" - and to what end? As a participant in this webinar, you will have the opportunity to hear from government practitioners and learn about current trends and key digital leadership skills needed to build and advance Resident Engagement Platforms. This virtual event will provide key action items to help you to successfully implement a transformation that is sustainable, effective and comprehensive.

How are government leaders building their teams to respond to the modern needs of residents? How are Resident Engagement Platforms transforming the dynamic when it comes to digital services provided and delivered?

These are but some of the issues we will address in this timely conversation about resident engagement platforms. Throughout the course of the webinar, we will hear from leaders across the public sector who focus on delivering the optimal customer experience for every resident. Join the conversation!

Who You'll Meet

Departments: Governor's Office, DMV, Transportation, Revenue, Administration, Licensing Operations, Customer Service, Call Center Support, Finance, Courts, Utilities, Information Technology

Commissioners/Chief /Directors/Manager' General Counsel/ Governor:

- Chief Digital Officer
- Executive Director Transportation
- Chief Technology Officer
- Chief Data Officer
- Executive Director of Revenue
- Chief of Staff
- Information Technology
- Treasurer
- Deputy Clerk
- Chief Information Officer
- Chief Operating Officer
- Digital Service Delivery

Benefits of Attending



Learn how innovative digital government & service delivery leaders are engaging and communicating with citizens and residents.



Discuss best practices for citizen engagement across demographics.



Learn about innovative state and local service delivery solutions.



How to maximize adoption of digital solutions, so all citizens can have accessibility to these services.

Explore the Agenda

12:00pm ET
9:00am PT

Welcome from Public Sector Network

12:05pm ET
9:05am PT

Welcome from the Chair

James L. Ward, Senior Vice President, Public Sector, **PayIt**
Jean Nobile, Senior Vice President, Operations, **PayIt**

12:20pm ET
9:20am PT

Panel Discussion:

How to Streamline Digital Interactions Between Residents and the Organizations That Serve Them

Digital public services are an imperative. The private sector has raised the bar on the customer experience, and people expect the government to succeed in-kind. Navigating public services can be daunting; with the user experience varying across numerous government websites, and often requiring multiple accounts and digital IDs for the most basic of interactions. In this 21st century technological landscape, governments must streamline their services to meet constituents needs and expectations. The public sector must utilize technology to have best-in-class service delivery –with Resident Engagement Platforms playing a key role.

This panel discussion will focus on questions including (but not limited to):

- How are you evaluating your organization's current practices to create a digitally focused action plan and establish the resources to manage digital strategies on an ongoing basis?
- How does the development of a Resident Engagement Platform change the dynamic of what services you deliver – and how you deliver them?
- What are you doing to ensure the digital services you design are easy to use and understand, and provide a quality customer experience?
- How big is the digital divide today for your organization? How are you working to ensure continuity of service for communities who are not yet digitally connected?
- What are some of the common pitfalls you see in helping your organization become more customer-centric improve service delivery for constituents?

Kathryn Michener, Director of User Experience, **New Hampshire Department of Information Technology**

Max Gigle, Program Manager, Connecticut Digital Service, **Department of Administration Services, State of Connecticut**

James L. Ward, Senior Vice President, Public Sector, **PayIt**

Moderator: **Jean Nobile**, Senior Vice President, Operations, **PayIt**

1:00pm ET
10:00am PT

Webinar Adjourns

Your Inspiring Speakers



MAX GIGLE

Program Manager, Connecticut Digital Service

Department of Administration Services, State of Connecticut



KATHRYN MICHENER

Director of User Experience

New Hampshire Department of Information Technology



JEAN NOBILE

Senior Vice President, Operations

PayIt



JAMES L. WARD

Senior Vice President, Public Sector,

PayIt

Thank You to Our **Partner**

