Join Public Sector Network’s virtual Public Sector Innovation Showcase Series
Wednesday, September 9, 2020 | 9:00am - 11:45am | Hosted online

Public sector innovation is needed now more than ever before. Using new approaches – from policy design to service delivery, new technologies and better use of data – to improve the performance and responsiveness of the public sector is critical if we are to bounce back from the recent challenges we have all faced.

To recover faster and better, we need to collaborate, share ideas and accelerate innovation in the public sector, ultimately to delivery better services to all stakeholders. That is what this day will be about.

The Public Sector Network’s Public Sector Innovation Series will provide its own information sharing platform to equip attendees with the ideas and inspiration needed to continue innovating in this newfound way of working.

Agenda Overview

Wednesday, September 9, 2020
9:00am - 11:45am ET

1. Set your innovation strategy
2. Build your capabilities to innovate
3. Understand how to modernize your IT architecture to deliver better services
4. Hear how to redesign your services to accommodate new changes that need to be made
5. Ready your applications and services for new ways of working
6. Accelerate the use of Data, Analytics, RPA and AI in your organization
7. Enhance integration and collaboration across all levels of government for improved outcomes

WHO SHOULD ATTEND

Chiefs/Heads/Directors of
- CX Customer Service
- Service Delivery
- Information Technology

Data
Digital
Innovation

REASONS TO ATTEND

- New York | New Jersey | Pennsylvania | Connecticut | Maine
- Massachusetts | New Hampshire | Rhode Island | Vermont
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Agenda - All times are Eastern Time

9.00am Welcome from Public Sector Network

9.05am Opening Remarks from KPMG
Lorna Stark, National Sector Leader for Government and Higher Education, KPMG LLP
Dave Wolf, Advisory Managing Director, KPMG LLP

9.20am Opening Keynote: Innovation in Action
Beth Simone Noveck, Professor in Technology, Culture, and Society, New York University’s Tandon School of Engineering & Chief Innovation Officer, State of New Jersey

9.40am Government Keynote: Embedding Digital in Your Organizational Culture
• Fostering a whole of public sector digital-first culture
• Expanding beyond technology: understanding digital as a business exercise that requires government-wide scale and buy-in
PN Narayanan, Chief Information Officer, Pennsylvania Treasury Department

9.55am Government Keynote: Supporting Civic Engagement through Open Data
Adrienne Schmoeker, Former Deputy Chief Analytics Officer & Director of Civic Engagement, NYC Mayor’s Office of Data Analytics (MODA)

10.10am Keynote Case Study: Service Transformation and Redesign for a COVID-19 World
• Shining a light on real-world examples of service transformation during the pandemic
• Transforming the crisis-driven digital response into a permanent way of doing things
Lou Moore, Chief Technology Officer, Code for America

10.25am Partner Session: Architecting the Enterprise Data Cloud
Mark Chiasm, Senior Solutions Engineer, Cloudera

10.40am Virtual Refreshment Break

10.45am Government Case Study: Accelerating the Use of Data Analytics
• Winning approaches for collecting quality data
• Ensuring analytics lead to action: looking at ways to effectively and objectively interpret your data
Kirk McLean, Director, Open Data, City of Buffalo

11.00am Government Keynote: Building our Innovation Capabilities: People, Processes and Technology
Rachel Haot, Executive Director, Transit Innovation Partnership, Partnership for New York City

11.15am Panel: Enhancing Integration and Collaboration across Government to Deliver Shared Outcomes
• Exploring the most effective strategies for implementing new ideas and processes
• Enabling senior-leaders to use technology in new ways, with IT teams as supporters rather than drivers of change
Lucy Zachman, Director, Digital & Customer Experience, State of NY Metropolitan Transportation Authority
Chris Soto, Director of Innovation & Partnerships, Connecticut State Department of Education
Lena Geraghty, Director of Innovation and Performance Management, City of Portland
Ryan Picchini, Director of Product Marketing, Acquia

11.45am Closing Remarks from the Chair

Mid & North Atlantic Wednesday, September 9, 2020 (Eastern Time)

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