Agenda Overview

Thursday, October 22, 2020
11:00am - 1:45pm PT

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.

REASONS TO ATTEND

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

PACIFIC
Alaska | California | Hawaii | Oregon | Washington
**Agenda - All times are Pacific Time**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.00am</td>
<td>Welcome from Public Sector Network</td>
<td></td>
</tr>
</tbody>
</table>
| 11.05am| Opening Remarks from the Chair                                               | Lorna Stark, National Sector Leader for Government and Higher Education, KPMG LLP  
Dave Wolf, Advisory Managing Director, KPMG LLP  
Peter Zalkind, Principal, Advisory, Health & Government Solutions, KPMG LLP |
| 11.20am| Keynote or Government Case Study: Adapting to New Ways of Working in Challenging Times | Richard Rogers, Acting Deputy CIO, State of California |
| 11.40am| Partner Session: Operationalizing DevSecOps: From Concept to Practice        | Paul Fox, Senior Product Manager, Palo Alto Networks |
| 12.00pm| Government Case Study: LA County Educational Passport System                | Foster youth often change residences and school districts. Schools and agencies require centralized access to student records so they can provide seamless, comprehensive educational services. LACOE developed the Educational Passport System several years ago to provide all 80 county K-12 districts and DCFS with a free centralized database of demographic and academic information for foster youth, promoting quick transfer of vital student records and the ability for social workers to connect with students out in the field.  
Now, mobile and web versions of the Passport System are available, allowing the department’s more than 7,800 social workers to easily view school records on their cell phones while out in the field. The app was developed by LACOE’s Technology Services team in collaboration with DCFS.  
This session will explain how the system was put together through collaboration and cooperation between LACOE and DCFS over the last several years.  
Gregory Lindner, Chief Technology Officer, Los Angeles County Office of Education |
| 12.20pm| Partner Session: Architecting the Enterprise Data Cloud                    | The potential for data to transform your business is greater than ever. To succeed, you'll need to take advantage of the very best of what public cloud vendors have to offer, in addition to getting the most from your own data center and infrastructure. You'll also need the flexibility to run multiple analytic functions on the same data while protecting privacy by enforcing access controls and governance rules across workloads and clouds. Only an enterprise data cloud will enable you to do all of this with a consistent experience on premises, in hybrid environments, and in multiple public clouds. Find out how Cloudera’s enterprise data cloud provides enterprises with the ability to deliver analytics as a service to the business in any cloud environment while ensuring rich data security and lineage capabilities that minimize risk.  
Nasheb Ismaily, Senior Big Data Solutions Engineer & Data Scientist, Cloudera |
Join Public Sector Network’s virtual Public Sector Innovation Showcase Series  
Thursday, October 22, 2020 | 11:00am - 1:45pm PT | Hosted online

<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.40pm</td>
<td>Virtual Refreshment Break</td>
</tr>
</tbody>
</table>
| 12.45pm | **Government Case Study: Utilizing Digital Tools and AI to Provide Improved Citizen/Customer Experiences**  
Government agencies and public sector organizations are turning to technology to help stay connected and engaged with citizens/customers. The average person expects instant answers and responses to questions and concerns, so organizations are using technology to discover new ways to provide their citizens/customers with the answers they seek. In this session, we will look at such things as:  
• Examining various digital tools, including AI to help organize, improve and streamline tasks  
• Utilizing chatbots and other AI tools to provide answers to citizens/customers  
• Examples as to how digital tools have improved citizen/customer experiences  
Courtney Winship, Chief, Digital Services Division Office of Citizenship & Applicant Information Services, U.S. Citizenship & Immigration Services |
| 1.05pm  | **Panel: Driving Service Delivery Transformation that Supports Economic Inclusion, Customer Relationships and Business Results During a CoVid-19 World**  
Technology is essential to our lives. We connect with friends and family online, shop at the click of a button and receive same-day shipping, expect instant notification for every interaction and use digital devices to access information that can help us make major life choices. And most citizens expect to connect with our governments digitally, particularly now during the time of a global pandemic. In this session, we will look at such things as:  
• Utilizing social media to share information  
• Creating nimble and seamless government transactions online  
• Service design needs to focus on simplicity and ease of use  
• Transforming the crisis-driven digital response into a permanent way of doing things  
• Incorporating citizen feedback and human-centered design to ensure efficiency, ease-of-use and inclusivity  
Moderator: Peter Zalkind, Principal, Advisory, Health & Government Solutions, KPMG LLP  
Bill Smith, Chief Information Officer, State of Alaska  
Liza Massey, Chief Information Officer, County of Marin  
Ryan Picchini, Director of Product Marketing, Acquia |
| 1.45pm  | **Closing Remarks from the Chair**  
Peter Zalkind, Principal, Advisory, Health & Government Solutions, KPMG LLP |

CLICK HERE TO REGISTER
Join Public Sector Network’s virtual Public Sector Innovation Showcase Series
Thursday, October 22, 2020 | 11:00am - 1:45pm PT | Hosted online

Sponsorship & Partners

**Gold**
- KPMG
- Palo Alto Networks

**Silver**
- Cloudera

**Bronze**
- Acquia
Join Public Sector Network’s virtual Public Sector Innovation Showcase Series
Thursday, October 22, 2020 | 11:00am - 1:45pm PT | Hosted online

VIRTUAL
PUBLIC SECTOR INNOVATION SERIES
Building a modern, agile and adaptive public service

PACIFIC
Alaska | California | Hawaii | Oregon | Washington

CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.CO

USA / CANADA
P +1 (647) 969 4509
E contact@publicsectornetwork.co

PACIFIC
Alaska | California | Hawaii | Oregon | Washington

AUSTRALIA / NEW ZEALAND
P +61 (2) 9057 9070
E info@publicsectornetwork.co

Public Sector Network Inc (37-1874600) is a US Corporation part of the Global Public Sector Network Group