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 deliver 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**

- **Thursday, November 12, 2020**
  - 9:00am - 11:45am CT

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.

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**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

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**VIRTUAL PUBLIC SECTOR INNOVATION SERIES**

Building a modern, agile and adaptive public service

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**EAST-CENTRAL**

Alabama | Kentucky | Mississippi | Tennessee | Illinois | Indiana | Michigan | Ohio | Wisconsin
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<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker(s)</th>
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<tbody>
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<td>9.00am</td>
<td>Welcome from Public Sector Network</td>
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| 9.05am | Opening Remarks from the Chair                                        | Lorna Stark | National Sector Leader for Government and Higher Education | KPMG LLP  
Dave Wolf | Advisory Managing Director | KPMG LLP  
Kendra Scudellari | Director | KPMG LLP |
| 9.20am | Keynote: Going Back to Basics to Move Forward with Innovation: Focusing on the People, Processes and Technologies | Ervan Rodgers | State Chief Information Officer & Assistant Director | State of Ohio  
Katrina Flory | Deputy State Chief Information Officer | State of Ohio |
<p>| 9.40am | Partner Session: Modernizing IT Architectures for Seamless Service Delivery |                                                                           |
| 10.00am | Government Case Study: Service Transformation and Redesign for a COVID-19 World | Darrell Watson | Vice President of Strategy &amp; Innovation | Louisville Regional Airport Authority |
| 10.20am | Partner Session: Readying your Applications and Services for New Ways of Service Delivery |                                                                           |
| 10.40am | Virtual Refreshment Break                                              |                                                                           |</p>
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<tr>
<td>10.45am</td>
<td>Government Case Study: Taking the Supplier Diversity to the Next Level – The Case of the Indiana Department of Administration Division of Supplier Diversity</td>
<td>Maia Siprashvili</td>
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<td>This session will provide information on how the DSD’s certification, contract compliance and business development &amp; outreach components have become an effective and strong tool for ensuring that the state agencies meet and exceed the goals established by the disparity study every five years. This is a remarkable example of what happens when the leadership, the legislators, the vendor community, and the Commission work together and succeed even during the times of the pandemic.</td>
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| 11.05am | A New Approach to Community Engagement & Partnerships | Anthony Corso | Chief Innovation Officer | City of Peoria, IL |
|         | In this case study we will hear how the city of Peoria has created a novel approach to engage and empower the community to improve their own neighborhoods. |                                                                     |

| 11.25am | Panel: Enhancing Integration and Collaboration across Government to Deliver Shared Outcomes | Adrienne Holloway | Chief Innovation Officer | City of Aurora, IL |
|         | Tobenna Egwu | Deputy Director of Research, Operations and Innovation | Cook County, IL |
|         | Devta Kidd | Director of Innovation | City of Bloomington, IN |
|         | Moderator - David Rodriguez | Managing Director | KPMG LLP |
|         | UNDERSTANDING WHERE YOU ARE ON THE CHANGE MATURITY CURVE | |
|         | EXPLORING THE MOST EFFECTIVE STRATEGIES FOR IMPLEMENTING NEW IDEAS AND PROCESSES: GAINING BUY-IN, SECURING CONSENSUS AND DRIVING BOTH TOP DOWN/BOTTOM UP APPROACHES | |
|         | ENABLING SENIOR-LEADERS TO USE TECHNOLOGY IN NEW WAYS, WITH IT TEAMS AS SUPPORTERS RATHER THAN DRIVERS OF CHANGE | |

| 12.00pm | Closing Remarks from the Chair | Kendra Scudellari | Director | KPMG LLP |
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Thursday, November 12, 2020 | 9:00am - 11:45am | Hosted online

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