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

Join Public Sector Network’s virtual Public Sector Innovation Showcase Series
Wednesday, October 28, 2020 | 9:00am - 1:20pm | 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.

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 | Data |
| Service Delivery | Digital |
| Information Technology | Innovation |
### Agenda - All times are Central Time

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<th>Time</th>
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<tr>
<td>9.00am</td>
<td>Welcome from Public Sector Network</td>
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<td>9.05am</td>
<td>Opening Remarks from the Chair</td>
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| 9.20am | Keynote Joint Presentation: Pivoting in a Pandemic & Lessons Learned From a Crisis Within a Crisis  
In this engaging and enlightening joint presentation, we will hear two phenomenal case studies as to how different state organizations have handled various issues that happened due to the current global pandemic.  
- We will hear the story as to how Colorado moved their public assistance benefit’s training for 5,000 eligibility technicians from in-person to all virtual as a result of COVID-19.  
- We will hear how the state of Minnesota handled the troubling crisis of the murder of George Floyd amidst the challenging COVID-19 pandemic and what these two major issues meant from a technology and innovation perspective.  
**Ki’i Powell,** Office of Economic Security Director, Colorado Department of Human Services  
**Tarek Tomes,** Commissioner & State Chief Information Officer, Minnesota IT Services |
| 10.00am | Partner Session: Modernizing IT Architectures for Seamless Service Delivery |
| 10.20am | Government Case Study: The State of Digital Transformation in Government and the Public Sector  
Worldwide governments and government agencies are implementing digital transformation projects and initiatives for a variety of reasons, including modernizing legacy systems, improving satisfaction and experience of a changing citizen, cost-savings, and improved efficiencies.  
**Tyrone Spratt,** CIO, MNIT Services, Agriculture, Board of Animal Health and Labor and Industry |
| 10.40am | Partner Session: Solving Problems with Technology by Leveraging Data Effectively |
| 11.00am | Virtual Refreshment Break                                               |
| 11.05am | Government Case Study: Navigating Bots Implementation and Employee Resistance  
We continue to utilize smarter technologies that continue to change the way we work and live. Automation processes become smarter and autonomous technologies such as AI and more specifically bots become part of daily life. However, employees are a bit reluctant to adopt the implementation of these automated technologies for fear that they will soon be out of jobs.  
**Ray Payton,** Associate Chief Information Officer, IRMC, United States Department of Agriculture  
**Duane Schell,** Chief Technology Officer, State of North Dakota |

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**Tarek Tomes**  
Commissioner & State Chief Information Officer, Minnesota IT Services  
**Tyrone Spratt**  
CIO, MNIT Services, Agriculture, Board of Animal Health and Labor and Industry  
**Joe Carella**  
Assistant Dean, University of Arizona  
**Ray Payton**  
Associate Chief Information Officer, IRMC, United States Department of Agriculture  
**Duane Schell**  
Chief Technology Officer, State of North Dakota
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<td>11.30am</td>
<td><strong>Government Case Study: Planning for the Future After 30 Years of Reactionary Policies and Practices</strong>&lt;br&gt;The City of Littleton has delayed long term planning and investments for about 30 years. In 2018 Littleton focused on building consensus among our 46,000 residents, businesses, appointed officials, elected officials, and the city staff to create a 2040 vision for the City. This work took 8 months and resulted in the unanimous adoption of a unifying vision in December 2018. From the vision, our next step was to again build consensus among all the same players to update our Citywide Comprehensive Plan and renew the elected leaders’ commitment to policy-making. These vital pieces now allow the City to go back to our community and update our four-decade-old regulatory framework of land use codes and zoning. These combined efforts are focused on addressing one of the most critical issues facing our region and city: growth management and renewed investment in infrastructure. The voters of Littleton need to consider the backlog of infrastructure and facilities needs as well as future investments in the next 2-5 years. In the state of Colorado, local cities are hugely dependent on sales and use tax revenue and Littleton has not pursued increases in decades. Littleton is a mostly build-out city with an emphasis on residential. The long-term financial sustainability of the city is critical and the opportunity to capitalize on the stable leadership of the last three years is now.&lt;br&gt;&lt;br&gt;Kathleen Osher, Director of Community Services, City of Littleton</td>
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| 11.50am | **Government Case Study: Scaling Innovation and Thinking Entrepreneurially**<br>Encouraging your teams to think entrepreneurially can spur a lot of creativity that can lead to innovative ideas and new ways of thinking. In this session, we will showcase how Arapahoe County, Colorado was able to utilize entrepreneurial creativity to produce a product not only for their organization, but also to be able to license the product and create revenue for the county. We will discuss such things as:<br>- IT, in conjunction with our Human Services Department, developed a digital document management and workflow product which was extremely efficient<br>- Other counties wanted to adopt the product, but we did not want to just share the source code<br>- We migrated the product to the cloud, created the necessary IGAs and service agreements, and enabled users in other counties to take advantage of the efficient software<br>- Underpinning the product, we built a platform to support multiple applications, developed an SDK, and began scaling the use of the product<br>- Today, there are 10 Colorado counties using the system (and 4 more in the queue) - including several of the largest ones – and Arapahoe County is recovering its investment through the subscriptions to our SaaS service | David Bessen, Director, IT and CIO, Arapahoe County, Colorado |

| 12.10pm | **Panel: Empathy in Technology, Integration and Collaboration – How to Transform Technology Innovation, Design, Service Delivery to Deliver Shared Outcomes Through Empathy**<br>We live in a skeptical, technology-driven world. It's easy to let a mechanical process override thoughtful consideration of the human experience. Empathy helps us combat the bad habit of relying on mechanics to define form and function, making it an essential approach to any design strategy. Design thinking involves doing a thorough customer-centric research while developing products which ticks of various stages. In addition, the idea of delivering shared outcomes through integration and collaboration is an important aspect to the role innovation plays in various public sector organization. In this session, we will discuss how a government agency can transform its service delivery with innovative technology, can utilize design thinking by keeping an empathetic focus in the development process and deliver shared outcomes by looking at collaboration with other government and private sector organizations. | Rishma Khimji, Director of Technology, Department of Information Technology, City of Reno<br>Chelsea Rosty, Director of Business Innovation & Tourism, City of Montrose, Colorado<br>Mike Grigsby, Director, Innovation & Technology, City of Sioux Falls<br>Jeff Clines, Chief Information Officer, State of South Dakota |

| 1.20pm | Closing Remarks from the Chair | |
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