Join Public Sector Network’s virtual Public Sector Innovation Showcase Series  
Wednesday, September 16, 2020 | 9:00am - 12:25pm | Hosted online

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

Agenda Overview

Wednesday, September 16, 2020  
9:00am - 12:25pm ET  

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.

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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Delaware | Florida | Georgia | Maryland  
North Carolina | South Carolina | Virginia  
District of Columbia | West Virginia
Welcome from Public Sector Network

Wednesday, September 16, 2020 (Eastern Time)

Virtual Refreshment Break

Closing Remarks from KPMG

Agenda - All times are Eastern Time

9:00am Welcome from Public Sector Network

9:05am Opening Remarks from KPMG

Loma Stark, National Sector Leader for Government and Higher Education, KPMG LLP
Drew Wolf, Advisory Managing Director, KPMG LLP
Tricia Harper, Partner, Consulting Services, KPMG LLP

9:20am Government Keynote: Using the Power of Government Innovation to Drive Mission

Government organizations establish innovation efforts to maximize potential opportunities with their own and other organizations—through collaboration, partnerships and lessons learned—can increase their own mission successes. Topics include:
1. Developing culture change through innovation
2. Finding and leveraging partnerships and collaboration
3. Harnessing rapid procurement methodologies to speed innovation

Sabra Home, Chief, Innovation Hub, Cybersecurity and Infrastructure Security Agency, DHS

9:40am Partner Session: How An ‘Enterprise Service Management’ Approach Can Revolutionize Government’s Ability to Get Things Done

What is enterprise service management, and how is it different from an IT service management approach?

How can ESM enable cross-functional collaboration and an environment of continuous improvement and learning?

What IT best practices can be leveraged by other departments to enable digital work across an organization?

Which software solutions are approachable and universal enough to allow your entire team to work together to get more done, faster?

Shayla Sander, Channel Manager SLED, Atlassian

9:45am Government Case Study: The Role of CIO as a Broker in the Multi-Sourcing Model

Frank Romano, Senior Solutions Engineer, Clouders

10:00am Government Case Study: The Role of CIO as a Broker in the Multi-Sourcing Model

Understand what the phrase “CIO as a Broker” really means

Learn how to provide services to different agencies in a seamless manner

Hear best practices to meet demand in times of a crisis

Nelson Moe, CIO for the Commonwealth of Virginia, Virginia Information Technologies Agency

10:20am Partner Session: Readying your Applications and Services for New Ways of Service Delivery

Frank Romano, Senior Solutions Engineer, Clouders

10:45am Government Case Study: Operationalizing Innovation in Healthcare and How Public Sector Organizations Can Replicate the Veterans Health Administration’s Successes

Many think that digital transformation is driven by technology, but it’s actually all about people. Innovation is only valuable if it can be operationalized and made core to how your business works, and your people are your greatest asset in unlocking that value. In this case study we will learn how the VHA Innovation Ecosystem has:
1. Consolidated innovation programs
2. Created a “Shark Tank”-style competition to create innovative solutions such as 3D and bio printing, AI telehealth
3. Changed the way providers are interacting with patients to deliver better care
4. Achieved millions of dollars in cost avoidance

Ryan Vega, Executive Director, VHA Innovation Ecosystem Office of Discovery, Education and Affiliate Networks, US Department of Veteran Affairs

11:05am Mini-Panel: Accelerating the Use of Data, Analytics, RPA & AI

Data analytics, civic data use and urban data analytics along with RPA and Artificial Intelligence are all hot topics in today’s world, including that of government. In this session, we will:
1. Learn how the city of Baltimore is using data to improve city services for its residents
2. Examine how simple performance management and predictive analytics can improve service delivery for citizens
3. See how the GAO uses analytics, and artificial intelligence and distributed ledger technologies is doing to save taxpayer money by paying out correctly
4. Explore an analytics-based action learning at ways to effectively and objectively interpret your data
5. Identify where to apply AI: how to focus your limited resources on the most impactful projects

Moderator: - Tricia Harper, Lead Partner, KPMG LLP
Justin Elszasz, Deputy Director/Analytics Lead, Office of Performance & Innovation, City of Baltimore
Taka Ariga, Chief Data Scientist & Director of Innovation Lab, US Government Accountability Office

11:45am Mini-Panel: Collaborative Governance: Enhancing Integration and Collaboration Across Governments & Private Sector to Deliver Shared Outcomes

Collaborative governance involves the government, community and private sector communities communicating with each other and working together to achieve more than any one sector could do on its own. So, what does this really mean? In this session, we will hear from three fantastic city and federal government leaders describe how they’ve created a way to collaborate not only with other government leaders and government organizations but also with their citizens and private sector companies to achieve success. We will discuss such things as:
1. Developing a smart city ecosystem that fosters innovation through technology, people, businesses, organizations and more
2. Partnering with public, private, and academic institutions to create innovation and spur new ideas
3. Exploring the most effective strategies for implementing new ideas and processes: Gaining buy-in, securing consensus and driving both top down/bottom up approaches

Moderator: - Tony Hernandez, Principal, Technology Advisory Services, KPMG LLP
Raimundo Rodulfo, Chief Innovation Officer / Director of Information Technology, City of Coral Gables
Gary Brantley, Chief Information Officer, City of Atlanta
Alficia Miller, Manager, Partnership & Innovation - Knowledge Development and Application Research Applied Analytics and Statistics, Internal Revenue Service

12:25pm Q&A Session

12:25pm Closing Remarks from KPMG
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CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.CO

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

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

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