

# Virtual Digital Identity

Reframing Service Delivery for the Digitally Driven Citizen

Online | Wednesday, September 15<sup>th</sup>, 2021

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## Agenda Overview

As more of our interactions with government take place in a digital setting; citizens increasingly expect to have access to safe, secure, and private digital identity framework.

Increasingly, many common transactions that require identification are being conducted digitally - especially in the wake of the COVID-19 pandemic when many government services were moved online - accelerating the already well-established trend of governments implementing robust and multi-faceted digital identity systems that are intended to be secure, reliable, cost effective, and convenient.

Such a paradigm shift brings about many opportunities - but also imposes questions. Addressing those questions early on will ensure government departments and agencies are on-track to best leverage these new technologies for the benefits of citizens and mitigate the unintended consequences of this rapid shift to digital identity.

Public Sector Network's **Digital Identity** Virtual Event will bring together experts in the space to help advance those conversations, explore the concerns, and provide perspective on what outcomes to expect.

## Who attends?

Chiefs/Deputy Chiefs/ Directors/Managers of:

- Digital Identity
- Digital
- Digital Services
- Technology
- Identity Management Capability
- IT & Innovation
- Digital Strategy
- Data
- Identity & Information Management
- Cyber Security
- Identity & Access Management
- IT Architects
- Privacy
- Service
- Biometric Identity Management
- Digital Applications
- Systems Engineer

From: Local, State, Tribal & Federal Governments

## Speakers



**James Burd**  
*Chief Privacy Officer,*  
**CISA, US Department of Homeland Security**



**Nanette Downing**  
*Director Identity Assurance,*  
**Internal Revenue Service**



**Phil Lam**  
*Executive Director of Identity,*  
**GSA**



**Kay Turner**  
*Senior Counselor to the Director of FinCEIN,*  
**US Department of the Treasury**



**Brian Chidester**  
*Head of Worldwide Industry Strategy,*  
**Opentext**



**Amit Jain**  
*SVP, Cybersecurity & GRC Services,*  
**HCL Technologies**

## Partners

CHAIR PLATINUM

 

## Reasons to Attend

Examine the intersection points between security, privacy, convenience, and transparency in digital identity policy



Tying your digital transformation journey to citizen-centric service delivery and shaping digital identity around citizen's needs



Developing and integrating the necessary infrastructure to ensure secure and consistent data sharing among departments & agencies



Explore Public Sector Use Cases



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12:00pm ET	<b>Welcome from Public Sector Network</b>
12:05pm ET	<b>Chair Opening: Designing your Identity Management Strategy and Implementation Plan</b> <b>Amit Jain, SVP, Cybersecurity &amp; GRC Services, HCL Technologies</b>
12:20pm ET	<b>Government Keynote Session: Leveraging Authentication to Improve Citizen Services: Balancing Privacy, Security &amp; Convenience</b> <b>James Burd, Chief Privacy Officer, CISA, US Department of Homeland Security</b> As someone whose role is dedicated to privacy considerations within our nation's top cyber watch dog - <b>James Burd</b> knows a thing or two about the intersection between privacy & security. Armed with both the experience and perspective as the Chief Privacy Officer of CISA - along with his prior work on the NIST digital identity guidelines - James brings a wealth of knowledge, perspective, and expertise to an issue loaded with nuance.
12:35pm ET	<b>Partner Session: Digital Identity as a Key Enabler for Modernized Citizen Services</b> <b>Brian Chidester, Head of Worldwide Industry Strategy, Opentext</b>
12:50pm ET	<b>Government Case Study: Developing a Holistic Digital Identity Strategy Across Citizen-Facing Federal Agencies</b> <b>Philip Lam, Executive Director of Identity, GSA</b> As leaders across various citizen-facing Federal agencies grapple with how to best provide services leveraging digital identities - Philip Lam and the team at the GSA, are collaborating closely with other agencies to standardize the platform and requirements by which those digital identities will operate.

1:05pm ET	<b>Break</b>
1:10pm ET	<b>Panel Session: Delivering Connected Digital Services at Scale</b> <b>Moderator: Amit Jain, SVP, Cybersecurity &amp; GRC Services, HCL Technologies</b> <b>Nanette Downing, Director Identity Assurance, Internal Revenue Service</b> <b>Kay Turner, Senior Counselor to the Director of FinCEIN, US Department of the Treasury</b> We've explored the strategic and conceptual considerations of digital identity - but applying the technology, and at scale, can be a wholly different consideration. Whether specifically addressing Identity and access management considerations - or - internal and external digital identity platforms; we will be joined by leaders currently leading those initiatives. <ul style="list-style-type: none"><li>• Discuss the considerations necessary to implement a large-scale digital identity transformation journey</li><li>• Explore the challenges inherent in the process and how to best engage with stakeholders and service providers to build capacity</li><li>• Examine risk mitigation scenarios and how to ensure that your project meets NIST requirements</li></ul>
1:40pm ET	<b>Closing remarks from the Chair</b>
1:45pm ET	<b>Virtual event adjourns</b>