



# Government Innovation FEDERAL

*Connecting leaders and ideas to build  
a better public service*

Wednesday, December 8, 2021 &  
Thursday, December 9, 2021

Online | 12pm ET



VIRTUAL EVENT



**REGISTER TODAY**



## What's New in 2021:



**The largest gathering of federal government leaders** in the U.S.



**Hear from an inspiring speaker panel of 10+** leaders from **Department of State, Department of Homeland Security** and more



**Benchmark against 3 expert case studies** showcasing how different government departments are achieving holistic innovation and pioneering seamless citizen delivery across their states and localities



**Share your thoughts and ask your burning questions** in interactive polls, panel discussions and Live Q&A



# Agenda Overview

As we begin to break free from the confines of COVID; a “renewed normal” has begun to take shape across the country.

Now, more than ever, public sector innovation is a must. By leveraging new approaches to old problems – from policy design to service delivery, new technologies and improving the use of data – we stand to improve the performance and responsiveness of government to the challenges we face today. Ensuring that recovery is both fast and equitable, we need to collaborate, share ideas and accelerate innovation throughout the public sector, ultimately to delivery better services to all stakeholders, and better outcomes for citizens.

In that spirit, **Public Sector Network** would like to invite you to join the conversation at our **Government Innovation FEDERAL** virtual event – where we will spotlight both leaders, and initiatives, from across the Federal Government that will inspire and motivate you to keep reaching for excellence! Gain the ideas, the inspiration, and the practical knowhow needed to drive innovation in this new era.

## Who should attend?

**Departments:** IT, IS, Administration, Transportation, Finance/Treasury, Healthcare, Social Services, HR

**Commissioners/Chiefs/Deputy Chiefs/Directors/Managers:**

- Data & Analytics and Data Science
- AI, Automation & Machine Learning
- Information Technology & Security
- Technology & Digital Capability
- Cyber Security & Privacy
- Digital Technology & Applications
- Digital Service Delivery
- Enterprise Infrastructure
- Digital Innovation/Transformation
- Corporate Services
- Citizen Engagement & Experience
- Service Design & Delivery
- Workforce & HR Transformation
- Strategic Planning



## Reasons to attend:

Explore the Innovations – both technological and cultural – that will define the future of the public sector

Leverage lessons learned from crisis-driven responses to COVID-19 to reprioritize and reframe your processes and services in a way that best supports efficiency, useability, equity, and inclusivity

Discuss opportunities to learn new skills, increase capabilities, and reduce redundancies

Explore policies and perspectives that will help you to better adhere to your vision – and identify the right people, processes, and tools to support that vision

“Loved the **diversity** of presentations!”

City of Reno, NV

**REGISTER TODAY**



# Speakers



**Ann Dunkin**  
Chief Information Officer,  
US Department of Energy



**Todd Cheng**  
Director of Customer Care & Support,  
U.S. Department of State



**Karen S. Howard**  
Director of the Office of Online Services,  
Internal Revenue Service



**Scott Beliveau**  
Acting Chief Data Officer,  
US Patent & Trademark Office



**Gabrielle Perret**  
Director of the Federal RPA Community of Practice,  
US GSA



**Courtney A. Winship**  
Deputy Chief Data Officer,  
USCIS, US Department of Homeland Security



**Scott E. Simpson**  
Digital Transformation Lead - Office of the Chief Procurement Officer,  
Procurement Innovation Lab,  
Department of Homeland Security (DHS)



**Zunera Mazhar**  
Deputy Chief Innovation Officer,  
Federal Deposit Insurance Corporation (FDIC)



**Donald E. Bauer**  
Chief Technology Officer, Office of Technology Services, Global Talent Management, Executive Office,  
US Department of State



**Captain Michael Ahmadi**  
Team Lead, Digital Communications at the National Heart, Lung & Blood Institute,  
National Institutes of Health



**Jeff Reichard**  
Senior Director, Enterprise Strategy,  
Veeam Government Solutions



**Steve Witt**  
Director, Public Sector,  
Nintex



**Sabra Horne**  
Entrepreneur-In-Residence,  
BMNT



**Brian Miller**  
VP, Strategic Development,  
BMNT



**Patrick Bruszewski**  
Specialist Solutions Architect,  
Red Hat



**Will LaForest**  
Public Sector CTO,  
Confluent



**Dick Stark**  
President,  
RightStar



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

**“Great events and excellent speaker group! It was good to hear from others in the region.”**

City of Sioux Falls, SD

<b>12:00pm ET</b>	Welcome from the Public Sector Network
<b>12:05pm ET</b>	Chair Opening: <b>Setting the Strategy for Innovation in the Public Sector</b> <b>Sabra Horne</b> , <i>Entrepreneur-In-Residence</i> , BMNT
<b>12:20pm ET</b>	Government Keynote Session: <b>Leveraging Process &amp; Cultural Innovation in Disruptive Times</b> <b>Courtney A. Winship</b> , <i>Deputy Chief Data Officer, USCIS, US Department of Homeland Security</i>
<b>12:40pm ET</b>	Government Case Study: <b>Leveraging AI for Past Performance Assessment</b> Leave it to the DHS's Procurement Innovation Lab to not only innovate in the realm of purchasing – but also as it pertains to performance assessments. By leveraging natural language UI and infusing that into past performance evaluations – the PIL has been able to reframe their approach to personnel performance and develop a scalable model that can be applied to other areas of interest in the future; such as market research. Join Scott Simpson for an examination of the PIL's approach to leveraging AI and how it's impacting their mission.  <b>Scott E. Simpson</b> , <i>Digital Transformation Lead - Office of the Chief Procurement Officer, Procurement Innovation Lab, Department of Homeland Security (DHS)</i>
<b>12:55pm ET</b>	Platinum Keynote: <b>Removing Barriers to IT Modernization</b> The pace of change in federal IT innovation will continue to accelerate. But how can we remove barriers to innovation and move to an agile, citizen services anywhere IT landscape? Join us in this session to learn how Veeam Government Solutions can de-risk cloud migrations and the adoption of cloud-native platforms. Veeam protects vital citizen data and removes barriers to cloud adoption and IT transformation, all while ensuring ongoing compliance and IT resilience. <b>Jeff Reichard</b> , <i>Senior Director, Enterprise Strategy, Veeam Government Solutions</i>
<b>1:10pm ET</b>	Panel Discussion: <b>Integrating Emerging Technology into Existing Operations</b> As we continue to further integrate digitally transformative technologies into our operations; leveraging automation, data, and an agile approach to maximize impact – discussing how to best integrate those emerging technologies into existing operational structures is imperative. Whether into a legacy system or brand new burning platform – discuss how to best approach this underaddressed aspect of the innovation process. <ul style="list-style-type: none"><li>• Exploring the most effective strategies for implementing, integrating and infusing new technologies at scale</li><li>• Leveraging employee skills as a force multiplier to accelerate innovation initiatives</li><li>• Practical tips for becoming more iterative and increasing flexibility in response to disruption</li></ul> <b>Zunera Mazhar</b> , <i>Deputy Chief Innovation Officer, Deposit Insurance Corporation (FDIC)</i> <b>Brian Chidester</b> , <i>Head of Worldwide Industry Strategy, Opentext</i> <b>Moderator: Sabra Horne</b> , <i>Entrepreneur-In-Residence, BMNT</i>

<b>1:40pm ET</b>	<b>Refreshment Break</b>
<b>1:45pm ET</b>	Fireside Chat: <b>Leading by Listening to Your Customers: Applying Innovation to Transform the Taxpayer Experience</b> While we may all face 'death & taxes'; the IRS is working diligently to make at least one of those two things just a little less painful. By collaboratively aligning people, processes, and technology – Karen Howard and her team – are building a new paradigm as it pertains to taxpayer services. <ul style="list-style-type: none"><li>• Explore the most effective strategies for engagement, feedback, and iteration within the change management process</li><li>• Building organizational capacity to solve service delivery challenges</li><li>• Optimizing the experience for a broad base of end users</li></ul> <i>In Conversation with: Karen S. Howard</i> , <i>Director of the Office of Online Services, Internal Revenue Service</i> <b>Moderator: Sabra Horne</b> , <i>Entrepreneur-In-Residence, BMNT</i>
<b>2:05pm ET</b>	Government Case Study: <b>After Action Reporting: Designing Your Improvement Plan</b> As leaders you are constantly faced with new challenges and developing comprehensive plans to address those challenges is key. In order to support the crucial, global mission of the Department of State – Todd Cheng and his team are leading a number of critical initiatives. Among those include the focus on ensuring the continuity, quality, and timely nature of customer care & support during instances of upheaval abroad. Join Todd as he shares some of his journey to internalize and learn from past experiences – while preparing a plan of action for future challenges. <b>Todd Cheng</b> , <i>Director of Customer Care &amp; Support, US Department of State</i>
<b>2:20pm ET</b>	Gold Partner Session Case Study: <b>Leverage Automation to Drive Innovation</b> <b>Steve Witt</b> , <i>Director, Public Sector, Nintex</i>
<b>2:35pm ET</b>	Panel Discussion: <b>Leading Innovation – Lessons Learned from Catalysts and Trailblazers</b> <ul style="list-style-type: none"><li>• What is your vision for a sustainable whole of government transformation? What need to be in place to achieve this vision?</li><li>• What are the key leadership competencies needed to enable digital transformation in government?</li><li>• What approaches can you take to create a workplace culture that operationalizes digital transformation? How can you overcome the difficulties that can often emerge when asking people to do things differently?</li></ul> <b>Captain Michael Ahmadi</b> , <i>Team Lead, Digital Communications at the National Heart, Lung &amp; Blood Institute, National Institutes of Health</i> <b>Todd Cheng</b> , <i>Director of Customer Care &amp; Support, US Department of State</i> <b>Moderator: Sabra Horne</b> , <i>Entrepreneur-In-Residence, BMNT</i>
<b>3:05pm ET</b>	<b>Closing Remarks from the Chair</b>
<b>3:10pm ET</b>	<b>Virtual Event Adjourns</b>

**12:00pm ET** Welcome from the Public Sector Network

**12:05pm ET** Chair Opening:

**Setting the Strategy for Innovation in the Public Sector**

**Brian Miller**, *VP, Strategic Development, BMNT*

**12:20pm ET** Government Keynote Session:

**Building our Innovation Capabilities: People, Processes and Technology**

**Ann Dunkin**, *Chief Information Officer, US Department of Energy*

**12:40pm ET** Gold Partner Session:

**A Platform for Digital Transformation in Government**

A recently released GAO Study concluded: "Technological know-how is enormous and urgent: Technological know-how is essential for everything from smooth interaction with the public to effective internal organization to robust cybersecurity. Clunky legacy systems need updating: artificial intelligent tools need developing." Yet in the Government space, many agencies haven't figured out how technologies relate to their missions. And very few have any idea about what kind of work is underway and how that work contributes to moving agencies closer to their counterparts in the Enterprise space. In this session you'll learn about several Agile Frameworks, including SAFe, and how a toolset like Atlassian Jira Align can help an Agency stay on the Agile bandwagon and better track how the work performed actually relates to the journey towards becoming a more digital agency.

**Dick Stark**, *President, RightStar*

**12:55pm ET** Platinum Keynote:

**Topic TBD**

**Will LaForest**, *Public Sector CTO, Confluent*

**1:10pm ET** Government Case Study:

**State of Federal RPA Report: 2021 Snapshot**

As Robotic Process Automation has continued to be integrated at agencies and departments across the Federal government - Gabrielle Perret's team at the Federal RPA Community of Practice seek to understand the scope, scale, and depth of RPA integration at the Federal level. Following the inaugural report in 2020 - the 2021 iteration aims to provide a more robust and accurate assessment of the State of Federal RPA. Join Gabrielle as she shares insights from the brand new report!

- Learn more about the Federal RPA community of practice
- Explore how Gabrielle and her team were able to garner such robust feedback for the report
- Examine the insights that the RPA COP took from the report

**Gabrielle Perret**, *Director of the Federal RPA Community of Practice, US GSA*

**1:30pm ET** Refreshment Break

**1:35pm ET** Fireside Chat:

**Spinning-In: Developing a Venture Capital Model for Federal Innovation**

The Federal Government has several ways of encouraging innovation - but few as innovative as how the USPTO is approaching the issue. As a non-grant authority providing seed capital on PTO data related initiatives - the USPTO is defining a new paradigm for driving and leveraging innovation. Join Scott Beliveau for an in-depth conversation on the nature of this initiative, how it came about, and what results Scott and the USPTO team are expecting.

*In Conversation with:* **Scott Beliveau**, *Acting Chief Data Officer, US Patent & Trademark Office*

**1:50pm ET** Platinum Keynote:

**Securely Transform Your Stack**

Teams are looking to innovate so that they can deliver faster results for the various science missions that they support. It's important to ensure that as labs begin their digital transformation to more agile and flexible infrastructure, like Kubernetes, that they are doing so in a way that is scalable, maintainable, and secure. Working with a partner is key to being successful in these efforts. Red Hat OpenShift provides not only the secure infrastructure to build your transformation projects on, but the developer tooling, and support from Red Hat experts to make sure that critical workloads are supported and secured.

**Patrick Bruszewski**, *Specialist Solutions Architect, Red Hat*

**2:05pm ET** Fireside Chat:

**A Practical Guide to Procedural Innovation**

While we often approach innovation conversations from a technical standpoint - the most innovative organizations have developed a procedural process towards innovation which further permeates their culture. Explore how procedural innovation begets further innovation!

- Exploring the most effective strategies for implementing new ideas, policies & processes at scale
- Leveraging employee skills as a force multiplier to accelerate innovation and providing additional training in areas of digital and data literacy
- Practical tips for becoming more iterative and increasing flexibility in response to disruption
- Building organizational capacity and an ecosystem to address innovation shortcomings

**Donald E. Bauer**, *Chief Technology Officer, Office of Technology Services, Global Talent Management, Executive Office, U.S. Department of State*

**Moderator: Brian Miller**, *VP, Strategic Development, BMNT*

**2:30pm ET** Closing Remarks from the Chair

**2:35pm ET** Virtual Event Adjourns

# Partners

Chair Partner

The logo for BMNT, featuring a stylized icon of three dots of varying sizes to the left of the text "BMNT".

Platinum Partners

The logo for VGS, with "VGS" in large blue letters and a star, and "veeAM GOVERNMENT SOLUTIONS" in smaller green and blue text below.The logo for Confluent, featuring a circular icon with a starburst pattern to the left of the word "CONFLUENT".The logos for Red Hat and Carahsoft. Red Hat is represented by a red hat icon and the text "Red Hat". Carahsoft is represented by the text "carahsoft" in blue.

Gold Partners

The logo for Nintex, featuring an orange and black "X" icon to the left of the word "nintex".The logo for Atlassian, featuring a blue triangle icon to the left of the word "ATLASSIAN".The logo for RightStar, featuring a blue and yellow star icon to the left of the text "RightStar" and "powered by XTIVIA" below.