

PA TechCon 2021 Schedule
Day 1 | Wednesday August 4, 2021

9:00 – 9:30 AM: Welcome & Opening Remarks

Kelly Powell Logan, Harrisburg University of Science and Technology
Eric Darr, Harrisburg University of Science and Technology
John MacMillan, Commonwealth of Pennsylvania
Michael Newsome, Commonwealth of Pennsylvania

9:30 – 10:15 AM: Keynote: Successful Commonwealth IT Projects

At the core of any successful IT Project implementation is meeting the expectations of the customer. Although, clearly identifying customer expectations can sometimes be elusive. So, our first session will focus on successful Commonwealth IT Projects and examine the reasons for their success. Delivery Center CIOs and agency business leaders share their perspectives on why their approach worked well. Hopefully, this will provide a model for others to follow and in turn will achieve a greater number of IT projects that meet customer expectations.

Moderator: Jill Reeder, Commonwealth of Pennsylvania

Panelists:

Allison Morgan, Commonwealth of Pennsylvania
Dave Naisby, Commonwealth of Pennsylvania
Amy Stum, Commonwealth of Pennsylvania
Eric Sweden, National Association of State Chief Information Officers
John Taylor, Commonwealth of Pennsylvania

10:30 – 11:30 AM: Balancing Risk & Reward: Expecting the Unexpected!

In this fast-paced presentation, we explore the methods of aligning business objectives with critical IT services while reducing overall risk. Often in organizations, it becomes a balancing act between the risk and reward of how to invest limited resources. We will cover practical tips for evaluating how to invest these scarce resources. Along the way, we will examine many misconceptions regarding core IT services as well as how to communicate the value of IT to business stakeholders. Participants will walk away with practical steps that can be implemented in their organization to start enacting lasting positive change and adopting an agile mindset towards automation and improving organizational synergy.

Brandon Keith, Appalachia Technologies

10:30 – 11:30 AM: Automation Projects Rarely Fail Because of Technology: Managing the Human Side of Automation

Justifying an automation project is a complicated task. It is not enough to forecast hours saved, but that is exactly where many cost justifications end. Automations create new expenses and require long-term care that is commonly not accounted for in advance and leaves business users with the impression of a failed project, regardless of savings. This presentation will focus on managing expectations and budgets on the human side of automation. It will feature a method for introducing a weighted matrix for identifying, prioritizing, and justifying automation opportunities along with tips and tools for identifying the right automation technology for any given project to minimize the long-term cost of ownership.

Matthew Peters, CAI

12:30 – 1:30 PM: Driving Culture with an Accessibility Program

To create accessible digital products and services, an organization needs to embrace accessibility as a part of its culture. In this session, we'll talk about ways that you can do this: •Document the goal of

diversity, equity, and inclusion in a policy. •Teach people what accessibility means and how it impacts their day-to-day activities. •Plan for accessibility from the beginning. •Add accessibility steps throughout your process. •Test with and get feedback from people with disabilities. •Monitor your progress with a governance program.

Ellen Strom, Commonwealth of Pennsylvania

12:30 – 1:30 PM: An IT's Executive Guide to Automation

Be an automation champion for your enterprise. Organizations across industries face unprecedented pressure to deliver services more quickly and securely than ever before. IT plays a crucial role in meeting these demands, but it can serve as a blocker if it can't keep up. In this presentation we will uncover why you need to consider transformative automation to succeed.

Anuk Fernando & Michael Paolozzi, Red Hat

1:45-2:45 PM: Modernize and Optimize for Business Success

This presentation will discuss modernization and automation, where we examine the importance of looking at the organization from a bird's eye view. We will show how to map out critical business processes through value stream mapping, the benefits of conducting a time and motion study on business tasks, and ways to identify and incorporate automated solutions. These automated solutions can be at all levels of the organization, and we will show the importance of proper training on automated tools. Automation and modernization can bring new vulnerabilities into an organization. Our presentation shows where cybersecurity must be acknowledged throughout modernization processes. We will present a case study on modernizing a business from the top down and how we boosted an organization's culture through modernization. Change management techniques will be shared on how this company tackled business risks head-on and created a common language throughout its programs and activities. IT modernization was also essential within the case study to break down silos between IT and executives. Our case study also includes a strategic plan alignment, where business processes are evaluated against the strategic objectives. When well communicated to all staff, a strategic plan review and revamp ensures an organization will keep working towards its mission. Lastly, we go through the communication procedures and leadership styles that effectively keep modernization sustainable throughout the organization. We will show how communication can be a barrier to success and what organizations can do to overcome these barriers. Join Chelsea Treboniak, President of Critical Ops, to discover how you can modernize and optimize your business for success.

Chelsea Treboniak, CriticalOps

1:45-2:45 PM: You Want to Do What? We Need to Talk.

It is easy to forget the need to work with the legal group to be sure that business expectations are, and can be, met when acquiring new IT assets. Lawyers are about risk management and risk mitigation when dealing with a vendor or with regulatory issues. Bringing them in at the last minute, when it is time to sign a contract is not a best practice. This presentation will address how to work with the legal team; how to speak "legal"; where they can add value.

Harold Federow, Port of Seattle

3:00 – 4:00 PM: Next Generation Data Protection Strategies to Enable Confident Recovery.

The impact, complexity and growing severity of ransomware attacks cannot be ignored. Besides monetary gain, an increasing number of hackers are focusing on service disruption of government services. In this session, experts from ePlus Technology and Rubrik will provide a high-level review of the basics around Ransomware and a multi-layer approach to build a more comprehensive security posture that reduces risk and helps better prepare you for how to handle a potential breach.

Jeremiah Stuppy, ePlus

Karyn Victory, Rubrik

Brian Zimmer, ePlus

3:00 – 4:00 PM: Got Budget? An Offer That Can't Be Refused- Influencing through Justification.

Time – People – Funding – you want it all, but you're not getting even a fraction of what you need. There is a reason for that, and typically several reasons. This session will equip you with what you need in order to not only survive those tough conversations, but to deliver your justification message with finesse to influence the outcome.

Cliff Schier, Unisys

4:15 – 5:15 PM: Endnote 1: A Panel Discussion with Commonwealth Executive Leadership

A returning favorite of PaTechCon - the Commonwealth's CTO and Delivery Center senior leaders discuss techniques they have used to successfully engage agency leadership to ensure their expectations are being met and that projects are completed successfully. These leaders will also share the strategic priorities and projects for the coming year.

Moderator: Charlie Gerhards, Harrisburg University of Science & Technology

Panelists:

Chris de Leon

Tom Diecidue

Jason Hebbe

Dory McGuire

4:15 – 5:00 PM: Endnote 2: A Panel Discussion with County Government Leadership

Join CCAP CIO and county IT leaders as they discuss techniques they have used to engage county leadership to ensure their expectations are being met and successful project completion. These county leaders will also share their strategic priorities and projects for the coming year.

Moderator: Michael Sage, County Commissioners Association of Pennsylvania

Panelists:

Justin Loose, Berks County

John Kavak, Chester County

Day 2 | Thursday August 5, 2021

9:00 – 9:30 AM: Welcome & Opening Remarks

Kelly Powell Logan, Harrisburg University of Science & Technology
Michael Sage, County Commissioners Association of Pennsylvania

9:30 – 10:15 AM: Keynote: A Panel Discussion with Prominent CIO's

The Commonwealth's CIO is joined by the Assistant Commander for Supply Chain Technology & Systems Integration at Naval Supply Systems Command Headquarters, and the CIOs from Philadelphia and Pittsburgh for a discussion on how best to meet their customers' needs. The tips and techniques shared by these prominent CIOs can provide perspectives and tools that can help all IT Leaders succeed. We also expect these leaders will provide a strategic view of their organizations challenges and opportunities for the upcoming budget year. Moderated by Aaron Mimran, Regional Vice President, Comcast Business-Keystone Region.

Moderator: Aaron Mimran, Comcast Business, Keystone Region

Speakers

Brian Laird, Naval Supply Systems Command Headquarters
John MacMillan, Commonwealth of Pennsylvania
Heidi Norman, City of Pittsburgh
Mark Wheeler, City of Philadelphia

10:30-11:30 AM: Modern Government: Connected, Powered, Trusted

A key feature of a modern government is the ability to provide citizens with the same customer experience they have become accustomed to when dealing with private companies. However, most citizens don't feel like they are valued customers when they interact with governments. The first part of this session focuses on a review of KPMG's Modern Government: Connected, Powered, Trusted thought leadership on how leaders can reassess their agencies' visions, cultures, benefits, and recruiting processes to align with the outlook and values of today's customer, creating a workforce imbued with the talent and passion to move their modernization agenda forward through the implementation of emerging technologies to facilitate a more digitalized, streamlined experience for both employees and the public. The second part of this session is a panel discussion featuring leaders from across the Commonwealth who are helping their agencies focus on delivering exceptional customer service to all Pennsylvanians.

Jean Bechtel, KPMG
Kathryn Hartzell, Pennsylvania Turnpike Commission
Duane McKee, Pennie
Lorna Stark, KPMG

10:30 – 11:30 AM: Using AI to Foster Innovation, Improve Customer Experience, & Service Delivery

In this session, you will be exposed to real-life case studies of how state and local government agencies have used AI to enhance they way they engage with their customers and use that engagement to drive new approaches to interaction. The session will also share case studies of how agencies have used AI to enhance the way that services are delivered from personalization and recommendations to enhancing quality and reducing workload. Through these case studies, the session will cover considerations that agencies should evaluate around data governance, quality and ethics.

Rachel Frey, Deloitte Consulting
Adita Karkera, Deloitte Consulting

12:30 – 1:30 PM: The Future of How We Do Business

Education and government sectors are at the forefront of supporting a hybrid workforce and remote employees. As business and IT leaders adapt to this hybrid workforce, priorities are shifting and managing a secure environment remains top of mind. Strong cybersecurity, connectivity, and collaboration tools are at the core of business resiliency and continuity.

Jessica Shelly, Comcast Business

12:30-1:30 PM: Business Relationship Leadership

The IT BRM as a key strategic liaison between IT and the business is becoming more and more important in the conduct of government in the service of the constituent. As government evolves to serve the needs of the constituent in a Pandemic burdened world, digital interaction has leapt to the forefront. In person interactions have become virtual wherever and whenever possible. This has put stress on IT in ways never seen before. Therefore, IT is entrusted more than ever to lead the way. Advances in constituent experience, in government employee experience, can be identified and moved forward as a result of the IT BRM's role in the enterprise.

Leveraging experience and leaning on interviews with thousands of IT leaders on the subject of business relationship, this presentation will hit all of the track objectives. Techniques will be discussed. Ways to measure both value and relationship momentum will be discussed. Finally, putting the relationship on a positive trajectory will be a major focus.

The speaker is an author of three books on the topic of IT BRM. He has been a contributor to the Business Relationship Management Institute as a member of the executive advisory committee. He has spoken to audiences in the thousands on the topic of IT BRM.

Gerald Robinson, TechBuzzKill

1:45-2:45 PM: Change Management (Scope Change) vs. Change Management (Organization Change Management): The Good, the Bad, the Ugly.

It is easy to get confused when talking about "Change Management" since this single term can define two very different things. Scope change is a project-specific term that focuses on what the project will cover. Organizational change management addresses the people involved in the change. But it is not always obvious which is which in practice. The presentation will explore the differences between the terms and identify ways to tell the two apart.

Amy Towson, Momentum Inc.

1:45-2:45 PM: Everything's Changing: Managing & Leading Through Change

Change is a constant in our lives, and it's most evident today. All around us, technologies, processes, people, ideas, and methods have changed, affecting the way we perform daily tasks and live our lives. This discussion helps to better understand the behaviors and common emotions we experience, and how to help manage through change, regardless of the context.

Jason Woodcock, MathTech

3:00 – 4:00 PM: Estimating Lottery Revenue on a Quantum Computer

Every state lottery has the objective of increasing revenue for the state programs. However, all lotteries have the legitimate concern of not becoming a de facto tax on low-income earners, which creates a paradoxical dilemma. This presentation utilizes data from the Pennsylvania Lottery, as an illustrative example, to demonstrate how this dilemma could be resolved using a quantum computer. This

presentation will show how a complex optimization problem can be set up on a D-Wave, adiabatic quantum computer using python code. It will also compare this approach to a traditional optimization solution. The benefits to applying quantum computing to optimization-type problems will be discussed.

Stephen Penn, Harrisburg University of Science & Technology

3:00 – 4:00 PM: The Hybrid Workforce

Enabling hybrid work at scale requires a complete technology suite. Security, infrastructure, observability, visibility, automation, AI, analytics, and actionable insights. While those may seem disparate at first glance, there is one unifying thread: us.

Charles Olden, Cisco

4:15 – 5:00 PM: A Panel Discussion with Commonwealth Executive Leadership

A returning favorite of PaTechCon - Executive Leadership from the Commonwealth's Office for Information Technology discuss techniques they have used to successfully engage agency leadership to ensure their expectations are being met and that projects are completed successfully. These leaders will also share the strategic priorities and projects for the coming year.

Moderator: Kelly Powell Logan, Harrisburg University of Science & Technology

Panelists:

Chris Dressler

Patti Chapman

Dustin Rhoads

Julie Snyder

4:15 – 5:00 PM: A Panel Discussion with Agency Executive Leadership

Senior IT leaders discuss techniques they have used to successfully engage business partners to ensure their expectations are being met and that projects are completed successfully. These leaders will also share the strategic priorities and projects for the coming year.

Moderator: Ann Hughes, Technology Council of Pennsylvania

Panelists:

Rob McCabe, Pennsylvania Liquor Control Board

PN Narayanan, Pennsylvania Treasury

Brittany Piazza, Pennsylvania Turnpike Commission