

CHECK-IN 7:30–8:30AM | Floor 1

Floor 11, Room 1151
Overflow 1305, 1358, 1454

8:30–9:15 AM
WELCOME & OPENING
REMARKS

- Lorelee Isbell, VP for External Affairs and Strategic Growth, HU
- Dr. Christopher M. Reber, President, HU
- Alexis Gosik, President & CEO, TCCP
- Special Presentation
- Bry Pardoe, Chief Information Officer, CoPA

Floor 11, Room 1151
Overflow 1305, 1358, 1454

9:15–9:45 AM
KEYNOTE SPEAKER
Tamara Fields
US Public Service Industry Lead, Accenture

“250 Years in the Making:
Why Pennsylvania's Next Chapter
Belongs to the People in This Room”

BREAK: 9:45–10:00AM

Floor 11, Room 1151
Overflow 1104

10:00-10:45AM - Session 1
Zari Mati-Rivera and Brent Ellis (Microsoft)
Beyond the Prompt: Shadow AI in the Enterprise

Floor 13, Room 1305
Overflow 1358

10:00-10:45AM - Session 1
Matthew Peters, (CAI)
The Feedback Loop You're Not Listening To:
Turning 311, Call Centers, and Help Desks into UX
Research Goldmines

Floor 14, Room 1454
Overflow 1354

10:00-10:45AM - Session 1
Elizabeth Sickler (Pegasystems)
Curveball Ready: Reskilling Government Teams
for a World That Won't Stand Still

BREAK: 10:45–11:00AM

11:00-11:45AM - Session 2
Tamarah Usher (Slalom)
Agent's Don't Replace Roles. They Redistribute
Judgement.

11:00-11:45AM - Session 2
Justin Fulton (Unysis)
From Insight to Impact: Advancing DEX Today to
Shape the Future

11:00-11:45AM - Session 2
Kevin Greene (Beyond Trust)
Reshaping Adversary Behaviors

Floor 12
and Floors 10 & 11

LUNCH BREAK: 11:45AM–12:45PM

- Please pick up lunches with dietary restrictions in Room 1036
- Additional seating in Rooms 1246, 1254, and 1258
- Weather permitting, the Floor 14 courtyard will be open

12:45-1:30PM - Session 3
Joel Maxfield and Sam Kinch (Tanium)
Beyond Detection: A Five-Step Exposure-to-
Remediation Playbook

12:45-1:30PM - Session 3
Peggy Brennan (Deloitte)
The Next UX Designer: Expanding Into Product,
Measurement, and Service Outcomes

12:45-1:30PM - Session 3
Sue Engels and Kendra Castanzo (Momentum)
Building a Future-Ready Government Workforce
(Without Burning People Out)

BREAK: 1:30–1:45PM

1:45-2:30PM - Session 4
Jesse Roberts (Amazon Web Services (AWS))
Culture, Human Centeredness, Data & AI: A Holistic
Approach to Constituent Engagement

1:45-2:30PM - Session 4
Keith Hartung (PA State Treasury Department)
When the Red Team Asks for Help: A Zero Trust &
Micro-Segmentation Case Study

1:45-2:30PM - Session 4
Jay Jayamohan (CIE)
Sparking Brilliance in a World of Possibilities -
Creativity, Technology & Innovation

BREAK: 2:30–2:45PM

2:45-3:30PM - Session 5
Chris Zinda (Red Hat)
Encryption on Borrowed Time: A PQC Migration Plan
for Pennsylvania

2:45-3:30PM - Session 5
Bob Taylor, Kathryn Hartzell, Jamie Cresson,
Leslie Gervasio, Nick Noss, Laura Reams,
and Justina Wentling (PA Turnpike Commission)
Panel Discussion: Advancing Excellence and Growth at
the Pennsylvania Turnpike

2:45-3:30PM - Session 5
Mike Sage (Sage 497 Consulting LLC)
Technology Is the Easy Part: Why People and Structure
Decide Success

BREAK: 3:30–3:45PM

3:45-4:30PM - Session 6
Tom McCourt (Blue Team Tom)
The Door is Open, Why We Need to Improve Faster

3:45-4:30PM - Session 6
Patick Alcorn, Scott Cade, and Paul Huang (OST, Inc.)
From Friction to Flow in Disaster Recovery:
Transforming the Survivor Experience when Disaster
Strikes

3:45-4:30PM - Session 6
Myles Miller (LeadUP)
Future-Proof-Workforce--The Adaptable Enterprise:
Preparing the Workforce for a Tech-Driven Future

Floor 10

RECEPTION: 4:30–5:30PM

- Networking
- Beer, Wine, and Hors D'Oeuvres





Wifi
Username: PATECHCON
Password: PATC2026

Schedule





Commonwealth of PA Only Workshops

Floor 12, Room 1246

Floor 13, Room 1302

Floor 14, Room 1412

10:00-11:45AM:
Workshop 2
Accenture
Building Your First AI Agent

10:00-11:45AM:
Workshop 1
Amazon Web Services (AWS)
From Data to AI Agent: A Hands-On Amazon Quick Workshop

10:00-11:45AM:
Workshop 3
KPMG
AI-Powered Application Modernization

Floor 12
and Floors 10 & 11

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12:45-2:30PM:
Workshop 5
Pegasystems
From Fiction to Flow: Designing Better Government Experiences

12:45-2:30PM:
Workshop 4
Microsoft
Modern IT Deployment with Infrastructure as Code

BREAK: 2:30–2:45PM

2:45-4:30PM:
Workshop 6
Okta
Identity Administration with Okta

Commonwealth
of PA Workshops
are open to
Commonwealth
employees on a
first-come-first-
served basis.

Floor 10

RECEPTION: 4:30–5:30PM

- Networking
- Beer, Wine, and Hors D'Oeuvres