

SEPTEMBER 19  
TUESDAY  
The New Agenda: IT Innovation

**8:40 AM** **Opening Remarks**

**8:45 AM**

**Tech Talks: New Technologies for the Mission**

Today's emerging technologies could exponentially change the future of government. What are some of tomorrow's most promising technologies and the potential they hold? A look at the best use cases in government that illustrate how emerging technologies could help improve how agencies deliver services.

**MARK BATHRICK**, Director, Office of Aviation Services, Department of Interior  
**KELLY TSHIBAKA**, Chief Data Officer, Office of the Inspector General, U.S. Postal Service

**9:15 AM**

**The Future of Digital Service Delivery**

**CHRIS NEFF**, Vice President, Marketing, NIC



**9:30 AM**

**The Tech Behind CX**

Technology is transforming consumer expectations as people become accustomed to seamless digital experiences. Government is no exception, and agencies are working hard to upgrade theirs. This panel will explore the agencies who are most effectively employing technology to transform interactions with both employees and citizens.

**BOB DIXON**, Director of Product Technology Innovation, U.S. Postal Service  
**JAMIE HAMMOND**, Director, Online Engagement, Operations and Media, Internal Revenue Service  
**COURTNEY WINSHIP**, Chief of the Innovation and Technology Division, U.S. Citizen and Immigration Services  
**MODERATED BY: FRANK KONKEL**, Executive Editor, *Nextgov*

**10:15 AM** **Networking Break**

**10:30 AM**

**Keynote Address**

**MATT LIRA**, Special Assistant to the President for Innovation Policy and Initiatives, White House Office of American Innovation

**10:45 AM**

**Saying Goodbye to the Government Scavenger Hunt**

**ANGELA FULTZ NORDSTROM**, Vice President of Sales, NIC



**11:00 AM**

**Building the New IT Workforce**

Proposed cuts to agency budgets and federal employees' benefits will likely put a squeeze on recruiting in technology and cybersecurity roles for the government—which already struggled. This panel will discuss how to lure talent into government and tap resources it already has.

**MARGOT CONRAD**, Director, Partnership for Public Service  
**TRACI WALKER**, Procurement Community of Practice Director, U.S. Digital Service  
**BEN WILLMAN**, Director of Strategy, Presidential Innovation Fellows Program, U.S. General Services Administration  
**MODERATED BY: JOSEPH MARKS**, Senior Correspondent, *Nextgov*

**11:40 AM**

**Closing Remarks**

