AUTOMATING THE FUTURE OF FEDERAL WORK

PROCESS AUTOMATION GOVERNMENT

May 29-30, 2019 | Washington, D.C.

Trending News

1 According to CNN, The Pentagon is investing $2 billion into artificial intelligence.

2 A new report from Accenture found that customer support functions spend up to 12 percent of their time categorizing, prioritizing, and assigning tickets. Meanwhile, AI accurately categorizes requests nearly instantly. It eliminates the bottleneck created by agents having to manually assign, categorize and route requests.

3 IDC estimated the US government's investment in cognitive and artificial intelligence technologies will grow at a CAGR of 54.3% between 2018-2021.

4 Based on Harvard Business Review, if they [artificial intelligence solutions] are used well, artificial intelligence programs can make our government services faster and more tailored. The critical decision to be made by governments is how the time won by the best technology can be given back to citizens.

What You'll Gain

1 Meet & hear from federal agencies leading the pack in process automation, along with the preeminent solution providers supporting them

2 Move from proof of concept to production in your automation project, and uncover pitfalls to avoid

3 Learn how to mobilize your workforce for the digital age

4 Build the business case for planning & launching a process automation program

5 Crack down on your most pressing automation challenges through capped interactive discussion groups

6 Get into the weeds of your process automation journey through a Tactical Insights Focus Day

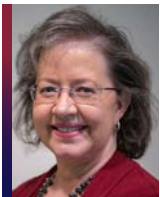**7** Dive into your operational challenges through an Strategic Insights Focus Day
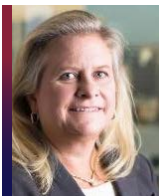
MEET THE SPEAKERS

ADVISORY BOARD

Bill Pratt
Director of Strategic Technology Management
Department of Homeland Security

Joanie Newhart
Associate Administrator of Acquisition Workforce Programs
Office of Management and Budget (Invited)

Lori Ruderman
BUYSMARTER Initiative Lead
Department of Health and Human Services

Kenneth Newton
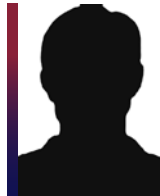Director, Enterprise Services Division
NASA

Guy Cavallo
Deputy CIO, Office of the Chief Information Officer
U.S. Small Business Administration

Stoney Trent
Chief Operations Officer, Joint Artificial Intelligence Center
Department of Defense

Courtney Anderson
Senior Electronic Records Policy Analyst
National Archives and Records Administration

Matt Schallenberg
Supervisor, Robotics Process Automation, Accounting Operations Services Division
Financial Management Directorate Interior Business Center

Ed Burrows
Robotic Process Automation Program Manager
GSA-USDA Financial Management Liaison Office of the Chief Financial Officer (BG General Services Administration

Lori Ruderman
BUYSMARTER Initiative Lead
Department of Health and Human Services

Kenneth Newton
Director Enterprise Services Division
NASA

Joanie Newhart
Associate Administrator of Acquisition Workforce Programs
Office of Management and Budget (invited)

Robin Thottungal
Chief Technology Officer
National Gallery of Art

Bill Pratt
Director of Strategic Technology Management
Department of Homeland Security

Pamela Wolfe
Chief, Enterprise Services Division
NASA

Kyle Douglas
Electronic Records Policy Analyst
National Archives and Records Administration

John Marshall
Shared Services Leadership Coalition

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PROCESS AUTOMATION FOR GOVERNMENT
EVENT GUIDE

MAIN CONFERENCE DAY ONE | WEDNESDAY, MAY 29, 2019

7:15AM — **REGISTRATION FOR PRE-CONFERENCE WORKSHOP A & NETWORKING BREAKFAST**

WORKSHOP A: BUILD THE BUSINESS CASE IN LAUNCHING & IMPLEMENTING A SUCCESSFUL IA PILOT PROGRAM

8:00AM

Though automation tools are transforming government, many agencies still face an uphill battle with gaining leadership buy-in for implementation. This workshop serves as a guide to help leaders craft a business plan to introduce emerging technologies into their respective agencies, along with tips on working and navigating through layers of management. After hearing a successful client case study led by RPA leader UIPath, participants will then be able to devise their own business plans in groups, presenting their strategies to the rest of the group.

CLIENT CASE STUDY (45 MINUTES)

Jim Walker, Federal CTO and Director, Public Sector Marketing, **UIPath**

'BUILD YOUR BUSINESS PLAN' BREAKOUTS (45 MINUTES)

- Get into the nuts and bolts of your business plan, including building a contract and budget for new capabilities
- Determine which functional areas to tackle as your first IA Pilot Program
- Consider challenges along your IA Pilot Program journey as well as how to prevent and overcome such obstacles

RAPID-FIRE PRESENTATION OF BUSINESS PLANS (30 MINUTES)

10:00AM — **REGISTRATION FOR PRE-CONFERENCE WORKSHOP B & NETWORKING COFFEE BREAK**

WORKSHOP B: REPOSITION & RESKILL FEDERAL EMPLOYEES FOR THE DIGITAL AGE

10:15AM

With automation taking root in the federal space, it's estimated that the government will need to reskill up to 300,000 employees. This workshop serves as a guide to empower teams around high-value work, and ultimately, will catalyze agencies to think about how to reskill in the age of automation. Drawing on solid use cases, participants will be able to draft a needs analysis of their current workforce, along with a wishlist of tools they need-- including specific technologies, in-house training opportunities and continuing education.

CASE STUDY (40 MINUTES)

Ed Burrows
Robotic Process Automation Program Manager
GSA-USDA Financial Management Liaison Office of the Chief Financial Officer (BG General Services Administration

FOCUS GROUPS (30 MINUTES EACH)

Needs Analysis: Define the meaning of 'high-value' work in your agency, and discuss the most pressing skills and competencies your current workforce requires to align with the speed of change. Participants will also discuss the types of technologies available that free up employees to do more strategic work.

Talent Catalyst: Deliberate on ways to engage and challenge talent around 'high-value' work, including in-house training opportunities and continuing education. Define what those opportunities look like in your organization, along with the stakeholders you'll need to make transformation happen.

COMPARE & SHARE (20 MINUTES)

Attendees will share two action items they plan to implement in their respective agencies right away.

12:15PM — **REGISTRATION FOR MAIN CONFERENCE DAY ONE & NETWORKING LUNCH BREAK** 🍽

MAIN CONFERENCE DAY ONE | WEDNESDAY, MAY 29, 2019

TACTICAL INSIGHTS FOCUS DAY
boots on the ground, technical sessions on getting started with your process automation project

1:00PM	**CHAIRPERSON'S OPENING REMARKS**
1:15PM	**OPENING ADDRESS: ADHERE TO THE PRESIDENT'S MANAGEMENT AGENDA (PMA) TO MOVE TOWARD A MODERNIZED GOVERNMENT** ■ An overview of government's reform plan, including the key drivers of reform and cross-agency priority goals ■ Success stories of emerging technologies despite budgetary constraints, declining workforces, and increasing workloads ■ Meet future federal workforce leaders using emerging technology Joanie Newhart, Associate Administrator of Acquisition Workforce Programs, **Office of Management and Budget** (Invited)

PEER-TO-PEER ROUNDTABLE DISCUSSIONS

	ROUNDTABLE A1 & A2	ROUNDTABLE B1 & B2
Roundtable A1 & B1 2:00pm - 2:30pm *Transitional Break* 2:30pm - 2:40pm *Roundtable A2 & B2* 2:45pm - 3:15pm	**A USE BLOCKCHAIN TECHNOLOGY TO AUTOMATE: FEDERAL RECORDS MANAGEMENT IMPLICATIONS** ■ Promote awareness to agencies that Federal records may reside on a Blockchain ■ Explore the various records management implications for Federal agencies, including electronic records authenticity and integrity, scheduling, and how to transfer them to the National Archives and Records Administration ■ A look at the government's approach to utilizing Blockchain technology to automate transactions with the public Kyle Douglas, Electronic Records Policy Analyst, **National Archives and Records Administration**	**B EXPLORE INTELLIGENT AUTOMATION'S ABILITY TO TRANSFORM IDENTITY AND ACCESS MANAGEMENT (IAM)** ■ An overview of the ways in which IA is transforming security protocols, highlighting use cases at NASA ■ Benefits of IAM in providing 24/7 support, and freeing up employees to do more value added work while increasing accuracy, quality, and internal controls ■ Suggested areas for agencies looking to standardize identity access management solutions, including PIV cards and CACs Pamela Wolfe, Chief, Enterprise Services Division, **NASA**

3:20PM	**AFTERNOON NETWORKING BREAK**
3:45PM	**DEVELOP SOUND PUBLIC-PRIVATE PARTNERSHIPS FOR FUNDING AND STRATEGY** ■ Explore how government encourages the private sector to make strategic investments, including assistance with selecting pilots and internal processes ■ Considerations for bringing in third parties, like software companies and ancillary service providers ■ Communication tips for working with consultancies to advise on which processes to automate first and vendor select

ABOUT   AGENDA   SPONSORSHIP   VENUE   PRICING

MAIN CONFERENCE DAY ONE | WEDNESDAY, MAY 29, 2019

PEER-TO-PEER ROUNDTABLE DISCUSSIONS

Roundtable C1 & D1 4:30pm - 5:00pm	ROUNDTABLE C1 & C2	ROUNDTABLE D1 & D2
Transitional Break 5:00pm - 5:10pm *Roundtable C2 & D2* 5:10pm - 5:40pm	**C** **PLANNING AND LAUNCHING: MOVE FROM PROOF OF CONCEPT TO PILOT TO PRODUCTION** ■ Follow an agency's RPA journey from pilot through to production for basic system administration ■ Lessons learned along the way, along with landmines to avoid ■ Important criteria and considerations for vendor selection, especially regarding cost and structuring contracts **Matt Schallenberg,** Supervisor, Robotics Process Automation, Accounting Operations Services Division, Financial Management Directorate, **Interior Business Center**	**D** **THE JAIC: ACCELERATING DELIVERY OF AI TO THE DEFENSE DEPARTMENT** ■ An overview of the JAIC as a Center of Excellence that develops and enables AI for warfighting and support functions in the DoD ■ Reduce technology and non-technology challenges for enterprise scale delivery of AI ■ Strategic initiatives to ensure nation remains competitive by increasing our 'innovation base' of qualified talent **Colonel Stoney Trent**, Chief of Operations, Joint Artificial Intelligence Center, **Department of Defense**

5:40PM	**END OF DAY ONE**
5:45PM	**NETWORKING RECEPTION**

MAIN CONFERENCE DAY TWO | THURSDAY, MAY 30, 2019

8:15AM — **REGISTRATION FOR MAIN CONFERENCE DAY TWO & NETWORKING BREAKFAST**

9:00AM — **CHAIRPERSON'S DAY ONE RECAP & WELCOME REMARKS**

STRATEGIC INSIGHTS FOCUS DAY
top-down perspectives on process automation transformation

9:15AM

OPENING TALKS: NASA'S SUCCESSES & LESSONS LEARNED FROM MOVING FROM PROOF OF CONCEPT (POC) TO PRODUCTION

- Perspectives on navigating various infrastructure and policy challenges
- A range of the security hurdles and hoops agencies have had to overcome, and what they would have done differently
- Considerations and implications for reskilling and managing a more digital & tech workforce

Ken Newton, Director, Service Delivery, **NASA**

10:00AM

ADVANCE CHANGE MANAGEMENT AND CULTURAL CHANGE IN THE FEDERAL SPACE

- An overview of innovative change management strategies at the Department of Health and Human Services, including making emerging technologies available to modernize federal processes and practices
- Strategies on increasing comfort with emerging technology, including AI, Machine Learning, and blockchain, and getting IT teams comfortable in this space
- How to capitalize on cost-efficient technologies to create an agile infrastructure

Lori Ruderman, Director of FedResponse, BuySmarter Initiative Project Management Officer, **Department of Health and Human Services**

10:45AM — **MORNING NETWORKING BREAK**

11:30AM

DHS CASE STUDY: DEPLOY AN AGENCY-WIDE DATA & AUTOMATION STRATEGY TO INCREASE EFFECTIVENESS OF PROGRAM ANALYSIS

- Evaluate current data analytics use cases and capabilities, specifically in DHS' mission, portfolio, strategic, and budget planning requirements
- Overcome challenges resulting from low quality data, as well as lack of data interoperability and low visibility into other departments
- Identify existing capabilities within DHS and relevant vendors and technology solutions capable of providing comprehensive data analytic solutions for unstructured information residing in requirements and acquisition documentation and perform Analysis of Alternatives
- Pilot, select, acquire, and implement enabling technologies like AI, ML, and RPA

Bill Pratt, Director, Strategic Technology Management, **Department of Homeland Security**

MAIN CONFERENCE DAY TWO | THURSDAY, MAY 30, 2019

12:15PM | **NETWORKING LUNCHEON** 🍴

PEER-TO-PEER ROUNDTABLE DISCUSSIONS

Roundtable E1 & F1 1:15pm - 1:45pm *Transitional Break* 1:45pm - 1:55pm *Roundtable E2 & F2* 1:55pm - 2:25pm	ROUNDTABLE E1 & E2	ROUNDTABLE F1 & F2
	E — **ESTABLISH AN AGENCY-WIDE INNOVATION PROGRAM**	**F** — **COMMUNICATION PRIMER: EMPHASIZE THE SHIFT FROM "LOW-VALUE TO HIGH-VALUE" WORK**
	■ Introduce a scalable innovation framework for agencies to apply, drawing on successful examples of different agencies ■ Lessons from the battlefield along with tips on avoiding costly mistakes ■ Important criteria for vendor and stakeholder selection Robin Thottungal, Chief Technology Officer, **National Gallery of Art**	■ Messaging strategies to quell fears and address how automation will augment understaffed agencies, rather than replace talent ■ Methods on distinguishing RPA from AI, especially in highlighting its benefits for the agency ■ Provide in-house coaching and mentoring opportunities to increase comfort level around process automation projects John Marshall, Shared Services Leadership Coalition

2:25PM | **AFTERNOON BREAK** 👥

2:50PM | **OVERCOME SECURITY CHALLENGES BY LEVERAGING ARTIFICIAL INTELLIGENCE IN YOUR PROCESS AUTOMATION JOURNEY**
- Leverage AI to analyze millions of logs for suspicious behaviors
- Consolidate many stand alone tools into a single pane of glass for cybersecurity
- Adopt cloud tools across both multiple clouds and on-premise infrastructure to increase cybersecurity

Guy Cavallo, Deputy Chief Information Officer, **U.S. Small Business Administration**

3:35PM | **CLOSING REMARKS: ADVANCE AUTOMATION IN FEDERAL SHARED SERVICES FOR CONTINUOUS INNOVATION**
- Accelerate the overall digital transformation effort underway at NARA
- The shifting role of shared services in today's automated world, including a vision for automating records management
- Considerations on how to develop and execute a new strategy for operational improvement

Courtney Anderson, Senior Electronic Records Policy Analyst, **National Archives and Records Administration**

4:20PM | **CLOSE OF MAIN CONFERENCE**

WHY YOU SHOULD SPONSOR

Process Automation is a trending topic of conversation in Government. Event sponsorship is an excellent opportunity for your company to showcase its products and services to senior-level, targeted decision makers attending Process Automation for Government. We help companies like yours achieve important sales, marketing and branding objectives by setting aside a limited number of event sponsorships – all of which are tailored to assist your organization in creating a platform to maximize its exposure at the event.

EXPECTED PARTICIPANTS

This event will bring together Federal and State Secretaries, Chiefs, Officers, Directors, Deputy Directors, Administrators, Deputies, Executive Directors, Analysts of:

- Staff
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- Finance
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INQUIRE HERE!

LOCATION: WASHINGTON, D.C.
VENUE: SOON TO COME!

ENJOY ACCESS TO:

A jam-packed 2 days of sessions from the government officials leading the process automation industry.

Interactive Discussion Groups (IDGs), giving you the ability to network with your like-minded peers and together gain a better understanding of process automation in the workplace.

Roundtable discussions where we offer casual and informal conversations and 1-1 opportunities for networking.

NOT FROM D.C.? EXPLORE!

National Mall

Martin Luther King, Jr. Memorial

The Korean War Veterans Memorial on the National Mall

Lincoln Memorial

Smithsonian National Portrait Gallery

United States Botanic Garden, and much more!

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