



AGENDA AT A GLANCE
2011 ISM Conference * August.14 - August.17 * Austin, Texas
"Enabling Change: Deep in the Heart of Technology"

IT Solutions Management for Human Services

an affiliate of the American Public Human Services Association

Sunday, August 14, 2011

7:00 a.m. - 1:00 p.m.	Golf Scramble (additional cost)	
10:00 a.m. - 6:30 p.m.	Registration and Information Desk	Registration Counter - 6th Floor
3:00 p.m. - 4:30 p.m.	ISM State and Regional Representatives Forum (by invitation only) - Lou Polzella, ISM President, CT, <i>Facilitator</i>	Salon DE - 4th Floor
6:30 p.m. - 8:00 p.m.	CONFERENCE WELCOME/OPENING RECEPTION Lou Polzella, ISM President, CT	Salon JK - 6th Floor

Monday, August 15, 2011

7:00 a.m. - 4:00 p.m.	Registration and Information Desk	Registration Counter - 6th Floor						
7:00 a.m. - 8:00 a.m.	Continental Breakfast in Vendor Exhibit Area	Salon FGH - 6th Floor						
8:00 a.m. - 10:00 a.m.	OPENING PLENARY SESSION <u>Greetings and Conference Welcome</u> Lou Polzella, ISM President, CT; Tracy Wareing, APHSA; TX Commissioner Tom Suehs <u>ISM Recognition Awards</u> <u>Obama Administration Federal Panel</u> Jessica Shahin, FNS; Rick Friedman, CMS; George Sheldon, ACF; Gary Glickman, OMB - Door Prize - Tracy Wareing, APHSA, <i>Facilitator</i>	Salon JK - 6th Floor						
10:00 a.m. - 10:45 a.m.	Networking in Vendor Exhibit Area	Salon FGH - 6th Floor						
10:45 a.m. - 11:45 a.m.	PRESENTATIONS BY PLATINUM SPONSORS – Session Descriptions in Conference Program - Restricted to Gov. Attendees Only unless labeled (Open to All)							
	<table border="1"> <tr> <td><u>Health Care Reform Catalyst for Integration</u> - Accenture (Open to All) Room 404 - 4th Floor</td> <td><u>Approaches to Health Care Reform</u> ACS Room 406 - 4th Floor</td> <td><u>HCR: Invest in the Future & Transformation</u> - Cúram (Open to All) Room 408 - 4th Floor</td> <td><u>The Future of Cloud Computing in HHS</u> KPMG LLP (Open to All) Room 410 - 4th Floor</td> </tr> </table>	<u>Health Care Reform Catalyst for Integration</u> - Accenture (Open to All) Room 404 - 4th Floor	<u>Approaches to Health Care Reform</u> ACS Room 406 - 4th Floor	<u>HCR: Invest in the Future & Transformation</u> - Cúram (Open to All) Room 408 - 4th Floor	<u>The Future of Cloud Computing in HHS</u> KPMG LLP (Open to All) Room 410 - 4th Floor			
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11:45 a.m. - 12:45 p.m.	Lunch (on your own) – Vendor Exhibits Open							
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1:45 p.m. - 2:15 p.m.	Networking in Vendor Exhibit Area	Salon FGH - 6th Floor						
2:15 p.m. - 3:30 p.m.	<table border="1"> <tr> <td align="center">Track 1 – Business</td> <td align="center">Track 2 – IT Solutions</td> <td align="center">Track 3 – Technical</td> </tr> <tr> <td><u>State Consortiums, When, Why, and How?</u> Nancy Peterson, New England Consortium; G. Brian Burke, Center for Technology in Government; Phil Poley, Accenture, <i>Facilitator</i> 1-1 Salon A - 4th Floor</td> <td><u>Innovative Service Delivery Solutions</u> Mike Sylvester, LA County; Richard Evans, OK; Scott Dunn, OptumInsight, <i>Facilitator</i> 2-1 Salon C - 4th Floor</td> <td><u>Enabling the Mobile Customer Experience</u> Deborah Ramos, NYC; Rick Howard, Gartner; Paul Hencoski, KPMG, <i>Facilitator</i> 3-1 Salon B - 4th Floor</td> </tr> </table>	Track 1 – Business	Track 2 – IT Solutions	Track 3 – Technical	<u>State Consortiums, When, Why, and How?</u> Nancy Peterson, New England Consortium; G. Brian Burke, Center for Technology in Government; Phil Poley, Accenture, <i>Facilitator</i> 1-1 Salon A - 4th Floor	<u>Innovative Service Delivery Solutions</u> Mike Sylvester, LA County; Richard Evans, OK; Scott Dunn, OptumInsight, <i>Facilitator</i> 2-1 Salon C - 4th Floor	<u>Enabling the Mobile Customer Experience</u> Deborah Ramos, NYC; Rick Howard, Gartner; Paul Hencoski, KPMG, <i>Facilitator</i> 3-1 Salon B - 4th Floor	
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3:30 p.m. - 3:45 p.m.	Break							
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5:30 p.m. - 7:00 p.m.	NETWORKING EVENT IN VENDOR EXHIBIT AREA	Salon FGH - 6th Floor						

Tuesday, August 16, 2011				
7:00 a.m. - 4:00 p.m.	Registration and Information Desk			Registration Counter - 6th Floor
7:30 a.m. - 8:30 a.m.	Continental Breakfast in Vendor Exhibit Area			Salon FGH - 6th Floor
8:30 a.m. - 9:45 a.m.	Track 1 – Business	Track 2 – IT Solutions	Track 3 – Technical	
	<u>Health Care Reform and the 90/10 Train – Hook Up or De-Link?</u> Kathryn Naugle Wilk, OR; Belit Stockfleth, OR; Darin Bodenhamer, KS; Ruthie Seale, Oracle, <i>Facilitator</i> 1-3 Salon C - 4th Floor	<u>Advancements in Technology to Support Children's Programs</u> Ron Ozga, CO; Alisha Griffin, NJ; Richard Sankey, MAXIMUS, <i>Facilitator</i> 2-3 Salon B - 4th Floor	<u>Leveraging Advancements in Electronic Forms Technology</u> Bowden Hight, TX; Evan McCall, UT; James Randell, OK; Garrick Beil, Adobe, <i>Facilitator</i> 3-3 Salon A - 4th Floor	
9:45 a.m. - 10:30 a.m.	Networking in Vendor Exhibit Area			Salon FGH - 6th Floor
10:30 a.m. - 11:30 a.m.	PRESENTATIONS BY PLATINUM SPONSORS – Session Descriptions in Conference Program - Restricted to Gov. Attendees Only unless labeled (Open to All)			
	<u>Trends & Strategies on Mobile Solutions - AT&T</u> (Open to All) Room 404 - 4th Floor	<u>Late Night with Deloitte</u> Deloitte Room 406 - 4th Floor	<u>Coordinating Connected Systems of Care - Microsoft</u> (Open to All) Room 408 - 4th Floor	<u>Getting Ready for 2014</u> Oracle (Open to All) Room 410 - 4th Floor
11:30 a.m. - 1:00 p.m.	Lunch (on your own) – Vendor Exhibits Open			
11:30 a.m. - 1:00 p.m.	A Meeting of NIEM Human Services Domain Community of Interest - David Jenkins, ACF (Pre-registration required)			Room 616 A/B - 6th Floor
1:00 p.m. - 2:15 p.m.	Track 1 – Business	Track 2 – IT Solutions	Track 3 – Technical	
	<u>Innovative Workforce Strategies to Transform Organizational Culture and Streamline Services</u> Duane Fontenot, LA; Tricia Cox, UT; Sherri Heller, ACS, <i>Facilitator</i> 1-4 Salon A - 4th Floor	<u>Implementation Challenges, Expected and Unexpected</u> Michael Bowie, TN; Anne Sapp, TX; Kathy Baird, DRC, <i>Facilitator</i> 2-4 Salon B - 4th Floor	<u>Data Services Hub</u> Kirk Grothe, CCIIO; Mark Oh, CCIIO; Dave Jennings, Northrop Grumman, <i>Facilitator</i> 3-4 Salon C - 4th Floor	
2:15 p.m. - 3:00 p.m.	Networking in Vendor Exhibit Area – Last Opportunity to Visit Vendor Exhibits			Salon FGH - 6th Floor
3:00 p.m. - 4:30 p.m.	PLENARY SESSION			
	<u>ISM Recognition Awards</u> <u>Creating Changes and Life Balance Through Humor</u> Door Prize - Tim Gard Salon JK - 6th Floor			
Wednesday, August 17, 2011				
8:00 a.m. - 11:00 a.m.	Registration and Information Desk			Registration Counter - 6th Floor
7:00 a.m. - 8:00 a.m.	Continental Breakfast			6th Floor Foyer
8:00 a.m. - 9:15 a.m.	PLENARY SESSION			
	<u>State Systems Federal Panel</u> Door Prize - Neva Terry, FNS; Terry Watt, ACF; Rick Friedman, CMS; Joe Bodmer, OCSE; John Petraborg, HP, <i>Facilitator</i> Salon JK - 6th Floor			
9:15 a.m. - 9:30 a.m.	Break			
9:30 a.m. - 10:45 a.m.	PLENARY SESSION			
	<u>Call/Contact Centers</u> Elisa Garza, TX; Kara O'Brien, FL; Tricia Cox, UT; Lourdes Padilla, PA; Bret Fichtner, WA; David Martinez, AZ; Kent Stevenson, TN; Mike Settle, IN Neva Terry, FNS, <i>Facilitator</i> Salon JK - 6th Floor			
10:45 a.m. - 11:00 a.m.	Break			
11:00 a.m. - 12:15 p.m.	PLENARY SESSION			
	<u>Health Care Reform: Early Innovators</u> Linda Sheppard, KS; Manu Tandon, MA; Thomas Donovan, NY; Aaron Karjala, OR; Kirk Grothe, CCIIO, <i>Facilitator</i> Salon JK - 6th Floor			
12:15 p.m. - 12:30 p.m.	Break			
12:30 p.m. - 1:30 p.m.	Closing Lunch			
	Lou Polzella, ISM President, CT, <i>Facilitator</i> <u>Special Event: "Souls of Our Feet", by the Tapestry Dance Company</u> Invitation to 2012 Conference - Baltimore MD; Isabel FitzGerald, MD Door Prize - Salon ABC- 4th Floor			
1:30 p.m. Conference Adjourned		See you at next year's ISM Conference! August 26, 2012 - August 29, 2012		