



IT Solutions Management for Human Services

an affiliate of the American Public Human Services Association

**AGENDA AT A GLANCE**

**ISM Conference—San Francisco, California, August 24-27, 2008**  
**“Transforming Challenges Into Opportunities”**

<b>Sunday, August 24, 2008</b>				
7:00 a.m. - 1:00 p.m.	Golf Scramble (additional cost)			
9:30 a.m. - 12:00 p.m.	Sightseeing Opportunity - Trolley Tour leaving from the Post Street exit of St. Francis hotel (additional cost)			
10:00 a.m. - 7:00 p.m.	Registration and Information Desk			Mezzanine and Georgian Foyer
1:00 p.m. - 3:00 p.m.	<b>INTERACTIVE LEADERSHIP WORKSHOP</b> (open to all ISM conference registrants) <b>The Oregon DHS Transformation Initiative</b> Priscilla Cuddy, OR and Fariborz Pakseresht, OR			
3:30 p.m. - 5:00 p.m.	ISM State and Regional Representatives Forum (by invitation only) - Marq Youngblood, OK, ISM Chair; Mike Coulson, APHSA, Facilitators			Colonial Room
6:00 p.m. - 8:00 p.m.	<b>OPENING RECEPTION</b>			California East/West; Elizabethan A/B
<b>Monday, August 25, 2008</b>				
6:00 a.m. - 6:45 a.m.	Organized Walk leaving from Powell Street lobby of St. Francis hotel			
7:00 a.m. - 4:00 p.m.	Registration and Information Desk			Mezzanine and Georgian Foyer
7:00 a.m. - 8:00 a.m.	Continental Breakfast in Vendor Exhibit Area			
8:00 a.m. - 9:30 a.m.	<b>OPENING GENERAL SESSION</b> <b>Greetings and Conference Welcome</b> Marq Youngblood, OK, ISM Chair <b>Update on Happenings in Human Services in the Golden State</b> John Wagner, CA <b>The Future of IT in Human Services</b> Charles Phillips, Oracle <b>ISM Recognition Awards</b> Darlene Thomas, WV			
9:30 a.m. - 10:15 a.m.	Networking in Vendor Exhibit Area			Italian Room Foyer and Grand Ballroom
10:15 a.m. - 11:30 a.m.	<b>Track 1 - Business</b>	<b>Track 2 - IT Solutions</b>	<b>Track 3 - Technical</b>	<b>Track 4 - Regional Showcase</b>
	<b>Organizational Readiness</b> Christine Kissmer, USDA Jeff Petty, Point B Jim Storey, WRMA, <i>Facilitator</i>	<b>Legacy Systems: Replace or Refresh?</b> Terry Shuchart, PA Pat Willett, MI Garland Kemper, Unisys, <i>Facilitator</i>	<b>Business Intelligence – To BI or Not To BI?</b> John Pierce, Allegheny County, PA Venkat Krishnan, GA Dave Podwojski, Citrix, <i>Facilitator</i>	<b>Proactive Customer Service Centers and IVR Tools</b> David Levin, AZ Don Edwards, Alameda County, CA Mike Sylvester, LA County, CA Claudia Langguth, Lagan, <i>Facilitator</i>
	1-1 Elizabethan A/B	2-1 Tower Salon A/B	3-1 Elizabethan C/D	4-1 Colonial Room
11:30 a.m. - 12:45 p.m.	Lunch (on your own) – Vendor Exhibits Open			
12:45 p.m. - 1:45 p.m.	<b>PLATINUM SPONSOR PRESENTATIONS</b> – Session Descriptions in Conference Program - Restricted to Gov. Attendees only unless labeled ( <b>Open to All</b> )			
	<b>ACS Government Solutions</b> Elizabethan A	<b>Cúram Software (Open to All)</b> Elizabethan B	<b>Dynamics Research Corporation</b> Elizabethan C	<b>CGI (Open to All)</b> Tower Salon A
1:45 p.m. - 2:00 p.m.	Break			
2:00 p.m. - 3:15 p.m.	<b>GENERAL SESSION</b> <b>CEO Perspective: The Changing Face of Service Delivery</b> Mitch Roob, IN; Bruce Goldberg, OR; Albert Hawkins, TX; Carlos Ramos, CA, <i>Facilitator</i>			
3:15 p.m. - 4:00 p.m.	Networking in Vendor Exhibit Area			Italian Room Foyer and Grand Ballroom
4:00 p.m. - 5:15 p.m.	<b>Track 1 - Business</b>	<b>Track 2 - IT Solutions</b>	<b>Track 3 - Technical</b>	<b>Track 4 - Regional Showcase</b>
	<b>Governance – It's not all about IT!</b> Kendall Speten, ND Zach Main, IN Colleen Daly, Cúram, <i>Facilitator</i>	<b>Self-Service Solutions</b> Kathy Link, UT Autumn Arnold, WI Colleen Pawling, FNS, <i>Facilitator</i>	<b>Mobile Computing – Are you cordless yet?</b> Lori Gambrell, MS Traci Dean, WV Chris McConnell, Northwood, <i>Facilitator</i>	<b>Business Continuity and Disaster Recovery</b> Bill Conner, OR June Hutchison, San Bernardino Co., CA Lorrie Tritch, IA, <i>Facilitator</i>
	1-2 Tower Salon A/B	2-2 Colonial Room	3-2 Elizabethan A/B	4-2 Elizabethan C/D
5:30 p.m. - 7:00 p.m.	<b>NETWORKING EVENT IN VENDOR EXHIBIT AREA</b>			
				Italian Room Foyer and Grand Ballroom
<b>Tuesday, August 26, 2008</b>				
6:00 a.m. - 6:45 a.m.	Organized Walk leaving from Powell Street lobby of St. Francis hotel			
7:00 a.m. - 4:00 p.m.	Registration and Information Desk			Mezzanine and Georgian Foyer
7:00 a.m. - 8:00 a.m.	Continental Breakfast in Vendor Exhibit Area			

8:00 a.m. - 9:15 a.m.	<b>Track 1 - Business</b> <b>Human Side of Change</b> Debra Wanser, TX Terry Skaggs, LA Kathy Perras, DRC, <i>Facilitator</i>		<b>Track 2 - IT Solutions</b> <b>Technologies for Service Delivery</b> Robert Daniel, IL John Lyons, IBM Nicole Geller, IN Loni Kao Stark, Adobe, <i>Facilitator</i>		<b>Track 3 - Technical</b> <b>Green IT</b> Jim Wang, AZ Sarjoo Shah, OK Skip Stitt, ACS, <i>Facilitator</i>		<b>Track 4 - Regional Showcase</b> <b>Improved Client Experiences and Outcomes</b> Charlotte Lee, LA County, CA Mark Saaty, San Joaquin County, CA Crystal Chang, San Francisco, CA Denise Brinkmeyer, JUMP, <i>Facilitator</i>		
	1-3	Elizabethan C/D	2-3	Tower Salon A/B	3-3	Elizabethan A/B	4-3	Colonial Room	
9:15 a.m. - 9:30 a.m.	Break								
9:30 a.m. - 10:30 a.m.	<b>PLATINUM SPONSOR PRESENTATIONS</b> – Session Descriptions in Conference Program - Restricted to Gov. Attendees only unless labeled ( <b>Open to All</b> )								
	<b>EDS</b> Elizabethan A		<b>Deloitte Consulting LLP</b> Elizabethan B		<b>Microsoft (Open to All)</b> Elizabethan C		<b>JUMP Technology Services</b> Elizabethan D		<b>Oracle</b> Tower Salon A
10:30 a.m. - 11:15 a.m.	Networking in Vendor Exhibit Area Italian Room Foyer and Grand Ballroom								
11:15 a.m. - 12:30 p.m.	<b>GENERAL SESSION</b> <b>A Look Ahead to Human Services in the Next Administration</b> Wade Horn, Deloitte; Sheri Steisel, NCSL; Liz Schott, Center on Budget and Policy Priorities Jerry Friedman, APHSA, <i>Facilitator</i> California East/West								
12:30 p.m. - 2:15 p.m.	Lunch (on your own) – Vendor Exhibits Open								
1:00 p.m. - 2:00 p.m.	<b>LUNCH AND LEARN SESSIONS - State and Local Attendees only</b> (bag lunches available in the kiosk area)								
	Award Winner - IN Elizabethan A		Award Winner - PA Elizabethan B		Award Winner - LA Elizabethan C		Award Winner - OK Tower Salon A		Organizational Transformation-AL Essex Room
2:15 p.m. - 3:15 p.m.	<b>PLATINUM SPONSOR PRESENTATIONS</b> – Session Descriptions in Conference Program - Restricted to Gov. Attendees only unless labeled ( <b>Open to All</b> )								
	<b>Accenture (Open to All)</b> Elizabethan A		<b>Lagan</b> Elizabethan B		<b>Northwoods Consulting Partners</b> Essex Room		<b>IBM and Cognos (an IBM Co.)</b> Tower Salon A		<b>UNISYS</b> Elizabethan C
3:15 p.m. - 3:45 p.m.	Networking In Vendor Exhibit Area – Last Opportunity to Visit Vendor Exhibits Italian Room Foyer and Grand Ballroom								
3:45 p.m. - 5:00 p.m.	<b>Track 1 - Business</b> <b>Metrics – Defining, Measuring and Monitoring</b> Fred Wulczyn, Chapin Hall Rhonda Simpson, TN Christina Crayton, APHSA Susan Lerman, CGI, <i>Facilitator</i>		<b>Track 2 - IT Solutions</b> <b>Got COTS?</b> Alick K. Brooke, Alberta, Canada Ralph Duke, TN Debbie Hinton, City of Richmond, VA Mike Coulson, APHSA; John Cuddy, OR <i>Facilitators</i>		<b>Track 3 - Technical</b> <b>Collaboration Technologies – Inspire, Motivate, Collaborate</b> Dick Wyatt, AR Ron Ozga, CO Dave Jennings, Northrop Grumman, <i>Facilitator</i>		<b>Track 4 - Regional Showcase</b> <b>Workforce Management</b> Jim Wang, AZ Mitzi Higashidani, CA Paul Benedetto, CA Jim Kammerer, CA Breck Marshall, Accenture, <i>Facilitator</i>		
	1-4	Elizabethan A/B	2-4	Colonial Room	3-4	Elizabethan C/D	4-4	Tower Salon A/B	
<b>Wednesday, August 27 2008</b>									
6:00 a.m. - 6:45 a.m.	Organized Walk leaving from Powell Street lobby of St. Francis hotel								
8:00 a.m. - 11:00 a.m.	Registration and Information Desk Mezzanine and Georgian Foyer								
8:00 a.m. - 9:00 a.m.	Continental Breakfast outside General Session								
8:00 a.m. - 10:00 a.m.	<b>STATE AND LOCAL BUSINESS MEETING BREAKFAST and ROUNDTABLE DISCUSSION (State and local Gov. attendees only)</b> - Door Prize - Marq Youngblood, OK, ISM Chair, <i>Facilitator</i> Elizabethan A/B								
10:15 a.m. - 11:30 a.m.	<b>GENERAL SESSION</b> <b>Procurement: Finding the Balance</b> John Kost, Gartner; Mary Ellen Bennard, MA; Robert Metzger, Pillsbury Winthrop Shaw Pittman Jessica Shahin, FNS, <i>Facilitator</i> California East/West								
11:30 a.m. - 12:45 p.m.	Lunch (on your own)								
12:45 p.m. - 2:00 p.m.	<b>Track 1 - Business</b> <b>Privacy and Security is Everybody's Business</b> Sudheer Guduru, City of Richmond, VA John Gillispie, IA Kevin Dolan, Microsoft, <i>Facilitator</i>		<b>Track 2 - IT Solutions</b> <b>Solutions Implementation:</b> <b>Avoiding Pitfalls</b> Jim Lopatosky, ME Ron Huston, CO Peggy Claborn, KPMG, <i>Facilitator</i>		<b>Track 3 - Technical</b> <b>SOA</b> Rick Friedman, CMS Gary Gumbert, TX Leah Burton, TX Scott Dunn, Bull Services, <i>Facilitator</i>		<b>Track 4 - Regional Showcase</b> <b>Integrated Client Information and Services</b> Ted Israelson, AK Pam McVay, OR Colin Michaelis, RedMane, <i>Facilitator</i>		
	1-5	Elizabethan A/B	2-5	Colonial Room	3-5	Tower Salon A/B	4-5	Elizabethan C/D	
2:00 p.m. - 2:15 p.m.	Break								
2:15 p.m. - 4:30 p.m.	<b>CLOSING GENERAL SESSION</b> <b>CIO Panel: The Whys and Hows of IT Centralization and Consolidation</b> Teri Takai, CA; Ron Huston, CO; Kamal Bherwani, New York City John Petraborg, EDS, <i>Facilitator</i> <b>Federal Panel: Agency Collaboration and Program Updates</b> Jessica Shahin, FNS; Terry Watt, ACF; Rick Friedman, CMS; Duane Fontenot, LA, <i>Facilitator</i> Closing Remarks Marq Youngblood, OK, ISM Chair California East/West								
Conference Adjourned	GS-5 - Door Prize -								
7:15 p.m.	Baseball Game (Colorado Rockies vs. San Francisco Giants)								