



# CIO Forum

Thursday, July 20<sup>th</sup>, 9:00 AM - 7:00 PM | **Location:** Austin Convention Center  
| Level 4 Ballroom F

## Meeting Agenda

### Moving from Success to Significance in a Sea of Change

**9:00 AM:** CIO Speed sharing and Networking – CTAC Chair Gurney will kick off this interactive session. *This will be an opportunity for county IT leaders to come together and interact informally through table sharing. There will be three 20-minute sessions where IT attendees will rotate from one table to another to interact with another county IT Leader.*

**10:30 AM:** Introductions from NACo Board President Denisre Winfrey, Will County, Ill  
Today's CIO Forum is focused on successfully making an impact by building resiliency through neurodiversity and skills training for IT, as well as developing short term and long-term strategies that bring innovation and transformation, keeping pace with the changing landscape of technology.

**10:35 AM:** Keynote - Collaboration on Technology Services in the State of Texas  
With 254 counties in Texas, one can imagine the diverse technology journey of counties. Yet, they have found a path forward by partnering and collaborating with the state. Amanda Crawford, Texas State CIO, and her team will share how they have partnered with local governments like Travis, Hays, and Williamson counties in different areas of technology, focusing on building relationships and identifying areas that made the most sense.

- **Amanda Crawford**, Texas State CIO
- **Nancy Rainosek**, Texas State CISO
- **Tony Sauerhoff**, Deputy CISO and State Cybersecurity Coordinator
- **Chris Nchopa-Ayafor**, CGCIO™ | Chief Information Officer, Tarrant County Texas
- **Moderator: Rita Reynolds**, NACo CIO

**11:30 AM:** Session #1 - How Communication Evolves during a Cyber Attack  
Suffolk County, N.Y. leaders will provide an overview of the cyber-attack they experienced in 2022 and how communication was an integral part of effectively dealing with the situation. This session will cover communicating with the media, employees, elected officials, and even commercial entities such as credit rating agencies.

- **Lisa Black**, Chief Deputy County Executive, Suffolk County, N.Y.
- **Marykate Guilfoyle**, Director of Communications, Suffolk County, N.Y.
- **Ross Worden**, Senior Director, Palo Alto Unit 42 Incident Response
- **Moderator: Glenn Marchi**, Commissioner of IT, Dutchess County, N.Y.

### **12:10 PM:** Lunch

Please take this opportunity to gather around the round tables and network prior to the lunch presentation.

**12:40 PM: Lessons Learned: Preparing for the Workforce of Tomorrow through Change Management**

County governments often encounter challenges with workforce modernization, recruiting and retaining a talented workforce, and having the right tools and resources to support professional development. From Guidehouse's experience working with county local governments across the U.S., attendees will receive an overview of key lessons learned through real-world examples that guide change management way(s) of doing things where cultural, behavioral, and operational alignments have helped managers create an ideal workforce. Join us and learn about funding opportunities for change management through federal grants in the American Rescue Plan and Bipartisan Infrastructure Law.

- **Colin Hood**, Director at Guidehouse, Strategy & Management Consulting
- **Luisa Venegoni**, Senior Consultant, Guidehouse

**1:00 PM: Session #2 – Army Futures Command operation in Austin**

An overview of the Army's future force modernization enterprise will be given. This includes assessment of the future operational environment, emerging threats, and new technologies needed in order to develop and deliver concepts, requirements, future force designs, and modern materiel solutions to meet Soldiers' wartime needs. Lessons learned and how local government can learn from the Army's approach will be covered.

- **Col Skinner**, CIO/G-6 Director, Army Futures Command
- **John Matelski**, CIO, Dekalb County, Ga.

**1:45 PM: Session #3 - Advancing Criminal Justice Outcomes Through Data Sharing**

County managers, elected leaders, and the public all look for safe communities and the promise that the management of justice is clear/open and honest, and fair to all. While county governments are made up of services businesses/government units representing the full criminal justice process - police, poor defense, courts, corrections, and community supervision - these services usually have siloed systems and oversight that come at the cost of effective multi-agency programs. Data silos also cause inefficiency with unnecessary data entry as cases move through the process and prevent critical risk observations from being accessible to partner agencies with sometimes devastating impacts for both victims and subjects of the case.

In this session, Gartner will present practical and actionable frameworks to improve effectiveness and reduce risks in the criminal justice systems by enabling effective data sharing and business/project-level analytics in each county. They will include incremental approaches towards enabling counties to update criminal justice systems and data sharing while treating and minimizing operational and project risks.

- **Joe Siegel**, Senior Managing Partner, Public Safety & Justice
- **Krysta Anthony**, Sr Director Consulting
- **Moderator: Justin Loose**, CIO, Berks County Pa.

**2:15 PM: Break**

### **2:30 PM: Session #4 - Digital Inclusion: Re-imagining the Constituent Experience**

A quickly growing county with a diverse population, Cabarrus County knew a traditional website was no longer enough to properly serve its constituents. Cabarrus' CIO, Todd Shanley, took control of the opportunity to move to a higher-performing community engagement platform powered by Granicus. Focusing on the voter/part experience, the new, digital solution re-created service delivery by managing and doing user testing, enabling team effort across departments, and making the experience more inclusive overall. As a result, Cabarrus County has earned recognition from the Center for Digital Government for its new dynamically accessible and personalized website that has increased constituent trust and transparency.

- **Luke Norris**, VP, Granicus
- **Todd Shanley**, CIO, Cabarrus County, N.C.
- **Moderator: Elizabeth Lo**, CIO, Bedford County, Va.

### **3:15 PM: Session #5 - Reducing the IT Workforce Crisis with Neurodiverse Talent**

Agencies specializing in technical roles face significant challenges in recruiting and retaining employees. As they look for solutions to reduce the IT workforce crisis, a possible solution could come from an unexpected source: An untapped and undervalued demographic of talent.

Multiple sources estimate that more than 1 billion individuals identify as being neurodivergent. Yet, the unemployment for these adults runs as high as 40%. This growing yet dormant pool of potential data analysts, developers, and engineers can possess and grow into skills in analyzing data, problem-solving, and pattern recognition, all technology career pillars. As companies and recruiters accelerate digital transformation initiatives, neurodiversity employment programs help drive innovation and efficiency via process optimization and automation to create effective processes that can save employers time and money by investing in the people who matter.

In this session, discover how the consciousness of the diversity of individuals in IT can reduce workforce challenges, lower the underemployment and unemployment rate, make progress toward diversity, equity, and inclusion goals, and provide rewarding and meaningful careers.

- **Anthony Pacilio**, Vice President of Neurodiverse Solutions at CAI
- **Sybil Gurney**, Assistant CIO, Alameda County, Calif.

### **3:50 PM: Center for Digital Government – Annual County Digital Awards: Where Counties Are Headed**

Todd Sanders will cover highlights from the 2023 Annual County Digital Awards. This survey helps identify county technology success, strategies and priorities.

- **Todd Sander**, Vice President, Center for Digital Government and Governing Institute, A division of e.Republic
- **Margaret Brisbane**, CIO Miami-Dade, Fla.
- **Moderator: Kimberly Ransom**, NACo Technology Networks Program Manager

### **4:25 PM: Closing Session – Practical County Operations and Regulatory Issues Regarding Autonomous and Uncrewed Vehicles: A Beginning**

Many autonomous technologies are emerging across the landscape of our county operations. Updating county operations with self-sufficient tools allows us to provide citizen services in a safer, more efficient, and accountable manner. The growing list of enriched automated systems includes inspections, mapping, transit, search/rescue, and facility maintenance amongst others. Presenters will share practical examples of autonomous technologies in county operations.

To successfully rely on such mechanics, we must first address regulatory issues that can exploit autonomous systems while assuring the safety of our citizens and staff, including developing a skilled workforce to implement them. As autonomous technologies are starting to be introduced in the work environment, this discussion will introduce these subjects as priorities for elected and appointed officials and set the stage for a more detailed, actionable agenda moving forward.

- **William Fugate**, *U.S. Business Development Manager for SkyDrive*
- **Billy Otteman**, *Director of Marketing, Scythe Robotics*
- **Marissa Konicke**, *Product Manager Drone Deploy*
- **Moderator: Patrick Bresnahan**, *GIO, Richland County, S.C.*

**5:15 PM: Closing Remarks**

- **Hon. Chris Constance**, *Commissioner, Charlotte County, Fla.*

**5:30 PM: CIO Forum Reception – Level 4, Ballroom F**

All CIO Forum attendees are invited to network and partake in light refreshments and interactive games.

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