



@NACoTweets
#NACoLeg

2022 NACo CIO Forum

LEGISLATIVE CONFERENCE

FEBRUARY 12-16 | WASHINGTON HILTON | WASHINGTON, D.C.





2022 NACo

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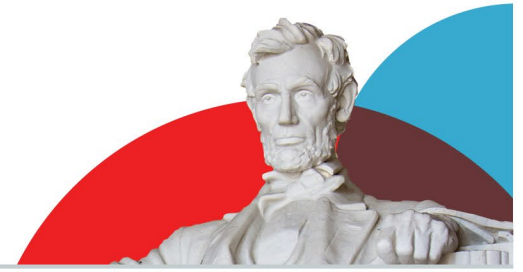
CIO Forum

- Breakfast from 8:00-8:30
- Silence Phones
- Restrooms are located....
- Conference Wi-Fi
 - ATTENDEE NETWORK/SSID: AetnaCares
PASSWORD: HealthyCounties! (case sensitive)
- Engage and Network



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Welcome

- Kickoff by Hon. Christopher Constance, Charlotte County Fla and IT Advisory Council Chair





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CIO Forum

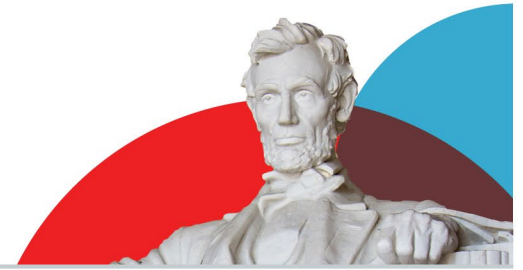


***We will break at 2:40 for a short break
Feel free to take a call outside this room***



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Addressing Digital Equity



- Shannon Smith, King County WA
Chief of Staff, Information Technology
Department, King County, Wash.



- Hon. Craig Rice, Councilmember,
Montgomery County, Md.



THE WALL STREET JOURNAL.

The Web-Deprived Study at McDonald's

Homework With a Side of Fries



Closing the Digital Divide for Low-Income and Special-Needs Residents: Main Street Connect

March/April 2021 • 5

By Sean Buckley | Broadband Communities



MONTGOMERY COUNTY MD RURAL BROADBAND REPORT

Rural Broadband Connectivity and
Demand in the Agricultural Reserve



MoCoNET





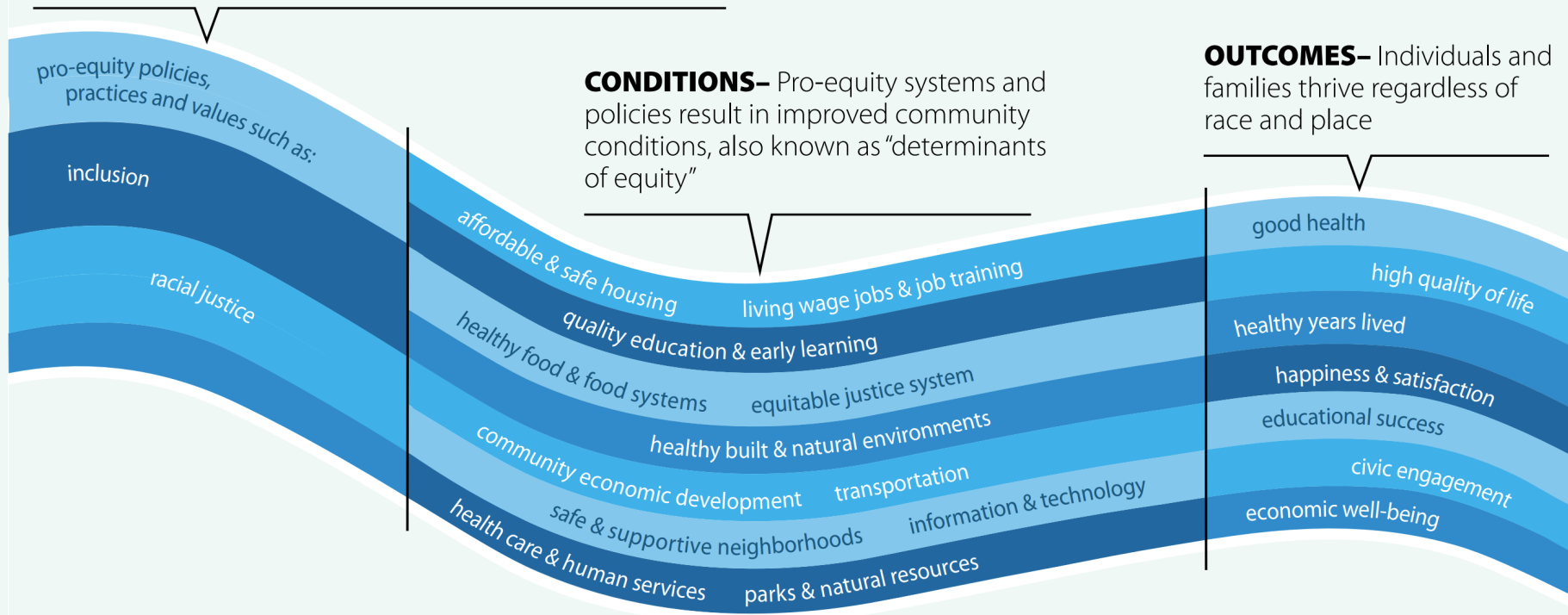
King County

Equity & Social Justice

THE “HEALTHY STREAM” CREATES EQUITY

PRO-EQUITY POLICIES, PRACTICES & SYSTEMS–

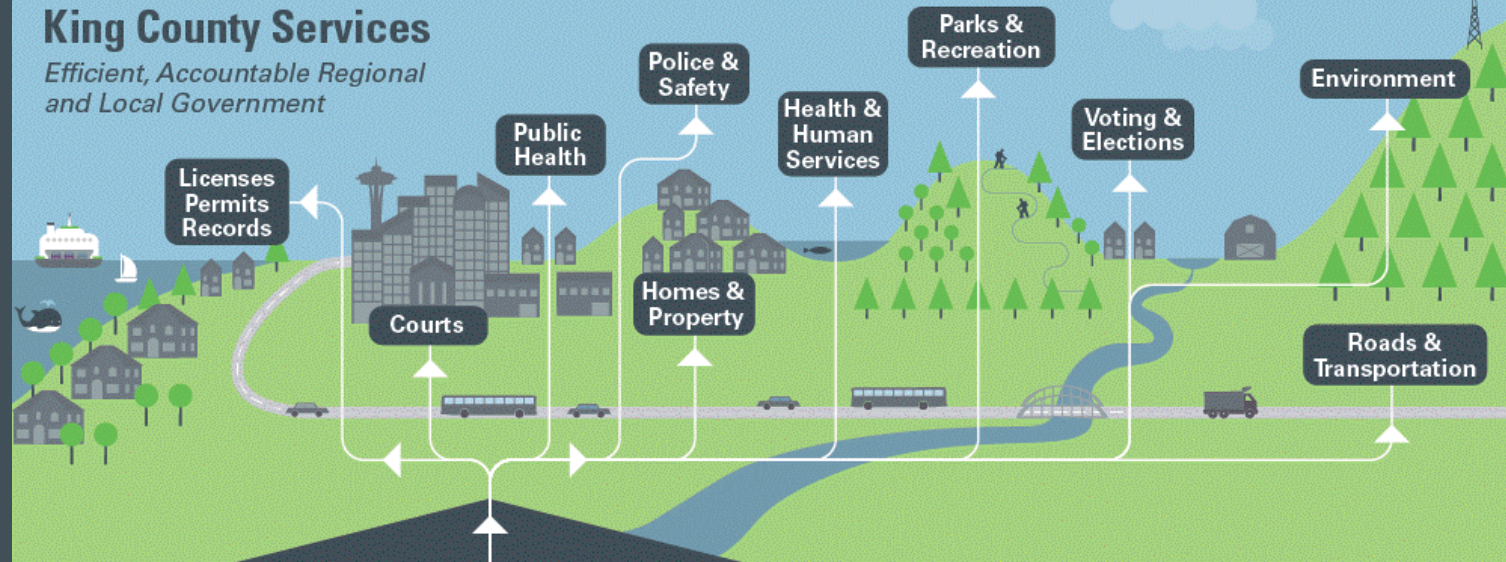
For greatest and most effective impact, King County is **focusing “upstream” to address root causes and be pro-equity**



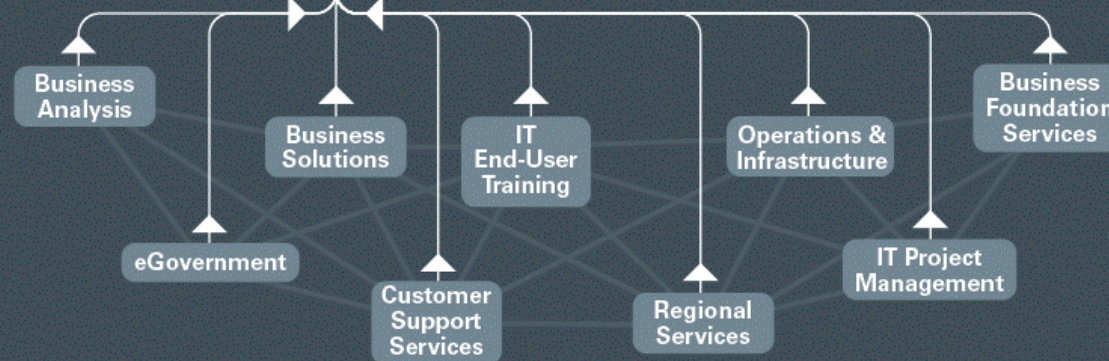
KCIT PROVIDES THE FOUNDATION FOR MANY OF KING COUNTY'S MOST CRITICAL SERVICES

King County Services

Efficient, Accountable Regional and Local Government



KCIT Services



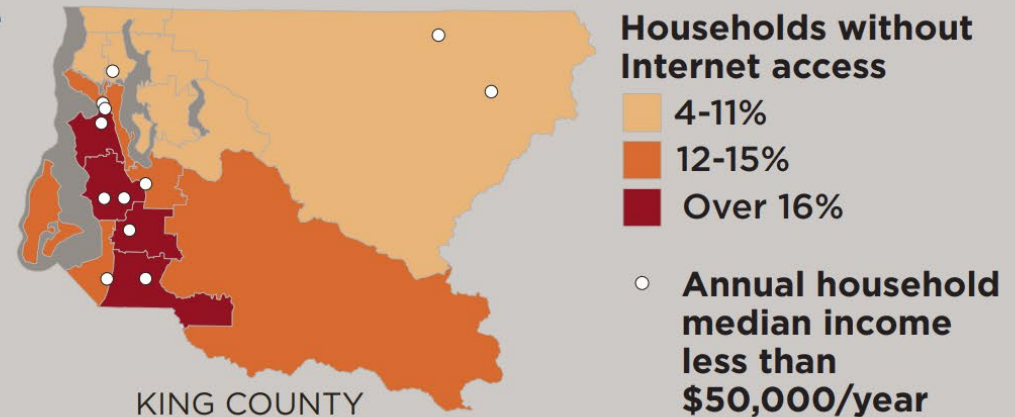
Digital Equity

16% OF RESIDENTS DON'T HAVE INTERNET ACCESS AT HOME

While most people in King County can access the Internet from the comfort of their homes, a large number of our residents don't have this ability.

In King County, income and home access to the Internet are linked.

Residents who earn less than \$50,000/year are **5.5x less likely** to have Internet access at home.



Digital Equity

WHAT PEOPLE CAN DO WITH INTERNET ACCESS AT HOME

Many of us take for granted the basic tasks that can be performed online. Not having Internet access at home means people must travel to libraries and community centers to:



**Find health,
medical or
government
services info**



**Find legal or
consumer rights info**



**Look for
a job or
job training**



**Find info on
local schools**



**Purchase
products or
services**



**Do homework
online**



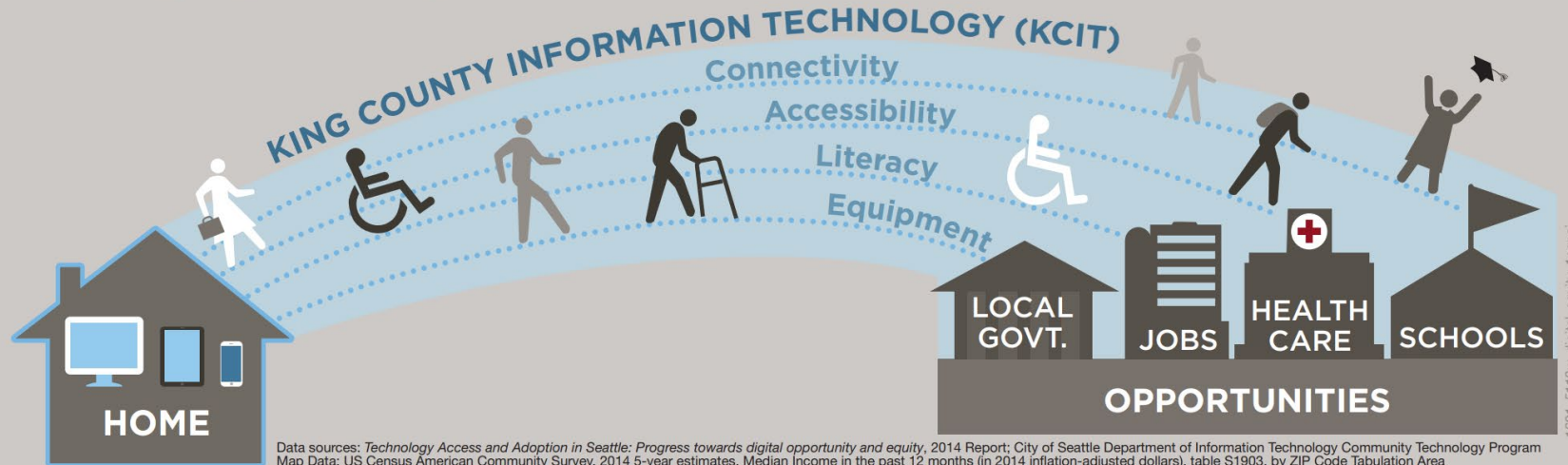
**Attend online
class, meeting
or webinar**

Digital Equity

INTERNET ACCESS AT HOME CREATES OPPORTUNITY

Ensuring equal access to the Internet for all of our residents, regardless of age, income or ability, allows them to connect to important online resources.

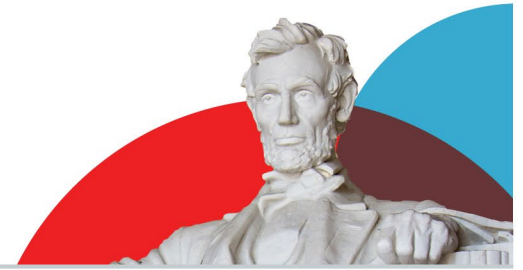
King County and KCIT play an important role in connecting people to the tools, training and resources they need to succeed in our increasingly digital economy.





THIS IS
EVERYONE'S
FIGHT





Digital Transformation – Virtual First



- Mr. Nate Greenberg, Director, Information Technology, Mono County and Town of Mammoth Lakes, Calif.



- Ms. Sybil Gurney, Assistant CIO, Information Technology, Alameda County, Calif.



- Mr. Brendan Burke, Vice President, Public Sector and Strategic Sales, Quickbase



- Ms. Nadia Hansen, Digital transformation Executive, Salesforce | Former CIO of Clark County, NV



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Digital Transformation *Low Code Development*





Sybil Gurney
Assistant CIO
Alameda County



Nate Greenberg
Director, Information Technology
Mono County



Brendan Burke
VP Public Sector
Quickbase



Nadia Hansen
Digital Transformation Exec
Salesforce



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Agenda

- Digital Transformation – A quick look
- What is Low Code?
- Testimonials
- Panel Discussion



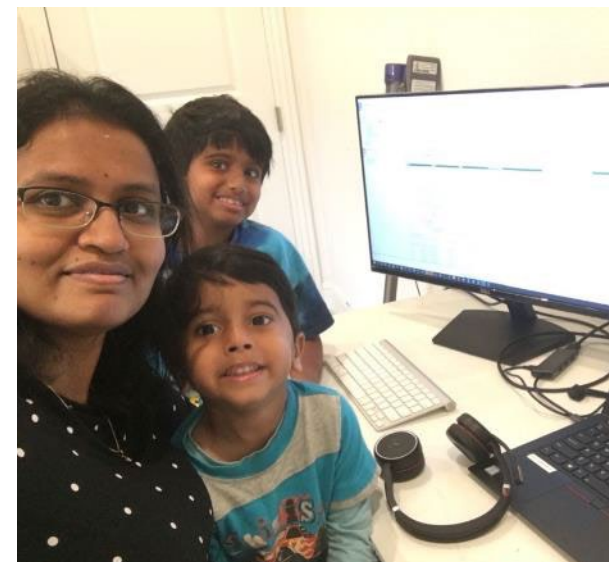
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Digital Transformation

Digital transformation is the strategic adoption of digital technologies that allows for:

- Improved processes and productivity
- Better customer and employee experiences
- Ability to work and receive services at any time, from any where.

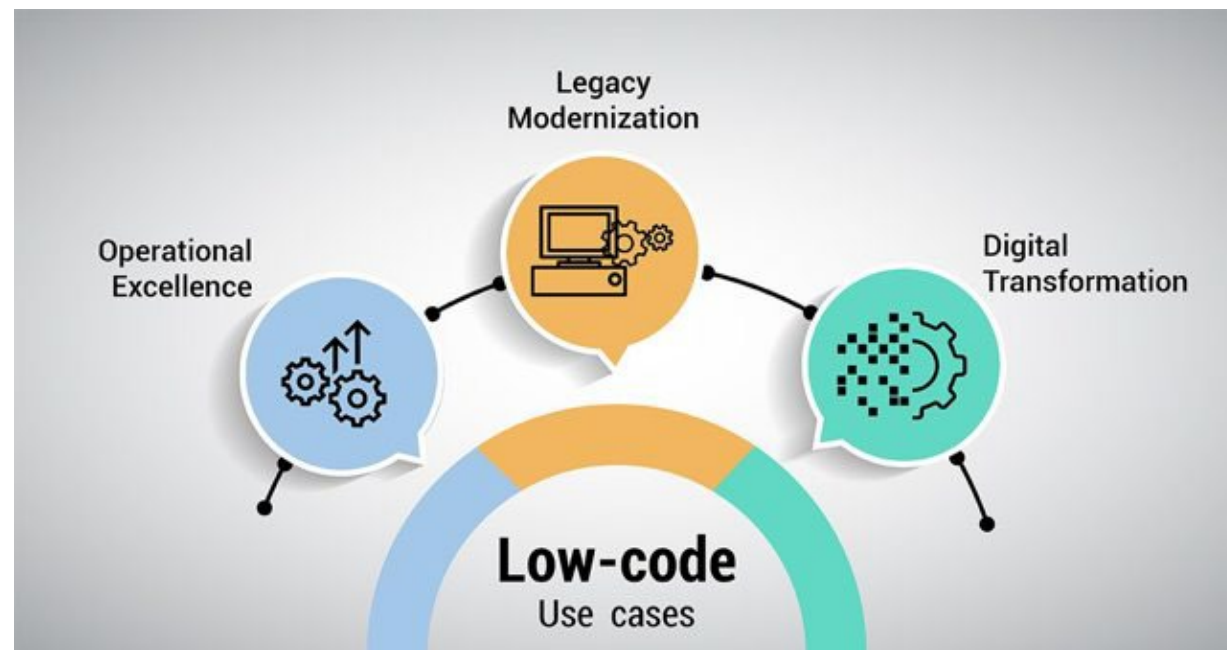
Digital transformation occurs through various tools, solutions, and processes such as Low Code.



What is Low Code?

Low Code is a software development approach that enables the delivery of applications faster and with minimal programming.

Low Code enables developers to skip tedious hand-coding, speeding up the process of launching a new or enhanced system.





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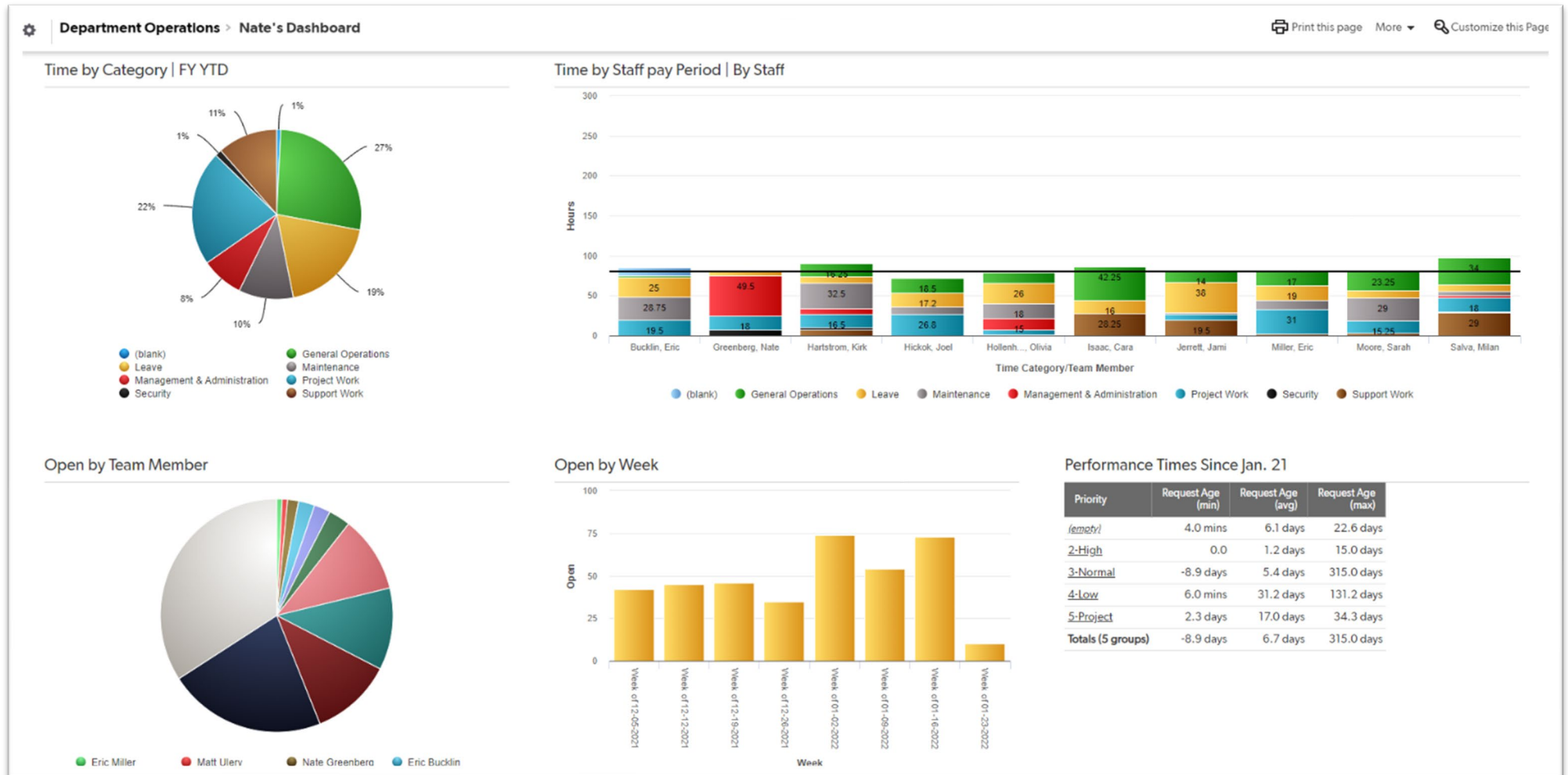
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Mono County *Small County - Organizational Transformation*

Department Operations Dashboard

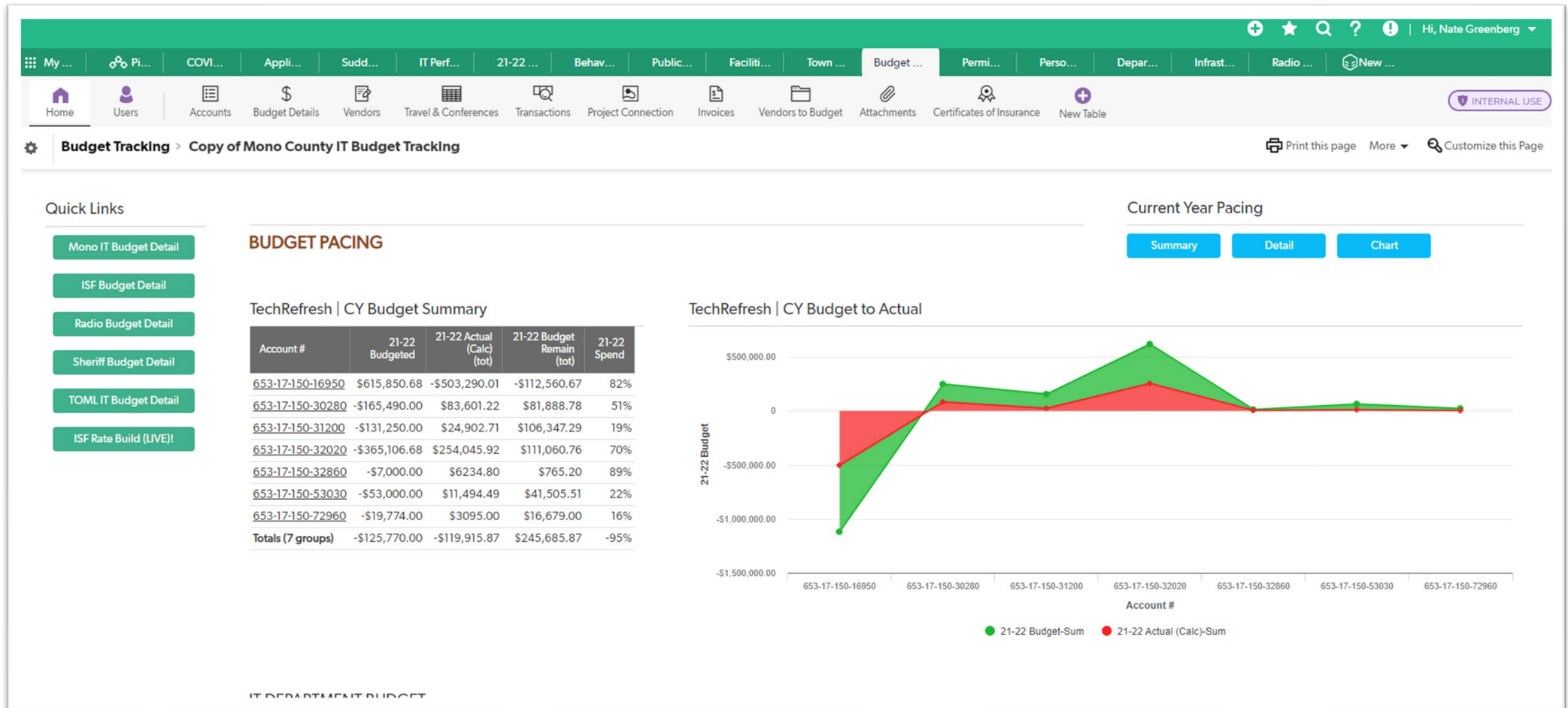




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Budget Management



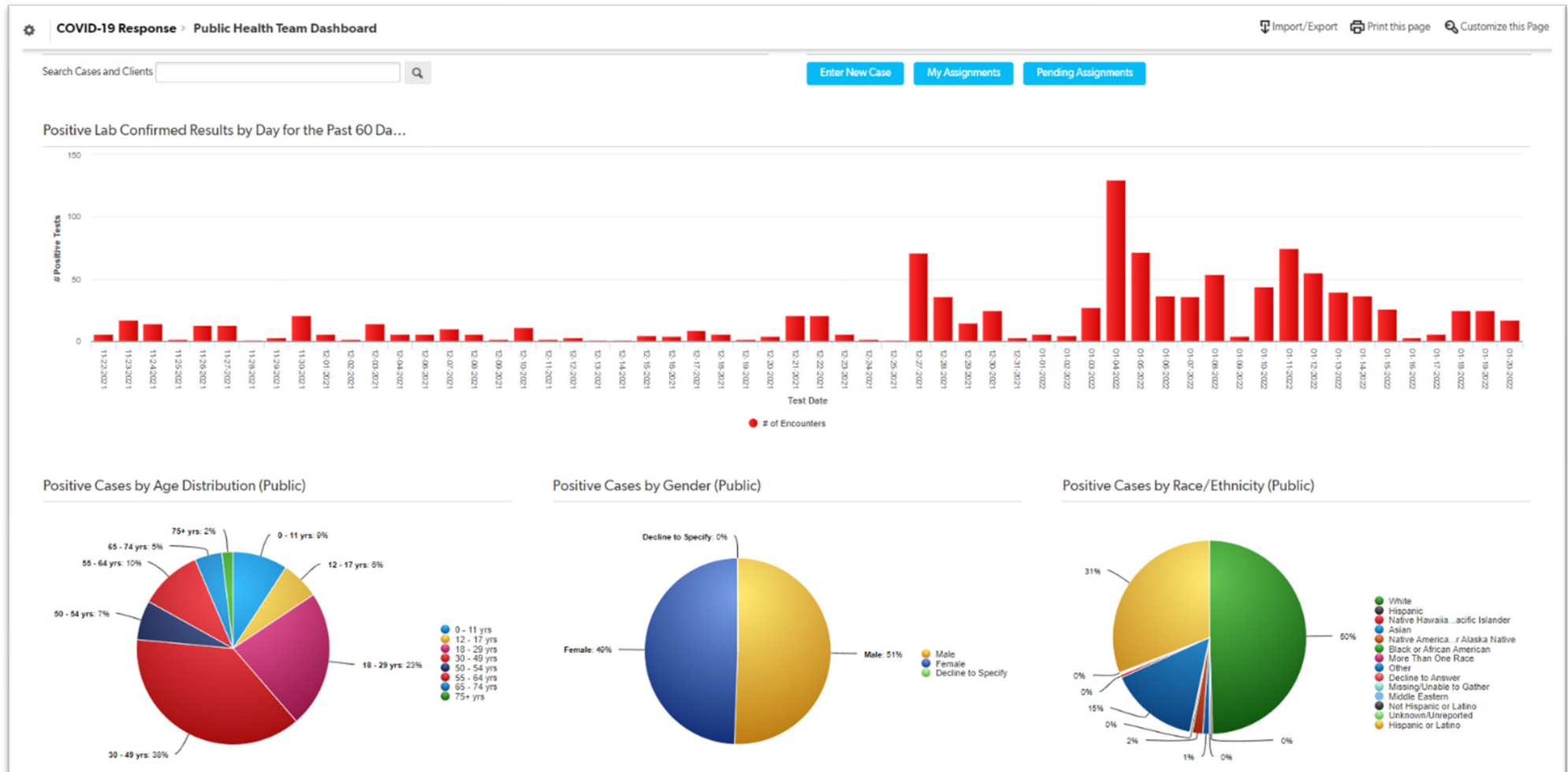
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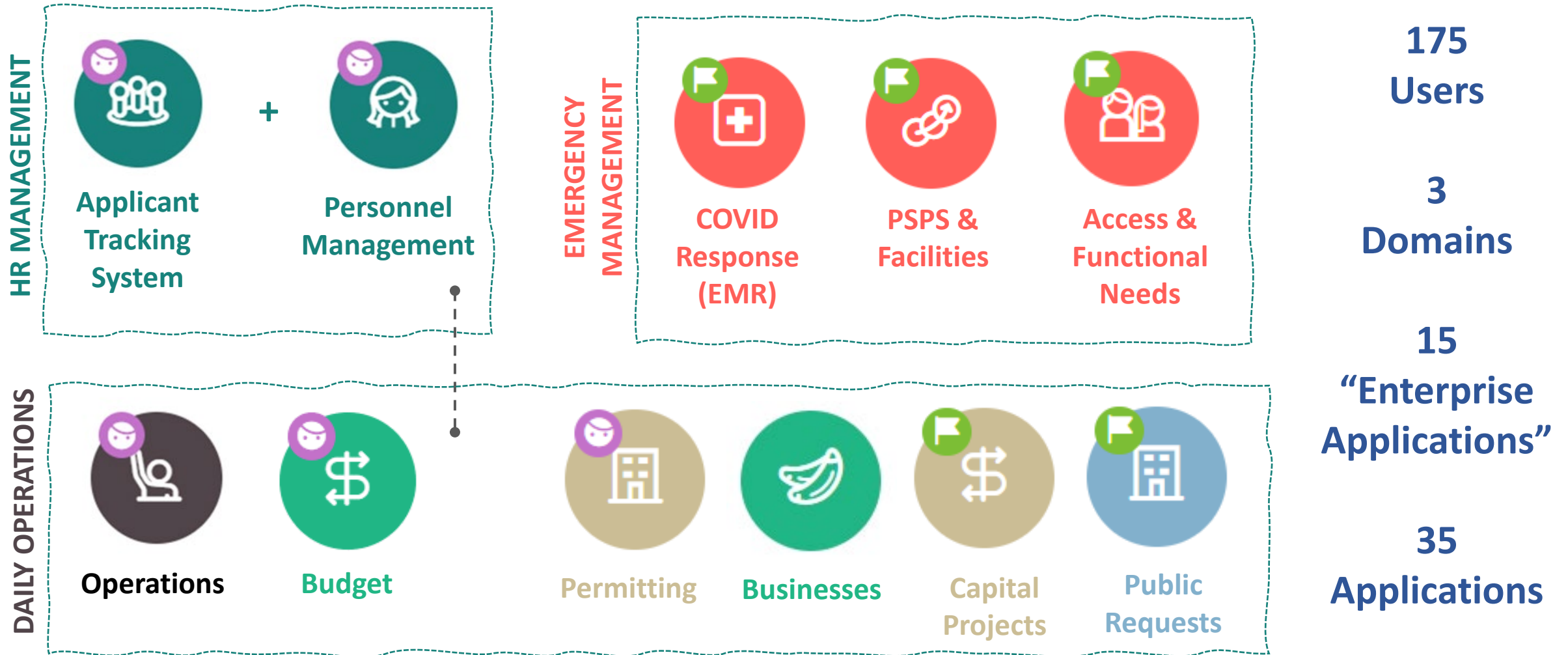
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COVID Response





Current Usage Landscape



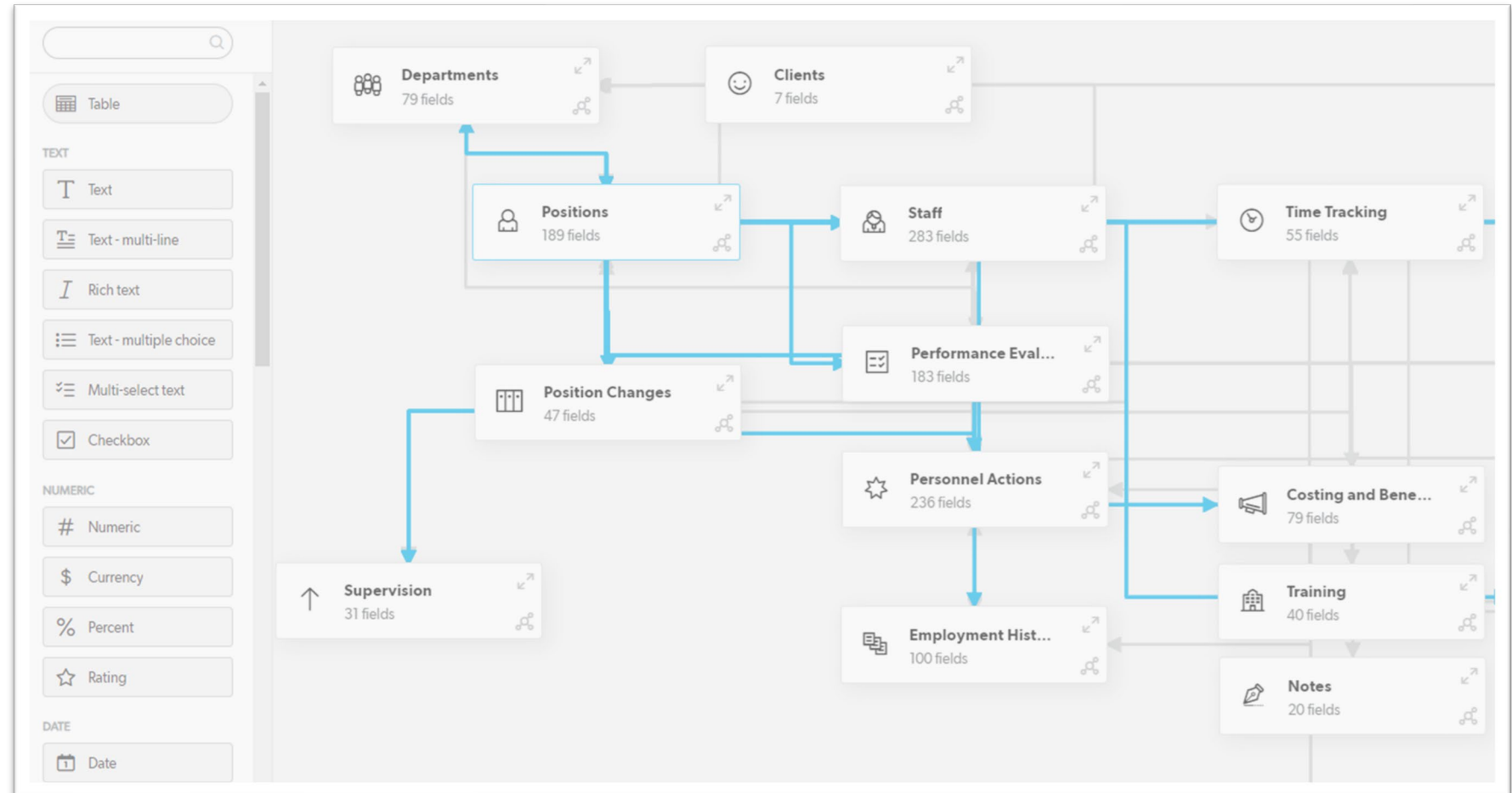
High Value

- Affordable
Investment : Value
- Supports Business Agility
Easily, incrementally, build to suit
- Inspires Rapid Development
COVID Response app built in 2 days
- Enterprise Capable
Meets the demands of modern IT

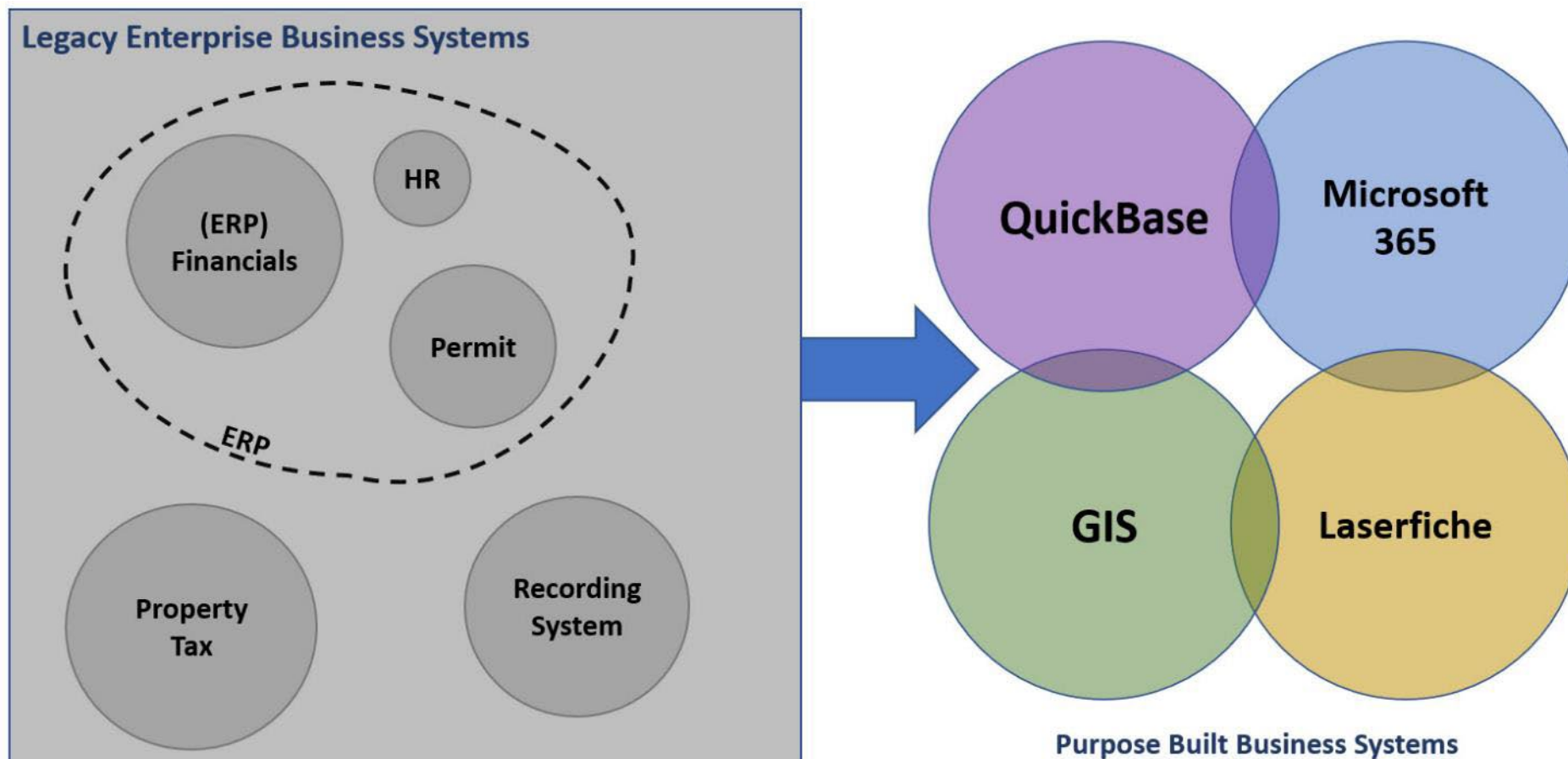


Low Risk Modernization

- Rapid Development
- Design & configure *versus develop*
- Non-Proprietary *mitigates risk*
- Large User Base *lots of resources*
- Democratizing *for users & IT*



Modern Enterprise Application Landscape





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Quickbase
Age of Agility



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*It's not about one or the other,
it's about the right tool for the job*

**“By 2024, 75% enterprises will be using
at least 4 low-code development tools for
both IT application development and citizen
development initiatives.”***

- Gartner



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DC.gov & Agencies saving success outcomes:

70k
users

1100
Consistently
accessed
applications

196
integrations with
Mayor.DC.gov

Examples Include:



Certification Tracking – "Third most important application" used by DC Public Schools to analyze data from SIS, connect with parents, and manage teacher licensing and credentials.



Budget Approvals – Application used by the DC Mayor's office to outline budget requirements and approvals for all offices. This application feeds the information to the Mayor's website to publicly display the information for the District.



Request Tracking – Application used by the Department of Human Services to track and approve/deny overtime requests.



15th largest county in US registers

60K+ citizens for COVID vaccine in first 24 hours

**2
weeks**

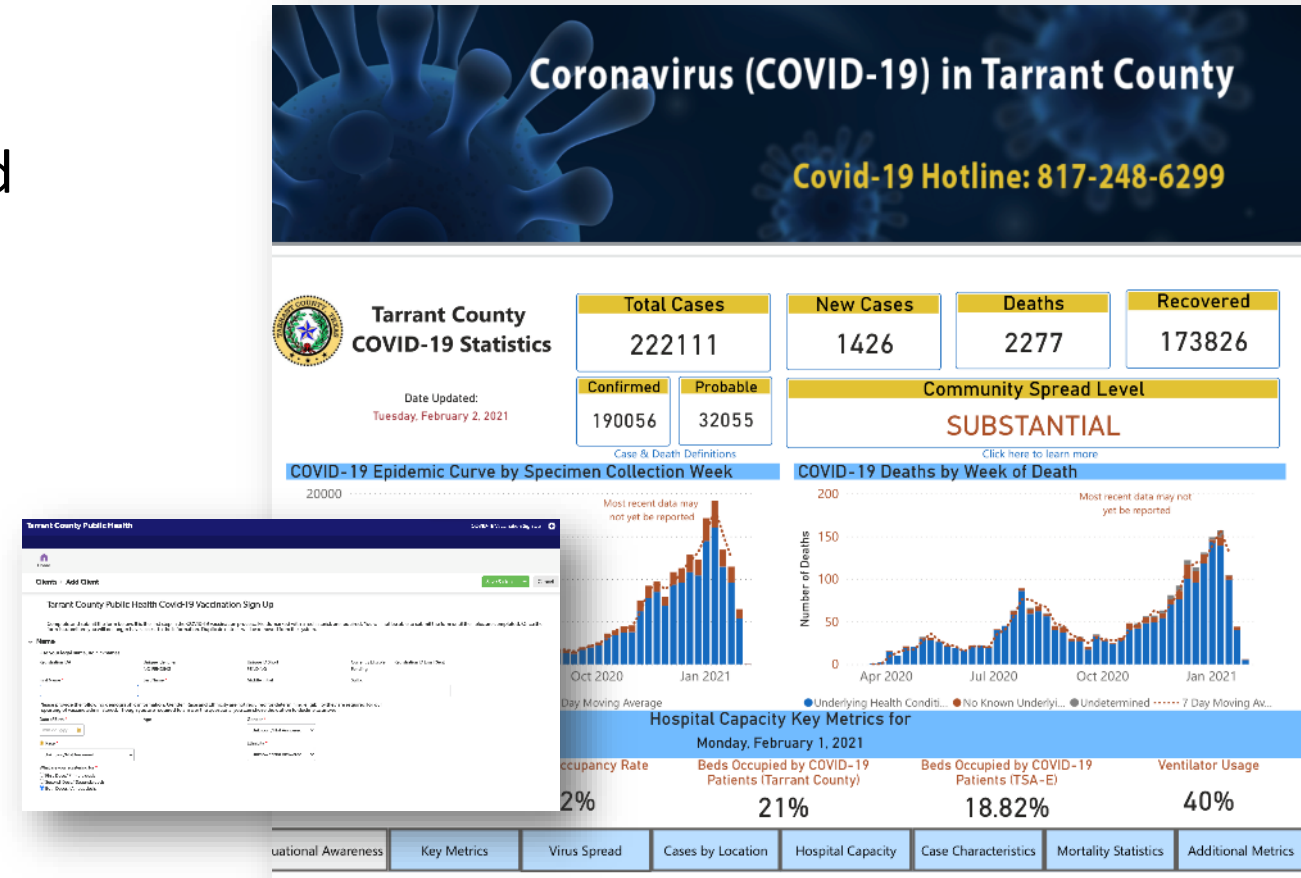
To build a COVID-19 tracing and vaccine distribution solutions

600K+

Citizens, ¼ of counties population registered for vaccine to date

100%

Vaccines distributed



“Signing up now could help get vaccinations out faster once the vaccine becomes more available...There’s a lot of things that you can plan on when you have the data ahead of time.”

- Vinny Taneja, county public health director



New Orleans 911 Saves Lives with Quickbase

Challenge

- Inability to pre-plan scheduling or monitor staff availability in real time, they depended in manual processes which weren't efficient enough

Solution

- Quickbase improved scheduling, staffing and other processes. Including simplifying timesheet entries and giving more flexibility to expanding functionality to improve speed of accessing information and automating the daily log publication

Benefit

- The department now has one-button access to life and resource saving information. Automated alerts have been put in place to instantly update status for better and faster responses. Process automation has cut hours of daily and weekly tasks and reports

"Quickbase has been instrumental in helping New Orleans 9-1-1 support fast, informed, and coordinated response across Police, Fire, and EMS services."

-Tyrell Morris, New Orleans 9-1-1

Connections

Extend data and automate workflows in new ways

- Connect to systems of record
- On-premise or in the Cloud
- Maintain role-based access and data integrity
- Full range of no-code workflow capabilities
- Enable LOB users to safely connect data and tools
- APIs enable complex integrations
- Centralize and manage a wide range of integrations on a single platform





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Thank you!



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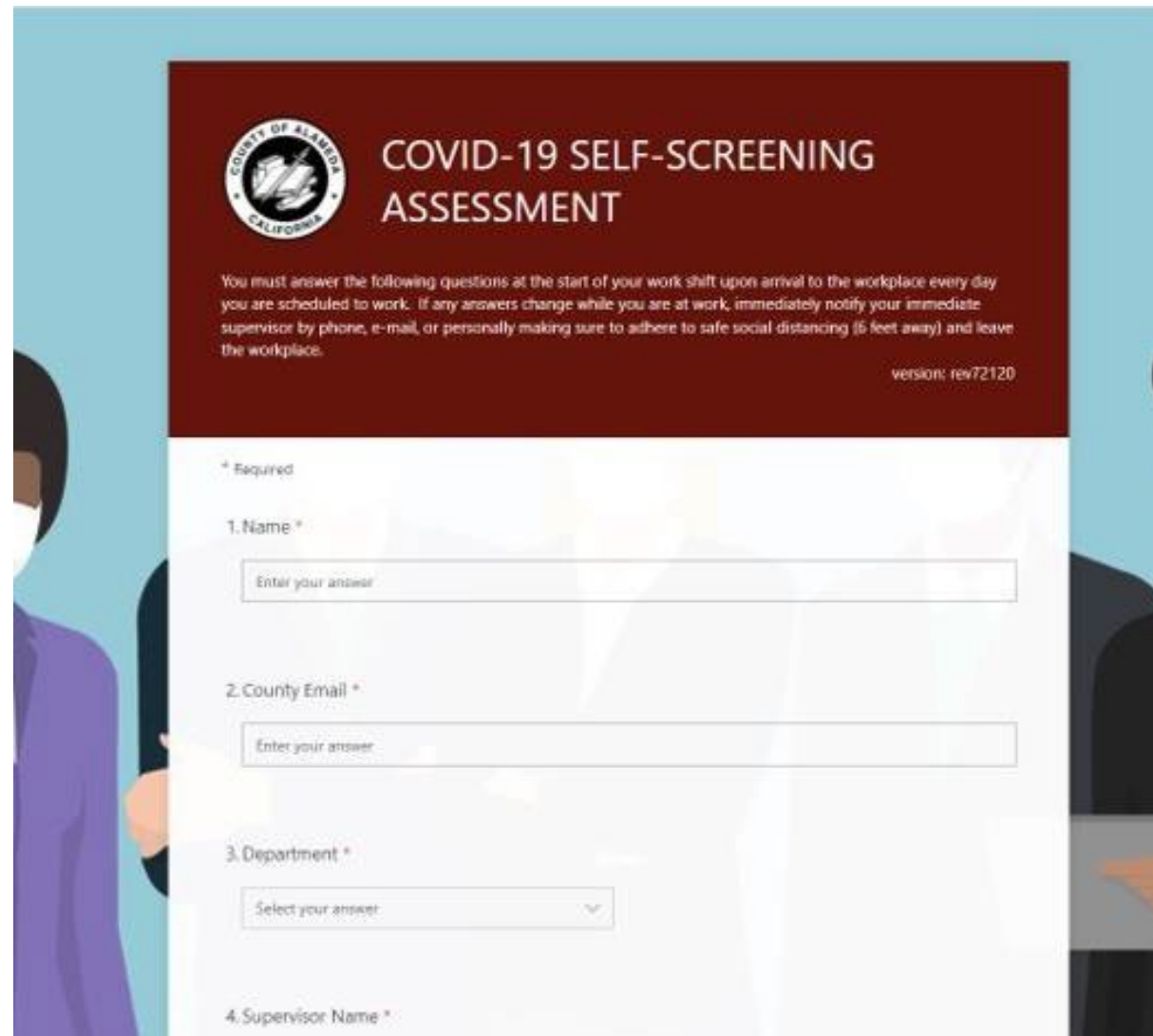
Alameda County


Large County - Low Code Use Cases



Employee Self-Attestation

- Used by 10,000 employees
- Created in one day using Microsoft Forms
- Comes with canned reporting

A screenshot of a Microsoft Forms survey titled "COVID-19 SELF-SCREENING ASSESSMENT" for the County of Alameda, California. The form includes instructions to answer questions at the start of each work shift and to notify supervisors of any changes. It features four required questions: Name, County Email, Department (a dropdown menu), and Supervisor Name. The form is displayed on a light blue background with a faint illustration of people wearing masks.

 **COVID-19 SELF-SCREENING ASSESSMENT**

You must answer the following questions at the start of your work shift upon arrival to the workplace every day you are scheduled to work. If any answers change while you are at work, immediately notify your immediate supervisor by phone, e-mail, or personally making sure to adhere to safe social distancing (6 feet away) and leave the workplace.

version: rev72120

* Required

1. Name *

Enter your answer

2. County Email *

Enter your answer

3. Department *

Select your answer

4. Supervisor Name *



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Social Services Client Concerns

- Client Concern Application (MSFT Forms)
- Inhouse Service Provider Orientation (MSFT Bookings)
- Public facing Website (CMS)

Alameda County Social Services Agency

Client Concern

For services/questions regarding your case, please call the Customer Service Call Center:
Customer Service Call Center: (510) 263-2420

OR

Complete the Customer Automated Response System Interactive Web System form:
<https://public.alamedasocialservices.org/CARS#>

* Required

Client Concerns

1. By submitting this Client Concern, I am certifying that I am the person represented on this form or are a legal Authorized Representative for the person represented on this form. *

☐ I understand the statement above and certify that I meet the above criteria

Next

Page 1 of 2

Never give out your password. [Report abuse](#)

Alameda County IHSS: Online Provider Orientation

Online Provider Orientation
2 hours 50 minutes
Free

January 25

< > January 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

All times are in UTC-08:00 Pacific Time (PST & Canada)

Alameda County Social Services Agency

Welcome to Alameda County Social Services Agency

What can we help you with today?

I am looking for...

Go

Health and Food

Work & Money

Abuse & Protection

Shelter & Housing

Virtual Weddings

- DocuSign for applications
- E-payments to accept payments
- MSFT Teams for the ceremony
- Built over a weekend with one resource
- Officiated 3000+ virtual Weddings

LICENSE AND CERTIFICATE OF MARRIAGE

MUST BE LEGIBLE – MAKE NO ERASURES, WHITEOUTS, OR OTHER ALTERATIONS
USE DARK INK ONLY

STATE FILE NUMBER		LOCAL REGISTRATION NUMBER				
<input type="checkbox"/> Green <input type="checkbox"/> Blue FIRST PERSON DATA	1A. FIRST NAME ADAM	1B. MIDDLE DENNIS DELANO				
	1C. CURRENT LAST MAYBERRY	1D. LAST NAME AT BIRTH (IF DIFFERENT THAN 1C) _____				
	2. DATE OF BIRTH (MM/DD/YYYY) 04/11/1978	3. STATE/COUNTRY OF BIRTH CA	4. PREVIOUS MARRIAGES(S) (S) 1	5A. LAST MARRIAGE(S) (S) ENDED BY: (S) DEATH (S) DECEASED (S) DIVORCE (S) _____	5B. DATE ENDED (MM/DD/YYYY) 08/25/2014	
	6. ADDRESS 16001 LIBERTY ST #202	7. CITY SAN LEANDRO	8. STATE/COUNTRY CA	9. ZIP CODE 94578		
	10A. FULL BIRTH NAME OF FATHER/PARENT FRANKLIN DELANO MAYBERRY		10B. STATE OF BIRTH (IF OUTSIDE U.S. ENTER COUNTRY) MS			
<input type="checkbox"/> Green <input type="checkbox"/> Blue SECOND PERSON DATA	11A. FULL BIRTH NAME OF MOTHER/PARENT DEBORAH LYNN MCDADE		11B. STATE OF BIRTH (IF OUTSIDE U.S. ENTER COUNTRY) LA			
	12A. FIRST NAME JAMIA		12B. MIDDLE LANE			
	12C. CURRENT LAST SHUTTLEWORTH		12D. LAST NAME AT BIRTH (IF DIFFERENT THAN 12C) _____			
	13A. DATE OF BIRTH (MM/DD/YYYY) 11/08/1980	14. STATE/COUNTRY OF BIRTH CA	15. PREVIOUS MARRIAGES(S) (S) 0	16A. LAST MARRIAGE(S) (S) ENDED BY: (S) DEATH (S) DECEASED (S) DIVORCE (S) _____	16B. DATE ENDED (MM/DD/YYYY) _____	
	17. ADDRESS 3735 STEVE LILLIE CIR		18. CITY STOCKTON	19. STATE/COUNTRY CA	20. ZIP CODE 95206	
<input type="checkbox"/> Green <input type="checkbox"/> Blue AFFIDAVIT	21A. FULL BIRTH NAME OF FATHER/PARENT JERALD SHUTTLEWORTH		21B. STATE OF BIRTH (IF OUTSIDE U.S. ENTER COUNTRY) AR			
	22A. FULL BIRTH NAME OF MOTHER/PARENT WILMA JEAN LEE		22B. STATE OF BIRTH (IF OUTSIDE U.S. ENTER COUNTRY) _____			
	23. SIGNATURE OF PERSON LISTED IN FIELDS 1A-1D <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>1. THE UNDERSIGNED, DO HEREBY CERTIFY THAT THE ABOVE-NAMED PARTIES TO BE MARRIED HAVE PERSONALLY APPEARED BEFORE ME, OR THE PERSON PERFORMING THE CEREMONY HAS PERSONALLY APPEARED BEFORE ME, AND PRESENTED AN AFFIDAVIT SIGNED BY THE PARTIES TO BE MARRIED DECLARING THAT ONE OR BOTH OF THE PARTIES ARE PHYSICALLY MIND AND MENTAL CAPABLE OF APPEARING AND EXPLAINING THE REASONS THEREFOR IN ACCORDANCE WITH FAMILY CODE SECTION 425. THE PARTIES PROVED TO ME ON THE BASIS OF SATISFACTORY EVIDENCE TO BE THE TRUE NAMES OF THE PARTIES. I HAVE DECLARED THAT THEY MEET ALL OF THE REQUIREMENTS OF THE LAW, AND HAVE PAID THE FEES PRESCRIBED BY LAW. AUTHORIZATION AND I HEREBY CONVEY TO AND EXPLAIN THE REASONS THEREFOR IN ACCORDANCE WITH FAMILY CODE SECTION 425. THE PARTIES PROVED TO ME ON THE BASIS OF SATISFACTORY EVIDENCE TO BE THE TRUE NAMES OF THE PARTIES. 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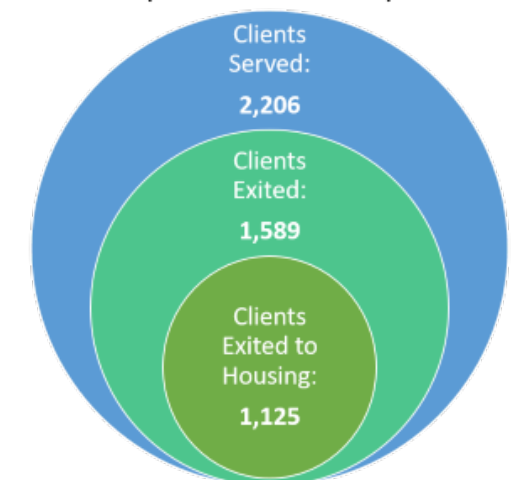
2022 NACo

LEGISLATIVE CONFERENCE

Project Roomkey (COVID Hotel)

- Built Using Salesforce
- Developed rapidly in phases
- Helped 1000+ Homeless find permanent housing
- Used by 2000+ users
- Includes Dashboards and instant Reports

The screenshot displays a Salesforce record page for a person. The main section shows a profile with fields for Preferred Full Name, Legal First Name, Legal Last Name, Alias, Date of Birth, Gender, Address, Medical Name, Medical Status, Home Program, Language, Health Plan, Diagnosis, Email, Updated From SFE, Photo ID, Social Security Number, Primary Phone Number, Primary Email, Health Home Program Status, Health Home Provider, Medical Home Status, Medical Home Date, Homelessness Status, and Medication. Below the profile is a section for Clinical Assessments (1) with a table showing Account Name, Indicate OSD Site, Positive SUD Screen, and Date Screened. At the bottom is a section for Hotel Intakes (1).





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@NACoTweets
#NACoLeg

Salesforce





Who is Salesforce?

The Cloud Computing Pioneer

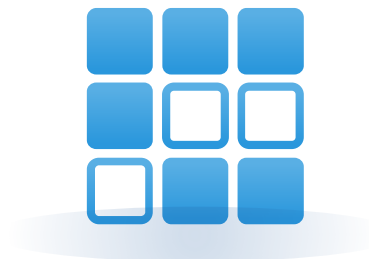
Enterprise Cloud Computing

No Hardware/Software
Instant Scalability
Automatic Updates 3x/year
Fast Deployments



Customer Success Platform

Out-of-the-Box Business Applications
Enterprise Application Development
AppExchange (Public or Private)
Built-In Mobile, Social, Analytics



Legacy of Innovation

#1 CRM Company Worldwide (Gartner)
Most Innovative Company (Forbes x 7 Years)
Government Cloud (FedRAMP/DoDIL4)
1:1:1 Philanthropy Model





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Salesforce Platform

Create & Automate on the #1 Low-Code Platform

Click to Build Apps and Workflows

Deliver fast with tools that make it easy to increase productivity and delivery business value

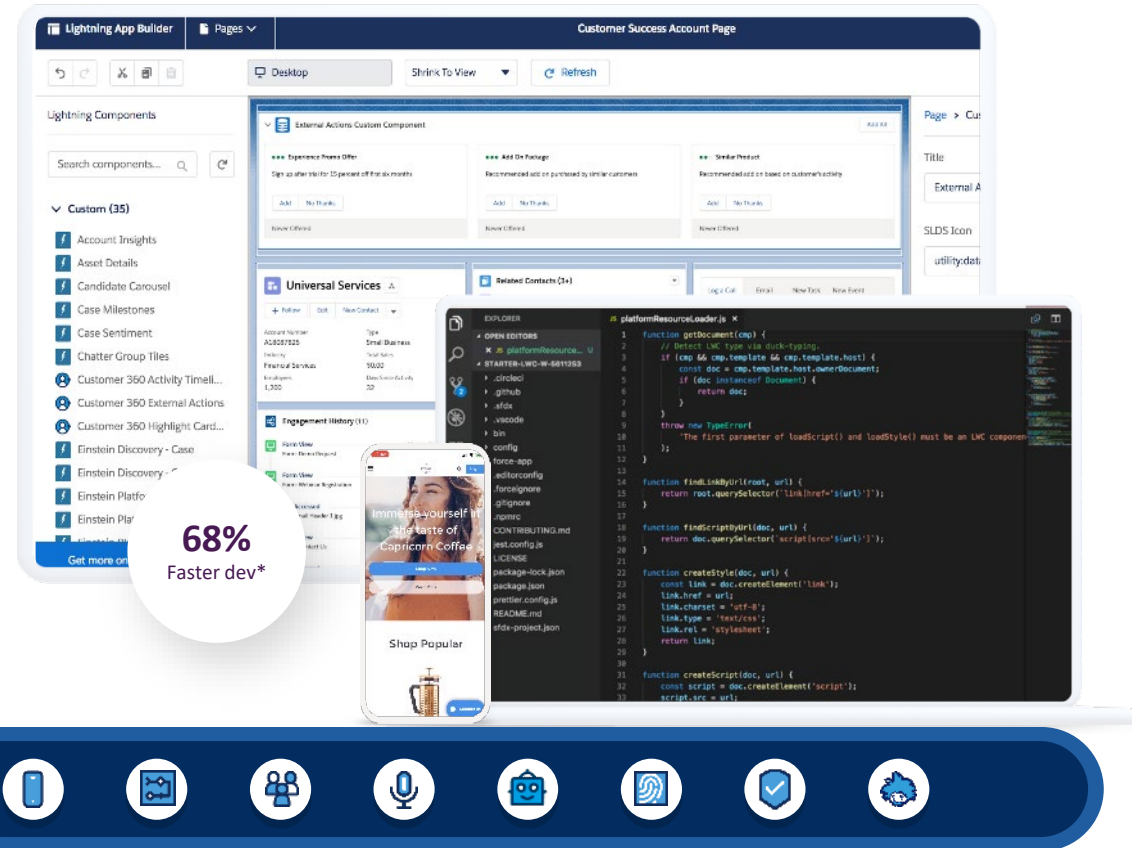


Create Together

Empower diverse teams and skill sets using tools and technologies they already know

Ship with Security, Scale and Governance

Scale on the most trusted enterprise platform with out-of-the-box security, performance, and governance



*Source: [The Business Value of Salesforce Platform for Application Development](#), IDC, October 2020

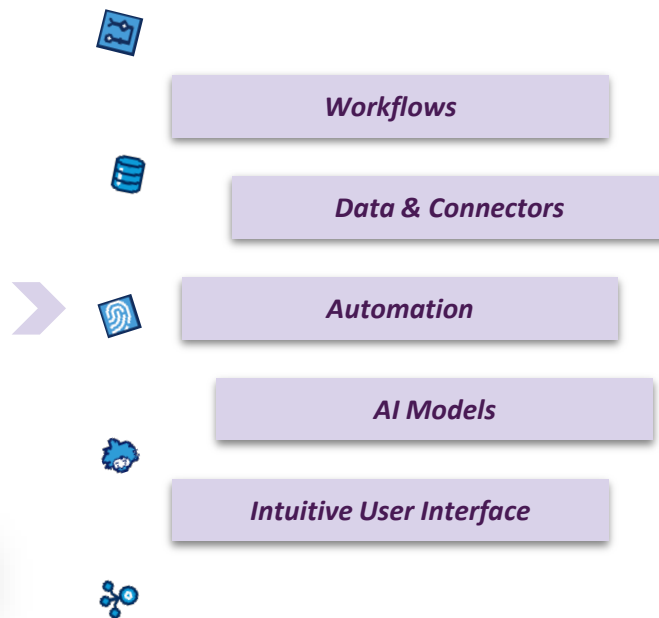


@NACoTweets
#NACoLeg

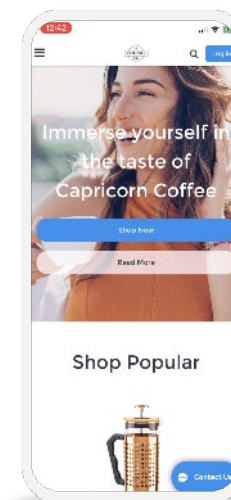
Build Rich User Experiences and Apps Fast



Business Analyst ⚡



450M apps built
using **low-code** in next five years



Local Governments Can Go Digital Fast With Salesforce Customer 360 Platform

Across City Government, the Platform Enables Faster, Easier & Simpler Issue Resolution

Average improvements¹ reported by Salesforce customers:

- +30%** Citizen Satisfaction
- +27%** Agent Productivity
- +29%** Faster Case Resolution
- +27%** Faster Decision Time
- +31%** Employee Engagement

LA Metro

Town of Cary

DC 311

City of Denver

Salt Lake City

City of Chicago

¹ Source: FY21 Success Metrics Pulse Survey conducted in 2020 amongst 3,177 customers, randomly selected. Response sizes per question vary. [Sept. 10, 2020]





2022 NACo

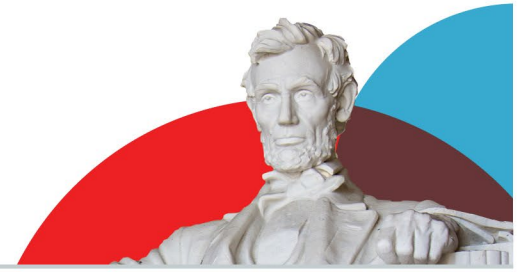
LEGISLATIVE CONFERENCE



@NACoTweets
#NACoLeg

Panel Discussion



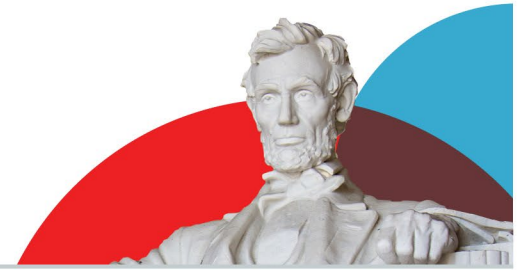


Break

- All Registered Attendees are listed

- Wheel of Prizes





Elections Security Tabletop

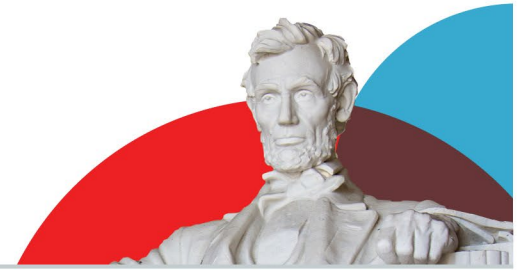


- Mr. Tim Rahschulte, CEO, Professional Development Academy



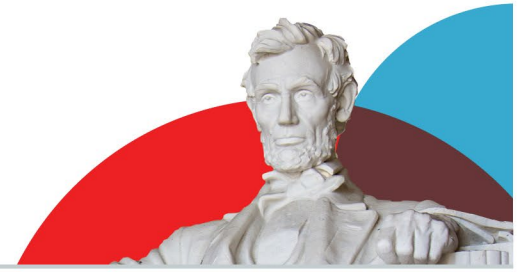
- Ms. Kathryn Boockvar, Vice President of Election Operations, Center for Internet Security

- Hon. Ricky Hatch, Auditor/Clerk, Weber County, Utah
- Eugene Kipniss, Director of Partnerships and Stakeholder Maturity for the Multi-State Information Sharing and Analysis Center, Center for Internet Security
- Rita Reynolds, CIO, NACo
- Seamus Dowdall, Legislative Associate, NACo
- **Guy from CISA- Scott to confirm**



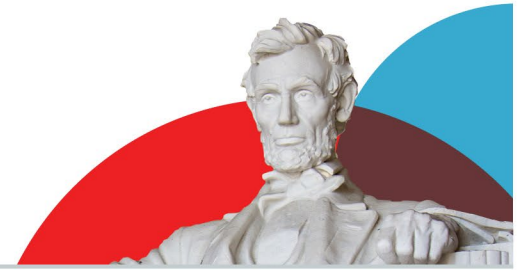
Elections Security Tabletop - Scenario

- Pictoria County, Tennessee is a medium size county outside of a metropolitan area.
- Total population is around 220,000 and contains 150 voting precincts.
- Many of the precinct locations are either in community, school, or church buildings.
- The Election Office is a separate office with an Election Director who reports to the Board of Commissioners.
- There are 10 Election Office staff.
- The county has about 20 IT staff. Leading up to the election, the IT staff assist with testing the election voting equipment and helping on the day of the election.
- Responsibilities include IT support
 - *To ensure that each location has good internet connection for the electronic poll books*
 - *Running video conferencing (or zoom) with the Election Director to address and make decisions on election day questions including voter verification issues.*
 - *Testing, monitoring, and fixing if any issues with the scanners, uploads to election night returns sites, other outward facing websites*



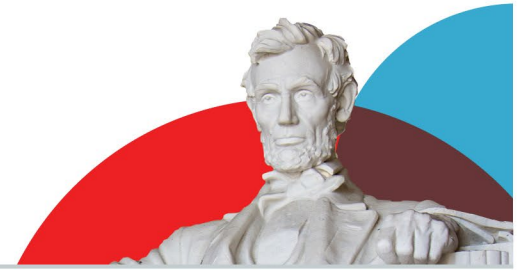
Elections Security Tabletop - Scenario

- The Fall election is upon us and includes several high-profile positions (county commissioner, state legislature). There is also a snowstorm forecast for the day before the election. However, the county isn't too concerned as the weather models keep changing and are showing that the snowstorm will probably not hit Colorado at all.
- (NOTE: THIS COULD ALSO BE A DIFFERENT WEATHER EVENT FOR THOSE AREAS THAT DON'T USUALLY HAVE SNOW – HURRICANE, SEVERE FLOODING)



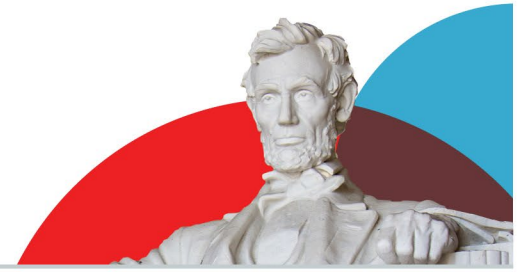
Elections Security Tabletop – Injection #1

- The day prior to the Fall election, the forecast took a turn for the worse and now an unprecedented snowstorm has hit central Colorado.
- The Election Director has called the IT Director to notify him/her that calls are coming in from four voting locations that their power is out. This means that internet access may not work on Election Day and further asks how the IT Director is going to ensure that all the voting equipment is delivered to all 95 voting precincts.
- After the IT Director hangs up with the Election Director, an IT member comes into the office and shares that several employees received an email that appeared to come from the County IT department asking them to change their password as this is best practice right before an election. The link was included, and one employee followed through.
- This employee happened to be in the Election Office and now his laptop (which he takes to one of the polling locations) has him locked out and a ransom message is up on the screen.



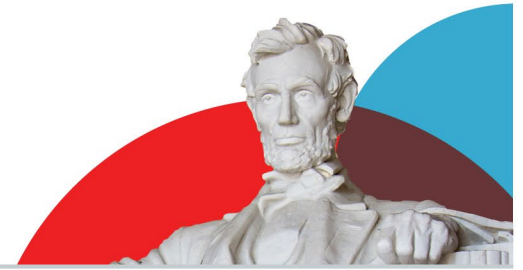
Elections Security Tabletop – Injection #1 Questions

- How will all the voting equipment be delivered on time? If you are a county that doesn't typically have snow, what if the weather event was severe rains and massive flooding)
- What are some options to addressing the power outages at the four voting locations? And what contingencies for this scenario have been discussed prior to the situation occurring?
- Who should be notified of the security incident with the election staff employee? This employee happened to be in the Election Office and now his laptop (which he takes to one of the polling locations) has him locked out and a ransom message is up on the screen.
- What steps should be taken to mitigate the situation with the laptop? What county employees should be part of these discussions? Does your county have a security response team and/or a continuity plan that sets out who should be contacted in situations like this?



Elections Security Tabletop – Injection #2

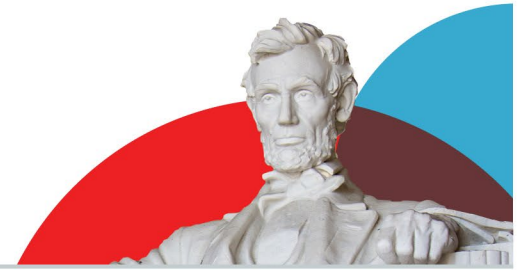
- Later in the evening the IT Director gets a call from the County Communications Director to say that information is showing up on Facebook that voting equipment has not been delivered to all voting locations because of the snowstorm.
- Further, there have been three more employees (one out of the commissioner's office) that received the "change password" email
- Two of them followed through.
- They are also locked out of their computers and can't access their email even from a web browser.



Elections Security Tabletop – Injection #2 Questions

- What steps should be taken to mitigate the misinformation that is showing up on Facebook?
- What stakeholders should be contacted at this point?
- What could have mitigated the situation with the employees changing their password
- For IT staff, what tools could be used, or steps should be taken to ensure that the county network (including the website) are not affected or will not be affected by the security incident

•Each table discusses question for 8 minutes •Five Groups will report out to the entire group



Elections Security Tabletop – Resources

■ Hot Wash

Hot Wash How-To
Published Fall, 2017



What is a Hot Wash?

A "Hot Wash" is a post-action review completed ideally with exercise (or as soon as practical) to identify strengths and effort, to verify that response and recovery goals are met, performance, and to identify areas for improvement. It is kept positive in tone; finger-pointing is not constructive and dialog required for improvement.

Who participates in the Hot Wash?

It may be run by the exercise planner, system owner or a participant. Participants should be responders, participants and stakeholder systems or facilities. Not everyone who participated in or needs to attend, but the group should represent most of the internal and external participants.

What needs to be done prior to Hot Wash?

A short event synopsis should be prepared. A meeting agenda created. The Event Synopsis and Agenda need to be prepared.

What is on the Agenda?

The agenda on page 3 is an example; use the agenda for your place of work.

- Introductions: Identify the groups affected and those who participated
- What happened? What was the scope in staff, facility systems?
- Why did it happen? What the cause of the outage or cascade failures?
- What needs to be done? Identify ways to improve and our own preparation. Should there be more training?
- Moving Forward: Assign Action Items including a timeline for their completion.

Hot Wash How-To
Published Fall, 2017

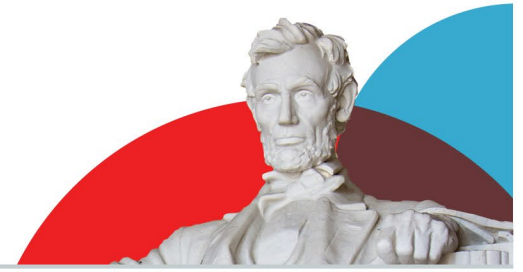


Meeting Name: Hot Wash / After Action Review of Some Event or Exercise			
Date: Meeting Date	Time: Start-End	Facilitator: Primary Facilitator/Incident Commander	
Location: Where the Meeting is held		Scribe: Person who takes notes	

Distribution & Attendee List					
Name	Department	Attendance	Name	Department	Attendance
Incident Commander		<input type="checkbox"/>	Responder 1	Network Team	<input type="checkbox"/>
System(s) Owner		<input type="checkbox"/>			<input type="checkbox"/>
Team Lead	Network Team	<input type="checkbox"/>			<input type="checkbox"/>

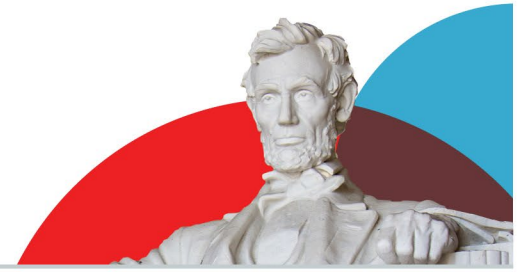
ID	Item	Estimated Time	Discussion
1.	Introductions		<ul style="list-style-type: none"> • Introductions • Statement of purpose for the meeting
2.	What happened, What did we do?		<ul style="list-style-type: none"> • Overview from synopsis and timeline • Corrections and additions • Three Up, three Down: 3 things we did right/wrong from each participant
3.	Why did it happen		<ul style="list-style-type: none"> • Overview from preliminary root cause analysis
4.	What needs to be done?		<ul style="list-style-type: none"> • Identify Action Items
5.	Moving Forward		<ul style="list-style-type: none"> • Assign Action Items

Action Item List			
ID	Item	Due by	Assigned to:
1.	Improvement Item	Date	Specific Name
2.	After Action Report	Date	Specific Name



Elections Security Tabletop – Resources

- CISA Resources
- MS-ISAC/EI-ISAC Resources
- NACo Resources



Maximizing ARPA



- Mr. Shannon Brewster,
Director, AT&T
Cybersecurity



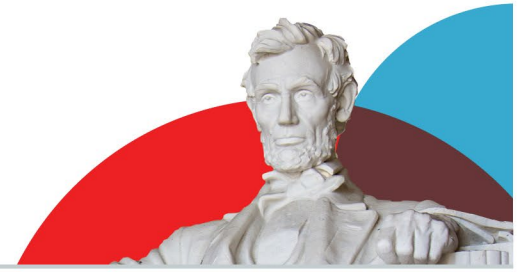
- Mr. Nathan Wiebe, Chief
Information Security Officer,
Contra Costa County, Calif.



- Mr. William R. Denny,
Partner, Potter Anderson
& Corroon LLP



- Mr. Michael Hojnicky, Chief of
Technology and Administrative
Services, New Castle County,
Del.



Motivating and Retaining Current Staff



- Todd Bonlarron, Assistant County Administrator for Palm Beach County



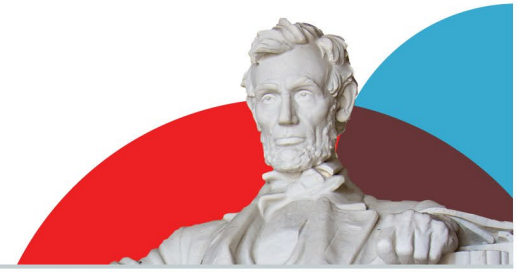
- Mr. John Matelski, Chief Innovation & Information Officer, Department of Innovation & Technology, DeKalb County, GA



- Ms. Deborah Stoutamire, Ph.D. Chief Administrative Officer, NACo



- Mr. Carlos Greene, Senior Program Director Retirement Solutions, NACo FSC

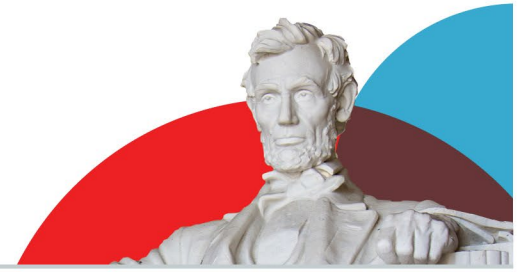


Dinner

- Enjoy



- Start back with our closing fireside chat of County CIOs



Thriving - County Technology Priorities



- Ms. Laurel Caldwell, CGCIO, Director of Information Technology Services, Latah County, Idaho



- Ms. Sybil Gurney, Assistant CIO, Information Technology Department, Alameda County, Calif.



- Ms. Elizabeth Lo, IT Director, Bedford County, Va



- Mr. Tim Oliver, Chief Information Officer, Horry County, S.C.



- Hon. Joe Briggs, County Commissioner, Cascade County, Mont.

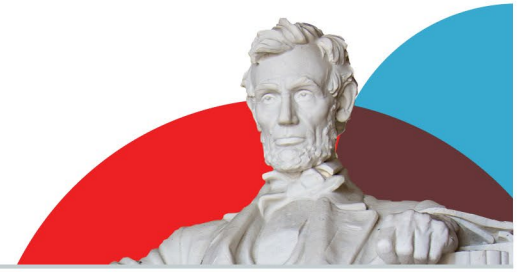


- Mr. Mike Taylor, Chief Information Officer, Pitt County, Ga.

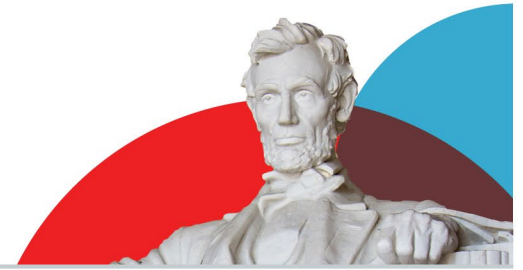
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CIO Forum



Tech Prize Drawings



Closing Remarks

- Weekend Meetings
 - *Technology and Telecommunications Policy Steering
Saturday: 12:30 pm to 5:00 pm EST, International Ballroom
West, Concourse Level*
 - *GIS Subcommittee – Sunday 9:30 am to 10:45 am EST
Columbia 3 & 4, Terrace Level*
 - *IT Standing – 11:00 am to 1:30 pm EST, Columbia 3 & 4,
Terrace Level*
 - *How to Maximize American Rescue Plan Act (ARPA) Funds for
Cyber and Technology Modernization, Monday, 3:15 pm to
4:30 pm EST, Columbia 5 & 7, Terrace Level*

