

SUNDAY, DECEMBER 3**11:45 a.m. – 5:00 p.m. CALIFORNIA WINE TASTING** (The Vino Piazza)

The Napa Valley is not the only area in California known for great wine. Just downriver from Sacramento, California's rich Central Valley is becoming increasingly well-known for exceptional wine. The Vino Piazza—or Wine Plaza—in Lockford offers tasting rooms for over ten local wineries in an Italian village-like atmosphere. Transportation to Vino Piazza is available for an additional fee of \$20. Those who wish to participate should meet in the hotel lobby at 11:45 a.m. to depart. The shuttle will return at 5:00 p.m.

4:00 – 7:00 p.m. REGISTRATION (Ballroom Foyer)**4:00 – 6:00 p.m. eC3 BOARD MEETING** (Tahoe)**MONDAY, DECEMBER 4****7:00 a.m. – 5:00 p.m. REGISTRATION** (Ballroom Foyer)**7:30 – 8:30 a.m. CONTINENTAL BREAKFAST** (Ballroom Foyer)**8:30 – 9:00 a.m. WELCOMING REMARKS AND OPENING CEREMONIES** (Regency A)

Glen B. Gainer, III, *State Auditor (WV) and President of eC3*
Bruce McPherson, *Secretary of State (CA) and Conference Co-Host*

9:00 – 10:00 a.m. PLENARY SESSION 1 (Regency A)**Managing Change in a Connected World: Globalization and Government**

Gary Locke, *Partner, Davis Wright Tremaine LLP, and Former Governor of Washington State*
Moderator: Stuart McKee, National Technology Officer, U.S. Public Sector, Microsoft Corporation, and eC3 Affiliate Board Member

Former Washington State Governor Gary Locke will discuss the path taken by his state in transforming its old economic base to the new economy of ideas and information. Washington's success story demonstrates how the right vision powered by international collaboration can make a state a major player in the global marketplace. Governor Locke will also share additional lessons based on his current role promoting business development in the Asian region.

10:00 – 10:15 a.m. BREAK (Ballroom Foyer)**10:15 – 11:45 p.m. CONCURRENT SESSIONS****A1. Government Portals: The “Real” Revolution Begins**

(Regency D)

Jim Hogan, *Chief Information Officer, Department of Information Technology (MI)*
Rhonda Polidori, *Manager, Access Washington and Web Services, DIS (WA)*
Dave Fletcher, *Chief Technology Officer (UT)*

Moderator: Paul Taylor, Chief Strategy Officer, Center for Digital Government

CONFERENCE AGENDA

For almost a decade, the service models for government portals could be characterized as putting “lipstick on a pig,” i.e., putting an Internet front end on the same old services. Finally some governments are breaking out of that mold and showing maturity in service delivery. This session will highlight states that are harnessing the value of the Internet and new technologies in innovative and unique ways to deliver exceptional value to the constituents.

B1. Got Mail? Ensuring E-Mail Services Keep Up with Today’s Demands

(Regency E)

Kriste Elia, *Program Manager, IT Efficiency and Modernization, Georgia Technology Authority, Enterprise Technology and Planning Division (GA)*

Scott Stansbury, *Statewide Project Manager, E-Mail Consolidation and Outsourcing Project (TX)*
Carol Kelly, *Deputy Director, Security Management Division, Department of Technology Services (CA)*

Moderator: Amelia Winstead, State and Local Government Services Manager, Records and Information Management Services, Office of the Secretary of State (GA), and eC3 Affiliate Board Member

E-mail has become the lifeblood of communications in most organizations, requiring the highest levels of reliability, increased mobility, and greater security. During this session, our speaker will discuss how to deliver on this promise by approaching e-mail management in new ways and by breaking down traditional barriers to lower costs and improve quality of service.

C1. The Promise of Identity Management (Regency F)

Michael A. Aisenberg, *Director of Government Relations, VeriSign, Inc.*

David Temoshok, *Director, Identity Policy and Practices, U.S. General Services Administration, and eC3 At-Large Board Member*

Dan Greenwood, *Director, E-Commerce Architecture Program, MA Institute of Technology, and eC3 At-Large Board Member*

Moderator: Dan Combs, President, Global Identity Solutions, LLC, eC3 At-Large Board Member

One of the great challenges of the digital age is making sure sensitive information is only available to the right people. Fortunately, a nationwide infrastructure is evolving, which could help organizations ensure the identity of those trying to access their information and services. This session will share information regarding what’s in the works with regard to nationwide identity management and the underlying policy and technology issues that are being addressed.

11:45 – 1:20 p.m.

LUNCH (Regency B/C)

Presiding: Glen B. Gainer, III, State Auditor (WV) and President of eC3

Introduction of the Speaker: Suzanne Flynn, County Auditor, Multnomah County (OR), and eC3 Affiliate Board Member

Speaker: Mike Hurst, Global Field Marketing, HP

1:30 – 2:30 p.m.

PLENARY SESSION 2 (Regency A)

Preserving Society’s Institutional Memory and Culture Through Digital Archiving

Mary Kiffmeyer, *Secretary of State (MN) and Secretary/Treasurer of eC3*

Elaine Marshall, *Secretary of State (NC) and Vice President of eC3*

Brad Johnson, *Secretary of State (MT) and eC3 Signatory Board Member*

G. Brian Burke, *Program Manager, Center for Government and Technology, University of Albany, SUNY*

Moderator: Amelia Winstead, State and Local Government Services Manager, Records and Information Management Services, Office of the Secretary of State (GA), and eC3 Affiliate Board Member

While the term “archive” evokes images of rooms filled with old paper maps, pictures, and documents, that picture no longer tells the whole story. We are now challenged with preserving our information within an ever-evolving digital environment, requiring new standards, policies, laws, and ways of thinking about preserving our past. Building on the work conducted during the eC3 symposium on digital archiving, presenters will explore these issues.

2:30 – 2:45 p.m. **BREAK** (Ballroom Foyer)

2:45 – 3:45 p.m. **CONCURRENT SESSIONS**

A2. Real ID is Real: What It Is, Is Not and Should Be (Regency D)

Barry Goleman, *Specialist Leader, Transportation and Motor Vehicle Practice, Deloitte Consulting LLP*

Bernard C. Soriano, *Ph.D., Deputy Director and Chief Information Officer, Department of Motor Vehicles (CA)*

Moderator: Dan Combs, President, Global Identity Solutions, LLC, and eC3 At-Large Board Member

The REAL ID Act of 2005 presents government organizations with enormous challenges and opportunities. What is the REAL ID Act and how will states go about meeting all of the policy and technology challenges associated with implementing it? Further, is there more we could be doing with REAL ID to make it part of the effective overall identity management solution we are all seeking? Presenters at this session will answer these questions, providing a roadmap for implementation and recommendations for changes to the act, which would strengthen our emerging nationwide identity management infrastructure.

B2. Digital Archiving: Playing Legal Catch Up So Nothing is Lost

(Regency E)

Robert Horton, *State Archivist and Director of the Library, Publications and Collections Division, Minnesota Historical Society*

Moderator: Nancy Zimmelman, Chief, Archives Division, Office of the Secretary of State (CA)

Our current legal framework and the policies and regulations that support it ensure appropriate preservation of paper documents, but don't adequately address electronic information. It's time to update our legal framework to the digital age to ensure electronic information is saved and its integrity is ensured. Minnesota Archivist Bob Horton will lead a session that will review the legal framework needed to accommodate records management in the digital age.

C2. Consolidation Comes of Age: The Benefits of Shared Applications and Centralized Management (Regency F)

Representative, *Verizon*

Moderator: Brad Johnson, Secretary of State (MT) and eC3 Signatory Board Member

The cycle of centralization and decentralization of functions has become familiar within most organizations. So, what makes the current move toward centralization of IT services any different? As much of technology becomes a utility to its users, government organizations are reexamining the most effective and cost-beneficial way of providing services now and into the future. The presenter will discuss how IT consolidation is helping government organizations reduce costs while better meeting their business needs.

3:45 – 4:00 p.m. **BREAK** (Ballroom Foyer)

4:00 – 5:00 p.m. **PLENARY SESSION 3** (Regency A)

Putting the "Real" in the Real-Time Government

Scott Kriens, *Chairman and CEO, Juniper Networks*

Moderator: PK Agarwal, Chief Technology Officer (CA) and eC3 Ex-Officio Board Member

CONFERENCE AGENDA

We live in an increasingly connected world, where change is the norm and the instant delivery of voice, video, and all data applications through a single network is a foregone conclusion for any organization that wants to streamline and improve its business processes. Scott Kriens, chairman and CEO of Juniper Networks, will discuss how this “real time” demand for a twenty-first century network can enable the Real-Time Government.

5:30 – 7:30 p.m. **RECEPTION** (Delta King Riverboat)

Enjoy a very special reception on the Delta King, an authentic 285-foot riverboat. The King and her identical twin, the Delta Queen, were christened on May 20, 1927, and began their daily river voyages between San Francisco and Sacramento in June of that year. The King and Queen reigned on the Sacramento River until the late 1930s when an increase in the number of roads, bridges and automobiles made river boating a less efficient means of transportation. The Delta King now overlooks the picturesque Sacramento River, and although it still floats, it no longer cruises. **Busses will depart the hotel at 5:30 p.m. (and depart every 15 minutes until 6:00 p.m.). Attendees will return back to the hotel beginning at 7:30 p.m.**

TUESDAY, DECEMBER 5

7:15 – 8:15 a.m. **CONTINENTAL BREAKFAST** (Ballroom Foyer)

8:15 – 8:30 a.m. **OPENING REMARKS** (Regency A)

Steve Westly, *State Controller (CA) and Conference Co-Host*

8:30 – 9:30 a.m. **PLENARY SESSION 4** (Regency A)

Changing the Business of Government from the Inside Out: Back Office Transformation

Jerry Mechling, *Director, Leadership for a Networked World, Lecturer of Public Policy, JFK School of Government, Harvard University*

William Kilmartin, *Strategic Alliance Director, Accenture, and eC3 Affiliate Board Member*

Moderator: R. Thomas Wagner, Jr., *Auditor of State (DE) and eC3 Signatory Board Member*

Being successful in providing accurate, seamless, and real-time service to our customers ultimately requires accurate, seamless, and real-time internal business processes and systems. Such a transformation in the “back office” not only supports improved customer service, but increased transparency, greater efficiency, and a better workplace for employees. Building on the work done at the eC3 symposium, presenters will discuss why back office transformation is important, and why it is possible now in ways that were not available before.

9:30 – 9:45 a.m. **BREAK** (Ballroom Foyer)

9:45 – 10:45 a.m. **CONCURRENT SESSIONS**

A3. People and Change: Managing Change Where It Matters Most (Carmel A/B)

Chester A. Newland, *Duggan Distinguished Professor, University of Southern California*

Moderator: Suzanne Flynn, County Auditor, Multnomah County (OR), and eC3 Affiliate Board Member

Implementing new technologies is only a small part of the change equation. Changing how people do what they do is the most critical, yet too often neglected, key to successful change. This session explores the human and organizational dynamics of managing change in our ever-changing world.

B3. Back Office Transformation Part Deux: Three Strategies that Generate Significant Value (Regency B)

Denise Blair, Assistant Deputy Director, Information Systems Division, Department of Motor Vehicles (CA)

Carolyn Purcell, Internet Business Solutions Group, Public Sector, Cisco Systems, Inc., and eC3 Ex-Officio Board Member

Moderator: Helene Heller, Senior Advisor, New York City Department of Aging, and eC3 At-Large Board Member

This session examines in detail three of the seven strategies for back office transformation: (1) leverage economies of specialization and scale, (2) prepare for possible privatization, and (3) prepare for equity and transparency. These strategies provide specific advice for government policy officials with interest in transferring these concepts and lessons learned to their respective jurisdiction.

C3. Making the Business Case for Digital Archiving: Lessons Learned from the Front Lines (Golden State A/B)

Adam Jansen, Digital Archivist (WA)

Karl Neiderer, Director, Department of State, Division of Archives and Records Management (NJ)

Terri Clark, Database Manager, Kansas Legislature

Moderator: G. Brian Burke, Program Manager, Center for Government and Technology, University of Albany, SUNY

In order to gain the support needed to move from paper to digital records, government organizations must seek new models and strategies for making the case for digital archiving. This session will showcase best practices and case studies from states currently undertaking this journey as well as those that survived the transformation.

10:45 - 11:00 a.m.

BREAK (Ballroom Foyer)

11:00 – 12:00 noon

PLENARY SESSION 5 (Regency A)

Expanding the Innovation Horizon: A View from Public and Private Sector Leaders Worldwide

Nicole Gardner, Vice President, Global Business Services, Public Sector Global Innovation Team, IBM

Moderator: Denise Blair, Assistant Deputy Director, Information Systems Division, Department of Motor Vehicles (CA)

This session will look at the challenges of unlocking innovation by reviewing the results of an IBM study of public sector leaders and private sector CEOs from across the globe. Leaders in every industry and in every part of the world are emerging from a period of retrenchment and cost cutting and moving toward a vision of sustained growth. In particular, the session will focus on the differences between the public and private sector and how public sector leaders can learn from successes in the private sector. The session will also review opportunities that emerge at the intersection of technology, business and society. Every government and private sector leader faced with innovation challenges in setting strategic agendas should attend.

CONFERENCE AGENDA

12:00 – 1:20 p.m.

LUNCH (Regency D/E/F)

Presiding: Elaine Marshall, *Secretary of State (NC) and Vice President of eC3*

Introduction of the Speaker: Helene Heller, *Senior Advisor, New York City Department of Aging, and eC3 At-Large Board Member*

Speaker: Representative, *BearingPoint*

1:30 – 2:30 p.m.

PLENARY SESSION 6 (Regency A)

Leadership During Times of Great Change

J.D. Williams, *Vice President, Application Solutions – State and Local Government, Oracle Corporation, and eC3 Ex-Officio Board Member*

Moderator: William Kilmartin, *Strategic Alliance Director, Accenture, and eC3 Affiliate Board Member*

J.D. Williams, former Idaho state controller and former president of eC3, will discuss leadership in today's rapidly changing environment. Never before has the ability to lead been more challenging. Join J.D. in exploring how traditional leadership styles will need to be tailored to deal with the effects of human and economic forces that reach beyond geographic borders.

2:30 – 2:45 p.m.

BREAK (Ballroom Foyer)

2:45 – 3:45 p.m.

CONCURRENT SESSIONS

A4. Back Office Transformation Finale: Four More Strategies that Generate Significant Value (Carmel A/B)

Jeff Rosengard, *Senior Vice President, The Hackett Group*

David Lewis, *Business Consultant, Retired Chief Information Officer (MA), and eC3 At-Large Board Member*

Moderator: Helene Heller, *Senior Advisor, New York City Department of Aging, and eC3 At-Large Board Member*

This session examines four of the seven proven strategies for back office transformation: (1) committing to back office reforms, (2) negotiating and managing good service level agreements, (3) reinvesting in continuing innovation, and (4) developing governance structures for IT related investments. Once again, each strategy will be accompanied by a real-world example drawn from the experiences of government organizations, who've attempted this transformation.

B4. Can the Growing Networked Global Economy Benefit the Local Economy? (Regency B)

Tom Davies, *Senior Vice President of Business Development, Government Solutions Group, ACS*

Stuart McKee, *National Technology Officer, U.S. Public Sector, Microsoft Corporation, and eC3 Affiliate Board Member*

Michael Moore, *Chief Information Officer, County of San Diego (CA)*

Moderator: Phil Bond, *President and Chief Executive Officer, Information Technology Association of America*

Driven by the proliferation of broadband networks and the demands of global markets, human and intellectual capital are moving around the globe at a rapid pace. While this global race accelerates, U.S. federal and state government leaders are trying to encourage economic growth with robust job creation within their borders. Can pressures to globalize be harnessed in order to benefit our national and local economies, or are they simply harmful with no countervailing benefit? This session will explore the causes and effects of this networked global economy and how companies and governments are positioning themselves to succeed.

C4. The Technology of Identity Management 101: A Primer on Tools and Resources (Golden State A/B)

Kathleen Carroll, *Director of Government Relations, HID Global*

Peter A. Westcott, *Executive Lead, North American Government Technology Consulting, Accenture*

Sjon Woodlyn, *Telecommunications Data Manager, Department of Motor Vehicles (CA)*

Moderator: Paula Arcioni, *Statewide Information Security Officer, Office of Information Technology (NJ), and eC3 At-Large Board Member*

If identity management presents daunting challenges in our current technology environment, technology also offers us the tools to effectively meet this challenge. This session will provide an overview of these tools and how to get them. Information will include both very “quick hits” for those who need to increase their understanding quickly and much deeper material for those who need to further explore a particular component.

3:45 – 4:00 p.m.

BREAK (Ballroom Foyer)

4:00 – 5:00 p.m.

PLENARY SESSION 7 (Regency A)

Public Service Value: An Approach and Analytical Model to Determine How Government Services Contribute Citizen Value

Greg Parston, *Director, Accenture Institute for Public Service Value*

Mark Howard, *Program Director, Global Finance and Performance Measurement Service Line, Accenture*

Moderator: Elaine Marshall, *Secretary of State (NC) and Vice President of eC3*

If performance management does not focus on public value creation, performance often defaults into the processing of outputs, which ignores important policy debates about value trade-offs and ultimately serves citizens poorly. This session is focused on outcome-driven management and performance in public service organizations, using research by Accenture’s Institute for Public Service Value to offer practical frameworks for public value creation.

6:00 p.m.

CALIFORNIA HOST NIGHT RECEPTION AND DINNER (Regency A/B)

An Enchanting Sacramento Evening

Guests will enjoy a reception and dinner featuring local culinary specialties. Several eC3 awards will also be presented during the host night dinner.

Presiding: Glen B. Gainer, III, *State Auditor (WV) and President of eC3*

Introduction of the Speaker: R. Thomas Wagner, *Auditor of Accounts (DE) and eC3 Signatory Board Member*

Dinner Speaker: Sam Greenblatt, *Senior Vice President of Innovation, CA*

WEDNESDAY, DECEMBER 6

7:15 – 8:15 a.m.

CONTINENTAL BREAKFAST (Ballroom Foyer)

8:15 – 8:30 a.m.

OPENING REMARKS (Regency A)

Clark Kelso, *Chief Information Officer (CA), At-Large eC3 Board Member, and Conference Co-Host*

CONFERENCE AGENDA

8:30 – 9:30 a.m.

PLENARY SESSION 8 (Regency A)

How Your Government Moves with You: The Intersection of Mobile Communications and Collaboration

Alan Cohen, *Senior Director, Wireless Solutions, Cisco Systems, Inc.*

Moderator: Clark Kelso, Chief Information Officer (CA), At-Large eC3 Board Member, and Conference Co-Host

The power of information is shifting, the way people are communicating is changing. The entrance of pervasive mobile networks is driving a profoundly new model for a more connected, collaborative, cohesive, and responsive government interaction between and amongst all constituents: agencies, first responders and citizens. What are the opportunities and blueprint for creating connected communities where productivity and citizen satisfaction intersect?

9:30 - 9:45 a.m.

BREAK (Ballroom Foyer)

9:45 – 10:45 a.m.

PLENARY SESSION 9 (Regency A)

Transforming the Way Digital Communities Live, Work and Play

Malcolm Harkins, *General Manager, Information Risk and Security, Information Technology Group, Intel Corporation*

Moderator: Mary Kiffmeyer, Secretary of State (MN) and Secretary/Treasurer of eC3

Learn how Intel has helped communities throughout the world develop a unique model to connect government with business and citizens. Digital communities leverage technology to promote economic development, community enhancement and improve the quality of citizens' lives. This session will provide examples from across the globe and discuss what digital communities are, how to build them, and the digital community continuum.

10:45 – 11:00 a.m.

WRAP UP (Regency A)

Glen B. Gainer, III, *State Auditor (WV) and Outgoing President of eC3*
Elaine Marshall, *Secretary of State (NC) and Incoming President of eC3*
PK Agarwal, *Chief Technology Officer (CA), Conference Co-Host and eC3 Conference Planning Committee Chair, and eC3 Ex-Officio Board Member*

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