

2005 Annual Conference

San Diego, CA

October 16-19

Paradise Point

Making the Case for Change: Point | Counterpoint

Preliminary Draft Agenda*

Times and sessions are subject to change

All times in Pacific Daylight Time

Last updated: October 13, 2005

Sunday, October 16

11:00 am – 7:30 pm
Paradise Ballroom Foyer

Registration and Information Center

11:30 am – 4:30 pm
Mission Bay Room

State CIO Membership Meeting
(Lunch from 11:30 to noon) (State CIOs Only)

4:00 pm – 5:15 pm
Dockside Room

Corporate Leadership Council (CLC) Meeting

5:30 pm – 6:00 pm
Bayview Room

New State and Corporate Attendee Orientation

6:30 pm – 8:30 pm
Paradise Lawn

Welcome Reception

Monday, October 17

7:30 am – 6:00 pm
Paradise Ballroom Foyer

Registration and Information Center

7:30 am – 8:45 am
Mission Bay Room

Keynote and Gold Sponsor CIO Breakfast

8:00 am – 9:00 am
Paradise Ballroom Foyer

Continental Breakfast

9:00 am – 9:15 am
Paradise Ballroom

Call to Order and Welcome
Speakers:

Doug Robinson, Executive Director, National Association
of State Chief Information Officers (NASCIO)

Tom Jarrett, Chief Information Officer and Secretary of
Technology, State of Delaware

Clark Kelso, Chief Information Officer, State of California

9:15 am – 10:15 am
Paradise Ballroom

Keynote Presentation

Speaker: Gary Heil, Founder, Center for Innovative Leadership

Gary Heil is an author, educator, lawyer, consultant and coach. For the last three decades, he has been an ardent student of the human side of organizations. He was a pioneer in the study of loyal customer relationships and he remains a vocal and passionate advocate for finding more effective ways to lead inspired teams.

An internationally recognized expert on service quality, leadership and change management, Heil is author/co-author of *Leadership and the Customer Revolution*, *One Size Fits One*, *Maslow on Management*, *Revisiting the Human Side of Enterprise*, *The Leader's New Clothes* and *the Winning Coach*.

In addition, Gary is the co-founder of the web-cast *Leadership Lessons from the Fast Lane and the Pitch It Forward Foundation*. He has been a commentator on Australian and American radio and television and has served as an examiner for the Malcolm Baldrige National Quality Award.

10:15 am – 10:45 am
Paradise Ballroom Foyer

Break

10:45 am – 12:15 pm
Paradise Ballroom

The Need to Transform Government ... Making the Case for Change

State and local governments are feeling the pressure from constituents for better access to government services, even as they work to manage through insufficient resources. In the wake of the dot.com collapse and during the economic downturn that followed, states shed billions of dollars from their budgets – money that is gone forever. At the same time, global forces are reshaping the way our world operates. Worldwide competition, richly available information and connections through the Internet are requiring both the private and public sectors to become more efficient. Companies are responding with layoffs, benefit reductions and mergers, placing an even heavier burden on government. In the spirit of our conference, this session will take a novel approach – three commentators will make the case for change in quick succession, then three CIOs will provide concrete examples of how their state is transforming some aspect of government (not consolidation, transformation). Finally NASCIO's Programs Committee chairman will charge the attendees about participating in the conference. Enjoy this session; it promises to be both stimulating and perhaps a bit controversial.

Moderator: Peter Harkness, Editor and Publisher,
Governing Magazine

Commentators

CIOs:

Brenda Decker, Chief Information Officer, State of
Nebraska

Clark Kelso, Chief Information Officer, State of California

Larry Olson, Chief Information Officer, State of Texas

Corp Members:

William Eggers, Global Director, Deloitte Research-Public
Sector

Jim Geringer, Director of Policy and Public Sector
Strategies, ESRI and Former Governor, State of Wyoming

Steve Kolodney, Vice President Public Sector Group, CGI-
AMS

Closer:

Matt Miszewski, Chief Information Officer, State of
Wisconsin

12:15 pm – 1:45 pm
Sunset Ballroom

Lunch

1:45 pm – 3:00 pm
Paradise Ballroom

Open Source: Is it Really a Free Lunch?

One of the big pluses touted by Open Source advocates is the zero cost acquisition of Open Source software. But at the end of the day, will deploying Open Source software be free over time, cost the same, less or more than proprietary software in your enterprise? If you are considering employing Open Source in any part of your enterprise this is a must-see session to understand the economic impact Open Source will have on your Total Cost of Ownership. Your take away will be real life experiences of those who have taken the journey and documented all that they have learned.

Moderator: Peter Quinn, Chief Information Officer,
Commonwealth of Massachusetts

Panelists:

Gary Edwards, Founding Member, Oasis OpenDocument

Terry Savage, Chief Information Officer, State of Nevada

Bill Welty, Chief Information Officer, Air Resources Board,
State of California

3:30 pm – 5:00 pm
Mission Bay Room

**NASCIO Chief Information Officer/Corporate
Leadership Council Only Meeting**

(closed session, one CIO per state – one CLC member per
company)

Building on the progress made from previous closed
sessions between state CIOs and corporate members, the
Corporate Leadership Council (CLC) has developed this
session to strengthen the public/private partnerships
fostered through NASCIO. This forum will provide an

excellent opportunity to build relationships while exploring issues critical to state CIOs through small group discussions. Come prepared to roll up your sleeves, share your ideas and enjoy a lively dialogue.

6:00 pm – 7:30 pm
Hotel Del Coronado
(Transportation Provided)

**Keynote and Gold Sponsor CIO Reception
Vista Walk, Hotel Del Coronado**

Easily recognized as one of San Diego's most famous buildings, the Hotel Del Coronado is one of the most beautiful hotels in Southern California. With its stunning Victorian architecture and perfectly manicured lawns, it was a favorite haunt of movie stars and royalty alike! The Duke and Duchess of Windsor were frequent visitors to the hotel, and Marilyn Monroe spent many nights there as the Del was the setting for her 1959 classic *Some Like it Hot*. Frank L. Baum, author of *The Wizard of Oz* is said to have been inspired to write his famous book whilst living in Coronado and visiting the hotel.

Tuesday, October 18

8:00 am – 6:00 pm
Paradise Ballroom Foyer

Registration and Information Center

8:00 am – 9:00 am
Paradise Ballroom Foyer

Continental Breakfast

9:00 am – 9:15 am
Paradise Ballroom

Morning Welcome Address

9:15 am – 10:30 am
Paradise Ballroom

If Technology is Agnostic: Then Why am I a Whig?

This lively and spirited interchange will discuss the political landscape of a state CIO. Does our political affiliation influence our approach to IT? Is there a difference between a Republican CIO and a Democratic CIO? Should the CIO be a truly independent voice or is there room for partisanship? Can the CIO be a political strategist and advance the governor's goals? How do you interact with the state legislature? Learn how to navigate the political world of a state CIO and build relationships with the "other guys".

Moderator: Matt Miszewski, Chief Information Officer, State of Wisconsin

Panelists:

Thomas Jarrett, Chief Information Officer and Secretary of Technology, State of Delaware

Ted Kanavas, State Senator, State of Wisconsin

Roger Roy, State Representative, State of Delaware

10:30 am – 11:00 am
Paradise Ballroom Foyer

Break

11:00 am – 12:15 pm
Paradise Ballroom

The Outsourcing Trend and Civil Service Perspectives – Is Your Job Next?

State and local governments are typically reluctant to embrace the need to outsource the entire technology infrastructure to vendors. Political realities, turf battles and cost constraints have made the concept of outsourcing a highly contentious issue within government. But consider the aging workforce, many redundant business applications and deteriorating infrastructure within a state's enterprise and outsourcing seems inevitable. In the near future though, strategic outsourcing will likely become a practical course for state and local governments to manage their technology resources. Arguably it is far simpler for a vendor to scale up or down to ensure the right mix of people and skills on a given project rather than for a government agency to attempt to hire/train/retrain workers within the confines of today's rigid civil service system. This discussion will examine the pros and cons of this controversial topic.

Moderator: James Dillon, Chief Information Officer, State of New York

Panelists:

Greg Baroni, President, Global Public Sector, Unisys
Margarita Maldonado, Chair, Information Technology (IT) Committee, Service Employees International Union (SEIU) Local 1000 and Information Systems Analyst, Department of Justice, State of California

Peter Quinn, Chief Information Officer, Commonwealth of Massachusetts

Daniel Wall, Commissioner, Department of Civil Service, State of New York

12:15 pm – 2:15 pm
Sunset Ballroom

Lunch and Keynote Presentation sponsored by Novell Frank Abagnale, Identify Theft Expert

Frank Abagnale is one of the world's most respected authorities on the subjects of forgery, embezzlement and secure documents. For over twenty-five years he has lectured to and consulted with hundreds of financial institutions, corporations and government agencies around the world.

Abagnale has been associated with the FBI for over 30 years. He lectures extensively at the FBI Academy and for the field offices of the Federal Bureau of Investigation. More than 14,000 financial institutions, corporations and law enforcement agencies use his fraud prevention programs. In 1998, he was selected as a distinguished member of "Pinnacle 400" by CNN Financial News. Abagnale was the subject of a major motion picture entitled

"Catch Me If You Can", directed by Steven Spielberg with Leonardo DiCaprio and Tom Hanks.

2:15 pm – 3:30 pm
Paradise Ballroom

The Reality of Real ID—Good Idea or “Good Luck with All That”?

Are we more secure with the REAL ID Act, which was enacted by Congress as NASCIO conducted its 2005 Midyear Conference? Do the benefits of the REAL ID Act justify the potentially substantial technology and other costs that states will incur in implementing the REAL ID Act? This is your opportunity to hear what both sides in this divisive debate have to say

Moderator: Teri Takai, Chief Information Officer, State of Michigan

Panelists:

Dan Combs, President, Global Identity Solutions

Matthew Dunlap, Secretary of State, State of Maine

Larry Dzieza, Budget Director, Department of Licensing, State of Washington

Betty Serian, Deputy Secretary, Department of Transportation, Commonwealth of Pennsylvania

3:30 pm – 4:00 pm
Paradise Ballroom Foyer

Break

4:00 pm – 5:15 pm
Paradise Ballroom

The Family Feud: Facing the Challenge of Public and Private Partnerships

Our “IT family” is often challenged to work together effectively in a public and private partnership. Troubled IT projects, disagreements over procurement, and unrealistic expectations by both parties often lead to distrust and impacts the credibility of the entire IT industry in the government setting. In a setting reminiscent of the “Family Feud,” state CIOs and representatives from the corporate community discuss each other’s challenges and opportunities to work together. Using the electronic feedback of the audience, the two competing panels will explore emerging trends, and generate new ideas for public and private collaboration.

Moderator: Rick Webb, Chief Technology Officer, Accenture

CIO Panelists:

Eugene Huang, Secretary of Technology, Commonwealth of Virginia

Mike Moore, Chief Information Officer, City of San Diego

Dick Thompson, Chief Information Officer, State of Maine

CLC Panelists:

Curtis Clark, Senior Executive, IBM

Pat Cummins, Senior Advisor, Special Projects, ESRI
Mike Serbousek, Vice President of MCI's State and Local
Enterprise Solutions

6:30 pm – 7:30 pm
Paradise Ballroom Foyer

President's Reception

7:30 pm – 9:30 pm
Paradise Ballroom

State Dinner and Awards Presentation

For the seventeenth consecutive year, NASCIO will honor outstanding achievements in the field of information technology through its Recognition Awards. During this special evening, NASCIO will announce and recognize the winners in this program. In addition, the association will acknowledge outstanding individual achievement by honoring the winner of NASCIO's Meritorious Service Award. This award recognizes the achievements of a current state CIO for outstanding contributions to NASCIO and state government.

Wednesday, October 19

7:30 am – 8:45 am
Bayview Room

NASCIO Corporate Member and State CIO Breakfast

7:30 am – 12:00 pm
Paradise Ballroom Foyer

Registration and Information Center

8:00 am – 9:00 am
Paradise Ballroom Foyer

Continental Breakfast

9:00 am – 10:15 am
Paradise Ballroom

“Extreme Makeover: PMO Edition: Critical Factors for Your State's IT Initiatives”

Due in part to successful project management, the South Carolina Department of Transportation recently completed construction of the Arthur Ravenel, Jr. Bridge, the longest single cable stay bridge in North America, twelve months ahead of schedule and under budget.

Although construction and technology projects are managed using many of the same tools and techniques, technology projects often fail. Without appropriate oversight, scoping, controls and communication, many technology projects can be over budget, behind schedule, and fail to provide key functionality.

The PM Solutions Center for Business Practices indicates, however, that states can make significant improvements in achieving project success by implementing formal project management practices. Such improvements include:

- 50% improvement in project execution
- 54% improvement in financial performance
- 36% in customer satisfaction

30% in employee satisfaction

This discussion will offer insight into the best practices of using project management effectively and successfully.

Moderator: Lynn Hersey-Miller, Chief Program Officer, State of Delaware

Panelists:

Beverly Horton Cummings, Project Manager, Budget and Control Board, State of South Carolina

Carl DeMaio, President and Founder, The Performance Institute

Vickie Rogers, Director, Project Management Office, State of Kansas

10:15 am – 10:45 am
Paradise Ballroom Foyer

Break

10:45 am – 12:00 pm
Paradise Ballroom

The Pendulum Swings – Centralization, Decentralization or What?

Driven by a mandate to reduce costs and do more with less, many state CIOs have taken on IT consolidation projects such as server virtualization, mainframe consolidation, enterprise architecture, etc. While the benefits of consolidation appear obvious — removing redundancy, reducing costs, the sharing of valuable information across the state's enterprise — is there such a thing as too much centralization? What does centralization "cost" an enterprise in terms of privacy, security and customer service? Should all aspects of the state's IT enterprise be centralized or only the infrastructure, with business-related decision making remaining at the agency level? How do you balance the needs of the larger enterprise with those of individual agencies? Is the shared services model an appropriate middle ground?

Moderator: John Goggin, Director, State and Local Internet Business Solutions Group, Cisco Systems Inc.

Panelists:

Karl Browning, Chief Information Officer, State of Indiana

Gary Robinson, Chief Information Officer, State of Washington

Teri Takai, Chief Information Officer, State of Michigan

12:00 pm

Conference Adjourns

12:00 pm -1:30 pm
Mission Bay Room

CIOs Only Lunch

12:00 pm – 1:30 pm
Bayview Room

Corporate Leadership Council (CLC) Lunch