DATA

Driving the Direction of Government

2019 TEXAS GOVERNMENT DATA FORUM

Thursday, June 27
8:30 am – 4:30 pm

hosted by

DIR
Texas Department of Information Resources

sponsored by

TEXAS ASSOCIATION OF STATE SYSTEMS
TASSCC
FOR COMPUTING AND COMMUNICATIONS

@TexasDIR **#txopendata**

Time	Agenda	Room
8:30	**Texas Department of Information Resources (DIR) Welcome** • **Amanda Crawford**, Executive Director, Texas Department of Information Resources • **Ed Kelly**, Statewide Data Coordinator, Texas Department of Information Resources	Big Tex
8:50	**KEYNOTE — Triple Play: Data Leadership, Value, and Strategy** • **Peter Aiken**, Associate Professor, Virginia Commonwealth University & Founding Director, Data Blueprint	Big Tex
9:45	**Break: Networking, Refreshments – Exhibits Open**	Atrium
10:05 *Choose One*	**Integrate Citizen Feedback to Optimize the Digital Experience** • **Dan Barrett**, Specialist Leader, Deloitte • **Michael Starr**, Specialist Leader, Deloitte	Big Tex
	City of Fort Worth's Automation Journey • **Kevin Gunn**, Chief Technology Officer, City of Fort Worth • **Thomas Ortiz**, Partner and Public Sector Practice Lead, ISG	Lil Tex
10:55	*5 Minutes for Room Change*	
11:00 *Choose One*	**Data Governance 101** • **Andrea Gibbons**, CDMP, Manager of Data Governance, CareFirst BlueCross BlueShield	Big Tex
	Intelligent Transportation Analytics with Google Cloud • **Patrick Dunn**, Data Analytics & Management Specialist, Google Cloud	Lil Tex
11:50	**Networking Lunch (Provided) – Exhibits Open** - Seating available in Atrium, Executive Dining Room, Café, and on the Patio - Seating and Topic Table Discussions available in Balcones (1.108)	Atrium
12:45	**Seattle Police Department Data Analytics Platform** • **Loren T. Atherley**, MACJ, Director of Behavioral Sciences, Sr. Research Scientist, Seattle Police Department • **Lauren Cziok**, Digital Analytics Manager, Accenture	Big Tex
1:40	*5 Minutes for Room Change*	
1:45 *Choose One*	**How a Fire Department Used Prescriptive Analytics and Transformed Community Healthcare** • **Julie Richards**, Director – Digital Insights, CGI Technologies and Solutions Inc.	Big Tex
	Moving Government Operations from "Acting Like a Human" to "Thinking Like a Human" Through Intelligent Automation • **Mike Caporusso**, Solution Relationship Director, Intelligent Automation, KPMG	Lil Tex
2:35	**Break: Networking, Refreshments – Exhibits Open**	Atrium
2:50	**Technology/Data Legislative Update** • **Robert Armstrong**, Director of Public Affairs, Texas Department of Information Resources	Big Tex
3:10	**Peek into the Future with Industry Data Experts** *Facilitated by **John Hoffman**, CTO, Texas Department of Information Resources* • **Peter Aiken**, Associate Professor, Virginia Commonwealth University & Founding Director, Data Blueprint • **Paul Kuk**, Senior Analytics Executive, Accenture • **Kevin Merritt**, Chief Evangelist, Tyler Technologies Data and Insights Division • **Joel Minton**, Technical Director, Google Cloud Office of the CTO	Big Tex
4:05	**Closing Remarks** • **Ed Kelly**, Statewide Data Coordinator, Texas Department of Information Resources	Big Tex
4:30	**Adjourn**	

General Sessions

8:30 | KEYNOTE — Triple Play: Data Leadership, Value, and Strategy

Peter Aiken, Associate Professor, Virginia Commonwealth University & Founding Director, Data Blueprint

Organizational management concerns fall into broad categories:

- Implementing change that effectively improves performance
- Securing real returns from technology investments
- Processing lots of information without gaining desired insight

Data, of course, is at the heart of all of these and other organizational complaints. A 'triple play' investment in organizational data is a necessary prerequisite and a primary enabler that permits organizations to address troubling issues with a coordinated approach. Transformation typically requires some organizational discomfort as organizations significantly overhaul:

- Their approach to recruiting, qualified organizational talent and leadership,
- The manner by which they seek to obtain informational value,
- Focus work improving data in a way that better supports organizational strategy.

> Data really powers everything we do.
>
> JEFF WEINER
> CEO, LinkedIn

Unifying these efforts is your organization's collection of data assets. By approaching data differently, organizations can begin to obtain sought after data leverage. This program presents this triple play of new organizational and leadership skills, revised value propositions, and a repositioning of data support for strategy in a manner yielding impressive results.

12:45 | Seattle Police Department Data Analytics Platform

Loren T. Atherley, MACJ, Director of Behavioral Sciences, Sr. Research Scientist, Seattle Police Department
Lauren Cziok, Digital Analytics Manager, Accenture

Imagine the amount and variety of data flowing through the largest police agency in Washington State.

The Seattle Police Department (SPD) collects volumes of data that support an average of 782,672 calls for service per year across dispatch, records management, human resources and other police systems, but there was one major problem: it was not connected.

SPD leadership took steps to better understand and manage department activities by integrating its critical systems. Collecting data about officer behavior, real-time data from incidents and activities, and other metrics allows leaders to conduct sophisticated analysis and draw insight and intelligence using the Data Analytics Platform (DAP).

The Department uses DAP to consolidate, prepare and analyze data related to a variety of operational matters – including police calls and incidents, interactions with the public, administrative processes, officer training and workforce management.

Now, rather than data sitting in siloed systems, DAP enables SPD to create custom reports that help in day-to-day operations and investigations.

> The goal is to turn data into information, and information into insight.
>
> CARLY FIORINA
> former Executive, President, & Chair of Hewlett-Packard

2:50 | Technology/Data Legislative Update

Robert Armstrong, Director of Public Affairs, Texas Department of Information Resources

The 86th(R) session is in the books!

Throughout the interim and over the past five months DIR has been actively working with state leadership and tracking the bills that would have impact to state agencies and local government.

This session will provide a brief overview of the new laws that were passed in cybersecurity, procurement and data and what your agency will need to look to address in the upcoming year.

3:10 | Peek into the Future with Industry Data Experts

*Facilitated by **John Hoffman**, CTO, Texas Department of Information Resources*
Peter Aiken, Associate Professor, Virginia Commonwealth University & Founding Director, Data Blueprint
Paul Kuk, Senior Analytics Executive, Accenture
Kevin Merritt, Chief Evangelist, Tyler Technologies Data and Insights Division
Joel Minton, Technical Director, Google Cloud Office of the CTO

The year is now 2029! The Texas legislature is just wrapping up the 92nd(R) session and the world continues to change at an increasingly significant rate. What took years to accomplish is being done in months or weeks.

Data continues to grow at an alarming rate as new technology is even more readily accepted and implemented in our daily lives. Not just wearables but body implants enhance our intelligence and memory. Self-driving cars and electric vehicles are the norm. IOT sensors collect more and more information. Robots and robotic process automation are commonplace. *These are just a few predictions of the future.*

What types of challenges will we face in managing all the new data streams in the future?

Our esteemed panel of experts representing higher education, data management, open data, business analytics and the private sector will address these challenges and provide us with their insight and perspective.

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> Without a systematic way to start and keep data clean, bad data will happen.
>
> DONATO DIORIO
> Data Scientist

Breakout Sessions

10:05 am | Integrate Citizen Feedback to Optimize the Digital Experience

Dan Barrett, Specialist Leader, Deloitte
Michael Starr, Specialist Leader, Deloitte

With dozens of digital metrics like downloads, page views, bounce rates, and app store ratings, it's hard to understand and prioritize digital investments to enhance the citizen experience.

By simply leveraging a combination of customer ratings, metadata, and comments from websites and mobile apps, we can adopt a citizen-centric lens to provide clarity on key themes within the experience.

Visualizations and reporting features, including Text Analytics, can unveil which features and touch points most positively and negatively impact the overall experience in real-time, providing actionable insights to drive improvement and create a superior citizen experience.

> Data is a precious thing and will last longer than the systems themselves.
>
> TIM BERNERS-LEE
> inventor of the World Wide Web

10:05 am | City of Fort Worth's Automation Journey

Kevin Gunn, Chief Technology Officer, City of Fort Worth
Thomas Ortiz, Partner and Public Sector Practice Lead, ISG

Returning hours to the enterprise, decreasing cycle times, and enhancing customer service are key objectives of the City of Fort Worth's Robotic Process Automation (RPA) program.

This session will review the progress of the City's RPA Program and share the lessons developed over the 18-month journey as well as provide the audience with insights from Information Services Group's (ISG) research into RPA as applied to the enterprise.

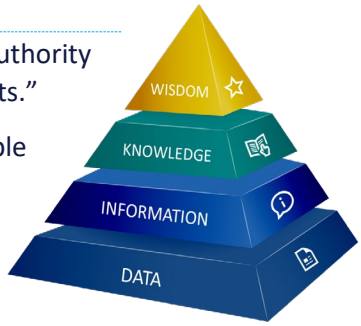
11:00 am | Data Governance 101

Andrea Gibbons, CDMP, Manager of Data Governance, CareFirst BlueCross BlueShield

According to the DAMA DMBoK2, "Data Governance (DG) is defined as the exercise of authority and control (planning, monitoring and enforcement) over the management of data assets."

In the development of a data management program, data governance is the core principle which guides and supports all other principles within the methodology.

This session will highlight the important characteristics and activities of a DG program as well as key deliverables and elements for a successful implementation of data governance within your organization.



The Evolution of Data

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11:00 am | Intelligent Transportation Analytics with Google Cloud

Patrick Dunn, Data Analytics & Management Specialist, Google Cloud

Safety is the number one goal for every Department of Transportation.

While vehicle fatality rates have generally decreased over time, recently the rates have begun to grow again – the need is urgent, and a matter of life or death.

Reversing this trend involves the accurate, efficient and economical processing of real-time and historical data in order to achieve predictive analytics in driving traffic management policy, planning and response.

Learn how the Colorado Department of Transportation partnered with Google Cloud to harness the power of data, cloud-based processing and machine learning in order to build a modular and scalable intelligent transportation system, aimed at saving lives.

1:45 pm | How a Fire Department Used Prescriptive Analytics and Transformed Community Healthcare

Julie Richards, Director – Digital Insights, CGI Technologies and Solutions Inc.

The Puget Sound Regional Fire Authority (PSF) established FD CARES to better meet the needs of their community members by providing care coordination and in-home clinical services to stabilize patients at home or to direct 911 callers to the most appropriate care. FD CARES uses innovative analytics to prescribe improvements in delivery effectiveness and to reduce costs of care.

This session explores the use of prescriptive analytics and constraint-based optimization as the project team:

- Identified appropriate data needed to describe the resource use, care utilization and interactions across the coordinated care continuum;
- Designed a data-driven, constraint-based system model using sample data from FD CARES coordinated care partners;
- Performed optimization and prescriptive analytics to measure the impact of services and design better ways to help maximize return on investment for FD CARES partners.

> Without big data analytics, companies are blind and deaf, wandering out onto the web like deer on a freeway.
>
> GEOFFREY MOORE
> Author & Consultant

1:45 pm | Moving Government Operations from "Acting Like a Human" to "Thinking Like a Human" Through Intelligent Automation

Mike Caporusso, Solution Relationship Director, Intelligent Automation, KPMG

Government automation is evolving beyond Robotic Process Automation (RPA) by enabling complex, end-to-end smart workflows that create new business value and improve the citizen experience of tomorrow.

The evolution of Robotic Process Automation (RPA) from simple task automation to coupling RPA, Analytics & Artificial Intelligence capabilities is fueling a shift from efficiency to effectiveness.

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DATA Driving the Direction of Government

2019 TEXAS GOVERNMENT DATA FORUM

Thank You!

Thursday, June 27 | 8:00 am – 4:30 pm | Austin, Texas

DIR would like to thank the following organizations for their participation and support:

EXHIBITORS

Please visit the exhibits to find out about the products, services, and solutions they provide.

- Accenture
- Access Sciences
- Allied Consultants Inc.
- Amazon Web Services
- ASG Technologies
- Attunity, a Division of Qlik
- Deloitte
- Electro Systems Engineers, Inc.
- Forerunner Technologies
- Freeit Data Solutions
- Google Cloud
- Grant Thornton
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- SHI Government Solutions
- Swagit Productions, LLC
- Tableau
- Texas Department of Information Resources
- Tyler Technologies, Inc.
- Vertosoft.com
- Vintage IT Services
- Voice Products Inc.

ORGANIZATIONS PROVIDING SPEAKERS

- Accenture
- CareFirst BlueCross BlueShield
- CGI Technologies and Solutions Inc.
- City of Fort Worth
- Data Blueprint
- Deloitte
- Google
- ISG
- KPMG LLP
- Seattle Police Department
- Texas Department of Information Resources
- Tyler Technologies

Mark Your Calendars!

August 11-14 TASSCC 2019: Steering IT to New Frontiers
October 3 DIR Technology Forum
November 15 Annual E-Records Conference

Visit dir.texas.gov to learn more

Special thanks to TASSCC for supporting this DIR educational event.

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