

Executive IT Seminar Topic Abstracts

Campbell's at Chelan

October 14-16, 2008

Theme: Where Government and Technology Management Meet

Tuesday, October 14

1:30 pm *The State of Washington's Labor Market-Dr Greg Weeks, Director of Labor Market and Economic Analysis, Employment Security Department*

Dr. Weeks will discuss the past and forecast economic prospects for Washington State. He will focus on the labor market.

3:30 pm *Roadmap for the Next Biennium-Sadie Hawkins, Office of Financial Management*

In today's business environment, Washington State agencies are finding that many of their existing financial and administrative policies, processes, systems and data no longer meet the demands of citizens, the Governor and the Legislature. Expectations for clarity and transparency in government are hindered by outdated back-office policies and business practices, and the tools and systems supporting them. Citizens deserve to know how their taxpayer dollars are being spent and for what results. That's where the Roadmap Program comes in. The Roadmap looks across state government to:

- Identify and implement initiatives that streamline business policies and processes;
- Make state government more flexible, transparent and responsive;
- Meet demands for better information; and
- Better leverage the state's investment in information systems.

To do so, the Roadmap must weigh the needs of the state **as an enterprise** over the needs of single agencies, or even functionally related agencies. Washington stands at a crossroad where every state agency faces real and urgent business needs and risks. We can choose to stay with the status quo-decentralization in state government which allows continued investments in agency unique solutions that divert time, resources and energy from enterprise solutions. Or, Washington State government can lead the way by providing enterprise tools that benefit all agencies.

In this session, we will learn about the results of recent Roadmap Program Positioning Activities, review the opportunities for improvements to the state's financial systems, and discuss strategies to meet the most critical business, data and system needs.

***Dinner Speaker Identity Theft Prevention/WA Housing Market-Lyn Peters,
Department of Financial Institutions***

Lyn will cover two major areas of interest to the financial consumer:

An introduction to the many ways your identity can be stolen and how to prevent it.

Have you heard of "smishing"? What about "skimming"? How safe are you? I'll give you a test to find out. We'll talk about what's new in the world of ID theft and how to avoid it.

WA Housing: What happened? Is it still a good time to buy? How does the future look? How did the nation-wide mortgage industry collapse happen? What is WA doing to keep it from getting worse? Should I buy? Can I sell? Will it get better? I hope to answer these questions and more

Wednesday, October 15

***8:30 am State Strategic IT Plan & IT Portfolio Management System-Tracy Guerin and
Mike Ricchio, Department of Information Services***

This presentation will focus on the State Strategic IT Plan updates and the new IT Portfolio Management System.

***10:45 am High Tech Investigations Related to Consumer Fraud-Rebecca Henderson,
Attorney General's Office***

Rebecca will provide an overview of the Consumer Protection Division and its High Tech Unit. Her presentation will include examples from actual investigations and the laws that govern them. Rebecca will also discuss emerging trends in high-tech fraud and their resulting challenges.

1:30 pm Legislative IT Workgroup-Representative Mark Ericks, State Legislature

Representative Ericks and his staff will discuss the IT Workgroup progress to date and plans for the future. He will also introduce the newly hired workgroup consultant, Dan Borgen from Pacific Technologies Management Consulting.

***Dinner Speaker The Cascadia Subduction Zone: Implications for Pacific NW Earthquake
Hazards-Dr. Charles Rubin, Central Washington University***

In 2001, the continuous GPS network Pacific Northwest Geodetic Array, aided in discovery of slow-slip across the Cascadia Subduction Zone. Previously undetected by seismic networks, these slip events exhibit regular recurrence intervals thus changing current understanding of earthquake behavior. At first, the term "silent-earthquake" was employed to illustrate the absence of a seismic signature. These "slow-slip" events are defined as episodic tremor and slip (ETS). One might say these events are "quiet" or possibly "silent" in nature, but definitely important since these events affect plate tectonic interactions that are responsible for damaging earthquakes.

Thursday, October 16

9:00 am Change Management at the Speed of Trust-Sanjeev Batta, Cayzen Technologies

IT departments like yours find themselves driving the changes that often dramatically impact your agency, other agencies, and the citizenship at large. Managing these changes effectively to deliver the desired results is an essential aspect of a project's overall success. Yet how often do projects and initiatives that require effective change management fail? What are the real underlying causes of ineffective change management? What impact do prior failures and shortcomings have on the success of new projects or the likelihood of important new initiatives getting started? How does the overall culture react and respond? How does your organization respond? How do you respond? What can you do?

This presentation will approach change management by looking at the value of establishing, extending, growing and restoring trust. Based on the best-selling book by Stephen M.R. Covey, The Speed of Trust, we will establish the business case for trust and show why it may be the most important thing to focus on because it is the one thing that can change everything.

This presentation will explore the waves of trust required to build a world class trustworthy organization, including self trust, relationship trust, organizational trust, market trust, and societal trust. We will take a close look at organizational trust and discuss the role the people, processes, policies and symbols have in defining an organizations trust level. The presentation will show how the costs of change management can be dramatically reduced by increasing the trust factor within your organization and across your customers and stakeholders.

You will leave this presentation with an effective framework, approach and tools required to begin improving the trust level within your organization.

10:30 am Risk Management in a Mobile World-Bruce Christofferson, Movidan Inc.

Risk Management is an essential component of IT governance. In our increasingly mobile world, IT leaders must now extend risk management considerations onto mobile computing devices often called 'smartphones'.

This presentation, "Risk Management in a Mobile World", will start a conversation; provide some ideas into mitigating and managing risk as we begin the expected migration away from laptops (and all the protections they have available); and provide some ideas on how a program centered on mobile technology security might be established within your organization.