

Conference Agendas At-A-Glance

	Room 145A	Room 145B	Room 147AB	Room 151A	Room 151B
	Government CX@930gov	KM@930gov	RM@930gov	Cyber & IT Security@930gov	ITMod@930gov
7:30AM	Registration Opens @7:30AM				
8:15AM	Government Customer Experience Legislation, Policy & Activity Update: What It All Means	The Age of Agile: How Smart Organizations are Transforming How Work Gets Done	The Managing Government Records Directive: Continuing the Transition to Digital Gov't	Insights and Implementation of Cybersecurity Executive Order	IT Modernization: The Way Forward
8:30AM			Modernizing Information Governance		
9:00AM	Taking the First Step Toward Better Citizen Engagements: Understanding Modern Communication Channels			Creating a Culture of Security	
9:30AM	Networking Break			Networking Break Visit Exhibit Hall (Room 146) (9:45 - 10:15AM)	Before Searching for Solutions - It's All About the Data
9:45AM	Visit Exhibit Hall (Room 146)				
10:00AM	(9:30 - 10:15AM)				
10:15AM	Modernizing Contact Centers & Delivering Digital Services Through CC	Reconciling Knowledge Management with Project Management & Agile	Blockchain in the Public Sector - What Lies Ahead	Update and Review: Presidential Executive Order Cybersecurity of Federal Networks & Infrastructure	Networking Break Visit Exhibit Hall (Room 146) (10:00 - 10:45AM)
10:45AM					IT Modernization for Mission Delivery Success
11:00AM	Smarter CX with AI, ChatBots and Policy Automation	Citizen-Centric Services: The Key to Fueling Digital Transformation	The Value of Streamlining Your Workflows with Automation	Managing the Risk of Privileged Accounts & Passwords	IT Modernization: Citizen Services, Cybersecurity and Cost Efficiencies
11:15AM					
11:30AM	Reimagine and Craft the Employee Experience: Design Thinking in Action	Real-Time, Always-On Data Management for Real-Time C360	Digital Evidence Challenges - Connected Devices and the Internet of Things	Intersection of Cyber and IT Modernization	
11:45AM					
12:00PM	Visit Exhibit Hall* (Room 146) (12:00-1:00PM)	Visit Exhibit Hall* (Room 146) (12:00-12:45PM)	Visit Exhibit Hall* (Room 146) (12:00 -1:15PM)		Visit Exhibit Hall* (Room 146) (11:45AM -1:00PM)
12:45PM					
1:00PM	Cgov Government Customer Service Excellence Awards	Era of Austerity: Reducing Costs Thru the Use of KM			Government IT Modernization Visionaries
1:15PM	NASA's Big Bang Service Delivery Transformation	KM's Role in Succession and Employee Engagement	The Business Case for End-to-End Automated Records and Information Management	CIO & CISO IT Security Brainstorm	
1:30PM					
1:45PM	Networking Break Visit Exhibit Hall (Room 146) (1:45-2:00PM)				Networking Break Visit Exhibit Hall (Room 146) (1:45-2:00PM)
2:00PM	Lessons Learned from Customer Support Websites	Knowledge Café: The Future of KM	Update on ICRM Certifications and Specialty Designations: What They are and How to Pursue Them	1102s (Contracting Officers) & IDIQs: A Perfect Match for End-of-FY & Beyond (Room 151B)	
2:15PM					
2:45PM					
3:00PM	5th annual 930gov Networking Reception (9th St. Concourse) Sponsored by Genesys				
4:30PM	930gov 2017 Concludes				

*Concessions available for purchase in Room 146 & Concourse

As of: 8/22/17