



AGENDA AT A GLANCE
ISM Conference—Chicago, IL, August 29-September 1, 2010
“New Thinking for a New Decade”

IT Solutions Management for Human Services
 an affiliate of the American Public Human Services Association

Sunday, August 29, 2010			
7:00 a.m. - 1:00 p.m.	Golf Scramble (additional cost)		
10:00 a.m. - 6:30 p.m.	Registration and Information Desk		7th Floor Registration Counter
1:00 p.m.	Shuttle bus leaves for Field Museum		
1:00 p.m. - 3:00 p.m.	<p align="center">SUNDAY SPECIAL EVENT (lunch on your own) Museum Tour, Chicago Field Museum (Open to All)</p>		
3:00 p.m. - 4:30 p.m.	<p align="center">Roundtable Discussion (State and Local Gov. Only) Chicago Field Museum</p>		
4:30 p.m.	Shuttle bus returns from Field Museum to hotel		
6:30 p.m. - 8:00 p.m.	<p align="center">CONFERENCE WELCOME/OPENING RECEPTION Mary Ellen Bennard, ISM President, MA</p> <p align="center">OPENING RECEPTION</p>		Chicago Ballroom A-D (5th FL)
Monday, August 30, 2010			
7:00 a.m. - 4:00 p.m.	Registration and Information Desk		7th Floor Registration Counter
7:00 a.m. - 8:00 a.m.	Continental Breakfast in Vendor Exhibit Area		
8:00 a.m. - 9:45 a.m.	<p align="center">OPENING PLENARY SESSION Greetings and Conference Welcome Mary Ellen Bennard, ISM President, MA ISM Recognition Awards Darlene Thomas, WV ISM Keynote Address Cari DeSantis, APHSA; David Hansell, HHS; Kevin Concannon, FNS; Cindy Mann, CMS Cari DeSantis, <i>Facilitator</i></p>		
9:45 a.m. - 10:30 a.m.	Networking in Vendor Exhibit Area		Salon III (7th FL)
10:30 a.m. - 11:45 a.m.	<p align="center">Track 1 – Business</p> <p align="center">Transparency - Myths and Truths of Modernization Lou Polzella, CT; Lizbeth Silberman, FNS Dave Jennings, Northrop Grumman, <i>Facilitator</i></p>	<p align="center">Track 2 – IT Solutions</p> <p align="center">Conducting a Successful Transition John Boule, CA; John Wanchick, OH Galen Bock, CGI, <i>Facilitator</i></p>	<p align="center">Track 3 – Technical</p> <p align="center">GIS Gone Wild! Chris Fulcher, RUPRI; Joe Keegan, LA Kevin Dolan, Microsoft, <i>Facilitator</i></p>
	1-1 Indiana/Iowa/Michigan/Michigan State (6th FL)	2-1 Salon E (5th FL)	3-1 Northwestern/Ohio State/Purdue/WI (6th FL)
11:45 a.m. - 1:00 p.m.	Lunch (on your own) – Vendor Exhibits Open		
1:00 p.m. - 2:00 p.m.	<p align="center">PRESENTATIONS BY PLATINUM SPONSORS – Session Descriptions in Conference Program - Restricted to Gov. Attendees Only unless labeled (Open to All)</p>		
	<p align="center">Healthcare Reform HP Indiana/Iowa (6th FL)</p>	<p align="center">Conquering State Healthcare IT CGI (Open to All) Michigan/Michigan State (6th FL)</p>	<p align="center">Improved Outcomes: 1 Step at a Time Oracle (Open to All) Great America I-II (6th FL)</p>
			<p align="center">Care Coordination Microsoft (Open to All) Lincolnshire I-II (6th FL)</p>
2:00 p.m. - 2:45 p.m.	Networking in Vendor Exhibit Area		
2:45 p.m. - 3:45 p.m.	<p align="center">PRESENTATIONS BY PLATINUM SPONSORS – Session Descriptions in Conference Program - Restricted to Gov. Attendees Only unless labeled (Open to All)</p>		
	<p align="center">Small Budgets, Big Solutions Accenture (Open to All) Indiana/Iowa (6th FL)</p>	<p align="center">Future Human Services Office - Now ACS Michigan/Michigan State (6th FL)</p>	<p align="center">Needs to Outcomes Cúram (Open to All) Great America I-II (6th FL)</p>
			<p align="center">The User Experience Imperative Adobe Lincolnshire I-II (6th FL)</p>
3:45 p.m. - 4:00 p.m.	Break		
4:00 p.m. - 5:15 p.m.	<p align="center">Track 1 – Business</p> <p align="center">Creative Approaches to Reducing Cycle Time and Managing Increasing Work Loads Troy Hutson, WA; Daniel Chan, NY Amy Huston, AT&T, <i>Facilitator</i></p>	<p align="center">Track 2 – IT Solutions</p> <p align="center">Integration Across Programs Alisha Griffin, NJ; Danna Fabella, Children and Family Policy Institute Ruthie Seale, Oracle, <i>Facilitator</i></p>	<p align="center">Track 3 – Technical</p> <p align="center">ECM - An Important Data Management Tool Laurie Snow, NH Greg Tipping, Northwoods Vance Dean, CT, <i>Facilitator</i></p>
	1-2 Indiana/Iowa/Michigan/Michigan State (6th FL)	2-2 Salon E (5th FL)	3-2 Northwestern/Ohio State/Purdue/WI (6th FL)
5:30 p.m. - 7:00 p.m.	NETWORKING EVENT IN VENDOR EXHIBIT AREA		
			Salons I-II (7th FL)
Tuesday, August 31, 2010			
7:00 a.m. - 4:00 p.m.	Registration and Information Desk		7th Floor Registration Counter
7:00 a.m. - 8:00 a.m.	Continental Breakfast in Vendor Exhibit Area		
8:00 a.m. - 9:15 a.m.	<p align="center">PLENARY SESSION How to Achieve Better Results in Government William D. Eggers; John O'Leary Co-authors of "If We Can Put a Man on the Moon - Getting Big Things Done in Government" Lou Polzella, CT, <i>Facilitator</i></p>		
			Salon III (7th FL)
9:15 a.m. - 10:00 a.m.	Networking in Vendor Exhibit Area		Salons I-II (7th FL)

Tuesday, August 31, 2010			
10:00 a.m. - 11:00 a.m.	PRESENTATIONS BY PLATINUM SPONSORS – Session Descriptions in Conference Program - Restricted to Gov. Attendees Only unless labeled (Open to All)		
	<u>HHS Jeopardy</u> Deloitte (Open to All) Indiana/Iowa (6th FL)	<u>The Facts on TFACTS</u> DRC (Open to All) Michigan/Michigan State (6th FL)	<u>Smarter Human Services</u> IBM Lincolnshire I-II (6th FL)
11:00 a.m. - 11:15 a.m.	Break		
11:15 a.m. - 12:30 p.m.	Track 1 – Business	Track 2 – IT Solutions	Track 3 – Technical
	<u>Caseload Modeling and Predictive Analysis</u> Chris Baird, Children's Research Center Arnold Greenland, IBM Scott Dunn, Ingenix, <i>Facilitator</i>	<u>Portals - Enabling Health Care Reform</u> Karen Lane, New York City, NY Divya Narayan, MA Paul Hencoski, KMPG, <i>Facilitator</i>	<u>EA/SOA - Past, Present, and Future</u> Shelly Perry, HP Hank Kehlbek, Cúram Todd Bright, AZ, <i>Facilitator</i>
	1-3 Indiana/Iowa/Michigan/Michigan State (6th FL)	2-3 Salon E (5th FL)	3-3 Northwestern/Ohio State/Purdue/WI (6th FL)
12:30 p.m. - 2:00 p.m.	LUNCH - On Your Own Roundtable Event (Open to All) Roundtable Topics: (1) WIC 101: A Hidden Opportunity (2) Call Centers: Are They Right for Your Agency? (3) Child Support Enforcement: What is New and Exciting? (4) Child Welfare: What is happening at the Federal Level? (5) General Technology: What is New and Innovative in Your Agency? Door Prize - Salon III (7th FL)		
2:00 p.m. - 3:00 p.m.	PRESENTATIONS BY PLATINUM SPONSORS – Session Descriptions in Conference Program - Restricted to Gov. Attendees Only unless labeled (Open to All)		
	<u>WV DHHR Peaks in Service Levels</u> Northwoods Indiana/Iowa (6th FL)	<u>How Mobility Can Improve Processes in HSS</u> AT&T (Open to All) Michigan/Michigan State (6th FL)	<u>HHS Business Intelligence Status</u> KPMG (Open to All) Lincolnshire I-II (6th FL)
3:00 p.m. - 3:45 p.m.	Networking in Vendor Exhibit Area – Last Opportunity to Visit Vendor Exhibits		
3:45 p.m. - 5:00 p.m.	Track 1 – Business	Track 2 – IT Solutions	Track 3 – Technical
	<u>Pursuit of Painless Procurements</u> Tim Gibney, GA Robert Metzger, Pillsbury Winthrop Shaw Pittman Kathy Baird, DRC; Karen Painter-Jaquess, FNS Dave McCurley, Accenture, <i>Facilitator</i>	<u>Transformation - Take My Services Please</u> Terry Shuchart, PA John Conley, CO Loni Kao Stark, Adobe, <i>Facilitator</i>	<u>SaaS - What's new with it?</u> Kevin Crawford, Los Angeles City, CA Deborah Hafford, Google Duane Fontenot, LA, <i>Facilitator</i>
	1-4 Indiana/Iowa/Michigan/Michigan State (6th FL)	2-4 Salon E (5th FL)	3-4 Northwestern/Ohio/Purdue/WI (6th FL)
Wednesday, September 1, 2010			
8:00 a.m. - 11:00 a.m.	Registration and Information Desk		7th Floor Registration Counter
7:00 a.m. - 8:00 a.m.	Continental Breakfast		
8:00 a.m. - 9:15 a.m.	PLENARY SESSION <u>Hang on to your Hat: Preparing for Health Care Reform - Lessons from Three States</u> Don Winstead, FL; Andrew Allison, KS; Anne Sapp, TX Door Prize - Salon III (7th FL)		
9:15 a.m. - 9:30 a.m.	Break		
9:30 a.m. - 10:30 a.m.	FEDERAL PANEL <u>Implementing Health Reform: A Multi-Disciplinary Approach</u> Rick Friedman, CMS; Rick Fenton, APHSA Tom Donovan, NY, <i>Facilitator</i> Salon III (7th FL)		
10:30 a.m. - 10:45 a.m.	Break		
10:45 a.m. - 12:00 p.m.	FEDERAL PANEL <u>Implementing Health Care Reform and Other Priorities on the Federal Horizon</u> Tim O'Connor, FNS; Rick Friedman, CMS; David Jenkins, ACF; Gary Glickman, OMB Sherri Heller, ACS, <i>Facilitator</i> Salon III (7th FL)		
12:00 p.m. - 12:15 p.m.	Break		
12:15 p.m. - 1:30 p.m.	Closing Lunch and ISM Business Meeting (Open to All) Mary Ellen Bennard, ISM President, MA, <i>Facilitator</i> The Entertainment Project Door Prize - Invitation to 2011 Conference - Anne Sapp, TX Salon III (7th FL)		
1:30 p.m. Conference Adjourned			