AGENDA AT A GLANCE
2022 ISM Conference | October 23-26, 2022 | National Harbor, MD
(schedule, rooms and titles subject to change)

Sunday, October 23
12:00 PM - 6:30 PM
Registration and Information Desk
Foyer, Expo Hall BC
2:45 PM - 3:15 PM
First Time Attendees - Open to All
TBD

3:30 PM - 5:00 PM
State and Local Forum (Open to All State and Local Government Agency Attendees)
ISM Business Meeting
Chesapeake DEF

5:00 PM - 6:15 PM
Emerging Leaders Meet up and Reception (by invite only)
TBD

5:00 PM - 6:15 PM
VIP RECEPTION (by invite only)
TBD

6:30 PM - 8:30 PM
OPENING RECEPTION | TECHNOLOGY FOR A CAUSE ACTIVITIES
TBD

Monday, October 24
7:00 AM - 4:30 PM
Registration and Information Desk
Foyer, Expo Hall BC

7:30 AM - 8:15 AM
Continental Breakfast
Foyer, Expo Hall BC

8:30 AM - 10:30 AM
Opening General Session
Expo Hall BC

10:15 AM - 4:30 PM
Exhibit Hall Open
Maryland Ballroom

10:30 AM - 11:15 AM
Networking Break and Demo Theatre
Expo Hall BC

11:15 AM - 12:15 PM
Breakout #1
Combating Substance Use Disorder Through Coordinated Care and System Interoperability
Chesapeake ABC

Breakout #2
Getting People the Help They Need, When They Need It Accenture
Chesapeake DEF

Breakout #3
Leveraging Data to Build Prevention Strategies EY
Chesapeake GHI

Breakout #4
Incident or Accident, Do Tell
Chesapeake JKL

Breakout #5
Addressing Bias in Machine Learning
Chesapeake 789

12:30 PM - 1:45 PM
ISM Recognition Awards - Lunch Provided
Maryland Ballroom

1:45 PM - 2:45 PM
Breakout #6
CXM Workshop: Humanizing Digital Experiences Adobe
Chesapeake ABC

Breakout #7
Beyond Role Play: Modernizing Workforce Development Practices CITI
Chesapeake DEF

Breakout #8
Data Driven: The New Face of Health & Human Services Oracle
Chesapeake GHI

Breakout #9
Data Automation to Support Child Care
Chesapeake JKL

Breakout #10
Achieving Data Security & Analytics with AI
Chesapeake 789

I3 Area - Innovation, Ideation & Inspiration
Emerging Leaders Meet up and Reception (by invite only)
2:45 PM - 3:00 PM

Emerging Leaders Meet Up and Reception (by invite only)
Chesapeake DEF

Emerging Leaders Meet Up and Reception (by invite only)
Chesapeake GHI

Emerging Leaders Meet Up and Reception (by invite only)
Chesapeake JKL

Emerging Leaders Meet Up and Reception (by invite only)
Chesapeake 789

2:45 PM - 3:00 PM
Emerging Leaders Meet up and Reception (by invite only)
Chesapeake DEF

Emerging Leaders Meet up and Reception (by invite only)
Chesapeake GHI

Closed Session
Emerging Leaders Meet up and Reception (by invite only)
Chesapeake JKL

Emerging Leaders Meet up and Reception (by invite only)
Chesapeake 789

3:00 PM - 4:00 PM
Networking Break and Demo Theatre
Expo Hall BC
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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| 3:30 PM - 4:30 PM | Breakout #11: Platform Approach to Improve Access, Service, and Speed to Value Salesforce  
                   Breakout #12: Data Driven Policy & Outcome: How MD Think Platform is Enabling Agencies to Drive Informed Decision Making Cardinality.ai  
                   Breakout #13: Stop, Collaborate, and Listen – Connect Clients to Your Mission Northwoods  
                   Breakout #14: Now We're Talking Enhancing the Call Center Experiences through Technology Championing Women Leaders  
                   Breakout #15: 3:30 PM - 5:45 PM                                     |
| 4:45 PM - 5:45 PM | Breakout #16: Equity and Research - The Role They Play in Technology Development CGI  
                   Breakout #17: My Outsourced Operations Partner is Meeting SLAs, So Why are My Customers Not Satisfied MAXIMUS  
                   Breakout #18: Embrace the Benefit Delivery System of Today and the Future Google  
                   Breakout #19: Partly Cloudy, Warming Up Though  
                   Breakout #20: The Future is Now: Virtual Reality Solutions to Solve Big Problems Empowerment Session Effective Communications Tactics That Work  
                   Breakout #21: 4:45 PM - 5:45 PM                                  |
| 5:30 PM       | Open Evening - Enjoy the Harbor and Sponsor Events                      |
|              | Tuesday, October 25                                                     |
| 7:00 AM - 4:30 PM | 8:45 AM - 9:45 AM: Networking Break and Demo Theatre                   |
| 7:30 AM - 8:30 PM | General Session                                                         |
| 9:00 AM - 10:00 AM | Welcome  
                   The Face of Human Trafficking 2022  
                   Nic McKinley, Founder and CEO Deliver Fund; Leslie Adamczyk, Supervisory Special Agency, FBI; Staca Shehan, Vice President, National Center for Missing & Exploited Children, Kesha Head, Social Activist, Lead Case Manager, Salvation Army  
                   Moderator: Derrik Anderson, Executive Director, Race Matters for Juvenile Justice  
                   I3 Area - Innovation, Ideation & Inspiration  
                   9:45 AM - 10:15 AM                                             |
| 10:45 AM - 12:00 PM | Lunch on Your Own                                                        |
| 12:00 PM - 1:30 PM | Emerging Leaders Lunch (invite only)                                    |
| 12:00 PM - 1:30 PM | State and Local Forum with Federal Partners Lunch (invite only, reservations required) |
| 12:00 PM - 1:30 PM | Convention Luncheon (invites only, reservations required)               |
| 1:30 PM - 2:30 PM | Breakout #21: Child Support System Modernization using a Low Code Approach IBM  
                   Breakout #22: Putting People First: Breaking Paradigms in Health & Human Services Deloitte  
                   Breakout #23: COVID and Beyond: Improving the Beneficiary Experience to Address the New Normal Equifax  
                   Breakout #24: The Staff Turnover Crisis: The Role of Process and Technology to Sustain Operations  
                   Breakout #25: Low-tech is Not No-Tech: Secrets of Effective Outreach and Engagement to Older Adults Empowerment Session It's Time to Work on Your Rest Ethic  
                   Breakout #26: Leadership Session CLOSED SESSION                |
| 2:30 PM - 2:45 PM | Transition                                                               |

*All title, times, and rooms subject to change*
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<tr>
<th>Time</th>
<th>Event Description</th>
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<tr>
<td>2:45 PM - 3:45 PM</td>
<td>Breakout #25 Are We Succeeding? Intentional System Development</td>
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<td>Breakout #26 Responding to Critical Need at Unprecedented Speed Microsoft</td>
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<td>Breakout #27 The Power of Connection: Integrating Your Enterprise KPMG</td>
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<td>NEICE: User Feedback Drives Improved CPC Processes and IT Modernization</td>
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<td>4:00 PM - 6:00 PM</td>
<td>Engagement Event in Expo Hall BC Area - Innovation, Ideation Inspiration</td>
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<td>4:30 PM - 5:30 PM Non-Profit Pitch Event: Local non-profits will pitch their solution to a local social service issue to an esteemed group of thought-leaders</td>
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<td>Silent Auction for Technology For A Cause closes at 6:00 PM</td>
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<td>Empowerment Zone</td>
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<td>6:30 PM - 6:30 PM</td>
<td>Emerging Leaders Meet Up (by invite only)</td>
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<td>Closed Session</td>
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<tr>
<td>7:15 AM - 7:45 AM</td>
<td>Exhibitor Meeting (Exhibitors and Sponsors Only)</td>
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<td>7:45 AM - 8:00 AM</td>
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<td>8:30 AM - 9:30 AM</td>
<td>Breakout #29 Hidden Insights: Uncovering the Story</td>
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<td>Breakout #30 Emerge and Re-Engage: 3 Strategies to Embrace Your Communities Post-Pandemic</td>
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<td>Breakout #31 You are the Barrier to Impacting Lives by Not Sharing Enterprise Data: Find Out How Michigan Integrates for Real Impact</td>
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<td>Breakout #32 Equity in Governance: Creating Accountability and Collaboration</td>
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<td>CLOSED SESSION</td>
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<td>9:30 AM - 10:30 AM</td>
<td>Networking Break (last chance to visit with vendors) - Hall Closes at 10:30 AM</td>
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<td>10:30 AM - 12:30 PM</td>
<td>Closing Session</td>
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<td>Public Health Emergency Unwinding Impacts &amp; State Experiences</td>
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<td>Federal Panel</td>
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See you at next year's Conference - ISM 2023 - Palms Gaylord Resort & Convention Center, Kissimmee, Florida