

## Data Management Summit

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# GOVERNMENT RUNS ON ~~INFORMATION~~ DATA

May 6, 2013

Georgia Tech Global Learning Center

Atlanta, Georgia

A technology summit  
hosted by:



Georgia Technology Authority



Georgia Technology Authority

47 Trinity Ave., S.W.

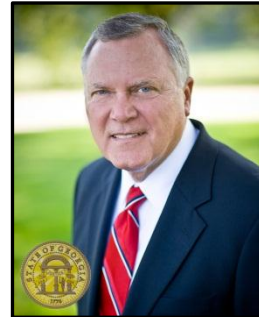
Atlanta, GA 30334

[www.gta.georgia.gov](http://www.gta.georgia.gov)

# Welcome

## Simply *having* data isn't enough

Data is critical to building a responsible and efficient state government, a strategic goal of my administration. Simply having the right data is not enough, however; we must know how to use and manage it to benefit Georgians. Successful companies are using data to serve their customers better. Data helps them enhance existing products and services, develop new products and services, and ensure profitability during financially challenging times.



State agencies can learn from these lessons.

There's not much doubt that we need to do a better job gathering, securing and sharing data among state agencies. We also must analyze data to help better inform our decisions about the way we run state agencies and set priorities. That's why you are here today: to improve our management of state data and learn more about the approaches and tools that are available to help us.

As we begin this effort to improve data management, we must remember that this is a team effort, not just the responsibility of IT staff. Business and financial managers must play a critical role since agency business operations and service delivery depend on data management and technology.

I greatly appreciate your participation in today's summit and encourage you to take full advantage of the opportunity to ask questions and learn all you can about improving data management in state government.

Thank you for your dedication and service to Georgia.

**Nathan Deal**  
**Governor**

# Welcome



## Government Runs On Data

Welcome to *Government Runs on Data*, a special IT summit about data management. Our goal is to achieve a deeper understanding of how we can use data to make more informed decisions about the way we operate state agencies. We'll also examine strategies for enhancing data security and sharing data among our various agencies.

We relied on an advisory committee comprised of agency representatives to help us select topics for our general and breakout sessions, and I want to thank all members for their thoughtful input. You will find a list of members on page 3.

I also want to thank each of the summit's corporate sponsors. They enthusiastically agreed to share their expertise on data management, and their generous financial support made it possible for us to offer the summit at no charge to public-sector organizations. A listing of these companies begins on page 12.

This is the third in an ongoing series of summits that target the state's IT enterprise. Your feedback about today's event is critical to ensuring that future summits meet your information needs. At the close of today's session, please take a few minutes to complete the survey form in your information packet, and let us know what you think.

Thank you for your participation. I hope you find the summit enjoyable and informative.

**Calvin Rhodes**  
Chief Information Officer, State of Georgia  
Executive Director, Georgia Technology Authority

## Advisory Committee

The Advisory Committee helped select topics for today's Summit, and GTA extends its appreciation for their involvement. The following business and technology executives from state and local government agencies contributed:

**John Barmann**, Department of Administrative Services

**Curt Carver**, University System of Georgia

**Jill Cleaveland**, State Accounting Office

**Michael Cuccaro**, Administrative Office of the Courts

**Kriste Elia**, Governor's Office of Student Achievement

**Gordon Freymann**, Department of Public Health

**Jamie Howgate**, Department of Public Health

**Venkat Krishnan**, Department of Human Services

**John Martin**, Department of Natural Resources

**Tom McMurry**, Department of Driver Services

**Sonny Munter**, Department of Community Health

**Mike Nelson-Palmer**, Department of Corrections

**Steve Nichols**, Georgia Technology Authority

**Andy Parsons**, Technical College System of Georgia

**William Rutherford**, Department of Community Affairs

**Kym Vrooman**, Georgia Bureau of Investigation

**Donovan Young**, State Road and Tollway Authority

**Bruce Zents**, Governor's Office of Planning and Budget

**Alice Zimmerman**, Governor's Office of Planning and Budget

# Agenda

8 a.m.	<b>Registration and information</b>
8 a.m.	<b>Networking breakfast</b>
9 a.m.	<p><b>General session</b></p> <p><b>Opening remarks</b> Calvin Rhodes, Chief Information Officer, State of Georgia, and Executive Director, GTA</p> <p><b>Message from the Governor's Office</b> Ben Hames, Governor's Office, Deputy Chief Operating Officer</p> <p><b>Big data and what it means for government</b> The Federal Big Data Commission's 2012 report provides practical guidance to government agencies seeking to harness the value of big data. The commission was assembled by the White House in partnership with the TechAmerica Foundation and comprised 35 government, industry and academic leaders. As a key contributor to the commission's work, IBM's Tim Paydos will describe the report, including case studies, public policy emphases and the underlying technologies in big data.</p> <p>Tim Paydos, IBM: Director, WW Government Big Data Industry Team</p>
10:30 a.m.	<b>Break</b>
10:45 a.m.	<p><b>Breakout sessions</b></p> <p><b>Understanding and mapping our world through vision and service</b> Location and services define the science of GIS. Collection of data and sharing of services allows a deeper understanding of the world and its resources. GIS provides more than the where. It provides historical accounts, predicts patterns and trends in the future and gives us a better understanding of the world. The success of our peers in Georgia and beyond hinges in part on location and the power of maps.</p> <p>Natalie Culpepper, Esri</p> <p><b>The role of enterprise analytics at Gwinnett Public Schools</b> Along with Heather Gibbs-Poe (IBM GBS executive partner), Scott Futrell will discuss the role of enterprise analytics in the Gwinnett Schools district. Enterprise analytics help deliver the right information to the right people to achieve strategic priorities. The overarching goal of analytics here is to empower students, staff and families to easily access, share, understand and act upon key information that supports learning.</p> <p>Scott Futrell, Gwinnett County Public Schools</p> <p><b>Fighting fraud and abuse with big data</b> The Association of Certified Fraud Examiners (ACFE) reports that occupational fraud is estimated to cost organizations \$3.4T annually. A typical organization loses five percent of revenues to occupational fraud each year. This session explores how analytic models and investigation techniques aid in fraud detection and investigation, as well as compliance and audit, in tax, revenue, healthcare, social services and more.</p> <p>Ed Rounds, IBM</p>

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	<p><b>Data flow – sharing data to leverage investments</b>          At Gartner Andrew White focuses on information governance and master data management (MDM). He specializes in creating a "single version of the product" using MDM of product data. His remarks will draw on these topics and his background in supply chain management and enterprise resource planning.</p> <p>Andrew White, Gartner</p>
	<p><b>Leveraging state contracts: GTA procurement for local governments</b>          Learn about services available via statewide contracts (e.g. wireless, landline voice, and two-way radio).</p> <p>Georgia Technology Authority</p>
<p>11:35 a.m.</p>	<p><b>Luncheon and presentation</b></p> <p><b>Windows of opportunity in hallways of distraction: the race among threats, security and collective intelligence</b>          This presentation explores opportunities to transform your business or agency through data and data analytics while balancing the real threats and available security mechanisms. It examines the Internet's effect on agreement and truth, and the growing impact of organized crime and nation states in attacks against data systems. Dr. Carver then explores opportunities and the role data and data systems play in creating windows of opportunity in an environment of distracting technologies. The resulting discussion should challenge and inform state agencies and commercial partners as we jointly chart a path forward with a growing dependence on data and data systems.</p> <p>Curtis A. Carver Jr., Ph.D., Vice Chancellor and CIO, University System of Georgia</p>
<p>1:10 p.m.</p>	<p><b>Breakout sessions</b></p> <p><b>Interoperability use cases: handling legacy systems</b>          This session provides an overview of the types of information exchange architectures. The primary focus is to showcase the way interoperability would be achieved when dealing with legacy systems that might not be modifiable. Use cases will be discussed for information pushes as well as query response style interactions. Tetras' experience with handling dedicated IEPDs as well as reference IEPD-based approaches will be discussed.</p> <p>Chandra Jonelagadda, Tetras</p> <p><b>Innovative government intelligence: data for decisions</b>          This session provides an overview of how enterprise information management, business intelligence and advanced analytics are being used to address government challenges including: managing in a deficit; increasing revenue generation; improving operational efficiency; reducing waste, fraud, and abuse; providing transparency and accountability on taxpayer money; and enhancing citizen services. Real world examples will include city, county and state government agencies sharing the results they achieved.</p> <p>Kevin Mergruen, Information Builders</p> <p><b>Applying the information maturity model within state government</b>          This session presents the information maturity model and its four phases: management reporting, business intelligence, predictive analytics, and result optimization. Examples of projects in various phases of the</p>

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	<p>model will be provided, including a couple projects completed successfully for the state of Georgia at DHS and GOSA. Additionally, the presentation shares insight on trends in the commercial sector.</p> <p>Vivek Jain, Tracie Kambies, Tom Zacharias, Deloitte</p> <p><b>Governance: data sharing with discipline</b>          Agencies are faced with data sharing challenges related to continuously evolving business requirements and legislative changes. Learn how innovations in data governance can provide your agency a single secure place to store, find and re-use service and process assets. This session provides an overview of how open, vendor-neutral lifecycle management and data governance solutions provide a catalog for all common services, processes and related assets, such as XML schemas and business rules.</p> <p>Dave Taylor, Nelson De La Cruz, Software AG</p>
2 p.m.	<b>Break</b>
2:10 p.m.	<p><b>Breakout sessions</b></p> <p><b>Data sharing using the state's enterprise data bus</b>          The state's enterprise service bus (ESB) facilitates exchange of data and electronic information among business partners. It offers interoperability between software systems and applications that cannot communicate directly with each other. The ESB accepts data in any format in most any language, converts it to readable format into any host, and returns data in any format needed. The ESB can help you increase data sharing between partners and improve efficiency of exchanges, decrease system complexity via a central integration infrastructure (rather than one-to-one connections), and improve system security.</p> <p>Jim McGibeny, Georgia Technology Authority</p> <p><b>Data visualization: business process excellence</b>          Over the years agencies have implemented solutions that focus on specific parts of a citizen service. While many agencies employ business intelligence (BI) tools and control towers to visualize metrics, these solutions often provide little insight into how an overall business process is actually functioning. Lots of data, little insight and even less useful knowledge to improve process performance and outcomes. Find out how improved data visibility and coordinated process flow can lead to business process excellence to meet new challenges presented by healthcare legislation, changes to eligibility systems, justice sharing and public safety initiatives, educational improvement projects, and more.</p> <p>Sami Morcos, Randy Phares, Software AG</p> <p><b>Information capital: data as an asset</b>          We're often told information is our most valued asset, but most organizations haven't set up the processes to treat it that way. We understand the value of money, so we manage it using principles of financial capital. We understand the value of people, so we manage them using the principles of human capital management. It's time to approach information as capital. This presentation discusses how to invest information capital to increase automation, motivation and innovation throughout organizations. It also discusses how agencies tasked with investigating fraud, waste and abuse can invest information capital to meet critical objectives.</p> <p>Jake Freivald, Information Builders</p>



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	<p><b>Business rules engines: why they are important</b></p> <p>As government agencies work to determine ways to modernize systems, and reengineer and automate current legacy, paper and citizen-based business processes, they are able to provide a foundation for delivering an interconnected, inter-agency, citizen-focused business. Merging business processes and business rules offers an agile approach to supporting these goals. Business rules management, as a core component of citizen-based processes (application, pre-screening, eligibility, determination, license approval) enables the automation of the logic at those decision points, facilitating fine grain control of business processes and further evolves the citizen-based application processing implementation.</p> <p>Bret Waugh, Alan Ross, Progress Software Corporation</p>
3 p.m.	<b>Break</b>
3:10 p.m.	<p><b>General session</b></p> <p><b>What to do if when your data is breached: getting back to normal</b> (panel discussion)</p> <p>Kelly Bissell, Principal, Security &amp; Privacy Group, Deloitte Mark Reardon, Chief Information Security Officer, State Of Georgia Dave Taylor, VP of State, Local &amp; Provincial Solutions, Software AG John Wandelt, Research Scientist and Fellow, Georgia Tech Research Institute Moderator: Kym Vrooman, Chief Information Officer, Georgia Bureau of Investigation</p>
4:10 p.m.	<p><b>Closing remarks</b></p> <p>Calvin Rhodes, Chief Information Officer, State of Georgia, and Executive Director, Georgia Technology Authority</p>

# Presenters



## **Kelly Bissell**

**Deloitte** – Principal, Security & Privacy Group

Kelly is a principal in Deloitte's security and privacy group with more than 25 years of IT experience. He leads the information and technology risk management and the global incident response practices. In FY12, this practice performed 457 projects across all industries. This practice provides services to clients in areas such as cyber security, breach incident response and forensics, privacy and data protection, IT risk management, secure development lifecycle, enterprise resiliency, and emerging security risks services. Kelly has led projects ranging from breach forensics and cyber security, identity management, privacy, to IT risk management strategy and others. Kelly is involved in industry and technology groups from an eminence perspective, recently authoring

articles in the *Wall Street Journal*, *Financial Executive*, *USA Today*, *Deloitte Review*, and elsewhere.



## **Curtis A. Carver Jr., Ph.D.**

**University System of Georgia** – Vice Chancellor and CIO

Curt is the vice chancellor and chief information officer for the Board of Regents of University System of Georgia (USG). He oversees a statewide educational infrastructure and service organization with more than 190 innovators and more than \$75 million annual investment in higher education. He also provides technical oversight of the USG Shared Services Center. Curt has led the transformation of IT services by partnering with USG business owners, institutions, and other state agencies to jointly solve problems. The introduction of private cloud services, entrepreneurial offerings, portfolio management, a new data system, social media, unified communications, strategic partner engagement, and an aligned financial model has been well received. He has received numerous academic, military, and technology awards in a career spanning nearly three decades. Curt was recognized at the 2012 Global CIO Summit as a recipient of the prestigious Top 10 Break Away Leader Award for his transformational leadership.



## **Natalie Culpepper**

**Esri** – Account Executive

Natalie is an Esri account executive and has more than 10 years of experience in geographic information systems. Beginning as a GIS technician in a start-up GIS department, she has worked extensively on GIS projects focused in local governments across Georgia and Alabama. Natalie has worked as a project coordinator, project manager and director of client support, and she currently works primarily on marketing and business development for GIS solutions. A graduate of Georgia College and State University, Natalie is affiliated with several local and national professional associations and remains active in the local GIS community.



## **Jake Freivald**

**Information Builders** – Vice President of Corporate Marketing

Jake is Information Builders' vice president of corporate marketing and is responsible for marketing operations, including branding, marketing communications, events, web marketing and direct marketing. Prior to this role, he was vice president of marketing for iWay Software, where he developed and executed all of the company's marketing strategies. Jake joined Information Builders in 1999 as a product manager for the data warehouse division where he supported cross-platform product development and deployment. He also became marketing manager for the data warehouse product line in 1999. During his career Jake has held several managerial positions with Andersen Consulting and Prudential Life Insurance Company of America. He also served in the

United States Marine Corps as a Signals Intelligence Officer at First Radio Battalion. Jake graduated from Cornell University in 1991 with a bachelor's of science degree in electrical engineering.



## **Scott Futrell**

**Gwinnett County Public Schools** – Chief Information Officer

Scott serves as chief information officer for Gwinnett County Public Schools, one of the largest school systems in the country. He leads the information management division, which includes application and web development, data management, media and information services, broadcast and distance learning, customer service and support, telecommunications and network operations, and the customer liaison and information technology resource management offices. An experienced

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information technology executive and technologist, Scott came to Gwinnett from Duval County Public Schools in Jacksonville, Florida. He served as that system's chief information officer, managing all aspects of technology for more than 150 schools. Earlier, Scott worked in technology for Crown Books, Inc.; Best Products Inc.; and Walt Disney World Co. In addition, he taught for more than 14 years as an adjunct professor in the Virginia and Florida state community college systems. Scott is also a retired U.S. Army Officer with 20 years total service.



## Vivek Jain

**Deloitte** - Specialist Leader, Public Sector Practice

Vivek is a specialist leader in Deloitte's public sector practice focusing on state and local government agencies. He helps agencies use information to support vital services to citizens and reduce cost, fraud, waste and abuse. In addition, his work helps to improve program performance by employing data-driven decision making using business intelligence and advanced analytics. Vivek has helped child support programs implement data warehouse and business intelligence solutions, special projects to increase collections, and predictive analytics solutions in Georgia, Kentucky, Indiana and New York City. He has also implemented data warehouse, business intelligence and master data management solutions for an integrated education analytics project in Georgia that aims to improve the workforce readiness of Georgia's students. Vivek has helped states implement large-scale case management systems in child support, eligibility, self-service and long-term care in Indiana, Massachusetts, Texas, New Hampshire and Wisconsin.



## Chandra Jonelagadda

**Tetrus** - Technical Architect

Chandra is a technical architect for Tetrus, with more than 18 years of IT experience. He has created business-to-business and agency-to-agency information exchange systems and large-scale distributed query/response systems. Chandra also possesses extensive experience with creating systems that use GRA principles, including implementing exchanges that use NIEM, CCD (HL7), LEXS, GJXDM. He designed the information search and analysis architecture for the Nationwide Suspicious Activity Reporting Initiative, NSI, using the NIEM/ LEXS standards. Chandra also designed and helped implement the reentry portal in Hampden County Sheriff's Office. The portal serves the service provider communities who are not law enforcement and are outside of the CJIS network. Another project included the design and implementation of a mechanized information-sharing environment for Columbia County, Georgia. The system implements a hosted information exchange bus operating in conjunction with modules in the agencies.



## Tracie Kambies

**Deloitte** - Principal, Retail and Information Management

Tracie is the retail and information management champion for Deloitte and has 13 years of business consulting experience primarily focused on retail, consumer and industrial products clients. Tracie has significant experience in information management, master data management and governance, and data integration projects. She manages and delivers complex global data management and integration implementations focused on analytics and data strategies, data quality, governance and implementation. Tracie has strong project management, data technology strategy, and communication skills combined with a proven leadership record in the information management and technology integration arena. She has also served as a program management leader for a large retailer where she defined approach and vision, and leveraged analytics and enterprise information management to competitive advantage. She orchestrated and led projects in support of broader enterprise Information management program strategy.

## Jim McGibeny

**Georgia Technology Authority** - Section Director

Jim serves as GTA's section director over enterprise data sharing and integration services, software quality assurance and testing, and business analysis. With three decades of IT experience in government, Jim oversees the state's enterprise service bus (ESB) and service-oriented architecture operational environment established in 2003. Currently the ESB connects 15 state agencies, several counties and a dozen non-governmental external business partners. It is approved for connections to the federal government and processes more than 700,000 data exchanges daily and more than 24 million monthly. Jim's past duties included rate regulation, network engineering, compliance, policy enforcement, data governance, data orchestration, data security, and business process development.

# Presenters



## Kevin Mergruen

**Information Builders** – Vice President, Public Sector Solutions

Kevin is Information Builders' vice president of public sector solutions. With 30 years of software industry experience, he has held management positions in product development, sales, and marketing. Kevin is currently responsible for state and local government, education and healthcare business across North America. The solution areas managed by his team address the vertical sector needs for enterprise system integration and operational business intelligence, overall efficiency, modernization of legacy systems, improved patient care and citizen services. Previously, Kevin served as vice president of the company's ERP solution division. His prior experience includes positions at SAP America, Informix, Cognos and Britton Lee. Kevin is a frequent speaker at

industry conferences and executive briefings and a graduate of Hofstra University with a dual degree in finance and computer science.



## Tim Paydos

**IBM** – Director, WW Government Big Data Industry Team

Tim is responsible for IBM's strategy in support of government agencies at all levels that seek to leverage the value of their information assets to address their most critical information-intensive business problems. In this and previous roles Tim has worked with government agencies worldwide to define their critical business imperatives, assess the underlying requirements, gauge maturity against these requirements, and plot the roadmap to optimizing mission and business outcomes. He is a seasoned solutions and government professional with more than 15 years in the field. Experiences outside IBM include customer business

development and operations for Procter & Gamble, and vice president of strategy at Syncra Systems. Tim holds a BA from Harvard University, served briefly in the US Navy, lives in Connecticut with his two daughters, and serves as a nationally certified fire/rescue instructor and captain in the Simsbury Fire Department.



## Mark Reardon

**GTA** - Chief Information Security Officer, State of Georgia

Mark is the Chief Information Security Officer for the State of Georgia. His experience includes being Director of Information Security for Security First Network Bank, which was the first bank on the Internet, and he was Director of Security Engineering for TruSecure. As the state's CISO, Mark represents the state to the Multi-State Information Sharing and Analysis Center, the National Association of State CIOs, directs the activities of the state's central information security office and supports the state's fusion center with cyber security and terrorism

issues.



## Edward Rounds

**IBM** – Executive, IBM Government Analytics Center

Ed is responsible for the IBM Smarter Analytics solution for fraud, waste and abuse in North America for government, healthcare, insurance and banking. He has been in the technology industry for more than 25 years with 15 years of experience primarily in the banking industry. Ed has consulted with companies globally on financial crime problems. Prior to joining IBM, Ed was with Searchspace/Actimize, where he worked with banks for anti money laundering and fraud detection systems in the United States. Ed has worked extensively to help financial institutions develop business requirements for AML and fraud systems considering regulatory

requirements, ROI modeling, systems and technology, implementation in the context of prevention, detection and investigation.



## Dave Taylor

**Software AG** – Vice President, State, Local and Provincial Government Solutions

Dave is vice president of state, local and provincial solutions for Software AG where he serves as market strategist and subject matter expert for the state and local government practice. He brings more than 30 years of experience in Florida state government to Software AG and was the longest serving state CIO in Florida's history. Prior to joining Software AG, Dave was the CIO for the Florida Department of Children and Families.

# Presenters

Before that, he was CIO of the State of Florida and executive director for the Agency for Enterprise Information Technology. He reported to the governor and cabinet members for the state of Florida. In 2010 Dave received Computerworld's Premier 100 IT Leaders award for his enterprise IT vision for the Florida government. Dave holds a master's degree in public administration from the University of Central Florida and a BA in psychology from University of Lowell.



## **John Wandelt**

[Georgia Tech Research Institute](#) – Principal Research Scientist and Research Fellow

John is a Georgia Tech Research Institute (GTRI) Research Fellow and Division Chief for the Information Exchange and Architecture Division (IEAD). For the past two decades, he has helped lead many national secure information sharing initiatives and was a key participant in the establishment of the National Information Exchange Model (NIEM), Global Federated Identity and Privilege Management (GFIPM) initiative, the DOD Command and Control Core (C2 Core) data standards, and the National Identity Exchange Federation (NIEF). He continues to provide technical leadership to several groups defining the vision and standards for justice, public safety, homeland security, health, and national defense.

## **Bret Waugh**

[Progress Software Corporation](#) – Senior Account Executive, State & Local Government

Bret leads the North American selling efforts in state and local government for Progress Software and has since 2005. He helps government agencies improve overall business operations while reducing the costs of delivering on their mission. Bret has more than 20 years of experience in the software solutions industry, having worked for companies including Vitria Technology, Clarify Inc., and ADP. He received a bachelor of science degree in commerce and business administration from the University of Alabama.



## **Andrew White**

[Gartner](#) – Research Vice President

Andrew is a Gartner research vice president, with a primary focus in information governance and master data management (MDM). He specializes in the drill-down topic of creating the "single version of the product" using MDM of product data. Andrew has a strong background in supply chain management, enterprise resource planning and multi-enterprise collaboration. His roles include key initiative lead for information governance and MDM programs, as well as back-up agenda manager for information management. Andrew received the Gartner Thought Leadership Award in 2006 for his effort in pioneering Gartner's research in enterprise information management that led to MDM. Prior to joining Gartner, Andrew was in the software industry for eight years. He also served on the VICS ([www.vics.org](http://www.vics.org)) CPFR ([www.cpfr.org](http://www.cpfr.org)) Advisory Committee, where he chaired the Trading Exchange Interoperability subcommittee. Previously, Andrew worked in the CPG/retail space in the U.K., where he worked for Elizabeth Arden, a cosmetics company.



## **Tom Zacharias**

[Deloitte](#) – Director, State Government Practice

Tom is a director in Deloitte's state government practice and a leader on the state of Georgia account team. He is based in Atlanta and has more than 20 years of experience in the implementation of information systems, including 17 years dedicated to implementing systems for state government organizations. He is currently leading data warehouse projects with the Governor's Office of Student Achievement and Technical College System of Georgia to better integrate student and teacher performance data. Tom has led other successful projects for the state of Georgia including projects for the Department of Corrections, State Accounting Office, Employees' Retirement System, and Teachers' Retirement System. He has spoken at several state government conferences on varied topics.

Others:

**Nelson De La Cruz** – [Software AG](#)

**Ben Hames** – [Governor's Office](#)

**Sami Morcos** – [Software AG](#)

**Randy Phares** – [Software AG](#)

**Alan Ross** – [Progress Software Corporation](#)

**Kym Vrooman** – [Georgia Bureau of Investigation](#)



**Deloitte** has been successfully providing services to state, local and federal governments for more than 45 years. Economic uncertainty, homeland security, an aging population and continued political change have created an environment of maximum uncertainty for government leaders. Our public sector practice professionals are uniquely qualified to help governments and public sector institutions address these needs by drawing upon our full range of services – audit and enterprise risk, consulting, tax, and financial advisory – to bring an informed, 360 degree perspective to each public sector project we undertake.

Our practitioners apply leading practices in strategy, scenario planning, operations improvement, technology integration, and human capital to generate results, while focusing on five areas crucial to state government: health and human services, finance and administration, transportation, education, and labor and employment. Learn more at [www.deloitte.com/us/state](http://www.deloitte.com/us/state)

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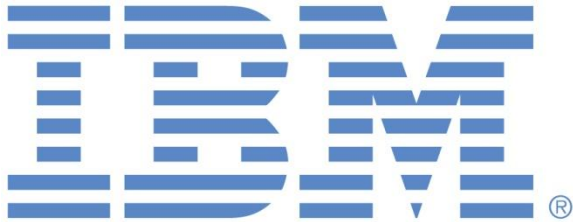
*Understanding our world.*

Esri inspires and enables people to positively impact their future through a deeper, geographic understanding of the changing world around them.

Governments, industry leaders, academics and NGOs trust us to connect them with the analytical knowledge they need to make the critical decisions that shape the planet. For more than 40 years, Esri has cultivated collaborative relationships with partners who share our commitment to solving Earth's most pressing challenges with geographic expertise and rational resolve. Today, we believe that geography is at the heart of a more resilient and sustainable future. Creating responsible products and solutions for our partners is Esri's business strategy for future growth, and it drives our passion for improving quality of life everywhere.



# Sponsors



The world isn't just getting smaller and flatter, it is also becoming more instrumented, interconnected and intelligent. As we move toward a globally integrated economy, all types of governments are also getting smarter.

Smarter governments interact dynamically with citizens and businesses in real time to spark growth, innovation and prosperity. They also collaborate across departments, communities and businesses to take full advantage of the available opportunities.

**IBM** provides a broad range of citizen-centered solutions to help governments at all levels become more responsive to constituents, improve operational efficiencies, transform processes, manage costs and collaborate with internal and external partners in a safe and secure environment.

IBM is proud of its long standing relationship with the state of Georgia, and we look forward to continuing helping our public sector clients in the state implement technology and strategic solutions that will improve their ability to deliver services to citizens. IBM is committed to leveraging our unparalleled resources in IBM Research, the Center for the Business of Government, the Institute for Electronic Government and a far-reaching ecosystem subject matter expertise to prepare the state of Georgia for the challenges of the 21st century. To learn more, visit [ibm.com/government](http://ibm.com/government)



# Information Builders

Founded in 1975, **Information Builders** continues to deliver state-of-the-art technology that is transforming business in all commercial industries, government, and education. We remain one of the largest independent, privately held software companies and are proud of our distinction as a market leader in recent analyst reports such as Gartner, Ventana Research, BARC and Dresner Advisory Services – among others.

Disparate data within an agency, between agencies or within a program makes seamless service delivery across all facets of government difficult. Information Builders enables governments across the globe to be more efficient and effective in their delivery of services by creating a holistic view of individual citizens, thereby ensuring government programs and services address citizens' needs. Additionally, Information Builders enables colleges and universities to navigate the operational challenges of data access and performance management to increase enrollment, retention and student success.

Our software solutions for business intelligence and analytics, integration and data integrity empower people to make smarter decisions, strengthen relationships with partners and constituents, improve employee performance and drive growth. Information Builders' solutions deliver the right information to the right people at the right time.

Constituent/customer-facing, mobile applications and intuitive, ease-of-use delivery ensures widespread user adoption, affordability and return on investment. For more information visit [www.informationbuilders.com](http://www.informationbuilders.com) or call Mary Beth Truss in our Atlanta office at (770) 395-9913. Ask about our data quality assessment, which Information Builders will provide at no cost as appreciation for attending the Summit.



**Progress Software Corporation**

(NASDAQ: PRGS) simplifies the development, deployment and management of business applications on-premise or on any cloud, on any platform and on any device with minimal IT complexity and low total cost of ownership. The Progress Corticon Business Rules Management System (BRMS) is used by more than 25 percent of state governments for health and human service applications including pre-screening, eligibility, child welfare, health insurance exchanges and MMIS applications. The Corticon BRMS aligns to MITA and is a key requirement for CMS Enhanced Funding. Corticon enables the government to respond quickly to rule changes while improving overall quality at the same time.



**Software AG** helps government agencies optimize and modernize existing technology to achieve results faster. Our software and services help transform organizations in strategic ways—and closely align both business and IT around common and achievable business goals. We are focused on helping agencies and departments of every size unlock their potential and increase agility making their IT investments more flexible and citizen-focused.

Building on more than 40 years of customer-centric innovation, the company is among the top 10 fastest-growing technology companies in the world and is ranked as a leader in 15 market categories, fueled by core product families Adabas and Natural, ARIS, Terracotta and webMethods. Software AG has more than 5,400 employees in 70 countries and had revenues of €1.05 billion in 2012.

Software AG is trusted by 10,000 organizations worldwide. Reference customers in the U.S. include the Georgia Technology Authority, the

states of Florida and South Dakota, the County of San Diego, the California Technology Agency, Penn State University, the State of Texas Teacher Retirement System, the Fairfax County Public Schools, the New York City Department of Buildings, and the Alaska Department of Natural Resources.

Learn more at [www.softwareag.com/na](http://www.softwareag.com/na).



**Tetrus** provides information sharing and collaborative solutions to the justice, public safety and homeland security markets. Over the past few years, Tetrus has been producing solutions that help deliver critical data to justice professionals for increased awareness, enhanced decision making and a safer public safety environment. Tetrus solutions are developed to meet the national standards such as the Global Reference Architecture (GRA), National Information Exchange Model (NIEM), and the Global Federated Identify and Privilege Management (GFIPM).

Tetrus is actively involved with a number of justice initiatives at the federal and state levels. Tetrus professionals were involved with the Global Infrastructure and Standards Working Group to develop the Global

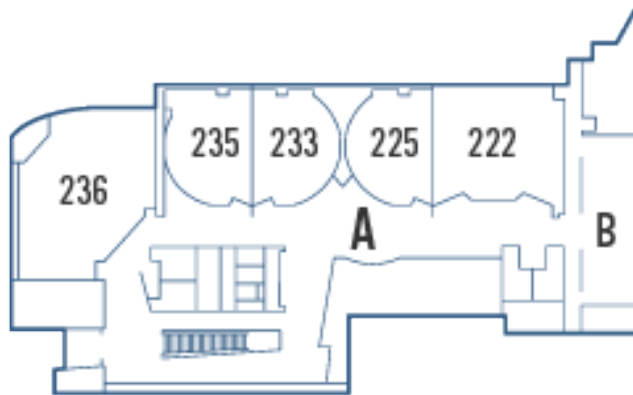
Reference Architecture. Tetrus is actively involved with a number of corrections associations such as the Association of Parole and Probation (APPA), Corrections Technology Association (CTA), and Association of State Correctional Administrators (ASCA). We are actively involved in other committees such as the Fusion Center Committee, the Information Sharing Advisory Council (ISAC), the Public Safety/Transportation Committee, etc.

Tetrus completed the development of the NIEM 2.0 User Guide for the US Department of Justice - NIEM Program Office. We are also involved with creating the SAR IEPD Version 1.5 and providing input to the NIEM Version 2.1.

# Venue map

## Georgia Tech Global Learning Center

### Second Floor



### Third Floor



#### Our Locations

##### Breakfast

Served on the second floor at the far end of the event space – labeled “B” on second floor map.

##### Snacks

Available on the second floor at the far end of the event space – labeled “B”; also available on the third floor at the far end of event space – labeled “A”. Following breakfast, snacks are available all day.

##### General Sessions

Held on the second floor in room 236.

##### Breakout Sessions

Locations to be announced during the general sessions.

##### Luncheon

Location to be announced during morning sessions.

# Notes

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**GOVERNMENT RUNS ON  
~~INFORMATION~~ DATA**