



Association of County and
City Information Systems

2020

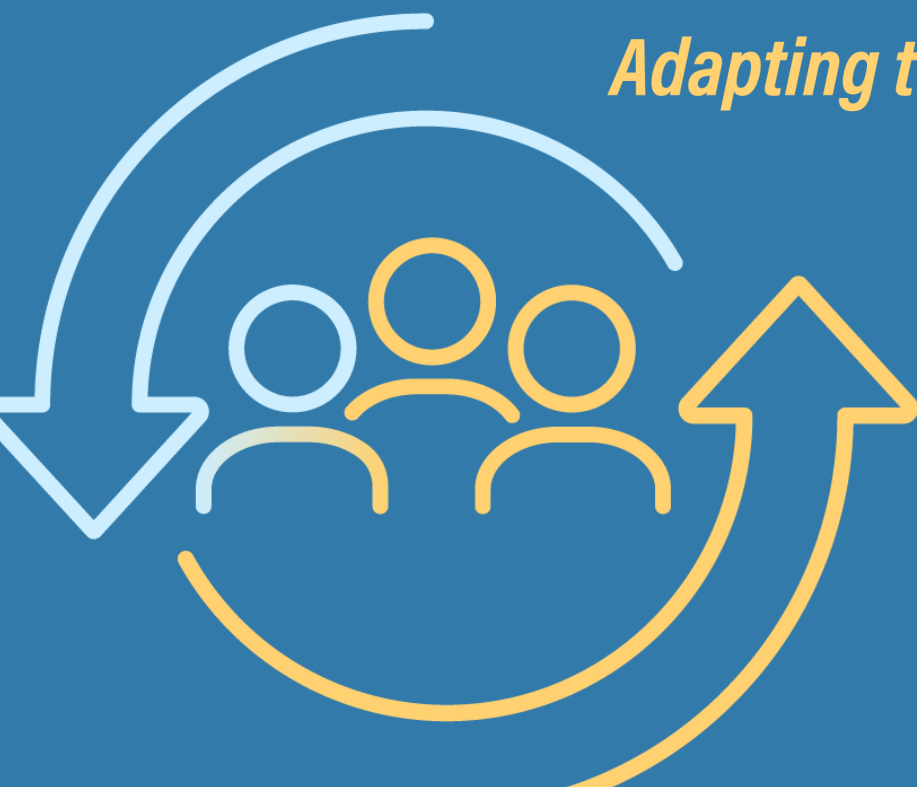
FALL CONFERENCE

Oct. 12-16

VIRTUAL EVENT

TRANSITIONS

Adapting to the changing tide



**PROGRAM
GUIDE**

KNOW BEFORE YOU JOIN

Signing in to Whova (Event Platform)

Mobile App

Download the mobile conference app by searching for "Whova" in the app store or click the button below on your mobile phone.

iOS



Android



For Blackberry or Windows Phone, [Click here](#)

1. Enter the email address you used for event registration. **To automatically log in to your event, please make sure to use the email you used when registering for the event.*
2. The app will take you to your event page automatically if the organizers have updated the app with your registration information

**If your event doesn't show up automatically, search for it. Then, click the join button on the bottom of the event description page, and enter the event invitation code the organizers sent you.*

Web App

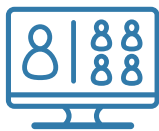
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Website



1. Click "Sign up here" if you don't have an account yet, and fill in your email and password. **Please make sure to use the email you used when registering the event. Otherwise it won't allow you to join the event.*
2. The app will automatically take you to the event main page.

View the Whova Attendee User Guide [HERE](#) for Additional Information



How to Join the Meetings

We will begin at 8:00 am on Monday, October 12, so please join a few minutes before to ensure that you do not miss any of the action. If you need help logging into Whova, [consult this guide](#).



Get Familiar with Zoom

Become familiar with the Zoom platform. If you are not already comfortable, get acclimated to the Zoom [chat box](#) and the [in-meeting controls](#).



Check Your Connection

Ensure you have a strong Wi-Fi signal, or that your device is directly plugged in with an ethernet cable.



Technical Assistance

If you experience technical difficulties during the event, we're here to help. Email accisevents@wsac.org or call 360-972-0489 for immediate assistance, and a staff member will assist you.



Recorded Sessions

All conference sessions will be recorded and made available on accis-wa.org.

AGENDA

Monday, October 12 | *Transforming During a Pandemic*

7:30am - 8:00am **Virtual Help Desk**  [CLICK TO JOIN MEETING](#) 

Need assistance with navigating this virtual event? Join us for one on one trainings or schedule time by emailing accisevents@wsac.org.

8:00am - 8:30am **General Session | Conference Welcome**  

Welcome to the 2020 ACCIS Fall Virtual Conference.

Daniel Key - ACCIS President - Director of Information Technology, City of Tacoma

Daniel Key is the director of the City of Tacoma's Information Technology Department. He is responsible for establishing the City's technology vision and leading technology advancement in support of the City's broader mission and objectives.

Mary Thomas - ACCIS Vice President - IT Manager, City of Mukilteo

Mary is the IT Manager for the City of Mukilteo and has been working for the city since August of 2012. She currently oversee all of the technology projects, assets and deliverables and long range information technology planning. Mary believes that through our network of connections we are able to support each other through absolutely anything.

8:30am - 10:00am **General Session | Seattle IT Transformation**  

Greg Smith - Director of Technology, City of Seattle IT

10:00am - 10:15am **Virtual Vendor Hall - Check out our great Exhibitors & Sponsors!**  

10:15am - 11:15am **General Session | Table Topics - Breakout Rooms**  

Mary Thomas - ACCIS Vice President - IT Manager, City of Mukilteo

TABLE TOPICS

10:20am - 10:40am . . . **Round 1 - Table Topic | MDM & Teleworking**

Mobile Device Management and Teleworking

Dan Smith - Technical Services Manager, City of Bellingham

Dan is the Technical Services Manager for the City of Bellingham with 24 years of experience working in State & Local Government IT. His specialties include PowerShell, Azure, Active Directory and SCCM.

10:20am - 10:40am . . . **Round 1 - Table Topic | Budget/Financial Systems**

Budget and Financial Systems

Daniel Key - ACCIS President - Director of Information Technology, City of Tacoma

10:20am - 10:40am . . . **Round 1 - Table Topic | Business Continuity/Disaster Recovery**

Business Continuity and Disaster Recovery

Eddy Sherman - ACCIS Past President - Computer & Network Services Manager, Kitsap County

10:20am - 10:40am . . . **Round 1 - Table Topic | Staff Development**

Staff Development/Training

JD Braathen - Systems Engineering Supervisor, Snohomish County

10:20am - 10:40am . . . **Round 1 - Table Topic | Telephone Systems & Technology**

Telephone System - Replacement and Telephony Technology

Mary Thomas - ACCIS Vice President - IT Manager, City of Mukilteo





10:45am - 11:05am . . . **Round 2 - Table Topic | MDM & Teleworking**

Mobile Device Management and Teleworking

Dan Smith - Technical Services Manager, City of Bellingham

- 10:45am - 11:05am . . . **Round 2 - Table Topic | Budget and Financial Systems**
 Budget and Financial Systems
 Daniel Key - ACCIS President - Director of Information Technology, *City of Tacoma*
- 10:45am - 11:05am . . . **Round 2 - Table Topic | Business Continuity/Disaster Recovery**
 Business Continuity and Disaster Recovery
 Eddy Sherman - ACCIS Past President - Computer & Network Services Manager, *Kitsap County*
- 10:45am - 11:05am . . . **Round 2 - Table Topic | Staff Development**
 Staff Development/Training
 JD Braathen - Systems Engineering Supervisor, *Snohomish County*
- 10:45am - 11:05am . . . **Round 2 - Table Topic | Telephone Systems & Technology**
 Telephone System - Replacement and Telephony Technology
 Mary Thomas - ACCIS Vice President - IT Manager, *City of Mukilteo*

END TABLE TOPICS

- 11:05am - 11:15am . . . **General Session | Table Topics Discussions Recap**
 Mary Thomas - ACCIS Vice President - IT Manager, *City of Mukilteo*
- 11:15am - 11:45am . . . **Virtual Vendor Hall - Check out our great Exhibitors & Sponsors!** 
- 12:45pm - 1:00pm . . . **AIM HI Update** 
 Eddy Sherman - ACCIS Past President - Computer & Network Services Manager, *Kitsap County*
- 1:00pm - 2:30pm . . . **Panel Discussion | The Pandemic and our Response** 
 This panel consists of small, medium, and large city/county Staff and will be an open discussion on how we have each responded to the pandemic. This will be an open discussion so feel free to share your stories.
 Mary Thomas - ACCIS Vice President - IT Manager, *City of Mukilteo*
 Dan Smith - Technical Services Manager, *City of Bellingham*
 Kipling Morris - Manager of Infrastructure Services and Operations, *City of Tacoma*
 An East Coast, Healthcare-IT transplant, Kipling made the move to Tacoma (and public sector) 7 years ago and has worked for City of Tacoma ever since. During his time at the City he's led the Infrastructure and Operations Division through a number of large technology efforts and organizational changes, to include establishing a multisite Private Cloud, implementing enterprise ITSM, Enterprise Network Re-architecture (segmentation and BC focus) and most recently migrating the City to O365...during a pandemic.
- 3:00pm - 6:00pm . . . **ACCIS Board Meeting | Invitation Only** 
 Daniel Key - ACCIS President - Director of Information Technology, *City of Tacoma*

Tuesday, October 13 | *Securing Transformation*

- 7:30am - 8:00am . . . **Virtual Help Desk**  **CLICK TO JOIN MEETING** 
 Need assistance with navigating this virtual event? Join us for one on one trainings or schedule time by emailing accisevents@wsac.org.
- 8:00am - 10:00am . . . **General Session | Security Panel: Compare Different Local Government Security Programs** 
 Andrew Cushman - Chief Information Security Officer, *City of Seattle*
 Tim Wise - County Information Security Officer, *Snohomish County*
 Aaron Munn - Chief Information Security Officer, *State Auditors Office*
 Mike Skelton, *State Auditors Office*
 Mike Kaser - Chief Information Security and Privacy Officer, *King County*

Mike Kaser has worked in IT for twenty years with the last sixteen in local government. He has a degree in business administration and a variety of technical certifications in technology and security domains. He is passionate about service delivery and protecting technology used to support critical government services.

10:00am - 10:30am . . . **Sponsor Demo | CI Security**  

10:00am - 10:30am . . . **Sponsor Demo | Darktrace**  

10:30am - 12:00pm . . . **General Session | Introducing CISA – Programs and Services to Help You Build/Improve Your Security Program**  

CISA is the nation's risk advisor. Through our efforts to understand and advise on cyber and physical risks to the nation's critical infrastructure, we help partners strengthen their own capabilities. We connect our stakeholders in industry and government to each other and to resources, analyses, and tools to help them build their own cyber, communications, and physical security and resilience, in turn strengthening national resilience. This session will cover cybersecurity insights, best practices, and the myriad of CISA guidance and resources (no-cost) to support ACCIS members.

Barrett Adams-Simmons - Outreach Coordinator, DHS/Cybersecurity and Infrastructure Security Agency

Barrett Adams-Simmons is the Stakeholder Engagement Branch Chief for the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) in Region 10 (Alaska, Idaho, Oregon, and Washington) based out of Seattle, WA. In support of the Department's regional service delivery model, she works actively with critical infrastructure owner and operators and State, Local, Tribal and Territorial entities, to bring actionable resources and mitigation efforts. Before heading to the regional office, she was a DHS Senior Policy Advisor for Cybersecurity and Counterterrorism Policy working issues ranging from advanced persistent threats, encryption, responsible vulnerability disclosure, and positioning, navigation and timing. She also serves as the co-chair to the Control Systems Working Group's Supply Chain sub-Group to develop the implementation plan for the National Industrial Control System Strategy. Ms. Adams-Simmons was the lead Energy Security Advisor to the Assistant Secretary of Defense for Homeland Defense and developed long-term energy assured programs for the Department of Defense's most critical assets and specialized in Critical Infrastructure Protection and risk management. After graduating from the United States Naval Academy, she served as a Surface Warfare Officer on an Aegis Cruiser and Amphibious ship before taking her first policy position in the Pentagon with the Office of the Chief of Naval Operations Staff.

1:00pm - 2:00pm **General Session: Security at the State**  

Vinod Brahmapuram - State Chief Information Security Officer, Office of CyberSecurity (OCS)

Vinod Brahmapuram is Washington state's Chief Information Security Officer. He oversees WaTech's state Office of Cybersecurity and is responsible for establishing and leading the strategic direction of cybersecurity for state government, as well as advising the Governor and Legislators on key cyber issues. Vinod has more than 20 years of information technology experience with deep expertise in managing cybersecurity, developing and leading high-performing teams, and managing risk and compliance in heavily regulated environments. Before joining WaTech, he previously served as the Deputy Chief Information Security Officer for the state of South Carolina and also held several security roles for the state of New Hampshire Health and Human Services, including serving as the agency's CISO from 2015-2016. He holds a master's degree in Computer Science from the University of South Carolina and a bachelor's degree in Mechanical Engineering from Acharya Nagarjuna University in India. In addition to his degrees, he is a Certified Information Security Manager, Certified Information System Security Professional and a Microsoft Certified Solutions Developer.

2:00pm - 2:30pm. . . . **Sponsor Demo | Microsoft**  

2:00pm - 2:30pm. . . . **Sponsor Demo | Cerium**  

2:30pm - 4:00pm. . . . **Virtual Vendor Hall - Check out our great Exhibitors & Sponsors!**  

4:00pm - 5:00pm. . . . **General Session: Security Challenges and Opportunities Observed in Washington State**  

The Washington State Auditor's Office will share information about their cybersecurity audit program and will provide common findings, issues, and lessons learned.

Michael Hjermsstad - IT Security Assistant Audit Manager, Washington State Auditor's Office
Michael is a Certified Information Systems Auditor with over 20 years of combined experience in Information Technology and Information Technology Auditing. Michael also has a Bachelor's of Science in Accounting and a GIAC Security Essentials Certification. Michael has been with the State Auditor office for 6 years and has been managing the Local Government Cyber Security Audit team for 4 of those years.

Wednesday, October 14 | *City/County Public Sector*

7:30am - 8:00am **Virtual Help Desk**  **CLICK TO JOIN MEETING** 

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8:00am - 9:00am **General Session | Apps Technology Showcase**  

A showcase of apps that they are currently utilizing that include chatbot, PowerApps, and robotic process automation.

Bonnie Grant - IT Manager, City of Bellevue

Chris Jolokai - End User Support Tier 3, City of Bellevue

Chris Jolokai been with the City of Bellevue for 8 years in our Client Technical Services team. I'm passionate about building a strong rapport with all our customer base. He love people and I love business processes. Chris's main area of support is O365 centered around SharePoint Online and the Power Platform. Chris keenly interested in the space where business processes and automation meet. Now that we've rolled out Teams to most of our organization, he excited to see how we can leverage the flexibility of the Power Platform with the collaborative features of Teams.

9:00am - 9:30am **Sponsor Demo | Aruba Networks - How our customer's responded and what's next for the Hybrid Workplace.**  

9:00am - 9:30am **Sponsor Demo | CrowdStrike**  

9:30am - 10:00am **Virtual Vendor Hall - Check out our great Exhibitors & Sponsors!**  

10:00am - 10:30am **ACCIS Committees: How can you get involved?**  

Mary Thomas - ACCIS Vice President - IT Manager, City of Mukilteo

— Legislative Group

ACCIS Priorities for Cities and Counties in the 2021 Legislative Session and how they might affect our departments.

Kevin Wickenhagen - Sr. Infrastructure Services Manager, Yakima County

Kevin Wickenhagen has worked for Yakima County for 32 year, including 21 years in the Technology Services Department. He has served on the ACCIS Board since 2016, is a Councilmember for City of Silah, and on the Information Technology Advisory Committee for Yakima Valley College.

— State & Local Group

Talk about the State and Local Group and how you can get involved

JD Braathen - Systems Engineering Supervisor, Snohomish County

10:30am - 11:00am **Virtual Vendor Hall - Check out our great Exhibitors & Sponsors!**  

11:00am - 12:00pm **General Session | Leadership Transitions**  

Eric Finch - Chief Innovation and Technology Officer - Mayor's Cabinet, City of Spokane

1:00pm - 2:00pm **General Session | State and Local Update**  

JD Braathen - Systems Engineering Supervisor, Snohomish County

Kevin Baird - CJIS Information Security Officer, Washington State Patrol

Kevin has been with the Washington State Patrol (WSP) since 1993. He spent the first 18 years in Communications (dispatch) in our Yakima, Wenatchee, and Vancouver Communications Centers. In 2011, Kevin was promoted to a position in our Information Technology Division at our help desk, supporting both internal and external users of WSP systems. After 2 years, he

promoted to the supervisor of the Tier 2 Customer Service Unit where I gained experience with IT Security, project management, and IT procurement. In 2016, Kevin was promoted to his current position, the CJIS Information Security Officer. As the CJIS ISO, he is the security point of contact in our state for the Federal Bureau of Investigation (FBI) CJIS Division, ensuring that CJIS Security Policy standards are implemented and maintained to protect Criminal Justice Information (CJI). He answer questions and provide guidance to agencies in Washington State regarding policy implementation for CJI or CJIS systems, as well as conducting technical security audits of criminal justice and non-criminal justice agencies to ensure compliance with CJIS standards. Kevin is also responsible for supervising the daily operations of the A Central Computerized Enforcement Service System (ACCESS) training and audit unit, a part of the WSP Criminal Records Division. ACCESS is a telecommunication system used by 500+ criminal and non-criminal justice agencies and 25000+ personnel in our state to obtain criminal justice information such as criminal history, driver and vehicle information, stolen vehicles, and wanted persons.

2:00pm - 2:30pm. . . . **Sponsor Demo | Cities Digital** 

2:00pm - 2:30pm. . . . **Sponsor Demo | Citrix** 

2:30pm - 3:30pm. . . . **General Session | Washington's Data Breach Notification Law for State and Local Governments** 

Local governments should be aware of the state's data breach notification law expansion. This presentation covers updates to RCW 42.56.590 that took effect March 1, 2020. The new law expands requirements on what type of data triggers data breach notification and shortens the amount of time that government has to respond. In addition, the new law includes additional reporting requirements to the state Attorney General Office. Learn the expanded definition of personal information, discover how to identify a breach and notification requirements, and discuss potential issues with implementation.

Katy Ruckle - State of Washington Chief Privacy Officer, WaTech

Katy Ruckle started in the role of Washington's Chief Privacy Officer on January 1, 2020. Before joining WaTech, she served as the Privacy Officer and Information Governance Administrator at the Department of Social and Health Services (DSHS) where she was responsible for establishing privacy practices for five administrations, including three hospitals, covering 16,000 employees. Katy developed and implemented the privacy program from its infancy to include 18 privacy coordinators across DSHS. In the course of six years running the privacy program she handled several data breach incidents which included federal investigations and media attention. Her leadership role at DSHS also included overseeing public records, records management, discovery, and HIPAA compliance. Before becoming the Privacy Officer for DSHS, she served as Contracts Counsel and worked extensively on Business Associate Agreements and other complex contract and procurement issues. Katy was born and raised in Washington, graduated from Western Washington University and earned her law degree from Willamette University College of Law. She was admitted to the Washington State Bar Association in 2005 and is a licensed attorney. She began her career with the state in 2006.

3:30pm - 5:00pm. . . . **City Breakout** 

Open discussion on issues Cities are facing.

Bonnie Grant (Facilitator), City of Bellevue

3:30pm - 5:00pm. . . . **County Breakout** 

Open discussion on issues Counties are facing.

Kevin Wickenhagen - Sr. Infrastructure Services Manager, Yakima County

5:00pm - 6:00pm. . . . **Virtual Reception** 

Mary Thomas - ACCIS Vice President - IT Manager, City of Mukilteo

Thursday, October 15 | **Public Sector and Security**

7:30am - 8:00am. . . . **Virtual Help Desk**  **CLICK TO JOIN MEETING** 

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8:00am - 8:30am **General Session | City/County Breakout Review** 

Daniel Key - ACCIS President - Director of Information Technology, *City of Tacoma*
Kevin Wickenhagen - Sr. Infrastructure Services Manager, *Yakima County*

8:30am - 9:00am **General Session | Office of Broadband** 

Russ Elliott, *Washington Department of Commerce*

9:00am - 9:30am **General Session | FirstNet Network Status and Update** 

Bill will update ACCIS members regarding the current status of the FirstNet Network, authorized for deployment by Congress to provide priority for responders on cellular networks. He will also discuss some of the unique features of the network which distinguish it from commercial cellular networks and discuss how those features have been used to support responders in Washington. Finally he will give members a glimpse into some of the apps and technologies in development for use by first responders and other responders working for city, county, and state governments.

Bill Schrier - Senior Advisor, First Responder Network Authority (Federal Government)

Bill Schrier is a senior public safety advisor with the FirstNet Authority of the United States Department of Commerce. He specializes in industry and public safety engagements, finding apps and solutions of use to public safety agencies. Bill retired from the City of Seattle in 2012, where he was Chief Technology Officer and Director of the Department of Information Technology.

9:30am - 10:00am **Virtual Vendor Hall - Check out our great Exhibitors & Sponsors!** 

10:00am - 11:00am **How We Outsourced to Ourselves** 

The IT department at the City of Tacoma went through a significant transformation across all services in the last 18 months. We changed from a department where nobody in the City was sure how decisions and investments were being made to producing a fully transparent, prioritized, biennium budget in full partnership with key leaders across the major departments. Come hear about how we did it!

Grace Brosnon - CTO, City of Tacoma

Grace is a technology executive with over 22 years of information technology management experience spanning a variety of fortune 500 high tech private companies to local government and utilities. She specializes in technology strategy and planning related to SAP, systems integration, analytics, project management, and their related governances. Her focus is on the needs of the business and believes that most successful IT shops are business driven with strong collaboration with IT. Outside work, Grace enjoys spending time with her family, traveling around the world, golfing and reading.

11:00am - 11:45am **Sponsor Presentation | TIG** 


12:45pm - 1:15pm **Intro to MS Teams for ACCIS Members** 

1:15pm - 2:00pm **Sponsor Presentation | Mythcis/Oracle** 

2:00pm - 3:30pm **General Session | Address from the State CIO** 

James Weaver - Director & State CIO, Washington Technology Solutions

James (Jim) Weaver was appointed Director and State CIO for Washington Technology Solutions in December 2018. As the Director and State CIO, Jim leads the implementation of a strategic direction and enterprise architecture for information technology for state government, while providing and supporting IT services and infrastructure for state agencies, municipalities and tribal governments. Jim has more than 32 years of experience in the IT industry, having served in varying management and technical positions, most notably as the Commonwealth of PA's Chief Technology Officer, as well as Chief Technology Officer and Deputy Chief Information Officer for the commonwealth's Departments of Human Services, Aging and Insurance.

3:30pm - 5:00pm **General Session (ACCIS MEMBERS ONLY OR BY INVITE - Not Recorded)**
Security SIG Round Table - War Stories and Collaboration 

Security SIG = Security Interest Group, and this is an opportunity for ACCIS members and other invited participants to collaborate on security-related topics. Topics range from audit experiences, incident experiences, evolving standards, and

more! Some content will be prepared in order to get the conversation going, but we also want to hear from and learn from our colleagues. Be prepared to share! Note that this session will not be recorded.

Marty Mulholland - Director of IT Services Department, City of Bellingham

Marty Mulholland is the Director of I.T. for the City of Bellingham. She has been serving in that role since 2003. Prior to that Marty served as the Director of I.T. for the City of Kent, from 1998-2003. Marty has been a member of ACCIS for 20+ years, and greatly enjoys the collaborative aspects of this organization and the opportunity for all members/participants to improve our services and programs.

Friday, October 16 | **Technology Showcase**

7:30am - 8:00am **Morning Social**  **CLICK TO JOIN MEETING** 

8:00am - 9:00am **General Session | Local Technology Showcase - GIS Transformation**  

Enzhou and his colleagues at City of Bellevue will share their journey developing GIS applications the last few years. Multiple applications have won the PTI (Public Technology Institute) awards in the GIS category. They will discuss and demonstrate the following applications: Building Bellevue, Utilities Mobile Mapping Solution, Maps for SharePoint, 911 Dispatch Mapping Application for Transportation Management, and Bellevue Map Viewer.

Enzhou Wang - IT Manager, City of Bellevue

As an IT Manager at City of Bellevue, Enzhou Wang manages the application development team and the digital government team. His teams develop and maintain award winning websites and applications such as MyBuildingPermit.com, the multilingual MyBellevue chatbot, and many GIS applications. Prior to joining City of Bellevue, he worked at Seattle City Light, Microsoft, and ESRI as enterprise architect and software developer.

9:00am - 10:00am **General Session | Local Technology Showcase | Enabling Rapid Analytics Evolution at Tacoma Public Utilities**  

While many utilities understand that the analytics discipline offers many benefits, crafting an actionable analytics strategy has proven more difficult. In this session, Joe Tellez and Andrew Braeger of Tacoma Public Utilities, will share how they've effectively developed an enterprise approach to utility analytics that is integrated with the utility business strategy. Learn ways to analyze data and evaluate trends to: How Tacoma Public Utilities leveraged a systematic process to develop a clear vision for utility analytics; How attendees can apply Tacoma's learnings to craft their own actionable analytics strategy; Lessons learned around socializing the value of utility analytics to skeptics; How leveraging cloud-based data platforms can help deliver value more quickly than traditional solutions; How to develop a blueprint for the future of the utility analytics technology and tools ecosystem.

Joe Tellez - Chief Technology Officer, Tacoma Public Utilities

Joe Tellez is a utility technology executive with over 25 years of industry experience. As the Chief Technology Officer for Tacoma Public Utilities, Joe oversees a variety of business transformational initiatives such as digital enablement and analytics realization through technical sponsorship & leadership, collaboration with stakeholders, and application of industry best practices. Joe provides vision for both short-term and long-term strategies to improve utility performance through the effective use of utility technology. Joe holds a B.S. degree in Industrial & Systems Engineering and a M.S. degree in Systems Architecture & Engineering from the University of Southern California.

Andrew Braeger

10:00am - 10:30am **Give us your Feedback**  

Daniel Key - ACCIS President - Director of Information Technology, City of Tacoma

Mary Thomas - ACCIS Vice President - IT Manager, City of Mukilteo

10:30am - 12:00pm **ACCIS Business Meeting**  

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