Laserfiche® EMPOWER

January 9-12, 2018 Long Beach, CA

Leadership Track
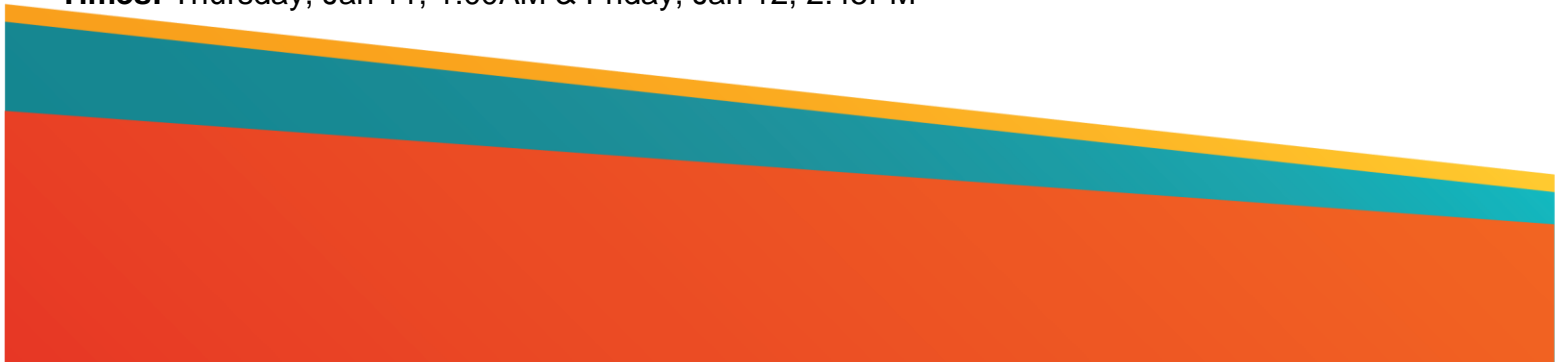
Wednesday, January 10

Time	Topic	Speaker
8:30 AM	**General Session Keynote**	
9:45-10:45 AM	Leadership: How to Influence People and Drive Change Initiatives	Phil Bertolini, CIO & Deputy County Executive, Oakland County
11:00-12:00 PM	The Future of Work: Empowering the Employee with Insight	Karen Hobert, Research Director, Digital Content Workplace, Gartner
Lunch Break		
1:30-2:30 PM	When Failure is NOT an Option—How to Deliver IT Programs and Projects Successfully	• Thomas Phelps IV, VP of Corporate Strategy & CIO, Laserfiche • Erica Scoby, Program Manager, Laserfiche • Collin Boyce, CIO, City of Lansing, Michigan • Raelynn Napper, Public Safety Recruitment & Selection Division Manager, Personnel Department, City of Los Angeles
2:45-3:45 PM	City of Las Vegas: Betting on Cloud, Internet of Things (IoT) and Innovation	Michael Sherwood, Director of Technology and Innovation, City of Las Vegas
4:00-5:00 PM	Defending Against a Ransomware Cyber-Attack—Lessons Learned from a CIO	William Mao, CIO, Orange County Transportation Authority
5:30 PM	**Special Event: Empower After Hours**	

Bonus Session: Coming Attractions in Laserfiche

Join Laserfiche Technical Product Managers as they present upcoming items on the Laserfiche development roadmap.

Times: Thursday, Jan 11, 1:00AM & Friday, Jan 12, 2:45PM

Leadership: How to Influence People and Drive Change Initiatives
Phil Bertolini, CIO & Deputy County Executive, Oakland County, Michigan

Whether a leader is born or made over time, they must be able to influence people to accomplish a goal. The effectiveness of your leadership can be the deciding factor in achieving success—or facing failure—in your career and with major transformational initiatives.

In this session, Phil will provide practical leadership techniques, including:

- An assessment of your leadership style using the top 10 qualities of great leaders
- The value of being an effective communicator
- How to influence others to drive change and results in an organization

About The Speaker

Phil Bertolini is the Deputy County Executive/CIO for Oakland County. He is a vocal advocate for cloud and enterprise solutions in government, cross-boundary resource sharing, and inter-jurisdictional cooperation. Phil has overseen the development of unique government technology programs such as the G2G Cloud Solutions Initiative, the G2G Marketplace, the Cyber Security Assessment for Everyone (CySAFE) initiative and the TechDebtCheck Assessment.

Phil has promoted his philosophy of "Build it once, pay for it once, and everybody benefits" to many other government agencies. He was honored as a member of the 2017 CIO Hall of Fame by CIO Magazine and honored as 2016 IT Leader of the Year at the Michigan Digital Government Summit hosted by Government Technology Magazine. In 2012, he was recognized by the President Obama White House as a Champion of Change. He is the co-author of the book *IT Budgeting and Decision Making: Maximizing Your Government's Technology Investments*.

The Future of Work: Empowering the Employee with Insight
Karen Hobert, Research Director, Digital Content Workplace, Gartner

Today more than ever, we are inundated with "information everywhere". Yet, effectively harnessing this to gain true business insight often remains elusive—without a shift in legacy knowledge management approaches. Content services are releasing the potential of content and data to inform employees. Instead of just relying on knowledge, employees can have greater digital dexterity by continuous and unimpeded access to insight from information.

In this session, Gartner will present a forward looking appraisal of how technological developments in the area of content services are transforming the way information is made available to employees. This session will cover:

- How information (content and data) has the potential to inform and empower employees
- How that potential is realized through context
- Advances in content services that now enable and apply context, automatically
- The profound consequences for workplace demographics, culture and competitiveness
- The impact of insight from content services on the future of work.

About The Speaker

Karen A. Hobert is a Digital Workplace Content, Insights and Experience Research Director, with deep expertise in content services, knowledge management and collaboration. She brings a 27-year career in digital workplace and content services markets and strategies to Gartner Research.

Karen's past work includes delivering a wide range of digital workplace efforts, from topics as broad as developing high-level strategies for implementing a content and collaboration platform, to ones as discrete as building a business case for cloud-based content services. She also has a broad set of technological areas of expertise including information security and risk management, content risk and compliance, collaborative application design, and web development platforms. She is a contributor to numerous reports, articles, and white papers.

When Failure is NOT an Option—How to Deliver IT Programs and Projects Successfully
The numbers are alarming: over half of IT projects fail from complexity or do not deliver on time, scope or budget. When failure is not an option and the stakes are high, how do you ensure projects are delivered successfully?

This session will cover:

- Different project management methodologies based on the organizational culture and type of project
- A five step approach to manage project risks
- A perspective from the CIO of the City of Lansing, Michigan, on delivering successful projects
- A "voice of the customer" viewpoint from the Personnel Department with the City of Los Angeles

Speakers include:
- Thomas Phelps IV, VP of Corporate Strategy & CIO, Laserfiche
- Erica Scoby, Program Manager, Laserfiche
- Collin Boyce, CIO, City of Lansing, Michigan
- Raelynn Napper, Public Safety Recruitment & Selection Division Manager, Personnel Department, City of Los Angeles

About the Speakers

Thomas Phelps IV, VP of Corporate Strategy & CIO, Laserfiche
Thomas Phelps IV is the Vice President of Corporate Strategy & CIO for Laserfiche. He leads IT, vertical marketing, analyst relations and major corporate initiatives. He is part of the executive team that launched Laserfiche Cloud in 2015. Previously, Thomas was the national entertainment and media champion for cybersecurity at PwC. He was part of a five-person startup team that launched the Internet Products Software Division at Motorola.

Thomas has co-authored/contributed to five books, including Risks of Customer Relationship Management—a joint publication by PwC and ISACA—and Telecommunications Cost Management published by CRC Press. He is a Past-President of ISACA Los Angeles and is on the International 50th Anniversary Advisory Panel. He is on the Executive Board for UCLA IS Associates and serves as the Co-President of Ascend Los Angeles. Along with speaking at the Harvard IT Summit and instructing the CISA Review Course, Thomas guest lectures at USC and CSU-Long Beach on security, data analytics and marketing. He has been quoted in Business News Daily, CBS Pulse, CIO Review, InvestmentNews, LA Times, TechTarget and many other publications.

Erica Scoby, Program Manager, Laserfiche
Erika joined Laserfiche as the Program Manager for Laserfiche Consulting Services (LFC) in early 2017. She began her career at an algorithm development company as a programmer and data analyst, and quickly moved into a project management role.

Prior to Laserfiche, Erika served as Director of Project Management and Customer Onboarding for the professional services team at a financial technology startup in San Francisco, where she helped build the services team from the ground up and managed all of the early projects with large financial institutions.

Collin Boyce, CIO, City of Lansing, Michigan
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Raelynn Napper, Public Safety Recruitment & Selection Division Manager, Personnel Department, City of Los Angeles
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City of Las Vegas: Betting on Cloud, Internet of Things (IoT) and Innovation
Michael Sherwood, Director of Technology and Innovation, City of Las Vegas

When it comes to placing bets, the City of Las Vegas—which draws over 40 million visitors annually and hosts 21,000 conventions—is betting big on innovation. Whether its sensors that measure air quality, manage stop lights or alert on trash container usage, the City is quickly becoming known in government circles as the new "sensor city" using IoT technology.

In this session, Michael will cover:

- How the City of Las Vegas has created an Innovation District using IoT and other technologies
- The investments in smart infrastructure to digitize city operations and create a smart city
- The development of intelligent assistants and mobile apps for city services (parking, transport, water, lighting, waste, environmental)
- Areas of concern for privacy, security, regulatory compliance and how the City is addressing them

About The Speaker

Michael Sherwood is the Director of Technology and Innovation for the City of Las Vegas. Michael has more than 20 years of management experience in the fields of technology, process improvement and innovation with the majority of that experience being in municipal government operations. Most recently, he served as the deputy director of public safety, business services and city technology for the City of Irvine, CA, since December 2013. In that capacity, he was responsible for budgets of both public safety at $70 million and technology at $8 million.

Prior to that position, Sherwood served as the Manager of Business Services for the City of Irvine, CA from 2012-2013, the chief information officer for City of Oceanside, CA, from 2001-2012 and the Information Technologies Manager for the City of Oceanside, CA, from 1997-2000. Before 1997, he served in the private sector. Michael received his B.S. in Management from Pepperdine University followed by a M.S. in Executive Management from the University of Southern California.

Defending Against a Ransomware Cyber-Attack—Lessons Learned from a CIO
William Mao, CIO, Orange County Transportation Authority

Cyber-attacks occur daily in the U.S. affecting many small to major corporations and public agencies. The Orange County Transportation Authority (OCTA) was one of them. With a budget of $1.29 billion, OCTA sets transportation priorities, plans and funds major freeway projects and street improvements, and operates the public transit system in Orange County, CA.

This session from a CIO's perspective will cover:
- The anatomy of the ransomware attack
- The steps that OCTA took to respond to the cyber-attack
- A summary of helpful resources to equip your organization to respond to similar attacks
- Tips on managing a ransom notice, including: who to communicate with, how to communicate the notice, and what cyber security measures to take to be prepared for future attacks.

About the Speaker

William (Bill) Mao serves as Orange County Transportation Authority's Chief Information Officer. He is a proponent of and sponsors the implementation of innovative and transformational information and transportation technologies that add value to his customers and constituents. He is particularly pleased by the adoption of a digital strategy at OCTA, and by the innovative approach and "can do" spirit that his team takes when providing business and technical solutions.

His corporate career includes key management positions in finance and information technology with the Walt Disney Company, Digital Equipment Corporation and Xerox. Bill received his BA in Economics from UCLA and an MBA from Pepperdine University. Bill has served on the boards of numerous professional and not-for-profit organizations. He is tri-lingual, fluent in Spanish, Mandarin Chinese and English.

Coming Attractions in Laserfiche
Justin Pava, Principal Technical Product Manager, Laserfiche

Join Laserfiche Technical Product Managers as they present upcoming items on the Laserfiche development roadmap. From short-term features to long-term initiatives, you won't want to miss this look into the future directions of Laserfiche. Note: this class covers future capabilities that are not yet scheduled to be part of any specific release.

Join us to see:
- Demos of the most exciting upcoming features
- What's ahead on the Laserfiche software roadmap
- Product previews of Robotic Process Automation, Case Management, and more

About the Speaker

Justin Pava is the Principal Technical Product Manager at Laserfiche. In his role, he oversees the strategy for product development as well as the team that is responsible for launching key products and updates.

Pava has played an integral role within Laserfiche since joining the company in 2003. He was a member of the team that initiated Laserfiche's Department of Defense (DoD) 5015.2 Records Management certification, which the software maintains today.

Since joining the Laserfiche team, Pava has shared his industry expertise at a number of training sessions, including acting as a keynote speaker at the Laserfiche Empower Conference. He received his Bachelor of Science degree in biology from Harvey Mudd College.