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The inspiration for the film *Coach Carter*

**Coach Ken Carter**  
Coach, Author, Educator

**Wednesday, September 27**  
9:00 am

Average is Just Not Good Enough. PERIOD!

When famed high school basketball coach Ken Carter locked his undefeated, state play-off bound team out of the gym because 15 of the 45 players were not living up to the classroom achievements they agreed to, he sent a powerful message about the value of education, accountability, integrity, teamwork and leadership.

Don’t miss this opportunity to hear from this remarkable man who motivated a high school basketball team to greatness — on and off the court — and inspired a movie based on the story.

Commander of the most complex science research space mission ever!

**Astronaut Rick Searfoss,**  
Retired USAF Colonel

**Thursday, September 28**  
9:00 am

“Apogee” — Taking Teams to the Top!

Successful human space missions demand that hundreds of different teams perform flawlessly and consistently. A Space Shuttle crew must act in unity as one of the most finely honed teams possible, with billions of dollars and their own lives riding on their performance. They also need to interact with and motivate the members of a huge variety of other specialized teams to truly prepare for and carry out a mission. The dynamic and difficult endeavors of human space flight demand the absolute best of its teams, and the lessons apply to all of us. Rick Searfoss, with hundreds of experiences in every team role in fighter jet squadrons, test flying teams, space flight crews, and especially in serving as the commander of what is considered to be the most complex Space Shuttle mission ever, shares his teamwork legacy in this fascinating keynote address.
GTC 2006
September 25 – 28
Empire State Plaza
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Check out GTC world-class training program on page 6
Prices start as low $120, see the price list on page 15

GTC Opening Reception

MEET & MINGLE with peers from government and industry

Wednesday, September 27th
3:30 – 5:00 pm
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Exhibit hours: Wednesday & Thursday; September 27 & 28, 10:00 am – 4:00 pm

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Mainline Information Systems
MapInfo Corporation
McAfee Inc.
Mercury Web Solutions
Messaging Architects
Microsoft
Mindjet
Motorola
MRV Communications Inc.
MultiTech Systems
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List as of 6/8/06

Register today at govtech.net/gtc/east
Tuesday & Wednesday, September 19 & 20

- PW2 Advanced XML Development (hands-on)

Monday, September 25

- P1 Programming with J2EE (2-day)
- P3 Security Boot Camp (2-day)
- P4 Intro to the New York State Project Management Guidebook and System Development Lifecycles
- P9 CAUTION: Protect Your Projects from a Chain-Reaction of Problems: An Overview of Business Analysis
- P14 Improving Service Management ITIL/IT
- P16 Getting it Right: Best Practices in RFP Development
- P17 Computer Forensics

Tuesday, September 26

- P1 Programming with J2EE (2-day)
- P3 Security Boot Camp (2-day)
- P5 Hot Topics in Project Management: Project Planning & Estimating
- P10 Contract Management Principles and Practices
- P15 Increasing Your Value to Your Organization
- P18 Identity Theft 9:00 am - 11:30 pm
- P19 Balancing Protection and Sharing of Government Information 1:30 - 4:00 pm

Wednesday, September 27

- P6 Hot Topics in Project Management: Project Execution & Control
- P11 Dos and Don’ts of IT Contracting
- P13 Leadership Challenge

Thursday, September 28

- P2 WOW Summit for Public Sector Decision Makers: Optimizing the Value of Your Web Presence
- P7 Hot Topics in Project Management: In-Depth Risk Management
- P8 How to Define Business Requirements
- P12 Managing Outsourcing Contracts
## Concurrent Seminars

**Wednesday**  
*September 27*

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*September 28*

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receive six PDUs and are taught by:

Web Classes

All hands on classes will be held at New Horizons Training Center, 10 Airline Drive, Suite 101, Colonie.

**PW1 Developing Web Services Applications (hands-on)**

**Monday & Tuesday, September 25 & 26**

9:00 am - 4:00 pm

**MODERATELY TECHNICAL**

This two-day session explores Web services from the ground up in a hands-on, tutorial-based fashion. The class will offer a foundation by providing a focus on the underlying standards-based XML used for describing, deploying and consuming Web service applications.

The class will explore self-contained examples coded to exploit the consistent, secure and reliable characteristics of remote object invocation. The underlying structure, programming and inherent functionality of SOAP will be examined, along with how it relates to other standards-based XML vocabularies (e.g. WSDL and UDDI) and where it integrates with transport protocols, such as HTTP, SMTP, to name a few. You will receive working-code examples of SOAP clients and servers to explore on your own.

**Taught by:** Gerry Kauma, Senior Trainer, XMaLpha Technologies, LLC

**P2 WOW Summit for Public Sector Decision Makers: Optimizing the Value of Your Web Presence**

**Thursday, September 28**

10:15 am - 5:00 pm

**MODERATELY TECHNICAL**

Web-based technologies that automate transaction services have become one of the most important success stories in public sector information technology today.

Public sector entities — from small towns to organizations responsible for resource-intensive state functions — have reported very significant cost savings and service improvements as a result of moving these applications to the Web.

As a result, the Web is quickly becoming the platform of choice for the delivery of information services. This one-day summit is organized by the World Organization of Webmasters in collaboration with the NYS Forum.

Specific learning objectives include:

- How the Web and traditional transaction processing are converging.
- Best practices from other state organizations that have successfully migrated resource-intensive, manual system applications to the Web.
- First-hand accounts of how other public sector organizations have leveraged Web technology to improve the delivery of services.

**Taught by:** World Organization of Web Masters (WOW)

**P3 Security Boot Camp**

**Monday & Tuesday, September 25 & 26**

9:00 am - 4:00 pm

**MODERATELY TECHNICAL**

This two-day class provides an overview of the basic core competencies needed to create and maintain a secure infrastructure. Content for the class includes the basic critical infrastructure issues, such as checklists for audits and self-assessments; security management (including patch management); operations, application and network security. You will leave with checklists of methodologies, organizational systems and best practices to help you hit the ground running and make immediate use of the information.

**Taught by:** Ira Victor, Director, Compliance Practice, Data Clone Labs
Project Management Classes

P4 Intro to the New York State Project Management Guidebook and System Development Lifecycles
Monday, September 25
9:00 am - 4:00 pm
NOT TECHNICAL
6 PDUs

The New York State Project Management Guidebook was developed to document a common methodology for managing projects in New York state government organizations and to provide guidance and advice to project managers throughout the life of a project. The New York State System Development Lifecycle (SDLC) describes the standard phases and major processes in a sufficient detail to enable a project manager to plan and manage a system development project.

This course reviews both the PM lifecycle and SDL from the guidebook. The course is targeted towards those who are new to the project management discipline and want to effectively plan and lead projects.

Taught by: Project Professionals from Keane, Inc.

P5 Hot Topics in Project Management: Project Planning & Estimating
Tuesday, September 26
9:00 am - 4:00 pm
NOT TECHNICAL
6 PDUs

In order to achieve their objectives, projects must have a well defined project schedule and budget. This course reviews effective techniques for developing the project work breakdown structure (WBS), project schedule and project estimating. The course is targeted towards new and experienced project managers who want to build their project scheduling and budgeting skills.

Taught by: Jon Haverly, Keane, Inc. and Peter Michaelson, Keane, Inc.

P6 Hot Topics in Project Management: Project Execution & Control
Wednesday, September 27
10:15 am - 5:00 pm
NOT TECHNICAL
6 PDUs

The purpose of project execution and control is to develop the product or service that the project was commissioned to deliver. Project execution and control utilizes the tools developed during the planning phase and responds to unanticipated events that may impede the success of the project.

This course reviews techniques to proactively manage risks, communicate project status and successfully manage project issues and change. The course is targeted towards new and experienced project managers who want to build their project execution and control skills.

Taught by: Jon Haverly, Keane, Inc. and Peter Michaelson, Keane, Inc.

Business Classes

P8 How to Define Business Requirements
Thursday, September 28
10:15 am - 5:00 pm
SLIGHTLY TECHNICAL
6 PDUs

Defining requirements is a crucial skill, highly valued because it paves the way for more secure, efficient and effective projects and information technology functions.

Defining requirements involves asking the right questions to ask and having an organized set of processes and tools to carry out a thorough cycle of action. This course will provide training, case studies and best practices to help participants improve their skill at defining requirements.

Taught by: Mandy Herrington, Senior Consultant, CGI/AMS

P9 CAUTION: Protect Your Projects from a Chain-Reaction of Problems: An Overview of Business Analysis
Monday, September 25
9:00 am - 4:00 pm
NOT TECHNICAL
6 PDUs

This class will provide an overview of business analysis (BA) and explain each area and its purpose. The instructor will illustrate a general best practice approach to performing business analysis and introduce the specialized skill areas of BA and explain each area and its purpose.

Taught by: Glenn Brulee, ESI International

P10 Contract Management Principles and Practices
Tuesday, September 26
9:00 am - 4:00 pm
NOT TECHNICAL
6 PDUs

This is a one-day overview of contract management basics including a brief review of the five Ps — People, Process, Performance, Price and Payment. You will gain an understanding of the roles and responsibilities of the buyer and seller, and the key legal obligations of both parties. Concepts and principles of contract law will be discussed with brief descriptions of common contracting methods, i.e. competitive vs. noncompetitive, simplified methods, competitive and noncompetitive bidding methods and a comparison of these methods and their impact on pricing. You will leave with knowledge of the inputs and outputs of contract administration and the tools for applying them to ensure a successful outcome in the contract management process.

Taught by: Ralph Capio, ESI International

P11 Dos and Don’ts of IT Contracting
Wednesday, September 27
10:15 am - 5:00 pm
NOT TECHNICAL
6 PDUs

This class will review the key differences of IT contracts and the most effective and efficient way to develop IT requirements. You will:

• Gain an understanding of methods for structuring solicitations to meet organizational objectives,
• Learn creative acquisition strategies including risk-focused RFPs and discovering best value through source selection techniques.

Taught by: Ralph Capio, ESI International

P12 Managing Outsourcing Contracts
Thursday, September 28
10:15 am - 5:00 pm
NOT TECHNICAL
6 PDUs

The key aspects of managing an outsourcing IT contract will be the main focus of this class. You will learn about:
• Obstacles in the outsourcing environment,
and the solutions used to overcome those challenges.

• Benefits of the sourcing continuum and the collaborative sourcing model and how they can help you manage outsourcing contracts.

Taught by: Ralph Capio, ESI International

P13 Leadership Challenge
Wednesday, September 27
10:15 am - 5:00 pm
NOT TECHNICAL

Backed by over 20 years of original leadership, The Leadership Challenge Workshop is an intense discovery process created by best-selling authors, Jim Kouzes and Barry Posner. This class will focus on how leaders mobilize others to want to get extraordinary things done. It will present the five practices that leaders use to transform values to actions, visions into realities, obstacles into innovations, separateness into solidarity and risks into rewards. This class will demystify the concepts of leadership and leadership development. It presents leadership as a measurable, learnable and teachable set of behaviors. It’s about a climate in which people turn challenging opportunities into remarkable successes. Participants will receive the Leadership Challenge handbook.

Are you ready for the challenge?

Taught by: Carolyn Lawson, Assistant Deputy Director, California Department of Alcohol & Drug Programs, Certified Leadership Challenge Facilitator

P14 Improving Service Management ITIL/IT
Monday, September 25
9:00 am - 4:00 pm
SLIGHTLY TECHNICAL

By taking advantage of the ITSM/ITIL concepts and best practices, organizations can improve their IT infrastructure performance while satisfying business requirements. This class introduces the concepts of IT Service Management (ITSM) and Reference Model, based on the industry standard IT Infrastructure Library (ITIL) model.

Areas addressed by ITSM/ITIL include: service desk, incident management, problem management, change management, configuration management, service level management, availability management, security, capacity management, IT service continuity management, financial management and release management. This class will provide background, case studies and trends on IT Service Management.

P15 Increasing Your Value to Your Organization
Tuesday, September 26
9:00 am - 4:00 pm
NOT TECHNICAL

Today’s changing government workplace demands much of its leaders at all levels of each organization. The sheer pace of change makes issues like project & program management, training, system deployment and collaboration all the more challenging. There are leadership skills that are separate from the tactical skills that can increase your worth in your organization and help your career.

This highly interactive course will improve your ability to handle work, gain better collaboration, get more support for your ideas and projects, and hone your leadership skills. You will learn in-depth and practical training for success. It features a fresh approach that has proven inspirational and effective for countless government professionals.

Taught by: Klaus Hilgers, President, Epoch Consulting

P16 Getting it Right: Best Practices in RFP Development
Monday, September 25
9:00 am - 4:00 pm
NOT TECHNICAL

This course includes extensive information about best practices from more than 60 jurisdictions including state, federal and county governments. A compelling, information-packed class, especially relevant for buyers, purchasing agents, procurement managers and directors, RFP specialists, project managers and evaluators.

Included will be:
• Six critical problems and ways to prevent them.
• How to organize, manage and control the evaluation committee.
• The best ways to structure the evaluation process so it can be easily defended.
• How to incorporate risk as an evaluation factor in your RFPs.
• How to structure a debriefing to resolve problems.
• How to deal with vendor complaints so they go no further.
• Best Practices for Critical Documents
• Best sources of examples, samples, policies, procedures and documents.
• The six documents required to intimidate vendors’ lawyers and prevent complaints.

Taught by: Michael Asner, Michael Asner Consulting

P17 Computer Forensics
Monday, September 25
9:00 am - 4:00 pm
SLIGHTLY TECHNICAL

This training class will present the essential elements and tools of computer forensics and will drill down into some of the most important skills and methods relevant to government. Learning objectives include identifying the prerequisites necessary to build an effective incident response and forensics program, establishing a working knowledge of investigative processes and goals and gaining familiarity with various tools and resources used in computer forensics investigations.

Taught by: Michael Deyo, IT Security Specialist, JANUS Associates, Inc.

Continuing Legal Education
Half Day Classes

P18 Identity Theft
Tuesday, September 26
9:00 - 11:30 am
SLIGHTLY TECHNICAL
3 CLEs

Identity theft is a growing concern for government, not only for its citizens but also as an employer. The increased popularity of digital communications and the ease and convenience of transactions on the World Wide Web have fostered tremendous growth in identity theft. This half-day class will address what exactly constitutes identity theft, how it happens, who is an identity thief, federal and state law applicable to identity theft, and federal enforcement activity in this area. It will also address how the criminal, civil and regulatory systems work together.

P19 Balancing Protection and Sharing of Government Information
Tuesday, September 26
1:30 - 4:00 pm
SLIGHTLY TECHNICAL
3 CLEs

There is a continuing debate — and often controversy — concerning the need to guarantee public safety and security and the reluctance of government agencies to share information. What type of controls regarding information sharing should exist in law and practice? Do freedom of information laws provide too much or too little access? Are turf battles among government agencies roadblocks to serving the public effectively? How do we reach the right balance?

This class will attempt to answer these questions.

Taught by: Robert J. Freeman, Executive Director, New York State Committee on Open Government
 Wednesday, September 27

BEST OF BREED

The sessions in this track will feature the “Best of Breed” from the Center for Digital Government.

10:15 - 11:30 am
NOT TECHNICAL
Must See IT: From the Laboratory of State and Local Government

For over a decade, the Center for Digital Government’s Best of the Web and Digital States, Counties and Cities programs have recognized the best solutions and practices in state and local government. This session highlights the latest innovations in public sector service delivery, both nationally and around the world. It will showcase the best of public safety, call centers such as 311 and 511, community wireless, mobile workforce, next generation portals and web services, and other best of breed solutions. Come prepared with the best kept secrets from your jurisdiction for the session’s “Must See IT” open discussion.

1:30 - 2:45 pm
NOT TECHNICAL
Public Sector IT Matters: People, Programs, Policies and Practices

Based on the Center for Digital Government’s work on digital readiness, digital maturity and leading change, this session draws from best practices and the real world experience of its senior fellows who have made it work on the ground. It examines the people, programs and practices required to help reshape how government works, including the latest in strategic planning and portfolio management; and measuring results through data integration and tools such as dashboards. It will also explore how governments are using IT-related strategies to make better decisions, increase revenues and reduce expenditures.

3:00 - 4:00 pm
NOT TECHNICAL
A Seat at the Table: IT and the Art of Governing

The Center helps legislators, governors, mayors, executives and the suite of C’s see around corners by focusing on answering the question, “What’s next?” Based on the Center for Digital Government’s thought leadership paper, The Sawyer Principles: Digital Government Service Delivery and the Lost Art of Whitewashing a Fence, this session will explore the policy and governance issues involved in governing in the information age. Viewed from the refreshing perspective of the favorite American classic, The Adventures of Tom Sawyer, the session will examine modern-day challenges such as change leadership, collaboration and doing more with less. Come hear how the timeless lessons Tom Sawyer apply to today’s technology leadership challenges.

IMPROVING GOVERNMENT

10:15 - 11:30 am
Enabling Users with System Integration
MODERATELY TECHNICAL

This session will focus on tools and practices that enable your users to take advantage of new tools and techniques in an integrated environment.

It will feature a case study from the New York State Department of Taxation and Finance who has successfully implemented its e-MPIRE (e-Managed Processes for an Integrated Revenue Enterprise) System, a new tax processing architecture that integrates multiple platforms utilizing a common technology and application framework (e.g., SOA, JAVA, standardized user interface), database, rules engine, single sign-on and automated workflow. Hear how they have streamlined operations and enabled object re-use across their enterprise.

1:30 - 2:45 pm
Roundtable on Wireless Security
SLIGHTLY TECHNICAL

As the number of convenient wireless devices and applications improves, the number of wireless networks grows. This introduces new security issues, and many new wireless technologies and protocols have been developed without solving these issues.

This roundtable will address some of the barriers and opportunities with the current state of wireless technologies and will concern itself with the business implications.

3:00 - 4:00 pm
Can Social Software Improve E-Government?
SLIGHTLY TECHNICAL

Today, e-government channels of government access and interaction consist of telephone, fax, Web sites, e-mail and cable airings of everything from C-SPAN’s coverage of Congress, to the local city council discussion of sewer repairs.

But there are even newer forms of digital ac-
access, collaboration and participation that are gaining momentum and might have the potential to make e-government a bit more personal. Known as social software, these tools enable people to rendezvous, connect or collaborate through computer-mediated communication and to form online communities. In short, the Internet is becoming more local. Software genres such as blogs, Wikis and RSS are growing in leaps and bounds. Your kids may already be posting on Myspace.com! This session will provide an overview of social software and address its impact on the future of e-government.

EMBRACING TECHNOLOGY

10:15 - 11:30 am
Implementing a Service-Oriented Architecture
MODERATELY TECHNICAL

End users of an online service are not concerned with how the service processes their requests; they expect only that it will. Enter service-oriented architecture (SOA) — a special type of software architecture, typically implemented as Web services. An SOA has several unique characteristics — in particular, it separates the service’s implementation from its interface. It is important for service designers and developers to understand the concepts of SOA, so that they can make the most effective use of Web services in their environment. This seminar will explore those concepts, especially as they relate to implementing service oriented architecture.

1:30 - 2:45 pm
Server Consolidation and Virtualization
MODERATELY TECHNICAL

Governments are embracing new technologies to build a flexible IT infrastructure that can keep pace with the increasing needs and demands for information. IT Virtualization helps your organization pool and share IT resources and lowering your costs by optimizing utilization of your technology.

This presentation will address three factors — people, process and technology that help government entities virtualize their entire environment. The session will examine the tools and best practices that are involved whether you are looking to optimize individual hardware within a single application, multiple infrastructure environments, or optimizing heterogeneous resources.

3:00 - 4:00 pm
Identity Management
SLIGHTLY TECHNICAL

With the growth of e-government, organizations are challenged with providing access to a growing number of users and citizens while at the same time keeping information secure. With the ever-increasing pressure to share information among a wide range of systems, authentication becomes the problem du jour. This session discusses some of the approaches and solutions that are being used successfully in the public and private sectors.

Thursday, September 28

LEADERSHIP

10:15 - 11:30 am
Annual Executive Roundtable
NOT TECHNICAL

Government organizations are facing major ongoing changes and can benefit from a road map to make the transition from merely having sets of projects underway to linking those projects to business objectives.

Progress towards this transition within organizations as well as across the enterprise will be the focus for discussion in this session featuring prominent government executives and chief information officers. You will leave this session with a better understanding of governance and ideas for improving the effectiveness of your organization.

1:30 - 2:45 pm
Public ROI
NOT TECHNICAL

After decades of investments in information technology, costing billions of dollars, governments are largely unable to convincingly demonstrate a return on investment that is widely understood or based upon well-grounded measures. Nevertheless, most agree that government has been dramatically changed by IT and many programs and services are believed to be more effective and less expensive as a result. Unfortunately, it remains difficult to confirm those beliefs due to the lack of a widely accepted standards or methods for public sector ROI analysis. That leaves governments without the kind of “bottom line” information that could reveal the value of IT investments across all kinds of programs and help guide new investments. What is needed is a way of doing Public ROI analysis that meets the special needs of the government sector.

This session, based on research by the Center for Technology in Government, will describe current and potential new methods for Public ROI analysis that can begin to account for both costs and returns in social, political and economic terms that are broader and softer than the hard financial measures used in business.

APPLYING TECHNOLOGY

10:15 - 11:30 am
Skyrocket Your Customer Interface: Applying Commerce Software in Government
SLIGHTLY TECHNICAL

Can your agency be the next Home Depot or Amazon.com? In today’s environment, citizens are more demanding. They want access to their government on demand — when they want, where they want and how they want. It no longer sufficient simply to offer services online. This session will showcase how the New York State Department of Taxation and Finance has implemented commerce software to build closer customer relationships, maximize revenue opportunities and quickly respond to customer needs, all while keeping costs under control.

Commerce software helps you to capture and analyze knowledge about your customers and their needs through robust business intelligence capabilities designed for closed-loop marketing. Leverage that information to forge ongoing relationships by streamlining customer service functionality and provide significantly improved levels of customer service.

1:30 - 2:45 pm
RFID in Government
MODERATELY TECHNICAL

There is a growing momentum in using radio frequency identification (RFID) in government. Anyone who has breezed through a highway tollbooth without having to toss change into a basket or pass cash to an attendant can appreciate the role of RFID in government.

The electronic toll tags now affixed to cars and trucks traveling roadways throughout many countries represent one of the more visible examples of how RFID can improve government services and efficiency. From tracking containers through ports, to identifying cattle affected by a disease outbreak, to simply keeping up with high-value assets, RFID stands to play an increasingly important role. This session will feature how RFID is currently being used in government applications, provide a glimpse of future applications, and provide advice on how to get there.
THE HUMAN FACTOR

10:15 - 11:30 am
New York State’s IT Workforce Skills Assessment
NOT TECHNICAL

In recognizing New York State’s dependence on technology in providing government services, the State Chief Information Office launched a major initiative to identify the existing skills and training needs of the state’s IT employees, as well as to estimate the state’s future IT workforce needs. Web-based surveys conducted in the spring of 2006 provided New York State the data to help ensure that a skilled state technology workforce is available, trained and effectively employed to efficiently achieve statewide objectives.

The analysis of information from the surveys allows the state to identify gaps between existing workforce skills and future technology needs, and provides the basis for developing workforce training plans.

This session will focus on the survey findings and importance to state agencies and employees, and the efforts being taken to implement the survey recommendations for meaningful development of the state’s IT workforce.

1:30 - 2:45 pm
Bridging the Gap: Implementing Successful E-Learning
SLIGHTLY TECHNICAL

This session will feature a presentation from the New York State Department of Taxation and Finance on how they have implemented a comprehensive “e-employee” strategy. You will hear about the strategic direction to create the e-employee, how it aligns to the Department mission and values, and the overall approach for employee self-service, including managing their own training and learning environment. It will also include a discussion on how the Department chose, implemented and tested a Learning Management System and measured its results. How e-learning is integrated into the environment using custom and purchased content will be discussed.

GENERAL SESSION

3:00 - 4:00 pm
Visit the Future

GTC attendees tell us that the number one reason they come to GTC is to see new technologies. This special general session will take attendees one step further than the technologies on the expo floor. Presentations will provide a visual, auditory and thought provoking look at the future of technology, incorporating a series of demonstrations and scenarios from leading experts in technologies.

Wrap up your GTC week with an exciting look at how new technologies will shape your home, office and the future of e-government.

Register today at govtech.net/gtc/east
Concurrent Seminars:
Two-Day Pass
- Early Bird price: $240
- Regular price: $280

Concurrent Seminars:
One Day Pass
(Wednesday OR Thursday)
- Early Bird price: $120
- Regular price: $140

Registration includes:
- Keynotes: Wednesday & Thursday
- Concurrent Seminars:
  2-day pass – Wednesday & Thursday seminars
  1-day pass – Seminars on the date registered
  (Wednesday OR Thursday)
- GTC Expo: Wednesday – Thursday
  (includes Solutions Central, Learning Center, Best Solutions Showcase)
- GTC Reception: Wednesday

Expo-Keynotes
- FREE
- Keynote: Wednesday & Thursday
- GTC Expo: Wednesday – Thursday
  (includes Solutions Central, Learning Center, Best Solutions Showcase)
- GTC Reception: Wednesday

Full-Day Class(es)
may be added to any registration plan.
(See prices on next page)

Registration Dates
- Registrations postmarked by August 25, 2006 will receive the Early Bird
discount and will receive name badge in advance of the conference.
- Registrations postmarked August 26 – September 22 will receive a
written confirmation and name badge will be held for pick up on-site at GTC.
- After September 22 you must register on-site.
- Onsite registration hours are: September 25 – 28, 7:30 am - 4:00 pm
- Must be 18 to attend.

Cancellations
Cancellations must be submitted in writing.
Cancellations postmarked prior to August 11, 2006
will receive a full refund (less a $25 processing fee).
Cancellations postmarked August 12 – September 8,
2006 will be charged a $50 cancellation fee. No refund
for cancellations postmarked September 9 or later, and/or
for registrants who do not cancel or attend.

Substitutions
Substitutions are handled on-site. Bring the name
badge of the person you are replacing AND a letter of
substitution on organization letterhead. Substitutions must
be for identical combination of events.
1. TO REGISTER (must be 18 to attend.)

Please complete this form and mail or fax to GTC East 2006, 100 Blue Ravine Rd., Folsom, CA 95630, FAX 916.932.1468 or 916.932.1470. For more information please call 518.435.1106

FAX 1. ONLINE: 916.92.168 or 916.92.10

2. FAX:

GTC east 2006, 100 Blue Ravine Road. Folsom, Ca 9560

Check Enclosed. Make check payable to VISA/Mastercard or AMEx

No refund for cancellations postmarked a $25 processing fee). Cancellations postmarked August 12 – September 8, 200, (specify)

E-mail address for receipt ____________________________ Expiration date ___________________________

PLEASExx NOTE: It is Government Technology’s policy NOT to release your Email Address or Fax Number to any third party.

SPECIAL ACCOMMODATIONS: If you have a disability and may require special accommodations to fully participate in the event please notify your employer so you and/or your employer may make the appropriate arrangements.

Cancellations: Cancellations must be submitted in writing. Cancellations postmarked prior to by August 11, 2006 will receive a full refund (less a $25 processing fee). Cancellations postmarked August 12 – September 8, 2006, will be charged a $50 cancellation fee.

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Complete information and registration at www.govtech.net/gtc/east

Empire State Plaza | Albany, NY | September 25 – 28, 2006

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