

Phase II - Industry Day Agenda

Centers of Excellence

Date: June 27, 2018 - 1:00pm to 3:30pm

Location: [GSA NCR Auditorium](#)

Address: 451 7th St SW, Washington, DC 20410

1:00pm - **Joanne Collins Smee**, *TTS Director*

1:05pm - **Don Bice**, *Deputy Assistant Secretary for Administration*,
Gary Washington, *USDA CIO*

1:15pm - **Bob De Luca**, *CoE Executive Director*

1:20pm - **Al Muñoz**, *Sr. CoE Contracting Officer*

1:30pm - IT Infrastructure Optimization - **Scott Finke**

1:40pm - Cloud Adoption - **Jay Huie**

1:50pm - Contact Center of the Future - **Meghan Daly**

2:00pm - Data and Analytics - **Tom Hallaran**

2:10pm - H2A Product Development - **Tom Hallaran**

2:15pm - Customer Experience - **Simchah Bogin**

2:25pm - Voice of the Customer - **Simchah Bogin**

2:35pm - Questions and Answers - Facilitated by **Bob De Luca**

3:00pm - Close - **Bob De Luca**

3:30pm - Closing of Auditorium

Phase II - Reverse Industry Day Agenda

Centers of Excellence

Date: June 28, 2018 - 9:00am to 5:00pm

Location: [GSA Central Office](#)

Address: 1800 F St NW, Washington, DC 20405

- **Data Analytics** - Amira Boland and Ted Kaouk - **RM1010D**
- **IT Infrastructure Optimization** - Scott Finke and Morris Johnson - **RM1010B**
- **Project Management Office** - Bob De Luca and Julie Berarducci - **RM1010C**
- **Voice of the Customer** - Tom Hallaran and Simchah Bogin - **RM1010A**

Date: June 29, 2018 - 9:00am to 5:00pm

Location: [GSA Central Office](#)

Address: 1800 F St NW, Washington, DC 20405

- **Cloud Adoption** - Jay Huie and Scott Finke - **RM1010B**
- **Contact Center** - Meghan Daly and Dana Watts/Sudhir Surendran - **RM1010C**
- **Customer Experience** - Simchah Bogin and Tamieca Hamlin - **RM1010A**
- **H2A Visas** - Tom Hallaran and Chris Alvarez - **RM1010D**