1. Learn the principles of the Agile Development movement in gaming environment. This session will provide teams the opportunity to compete with and against peers in a trivial pursuit/Monopoly type atmosphere. This will be an enjoyable, loud learning experience. At the end of the game teams will be able to share their learning experiences with the other teams.

Expected Outcomes:

A better

Speakers/facilitators:

2. Federal Technology Customer Relationship Management  
Synopsis: While ACT-IAC strives to forge strong government-industry partnerships, Harvard Business Review describes how customer service is at an all-time low in the United States.  How can industry contractors provide better customer service to their government partners?  How can government employees provide better service to their constituents and other federal customers? This session will describe the role of customer service; discuss customer turnoffs and how to reduce them; provide ways to deal with dissatisfied customers; discuss methods to exceed customer expectations and win customer loyalty; cover techniques for phone, web, and written customer communications; and describe how to create an environment of good customer service.  
Expected outcomes: By the end of the session, the learner will be able to:  
• Describe the role of customer service and the power they have to influence it  
• Discuss customer turnoffs and how to avoid them  
• Demonstrate ways to deal with dissatisfied customers  
• Challenge him or herself to exceed customer expectations  
• Assess and improve telephone, web-based, and written communication experiences with the customer  
• Determine ways to improve his or her own customer service organization

Speakers/facilitators:

3. Data Information Sharing across Federal Agencies  
Synopsis: The government is reluctant to share the data/information frequently kept in silos and often not shared among other entities due to its proprietary, non-portable format or the inability to import/export. The 21st century network models actively encourages the sharing of information across the boundaries.  Today, the mission of government requires a whole-of-government approach to address its challenges, enable better decision making, drive efficiencies and the like. Long gone are the days for stove-piped challenges resorting to stove-piped solutions. With this newly revived information sharing efforts, and an underlying growth of the broader collaboration and sharing economy, how should the Federal government support and enable it with heightened privacy and security requirements? This session will provide a holistic approach that goes beyond just the technology and will bring to life those considerations and building blocks to help build an information sharing framework across Govt, public and private sectors.  
Expected outcomes:  
• Understand the current political drivers and catalysts around the push for information sharing  
• Understand the broader considerations around information sharing  
• Understand the building blocks of an information sharing framework  
• Understand the political/agency issues with sharing information  
• Understand the difference between sharing information and releasing data  
• Understand the need to build a culture of trust  
• Understand how to overcome the complications of policies and procedures  
• Learn how to promote a culture of information sharing within your organization  
• Case studies of information sharing programs in government and the public sector

Speakers/facilitators: