

Phase II - Industry Day Agenda

# Centers of Excellence

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

**Location:** [GSA NCR Auditorium](#)

**Address:** 7th and D St SW, Washington, DC 20410 (entrance on D St)

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

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

**1:15pm** - Matt Lira, *Office of American Innovation*

**1:25pm** - Bob De Luca, *CoE Executive Director*

**1:35pm** - Al Muñoz, *Sr. CoE Contracting Officer*

**1:45pm** - IT Infrastructure Optimization & Cloud Adoption - Jay Huie

**1:55pm** - Contact Center of the Future - Meghan Daly

**2:05pm** - Data and Analytics - Tom Hallaran

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

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

**2:35pm** - CoE Program Management Office - Brian Whittaker

**2:45pm** - Potential Procurement Strategies - Al Muñoz

**2:55pm** - Questions and Answers - Facilitated by Bob De Luca

**3:05pm** - Close - Bob De Luca

**3:30pm** - Closing of Auditorium