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Gov Experience SUMMIT

Advancing Government
Service Delivery & CX



Tuesday, June 2, 2026

9 AM EDT

Opening Remarks

5 MINS

Mainstage
Programming

9:05 AM EDT

Opening Keynote: Reimagining Government

25 MINS

Mainstage
Programming

As expectations for government services continue to evolve, agencies are embracing artificial intelligence and automation to deliver faster, more personalized, and more accessible experiences. This keynote will explore how public-sector leaders are moving from CX strategy to execution, leveraging AI and emerging technologies to modernize service delivery, improve outcomes, and strengthen public trust.

9:30 AM EDT

40 MINS

Mainstage
Programming

From Vision to Value: Operationalizing Government Services



Dr. Lynda Davis
Chief Veterans Experience Officer
Department of Veterans Affairs

Government service is no longer a concept—it's an operational imperative. Government leaders will discuss how they are embedding CX principles into everyday operations, aligning technology, workforce, and data to deliver measurable impact. Panelists will share lessons learned, best practices, and real-world examples of government service transformation at scale.

10:20 AM EDT

30 MINS

Change
Management
Track

Evolving UX to CX: The Power of Efficient Delivery

User experience is only the beginning. This session explores how agencies are evolving from UX design to enterprise-wide CX delivery—connecting design, technology, and operations to ensure services are intuitive, consistent, and outcome-driven from end to end.

10:20 AM EDT

30 MINS

Emerging
Technology
Track

Leveraging AI to Enhance Efficiency and Readiness



Barbara Morton
Deputy Chief Veterans Experience Officer
Department of Veterans Affairs

Artificial intelligence is reshaping how agencies interact with constituents and employees alike. This session will examine how AI-powered tools—such as chatbots, predictive analytics, and intelligent automation—are improving responsiveness, reducing friction, and enabling more proactive service delivery while maintaining transparency and trust.

10:50 AM EDT

10 MINS

Transition Break

11 AM EDT
30 MINS
Emerging
Technology
Track

Cloud-Powered Digital Services: Secure, Scalable, Inclusive Government



John Hale
Chief, Product Management &
Development
DISA

Cloud platforms are the foundation of modern digital services. Learn how agencies are using cloud-native solutions to improve scalability, security, and accessibility, ensuring services are inclusive, resilient, and compliant. This session will highlight how cloud adoption supports omnichannel engagement and continuous service improvement.

11 AM EDT
30 MINS
Change
Management
Track

The Business of IT: Aligning Services to Mission Outcomes

IT organizations are becoming strategic service providers. This discussion will focus on how agencies are aligning IT service management with mission needs, improving service reliability, and enabling faster innovation while balancing cost, performance, and customer satisfaction.

11:30 AM EDT
1 HR

Lunch Break

Take a break, grab some lunch, answer a few emails...and join us when programming resumes!

12:30 PM EDT
30 MINS
Change
Management
Track

People and Process: The Pathway to Digital Transformation

Successful digital transformation requires more than new tools. This session will examine how agencies are modernizing processes, optimizing the workforce, and fostering a culture of continuous improvement and efficiency to ensure technology investments deliver lasting value.

12:30 PM EDT
30 MINS
Emerging
Technology
Track

Data Analytics: Turning Insights Into Impact



Natalie Harris
State Chief Data Officer
State of Maryland

Data is a powerful driver of better decisions and better services. This session will showcase how agencies are harnessing advanced analytics and real-time data to improve program performance, personalize services, and proactively address citizen and workforce needs.

1 PM EDT
10 MINS

Transition Break

1:10 PM EDT
30 MINS
Change
Management
Track

Overcoming Organizational Silos

Silos remain one of the biggest barriers to effective government service. Learn how government organizations are breaking down barriers between teams, programs, and systems to enable collaboration, improve data sharing, and deliver seamless experiences across the enterprise.

1:10 PM EDT
30 MINS
Emerging
Technology
Track

The UX in Cybersecurity

Cybersecurity is as much about people as it is about technology. This session explores how agencies are integrating human-centered design into cybersecurity strategies—improving usability, reducing risk, and ensuring security measures support, rather than hinder, mission delivery.

1:40 PM EDT
10 MINS

Transition Break

1:50 PM EDT
25 MINS
Mainstage
Programming

Fireside Chat: The Future of Government Service Delivery

In this candid conversation, senior leaders will discuss what's next for government—from AI-enabled personalization to outcome-based service models—and how agencies can prepare for the next generation of public-sector service delivery.

2:15 PM EDT
25 MINS
Mainstage
Programming

Closing Keynote: Designing Trust, Speed, and Scale into Government Services

The closing keynote will look ahead to the future of government services, highlighting how accessibility, security, and innovation converge to create trusted, human-centered government services that scale with mission demands.

2:40 PM EDT

Closing Remarks

5 MINS

Mainstage
Programming