Salesforce World Tour DC
Public Sector Track

9:00am - 9:45am | Atrium Hall C
Sharing Trailblazer Success - A Backstage Pass to Successful Cloud Adoption

Join Salesforce for Backstage Pass access to learn best practices around:

- Innovation - A playbook for keeping pace with innovation (multi-tenancy)
- Security & Compliance - Salesforce Gov Cloud ‘Must Know’ (ATO & Compliance Inheritance)
- Re-tooling the Workforce - How to give your workforce the knowledge they need (Trailhead/DX)
- Business Plan & Roadmap - Provide the plan to gain business and executive alignment (Spark/Ignite/ROI)
- Governance - Operationalize the program as a change initiative to ensure sustained success (COE)

10:00am - 11:30am | Amphitheater
Keynote: We Are All Trailblazers
Tony Prophet, Chief Equality Officer, Salesforce

Tony Prophet leads Salesforce’s Equality initiatives, focusing on gender, LGBTQ, and racial issues—ensuring the company reflects the diversity and upholds the values of the communities it serves. Join Tony to learn more about Customer Success across Salesforce’s cloud offerings.

12:00pm - 12:40pm | Atrium Hall C
Build the Government of the Future: The CIO’s Perspective on IT Modernization
Casey Coleman, Sr. Vice President of Global Government Solutions, Salesforce

Join Salesforce SVP, and former GSA CIO, Casey Coleman for a discussion with Federal CIO trailblazers about Government digital transformation in the midst of the 4th Industrial Revolution. The conversation will focus on the platform approach to reducing IT complexity, risk, and costs translates to new levels of service delivery and agent empowerment.

1:00pm - 1:40pm | Atrium Hall C
USDA is a Trailblazer: Creating the Model for the Center of Excellence

Join Salesforce for an informal conversation with Trailblazers from across the USDA who will share how they have collaboratively made strategic decisions that are delivering IT cost savings across the enterprise portfolio; and, in partnership with the GSA, they are building upon this success to create a Center of Excellence that will provide a framework that will transform the way the government operates.

1:45pm - 2:00pm | Hemisphere A
DocuSign & Acumen Solutions: Leveraging DocuSign & Salesforce for Federal Agencies

Hear how the leading Salesforce Public Sector partner has tackled the legacy systems and processes that prohibit federal agencies from being able to quickly, accurately, and consistently respond to controlled correspondence. Learn how FedRamp authorized DocuSign for Salesforce can automate and ease your agreements in Salesforce. Leave this session understanding how DocuSign for Salesforce can enable entirely paperless correspondence and approval processes.
2:00pm - 2:20pm | Hemisphere B
Acumen Solutions: VA Transforms Correspondence and Workflow Management with Salesforce

Michael Domanski, PMP, IT Program Director, VA

The mission of the Department of Veterans Affairs (VA) is to provide benefits and services to U.S. Veterans. In order to provide effective, timely, and compassionate care to veterans and their families, VA needed a better system for managing and responding to multi-channel correspondence. Join us in this session to learn how they replaced their legacy system with a new enterprise-wide VA Integrated Enterprise Workflow Solution (VIEWS), built on the Salesforce platform. VIEWS provides VA with a modern document and workflow management system that supports all VA correspondence, significantly improving the level of service that veterans receive nationwide.

3:00pm - 3:40pm | Atrium Hall C
Trains, Tech, and Transformation: Amtrak on the Salesforce Platform

Amtrak, America’s railroad, connects people nationwide with a rich history of innovation across each and every aspect of the organization including IT. With the Salesforce Platform, Amtrak is transforming the technology infrastructure behind its mission, delivering a modern employee experience that has a direct impact on the customer experience. Join Salesforce as we welcome the Amtrak team to learn more about the vision, strategy, and impact this work brought to the railroad’s iconic brand.

4:00pm - 4:15pm | CSG Theater
Best Practices for Accelerating the Authority to Operate Process

Join Salesforce for a discussion on considerations for obtaining an ATO for the Salesforce platform. During this presentation we will discuss how to leverage Salesforce’s FedRamp ATO and other artifacts to help accelerate the ATO process, as well as how to leverage Salesforce’s native security functions and the Shield security product to support FedRAMP controls.

Don’t forget! Get a personal demo of Acumen Solutions’ Correspondence Management solution by visiting Booth #101 in the Customer Success Expo.

Visit our Partners!
These products enhance your correspondence management systems - check them out!

Private Happy Hour
Join Acumen Solutions, Salesforce, and SpringCM at Fogo de Chao for a private happy hour after World Tour.

5:00pm - 9:00pm | 1101 Pennsylvania Ave. NW
Open to all government