2020 NCSBN
IT/Operations Conference

MAY 12–13, 2020
Cleveland

Embracing Service & Technology in An Ever-Changing Environment

Objectives:
1. Discuss strategies to leverage processes and technology to support Member needs.
2. Provide opportunities to ask questions, share ideas and offer solutions.
3. Promote face-to-face collaborations and interactions.

Agenda*

Tuesday, May 12

7:30 am – 3:45 pm
Registration

7:30 – 8:30 am
Continental Breakfast

8:30 – 8:35 am
Welcome
Nur Rajwany, MS
CIO, NCSBN

8:35 – 9:30 am
Preparing for the Move to the Cloud: Avoid the Pitfalls by Proactive Planning
Carl D. Nagin
IT Management Consultant, Louisiana State Board of Nursing
Adrian R. Guerrero, CPM
Director of Operations, Kansas State Board of Nursing
Treasurer, NCSBN Board of Directors

Cloud computing is one of the hottest trends of the modern government data center! However, this trend is not without its potential pitfalls. Explore what a cloud migration entails and learn about the benefits of incorporating it into your disaster recovery plan.

9:30 – 10:30 am
Artificial Intelligence (AI) in Health care: Crafting a State Regulatory Response
Eric Fish
Chief Legal Officer, Federation of State Medical Boards

We will address the integration of artificial intelligence into health care delivery, discuss implications for patient safety and quality of care, and help identify the proper role of state regulatory boards. We will also explore the impact of artificial intelligence as feature of health care as well as how it may form the architecture for future health care delivery. The session provides the audience with an understanding of AI and machine learning and discusses what roadblocks may limit the full potential of technology in improving health care.

10:30 – 10:45 am
Networking Break

10:45 – 11:45 am
NCSBN Update
The following NCSBN departments will provide updates:
• Nurse Licensure Compact
• Member Relations

11:45 am – 12:45 pm
Networking Lunch

12:45 – 1:30 pm
Agency Ambassador
Mark Majek, MA, PHR, SHRM-CP
Director-at-Large, NCSBN Board of Directors
Director, Operations, Texas Board of Nursing

We may be a public entity and the only game in town but we are not exempt from performing excellent customer service for internal and external customers. We go beyond the cliché of excellent customer service and truly become what we should be: Ambassadors of our agency and State. Learn to identify all customers, the effect you have on their job performance and livelihood and why it is important to get it right the first time and why it is important to your agency, State and mission.

1:30 – 1:45 pm
Networking Break

1:45 – 3:30 pm
Collaboration Exchange
Facilitated by:
Lloyd Poincot
IT Management Consultant 1, Louisiana State Board of Practical Nurse Examiners
Roger Burns
Regulatory Product Manager, North Carolina Board of Nursing

4:00 – 6:00 pm
Networking Reception
Rock n Roll Hall of Fame
1100 E. 9th Street
Cleveland, OH 44114

The reception is for attendees only. Shuttles will be provided and leave hotel starting at 4:00 pm. Shuttles will run continuously until 6:00 pm.

Wednesday, May 13

8:00 – 9:00 am
Continental Breakfast

9:00 – 10:00 am
Ransomware & Risk Mitigation
Ankur Sheth, MBA, CISSP, CISM
Senior Managing Director, Global Cyber Proactive Services Leader, Ankura Consulting Group, LLC

In today's landscape, cybersecurity incidents are happening on a daily basis, yet we only hear about less than 5% of them. There is a broad landscape of threats and events, of which approximately half is ransomware. These threats are continuing to increase, and organizations must have the necessary security measures in place to protect themselves and reduce overall risk. Learn about these threats, the most recent trends and the measures an organization can take to help counteract the impact of an attack and increase their overall cyber maturity level.

10:00 – 10:30 am
Networking Break

10:30 – 11:45 am
NCSBN Update
The following NCSBN departments will provide updates:
• Nursys
• Nursing Regulation

11:45 am – 12:00 pm
Closing Statements

12:00 – 3:0 pm
Boxed Networking Lunch & ORBS User Group
ORBS User Group session is open to all members.

Registration Information

Registration

This meeting is only open to NCSBN U.S. Members, Associate Members and Exam User Members. The registration fee for NCSBN members is **$150 per member representative**.

The registration fee includes a continental breakfasts, beverage breaks, lunches, reception and meeting materials.

The capacity for the conference is 90 attendees and is on a first come, first served basis. Online registration will stop once capacity is reached; a wait list will then be started.

Registration may be paid by credit card or check. Register for the meeting at www.ncsbn.org/events.htm. Registration must be submitted online by April 28, 2020. If paying for multiple registrations by check, submit an online registration for each attendee. Payment is due by April 28, 2020. Make your check payable to NCSBN and write 2020 IT/Operations Conference on it.

Send registration confirmation print out with payment to:

NCSBN
Attn: Mary Trucksa
111 E. Wacker Drive, Suite 2900
Chicago, IL 60601
Phone: 312.525.3600
Fax: 312.279.1032

If you do not receive correspondence from the NCSBN Meetings department within one week of submitting your registration, contact 312.525.3639 or by email.

Cancellations

Registration cancellations must be received by **April 28, 2020**. No refunds will be provided after this date. Attendees must contact NCSBN Meetings by email to cancel.

Attendees are responsible for cancelling all flight and hotel arrangements.

Meeting Cancellation Policy

In the event of a cancellation of the program by NCSBN, you will receive a refund of your registration fee. NCSBN is not responsible for any other costs, expenses or damages incurred by a program registrant as a result of any cancellation of the program, including without limitation any nonrefundable airfare or lodging deposits.

Accommodations

Hilton Cleveland Downtown
100 Lakeside Avenue East
Cleveland, OH 44114
216.413.5000

Check in time: 4:00 pm
Check out time: 11:00 am

To reserve your hotel room:

1. Call the hotel at 1.800.HILTONS and reference the **NCSBN room block**; or
2. Book online.

The cut-off for the room block is April 13, 2020 or until the block is full, whichever comes first.

Room Rate: $199 Single/Double
Rate is subject to a tax of 17.5%.

Failure to cancel a hotel reservation 48 hours prior to scheduled arrival may result in being charged one-night's stay.

Transportation

Airport

Cleveland Hopkins International Airport (CLE)

For more information about air service to Cleveland, arrival times and terminal information, please visit the following website before embarking on your trip. The hotel is about 20 minutes from the airport.

Public Transportation

The Greater Cleveland Regional Transit Authority (RTA) is available from CLE to the hotel for $2.75 each ride. RTA's station at CLE is located on the lower level of the main terminal. To reach the RTA station, travelers should use the elevators or escalators located in the center of the ticketing and baggage claim levels.

Taxi

Taxicabs are available on a first come, first served basis from the lower level curb front of all terminals. There are no flat rates because all taxicabs run on meters. Expect to spend approximately $40-60 one-way.

Rideshare

Uber and Lyft pick up and drop off at CLE. The cost is approximately $24 one-way.

Attire

Business casual attire is appropriate for all meeting functions. Meeting room temperatures fluctuate; dress in layers to ensure your comfort.

Video / Photography Policy

NCSBN plans to take photographs and/or capture video at the 2020 NCSBN IT/Operations Conference and reproduce it for use in NCSBN educational, news, marketing or promotional material, whether in print, electronic or other media, including but not limited to the NCSBN website. By attending and/or participating in the 2020 NCSBN IT/Operations Conference, you grant NCSBN the right to use your image, audio and/or video for such purposes. All media taken at the event become the property of NCSBN and may be displayed, distributed or used by NCSBN for any of the above-described purposes.

Schedule and locations are subject to change. Updated 2.4.20

NCSBN
Leading Regulatory Excellence