



**“Inspiring and Engaging a High Performing 21<sup>st</sup> Century Workforce”**

**A Virtual SES Onboarding Forum**

**Friday, July 31, 2020**

**AGENDA, SPEAKER BIOS  
&  
Related Program Information**

**Presented by:**

**The Federal Executive Institute, SES Leading EDGE Portfolio  
United States Office of Personnel Management**

**Virtual Hosting by:**

**United States Patent & Trademark Office  
Alexandria, VA 22314**

*Information current as of July 30, 2020*



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Center for Leadership Development  
Human Resources Solutions  
U.S. Office of Personnel Management  
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# Table of Contents

**Forum Learning Objectives and Content Agenda..... Page 3**

**Speaker and Facilitator Bios ..... Page 5**

**Technical Requirements ..... Page 14**

**Attendee Guidance to Navigate Cisco Webex Training Center ..... Page 15**

The **SES insignia or emblem** represents a keystone—the center stone that holds all the stones of an arch in place. This represents the critical role of the SES as a central coordinating point between Government's political leadership, which sets the political agenda, and the line workers who implement it. Members of the SES translate that political agenda into reality



The upright lines in the center of the keystone represent a column in which individual SES members are united into a single leadership corps. There is no particular symbolism to the number of lines, which has varied over the years with different iterations of the logo. The SES insignia may not be modified. <https://www.opm.gov/policy-data-oversight/senior-executive-service/faqs/>

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## Learning Objectives and July 31, 2020 Content Agenda

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# Inspiring and Engaging a High Performing 21<sup>st</sup> Century Workforce

A virtual FEI SES Onboarding Forum delivered in Cisco Webex Training Center via the USPTO as IT Host

### Learning Objectives

This Forum will provide new Federal Senior Executives with the opportunity to:

- Dialogue with enterprise leaders about how they inspire and engage a diverse and dispersed workforce throughout the most demanding periods of transformational change
- Assess and apply strategies to leverage your senior executive role to lead a great place to work that operates with the responsiveness and flexibility needed to best accomplish various missions
- Explore and discuss examples of how and why Federal senior Executives prioritize talent management in their strategic planning and decision making to better align their workforce to desired results
- Collaborate with peers and experienced SES members to expand networks and apply insights and tips

### CONTENT AGENDA

7:40 a.m. EDT **Sign-in to Webex Training Center Platform between 7:40 am and 8:40 a.m.**

8:45 a.m.

#### Program begins: Opening Plenary

**Suzanne Logan**, SES, Forum Convener, Deputy Associate Director, Human Resources Solutions, Director Center for Leadership Development and Director Federal Executive Institute, United States Office of Personnel Management

**Mark Doboga**, Forum Moderator, former SES, United States Air Force and United States Office of Personnel Management; currently Senior Advisor, Partnership for Public Service

9:00 a.m.

#### Keynote Dialogue: Inspiring and Engaging a 21<sup>st</sup> Century Workforce in the Private and Public Sectors (*interactive plenary*)

**Michael A. Fitzpatrick**, Head of Global Regulatory Affairs, Google; Senior Fellow, Administrative Conference of the United States; Fellow, National Academy of Public Administration; former Associate Administrator of the Office of Information and Regulatory Affairs, Office of Management and Budget, Executive Office of the President

9:50 a.m.

#### Break

10:00 a.m.

#### Strategy Workshop: Leading a Great Place to Work (*interactive plenary with small group breakouts*)

**Troy Thomas**, Partner and Associate Director, Boston Consulting Group (BCG), former Special Assistant to the President for National Security Affairs

**Brooke Bollyky**, Managing Director and Partner, Boston Consulting Group

**Francisco Martin-Rayo**, Project Leader, Boston Consulting Group

*(When the workshop breaks into virtual small groups, additional members of BCG will join to assist in supporting the small group discussions in the IT platform)*

11:30 a.m.     **Intermission**

11:55 a.m.     **Thought Leader Dialogue: Engaging Employees in Times of Transformational Change**

*(video interview)*

**Donald F. Kettl**, Sid Richardson Professor at the LBJ School of Public Affairs, University of Texas at Austin interviews **The Honorable Charles F. Bolden, Jr.**, former Administrator, National Aeronautics and Space Administration

12:20 p.m.     **Break**

12:30 p.m.     **SES Panel: Leading and Developing Talent in a 21<sup>st</sup> Century Federal Workplace**

*(interactive plenary)*

**Veronica Hinton**, SES, Principal Director for Civilian Personnel Policy and Deputy Chief Human Capital Officer, Department of Defense

**J. Christopher Mihm**, SES, Managing Director, Strategic Issues, United States Government Accountability Office

**Frederick Steckler**, SES, Chief Administrative Officer, United States Patent and Trademark Office, United States Department of Commerce

**Mark Doboga**, Panel Moderator

1:40 p.m.     **Key Issues in Summary** *(interactive plenary)*

**Participants and Mark Doboga**

**Path Ahead**

**Suzanne Logan**

2:00 p.m.     **Adjourn** *(optional plenary chat box stays open until 2:30 p.m.)*

**After the Forum adjourns:** you will receive an email from [SES-Leading-EDGE@opm.gov](mailto:SES-Leading-EDGE@opm.gov) inviting you to send us your feedback about this program. Within two weeks we will send you the final participant roster and any additional information supporting the program.

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## ***July 31, 2020: Speaker and Facilitator Bios***

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The biographies are in alphabetical order by last name

Current as of July 29, 2020



### **MIKE BENTSON**

Mike Bentson is a Project Leader in Boston Consulting Group's (BCG) Washington, D.C. office. He is a core member of the Public Sector practice, with a focus on people and operations. While at BCG, Mike has been involved in a number of large-scale transformations across both the public and private sectors, including a multi-year reform effort across the DoD. Prior to BCG, Mike worked at Staples, Inc., where he held roles in both supply chain and corporate

strategy.

Mike received a Master's in Business Administration from Duke University (Fuqua), where he was a Fuqua Scholar (top 10% of class), as well as a Bachelor of Science in Business Administration from Boston University (Questrom), where he majored in operations and finance, and minored in mathematics.



### **THE HONORABLE CHARLES F. BOLDEN**

First as a Marine Corps Major General and then as NASA Administrator, Charles F. Bolden Jr. has dedicated his life to the service of the United States, working to secure our nation's security, prosperity, and guiding efforts to explore our universe as well as to understand our fragile planet better.

In 2009, President Barack Obama appointed Bolden to be the 12th NASA Administrator, making him only the second astronaut to hold that position. While heading NASA, Bolden oversaw the transition from the space shuttle system to a new era of exploration, fully focused on the International Space Station (ISS) and aeronautics technology development.

Bolden led the development of the Space Launch System and the Orion Crew Capsule. Bolden also oversaw the shift toward commercial space initiatives handling resupply of the ISS. He created NASA's Space Technology Mission Directorate, responsible for developing the technology that will make future exploration missions successful. Bolden's tenure included the triumph of the Mars Curiosity Rover landing, the success of the Juno mission that is helping us understand the planet Jupiter more completely, increasing the number of satellites tasked with Earth observation tasks, and continuing progress toward the expected 2021 launch of the James Webb Space Telescope. Not forgetting that the first "A" in NASA stands for Aeronautics, Bolden also focused his attention on NASA's aeronautics programs and the agency's goal of developing airplanes that can travel faster, farther, quieter and greener than ever before.

During his career as a NASA astronaut, Bolden flew on four space shuttle missions, logging over 680 hours in space. He piloted Space Shuttle Columbia in 1986 (STS-61C) and Space Shuttle Discovery in 1990 (STS-31) – the mission that deployed the Hubble Space Telescope. He also served as Mission Commander on Space Shuttle Atlantis in 1992 (STS-45), and Space Shuttle Discovery in 1994 (STS-60).

Bolden also served as Chief of NASA's Safety Division in the wake of 1986's Space Shuttle Challenger disaster.

Bolden also had a long and distinguished military career. A graduate of the U.S. Naval Academy, Bolden flew over 100 combat missions during the Vietnam War. He later served as a test pilot for the Naval Air Test Center's Systems Engineering and Strike Aircraft Test Directorates. After completing his service as an astronaut in 1994, he served as the Assistant Commandant of Midshipmen at the Naval Academy, and in 1998 as the Commanding General of the Marine expeditionary force attached to Operation Desert Thunder in Kuwait. He last served as Commanding General of the 3rd Marine Aircraft Wing at Marine Corps Air Station Miramar, California, prior to his retirement from the Marine Corps.

Bolden holds a Master of Science Degree in Systems Management from the University of Southern California. His past honors include the Defense Distinguished Service Medal, the Defense Superior Service Medal, the Distinguished Flying Cross, Air Medal, three NASA Exceptional Service Medals and four NASA Space Flight Medals. He received the Rotary National Space Trophy in 2014 and holds Honorary Doctorate degrees from numerous institutions of higher education. He was inducted into the U.S. Astronaut Hall of Fame in 2006 and the National Aviation Hall of Fame in 2016. He currently serves as a U.S. Department of State Science Envoy for Space.

Bolden is married to the former Alexis Walker of Columbia, SC, and they have two children, COL A. Che' Bolden, USMC, and Dr. Kelly M. Bolden, MD. They have three granddaughters, Mikaley (17), Kyra (15) and Talia (12). He serves today as the President and CEO of The Bolden Consulting Group LLC, a veteran-owned small business specializing in aerospace, national security, leadership and education.



#### **BROOKE BOLLYKY**

Brooke Bollyky is a Managing Director and Partner in Boston Consulting Group's (BCG) Washington, D.C. office, where she serves as BCG's Lead for People in the Public Sector in North America. She focuses on issues of change and transformation, often connected with human capital strategy and organizational design. She has designed and led human capital transformation across the private and public sectors, with an emphasis on the complex issues of

communicating changes to impacted stakeholders.

Brooke's projects have included work with the U.S. Department of Health and Human Services, U.S. Department of Defense, the International Monetary Fund, and the World Bank Group. She has authored or co-authored such publications as *The Hidden Potential of Front Line Leaders in the Public Sector* (BCG, 2017); *A Prescription for Better Performance: Engaging Employees at VA Medical Centers* (Partnership for Public Service and BCG, 2019); and *Beyond the Beltway: How Federal Leaders Can Engage Employees Working Across the Nation* (Partnership for Public Service and BCG, 2019).

Brooke holds a Bachelor of Arts from James Madison University, as well as advanced degrees in Applied Linguistics (American University), and a Master's in Business Administration (Georgetown University).



#### **CONNOR CURRIER**

Connor Currier is a Lead Knowledge Analyst at Boston Consulting Group. He supports both public and private sector clients in areas ranging from organizational change management, program management, communications, and stakeholder engagement.

Prior to joining BCG, Connor was a Consultant at Slalom Consulting and Deloitte. He holds a Bachelor of Arts in International Affairs from the George Washington University in Washington, D.C.



### **NEAL DESAI**

Neal Desai is a Principal in Boston Consulting Group's (BCG) Washington, D.C. office, where he is a core member of the Public Sector Practice Area. Neal has focused on data & analytics issues across a range of topics from health care to procurement to organizational design. He has designed and led large-scale data transparency projects, developed workforce optimization models, and set up data & analytics organizations.

Neal's projects have included work at the U.S. Department of Defense, the U.S. Department of Health and Human Services, the Partnership for Public Service, and private sector entities. Prior to joining BCG, he was the Head of the Public Sector Advisory practice at Open Capital Advisors, a leading Sub-Saharan management consultancy as well as a telecom regulatory associate with Hogan Lovells.

Neal holds a J.D from Harvard Law School and an AB from The University of Chicago.



### **MARK DOBOGA**

Mark Doboga serves as a Senior Advisor at the Partnership for Public Service. In this role, he designs and develops senior executive leadership development programs, advises on human resources policy, and assists federal agencies in developing and implementing strategies to improve management systems and workforce management. He has also designed and presented classes on the preparation and development of Executive Core Qualifications to students in the Defense Senior Leader Development Program.

Prior to joining the Partnership, Mr. Doboga had over 30 years of federal sector experience in HR, resource management and business systems. He worked at the Air Force Headquarters level as a senior executive responsible for developing and implementing strategic HR plans and IT systems, as well as serving as the career field manager for all Air Force HR employees. Prior to that assignment, he worked as the Deputy Associate Director at the Office of Personnel Management, developing HR government-wide policies for staffing, classification and training. In addition, he has extensive operational experience managing HR functions, having led two of the largest HR operations in the Air Force. He received numerous awards during his federal service, including the Meritorious Presidential Rank Award in 2010.

Mr. Doboga earned a Master's degree in Public Administration from Troy State University, completed Squadron Officers School, Air Command and Staff College and Air War College, and has attended executive leadership programs at the JFK School of Government at Harvard University and Carnegie-Mellon University.



### **MICHAEL A. FITZPATRICK**

Michael Fitzpatrick is Head of Global Regulatory Affairs at Google and leads Google's Regulatory Affairs Center of Excellence. Prior to joining Google, for almost eight years Michael served as the Head of Regulatory Advocacy at General Electric Company (GE) where he was a member of the Global Government Affairs and Policy senior leadership team.

Michael is currently a member of the American Law Institute (ALI) and a member of the Governing Council of the American Bar Association's (ABA) Administrative Law Section. In 2016, he was elected as a Fellow to the National Academy of Public Administration (NAPA). In 2009, President Obama appointed Michael to the Governing Council of the Administrative

Conference of the United States (ACUS). He stepped down in December 2011 after departing government service,, but rejoined in 2012 and still serves on ACUS as a Public Member.

Prior to joining General Electric, Michael served for three years as the Associate Administrator of the Office of Management and Budget's Office of Information and Regulatory Affairs (OIRA) where, as the office's number two official, he helped lead the Obama Administration's development of regulatory policy and White House review of significant Executive Branch regulatory actions.

During his tenure as the number two official at OIRA, Michael led the Obama Administration's efforts on international regulatory cooperation, heading multiple U.S. delegations in meetings on regulatory issues with the European Union, the UK, Canada, Mexico, Brazil, and the OECD. He was instrumental in developing and launching the U.S.-Canada Regulatory Cooperation Council (RCC) and the U.S.-Mexico High Level Regulatory Cooperation Council (HLRCC), and served as the Administration's lead on the U.S.-E.U. High Level Regulatory Cooperation Forum. He served as the Executive Branch liaison to the American Bar Association's (ABA) Administrative Law Section, as well as a liaison to the President's Jobs and Competitiveness Council and the White House Business Council. Michael has participated in numerous symposia and panels, given many speeches, and been quoted frequently in the press on a wide variety of regulatory and public policy issues. He has guest lectured at The Brookings Institution, Harvard's Kennedy School, Georgetown University Law School, American University Law School, George Washington University, University of Connecticut Law School, Wharton School of Business, and the Canadian School of Public Service.

During the Obama Presidential Transition, Michael served as deputy lead of the Executive Office of the President and Government Operations Agency Review Team. From 2001 to 2009, Michael was in the Washington D.C. office of Akin Gump Strauss Hauer & Feld LLP, where he was a partner in the Litigation Practice Group. Before joining Akin Gump, he served as an Assistant United States Attorney in Washington DC, and as a Senior Advisor to the Administrator of OIRA during the Clinton Administration. He clerked for Judge William Norris on the U.S. Court of Appeals for the Ninth Circuit after graduating, with distinction, from Stanford Law School (Order of the Coif). Michael received his M.A. in American History from the University of Virginia and his B.A. from Brown University (Phi Beta Kappa; Magna Cum Laude). He currently serves as Vice President of the Board of Directors of The Woolly Mammoth Theater.



### **MARISA GERLA**

Marisa Gerla is a Partner in the Washington, D.C. office of the Boston Consulting Group (BCG). She serves as a core member of the firm's Public Sector, People & Organization, and Education practices and has expertise in issues related to strategy, turnaround, and organizational change. She has supported public and private sector clients with their human capital agendas including org design, strategic workforce planning, agile transformation, and stakeholder engagement efforts.

Marisa has served a range of government clients at multiple levels including the Centers for Medicare & Medicaid Services, the World Bank Group, and the government of Puerto Rico. She has also been involved in BCG's efforts with the Partnership for Public Service over several years, including in relation to the annual Best Places to Work review.

Prior to joining BCG, Marisa had a career in investment banking and worked with several global non-profits focused on sustainability, impact investing, and microfinance. She holds an MBA from the MIT Sloan School of Management, an MA from the Johns Hopkins School of Advanced International Studies (SAIS), and a BA from Wellesley College.



## VERONICA HINTON

Ms. Veronica Hinton is the Principal Director for Civilian Personnel Policy and provides development and oversight of civilian personnel plans, policies and programs that affect over 930,000 defense employees worldwide. Her portfolio spans the full spectrum of the Human Capital Lifecycle, to include systems evaluation and improvement, performance management, strategic workforce and succession planning, leader development, and talent acquisition, development and sustainment.

Prior to this appointment, Ms. Hinton served as the Department of the Treasury's Associate Chief Human Capital Officer for Human Capital Strategic Management. In this executive role, she was responsible for Department-wide policy, programs, and oversight in all areas of human capital management, including human resources, labor and employee relations, human capital evaluation, and strategic planning and performance management affecting 100,000 employees.

Before joining Treasury, Ms. Hinton held various leadership positions in the Department of Air Force and Department of Defense. She served as the Director of the Air Force Senior Executive Management Office and the Director for Personnel Service Delivery Transformation at Headquarters United States Air Force; the Deputy Director for Manpower, Personnel, and Services at Headquarters Air Combat Command; and the Deputy Director for Human Resources Strategic Programs and Advisory Services in the Defense Civilian Personnel Advisory Service.

Ms. Hinton holds a Bachelor of Arts degree in History from Texas State University, a Master of Science degree in Human Resource Development from Virginia Polytechnic Institute and State University and a Master of Science degree in National Resource Strategy from the Dwight D. Eisenhower School for National Security and Resource Strategy. She is a graduate of the Department of Defense Senior Leader Development Program and is a Senior Certified Human Resources Professional by the Society for Human Resource Management.

Her awards include the Secretary of the Treasury Meritorious Service Award, the Office of the Secretary of Defense Award for Excellence, and five Secretary of the Air Force Meritorious Civilian Service Awards.



## DONALD F. KETTL

Donald F. Kettl is the Sid Richardson Professor at the Lyndon B. Johnson School of Public Affairs, at the University of Texas at Austin. He is also a nonresident senior fellow at the Volcker Alliance and the Brookings Institution.

Kettl is the author or editor of numerous books, including *The Divided States of America: Why Federalism Doesn't Work* (2020); *The Politics of the Administrative Process* (8th edition, 2020); *Can Governments Earn Our Trust?* (2017); *Little Bites of Big Data for Public Policy* (2017); *Escaping Jurassic Government: Restoring America's Lost Commitment to Competence* (2016); *System under Stress: The Challenge to 21st Century American Democracy Homeland Security and American Politics* (2014); *The Next Government of the United States: Why Our Institutions Fail Us and How to Fix Them* (2008); and *The Global Public Management Revolution* (2005).

He has received three lifetime achievement awards: the American Political Science Association's John Gaus Award, for a lifetime of exemplary scholarship in political science and public administration; the Warner W. Stockberger Achievement Award of the International Public Management Association for Human Resources, for outstanding contributions in the field of public sector personnel management; and the Donald C. Stone Award of the American Society for Public Administration, for significant contributions to the field of intergovernmental relations.

Three of his books have received national best-book awards. Kettl has twice won the Louis Brownlow

Book Award of the National Academy of Public Administration for the best book published in public administration: *The Transformation of Governance* (2002); and *System under Stress: Homeland Security and American Politics* (2005). His book, *Escaping Jurassic Government: How to Recover America's Lost Commitment to Competence*, won the 2016 award for book of the year from the American Society for Public Administration.

Kettl holds a PhD in political science from Yale University. Prior to his appointment at the University of Texas at Austin, he taught at the University of Maryland, where he served as Dean of the School of Public Policy. He has also taught at the University of Pennsylvania, Columbia University, the University of Virginia, Vanderbilt University, and the University of Wisconsin-Madison. He is a fellow of Phi Beta Kappa and the National Academy of Public Administration.

Kettl has consulted broadly for government organizations at all levels, in the United States and abroad, including most recently the U.S. Department of Veterans Affairs. He has appeared frequently in national and international media, including National Public Radio, the Fox News Channel, Good Morning America, ABC World News Tonight, NBC Nightly News, CBS Evening News, CNN's "Anderson Cooper 360" and "The Situation Room," the *Huffington Post*, as well as public television's News Hour and the BBC. He is a regular columnist for *Governing* magazine, which is read by state and local government officials around the country. He chaired two gubernatorial blue-ribbon commissions for the Wisconsin state government, one on campaign finance reform and the other on government structure and finance.

Kettl is a shareholder of the Green Bay Packers, along with his wife, Sue.



#### **SUZANNE G. LOGAN**

Suzanne G. Logan, a member of the Senior Executive Service, is a Deputy Associate Director of Human Resources Solutions within the U.S. Office of Personnel Management (OPM), who serves dual-hatted as the Director of the Center for Leadership Development and Director of the Federal Executive Institute (FEI). Serving in this capacity, she is responsible for all aspects of the U.S. government's career-long professional leadership development programs delivered through

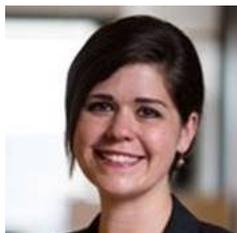
FEI and the two management development centers in Washington, D.C. and Denver, Colorado. In addition, she is responsible for the SES Leading EDGE program, USA Learning, OPM's Innovation Design Lab, the Presidential Management Fellows program, the Presidential Executive Fellows program, the International Leadership Development program, Performance and Process Improvement program, and the Federal HR Institute.

Before joining FEI, Dr. Logan served as the U.S. Air Force's Chief Academic Officer for Officer Education and the Chief Academic Officer, Air War College at Air University, Maxwell Air Force Base, Alabama. Prior to her service with the U.S. Air Force, Dr. Logan was Vice President of Academic Affairs for class.com, a private company formed by the University of Nebraska, where she held responsibilities for the development and delivery of a completely Internet-based worldwide academic program.

A seventeen-year academic administrator at Texas Tech University (TTU) and a member of the graduate faculty, Dr. Logan was the guiding force behind several groundbreaking academic initiatives, including the first virtual public school district in Texas, the university's first online Bachelor's and Master's degrees, and the largest kindergarten through Master's degree e-learning program in the country. She was one of the first members of Texas Tech's graduate faculty to teach courses using interactive video instruction and was the first to teach online courses over the worldwide web. She led the TTU to international prominence as a pacesetter in e-learning.

Dr. Logan holds a Bachelor's degree in English from Midwestern State University, as well as a Master's degree in Management and a Doctoral degree in Higher Education Administration from TTU. She has completed certificate programs from Harvard University, the University of Georgia, the University of

North Carolina, and the Center for Creative Leadership. She is a recipient of the Texas Tech University Distinguished Service Award. Dr. Logan is an Academy Fellow of the congressionally chartered National Academy of Public Administration. She is also a member of the National Defense University Board of Visitors. Dr. Logan has consulted with organizations ranging from the National Aeronautics and Space Administration (NASA) to George Washington University to the government of Columbia and the European Union. She has written and presented extensively to national and international audiences on the topics of e-learning and lifelong learning.



**CATHERINE MANFRE**

Catherine Manfre is a Principal in the Public Sector Practice of The Boston Consulting Group (BCG) out of the Washington D.C. Office.

Since joining BCG, Catherine has worked in a variety of industries although has focused on retail and consumer work. Some of her experience includes running the Transformation Management Office for a Canadian retail transformation that included oversight of 70+ roadmaps across all functional areas of the organization. She also supported the Merchandising transition efforts including designing an interim promotional planning/execution process.

Catherine’s procurement experience includes creating sourcing strategies for four direct and indirect spend categories totaling \$150+ and developing operations tests to validate demand management opportunities for a car retailer. She also analyzed and identified savings opportunities for three indirect procurement categories, compiled detailed targets for all indirect procurement categories, and tracked project milestones for discount store retail merger.

Prior to joining BCG, Catherine earned her MBA at the Darden School of Business at the University of Virginia. She graduated from New York University with a Bachelor of Arts in Middle Eastern and Islamic Studies, with honors, and a minor in Economics.



**FRANCISO MARTIN-RAYO**

Francisco Martin-Rayó is an experienced Project Leader based in Washington, D.C., and a core member of The Boston Consulting Group’s (BCG) public sector and people and organization practices. At BCG he works with senior leaders in the public sector on large-scale organizational transformations and strategy.

Francisco holds a Masters in Public Policy from the Harvard Kennedy School, where he was a Belfer Fellow, as well as a B.Sc. in Economics and B.A. in International Relations from the University of Pennsylvania (Wharton). He also holds a Change Managed Advanced Practitioner certification from Georgetown University.



**J. CHRISTOPHER MIHM**

Chris Mihm is the Managing Director for Strategic Issues at the U.S. Government Accountability Office (GAO). He leads GAO’s work on government-wide governance, strategy, and performance issues.

Chris is a fellow and former Board Chair of the U. S. National Academy of Public Administration and an adjunct lecturer in public administration at the University of Maryland Graduate School of Public Policy and the Maxwell School of Citizenship and Public Affairs at Syracuse University.

Chris is the Deputy Chair of the Audit and Compliance Committee of the Fédération Internationale de Football Association (FIFA) and a member of the World Health Organization's Independent Expert Oversight Advisory Committee (2019-2023).

From 2012 through 2017, Chris was on the United Nations' Independent Audit Advisory Committee, where he advised the General Assembly on the effectiveness of internal audit, oversight functions, and UN risk management, internal control and other issues. He served as Chair from 2013 through 2016 and was the Vice Chair in 2017.



#### **FREDERICK STECKLER**

Frederick Steckler is the Chief Administrative Officer for the U.S. Patent and Trademark Office (USPTO). He is responsible for the delivery of all administrative service support functions for USPTO including human capital strategy, human resource management, employee and labor relations, telework policy and programs, facilities management, safety and security, transportation, asset and records management.

Mr. Steckler joined USPTO from the consulting firm Booz Allen Hamilton, where he served as an Executive Advisor in the Organization and Strategy Team's Human Capital and Learning Practice. Prior to Booz Allen, he was the Director of Account Development and Management for the Government Consulting Services Unit of Watson Wyatt Worldwide. Before Watson Wyatt, Mr. Steckler served as the General Deputy Assistant Secretary for Administration and Deputy Chief Information Officer at the U.S. Department of Housing and Urban Development (HUD). In addition to HUD, he has held consulting and business operations positions with IBM and Coopers & Lybrand. Mr. Steckler also served as the Executive Director of Northern Virginia AIDS Ministry, a non-profit community service organization in Northern Virginia.

Mr. Steckler began his career as a shipboard officer in the U.S. Navy and was a member of the commissioning crew of the USS Vandegrift (FFG-48). He later served as Second Company Officer and then Executive Assistant to The Commandant of Midshipmen at the United States Naval Academy.

Mr. Steckler received a Bachelor of Arts degree in economics from Duke University and a Master of Business Administration from The George Washington University.



#### **TROY THOMAS**

Troy Thomas is a Partner and Associate Director in the Public Sector Practice of The Boston Consulting Group (BCG). Troy leads BCG's Defense and Security topic for North America and the new Space Initiative and is a core leader in BCG's Federal practice.

Prior to joining BCG, Troy served on the National Security Council as Special Assistant to the President for National Security Affairs, Senior Director for Defense Policy, and Director for Strategic Planning. Troy directly advised the President on national security priorities and led government-wide processes to develop and implement the National Security Strategy as well as policies for nuclear modernization, space and cyber security, and emerging technologies.

Prior to working in the White House, Troy was senior advisor to two Chairmen of the Joint Chiefs of Staff and Director of the Chairman's Action Group for General Martin Dempsey. Troy retired from the Air Force as a Colonel after 24 years, having led military units in operations with service throughout Asia and the Middle East. He commanded an Air Force squadron that supported global intelligence and cyber missions with the National Security Agency.

Troy holds a Bachelor of Science from the United States Air Force Academy as well as advanced degrees in International Relations (University of Texas), Organizational Management (George Washington University), Operational Studies (USMC School of Advanced Warfighting), and National Security Strategy (National War College). He is the author of numerous books and articles on international relations and organizational leadership.

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## July 31, 2020: Technical Requirements

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### Video Conference IT Platform

- All July 31 is synchronous (delivered “live” in real time, Eastern Daylight Time)
- IT Video Conference Platform: Cisco WebEx Training Center hosted by USPTO
- You will need a reliable high-speed Internet connection
- The IT Platform supports audio with either a telephone number (you can ask the system to call you) or with your computer’s speakers
- Recommendation.** Consider hardwiring your computer (ethernet cable) instead of using Wifi. If you have a good Wifi connection, it will be fine.

### Pre-Registration to Access the IT Platform

- The only way to access the IT platform is to pre-register
- Wednesday, July 29: You should have received an email from [messenger@webex.com](mailto:messenger@webex.com) inviting you to register to access the IT platform; the result will be that you will receive a URL unique to you to enter the live Forum site on July 31. Please save the unique URL you receive
- Screen shots of the three-step pre-registration email sequence you follow to obtain your unique URL are found on the next pages of this document*

### Instructional Read-Alongs and Entry into the IT Platform the Day of the Forum

- The day before the Forum, July 30: You now have this packet as part of an email from [SES-Leading-EDGE@opm.gov](mailto:SES-Leading-EDGE@opm.gov) that is among the electronic access read-alongs. You should also receive a system generated email reminder from [messenger@webex.com](mailto:messenger@webex.com) containing your unique URL or reminding you to pre-register
- Early the morning of the Forum, July 31: You will receive a final system generated reminder from [messenger@webex.com](mailto:messenger@webex.com) with your unique pre-registration URL

Any questions or concerns getting into the Cisco Webex Training Center Site reserved for the July 31 SES Onboarding Forum email: [ses-leading-edge@opm.gov](mailto:ses-leading-edge@opm.gov)

**\*\*Remember: the site access URL you receive when you pre-register is unique to you.\*\***

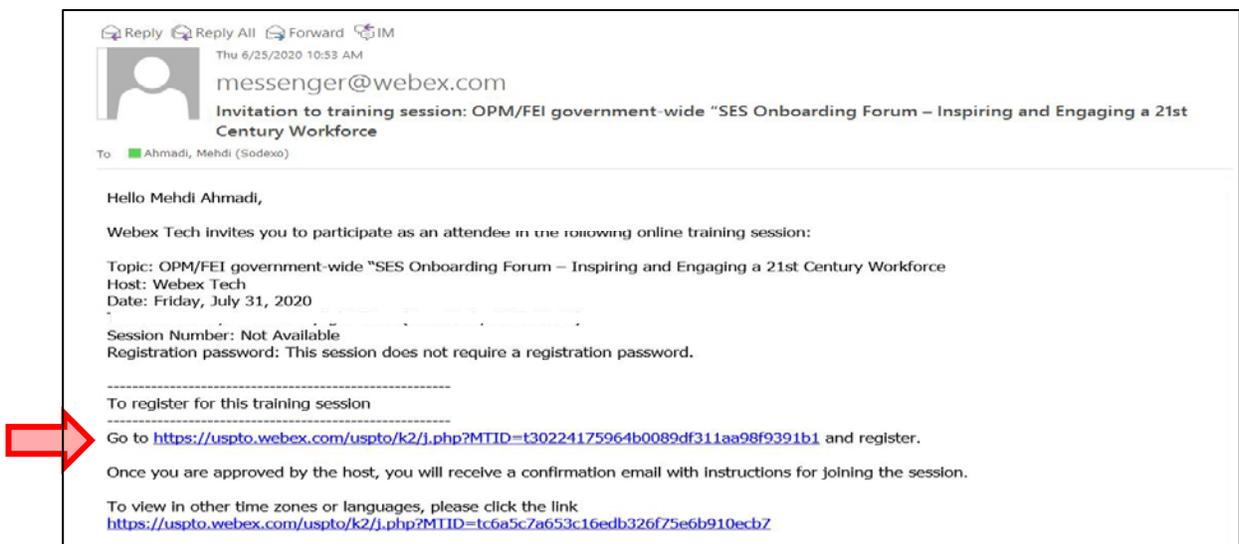
## July 31, 2020: Attendee Guidance to Navigate Cisco Webex Training Center

### Sections in this Guidance:

- A. Pre-Registration Screen Shots
- B. Joining the “Live” Webex Training Center Platform
- C. Navigating Inside the Platform as an Attendee When It Is Live

### A. Screen Shots of the Three-Step Pre-Registration to Get an Access URL Unique to You

**Step 1:** When you receive this email from [messenger@webex.com](mailto:messenger@webex.com), you should respond to register by clicking the URL link located at the red arrow.



**Step 2:** The URL link in Step 1 brings you to this screen. Here, fill in your First Name, Last Name and Email address in the “Registration Information”; then click the Register button in lower-right corner.

Please provide the following information to register for this training session. You will receive an email confirmation of your registration.

Session Information

Topic: OPM/FEI government-wide "SES Onboarding Forum – Inspiring and Engaging a 21st Century Workforce"  
Session status: Not Started  
Session dates: Friday, July 31, 2020

Duration: 6 hours  
Presenters: Webex Tech  
Description:  
Host's name: Webex Tech  
Host's email: apprvcoops03@uspto.gov

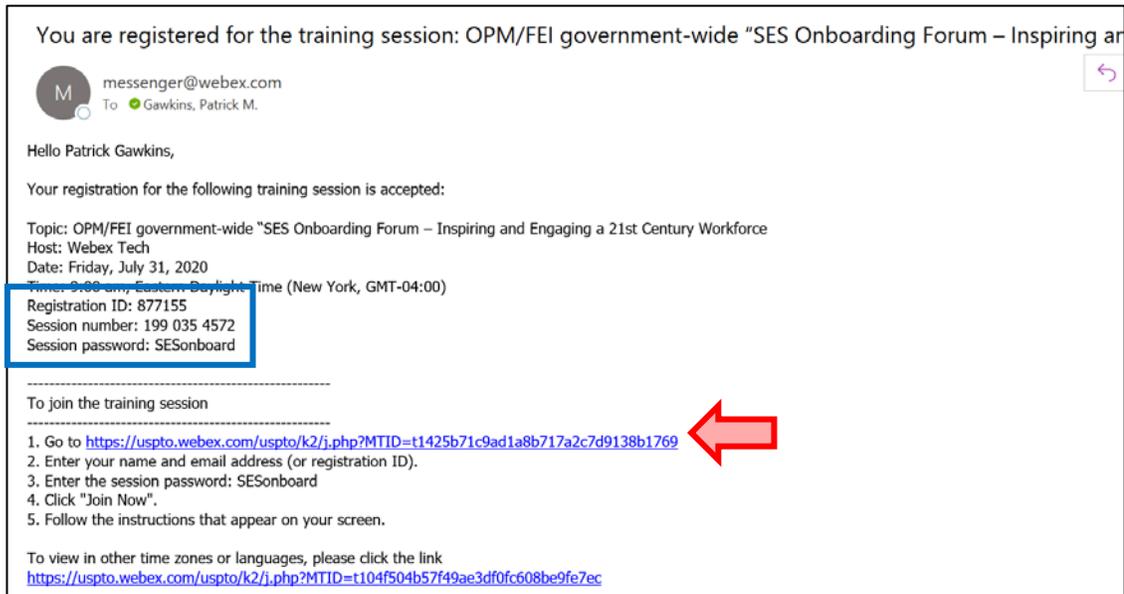
Registration Information

First name: Mehdi (Required)  
Last name: Ahmadi (Required)  
Email address: mehdi.ahmadi@uspto.gov (Required)

Remember me on this computer  
[\(Clear my information\)](#)

Register

**Step 3:** When you complete Step 2, you will receive a 2nd email from [messenger@webex.com](mailto:messenger@webex.com) with the URL unique to you that will be your link to the live Event. You will use this link to join the SES Forum on July 31, 2020.

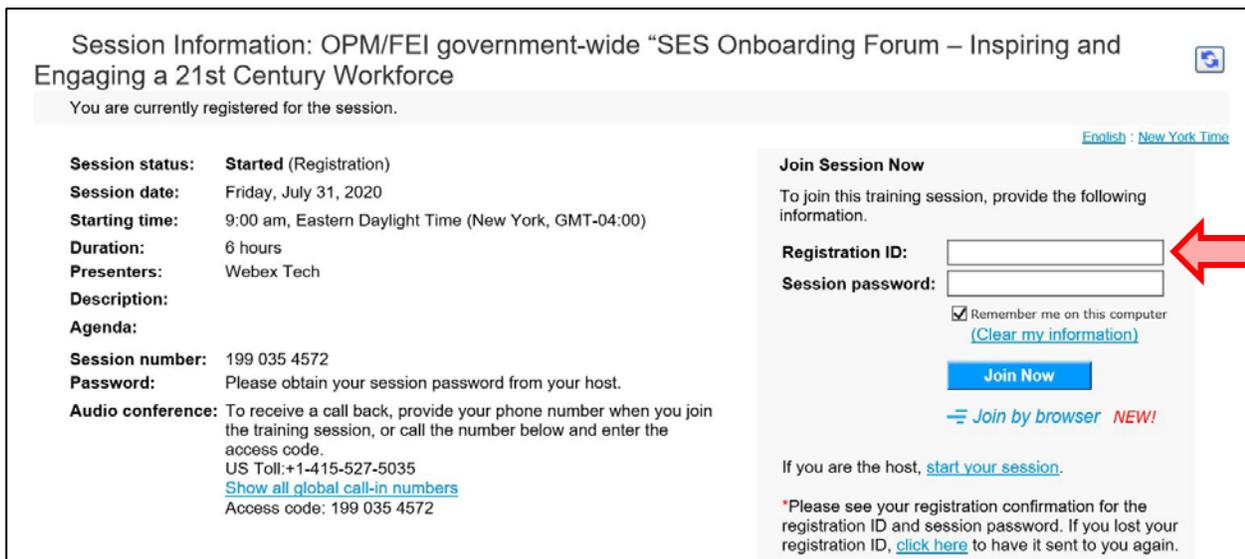


**SAVE YOUR EVENT LINK – IT WILL ONLY WORK FOR YOU**

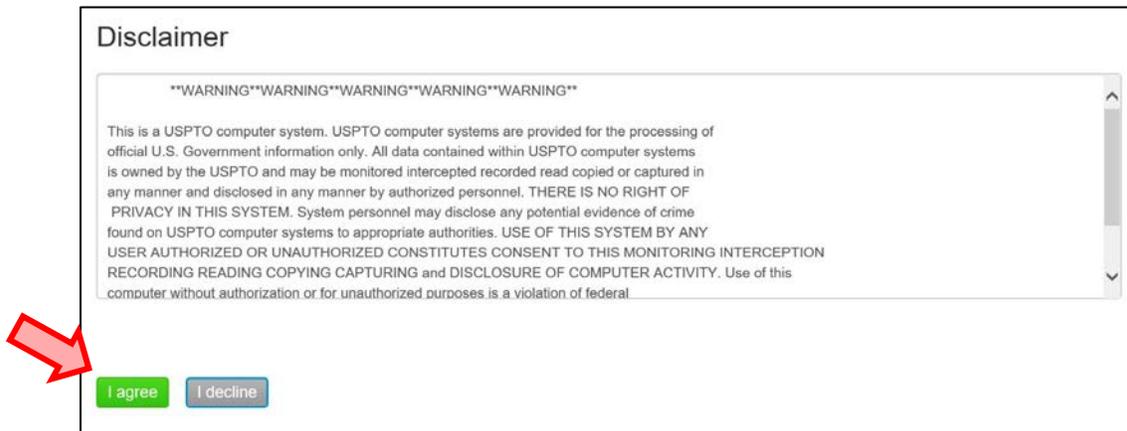
## B. Joining the Webex Training Center Platform When It Is Live

**Step 4:** Open Step 3 above, or wherever you saved your unique URL.

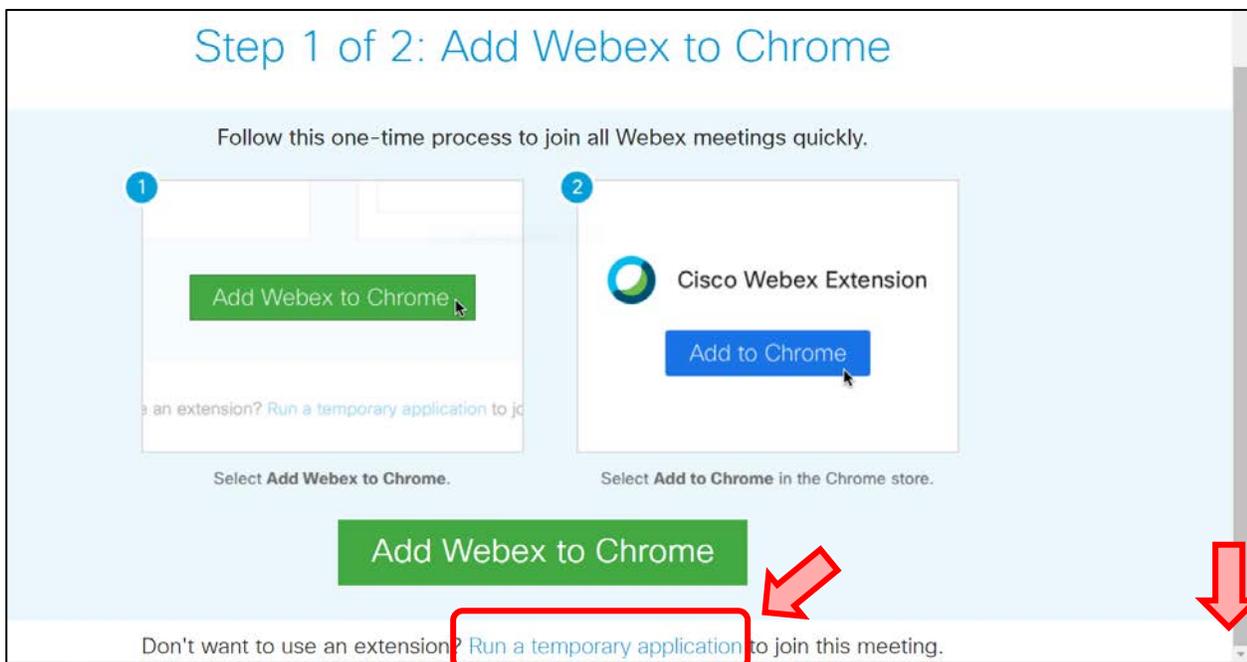
**Step 5:** Once you click your Unique to You URL, it should take you to this screen. Note that the Registration ID and Session Password should **auto fill**; however, if it is not filled in, please enter the "Registration ID" and "Session password" from the previous step – high-lighted in a **blue box** above. Then click "Join Now."



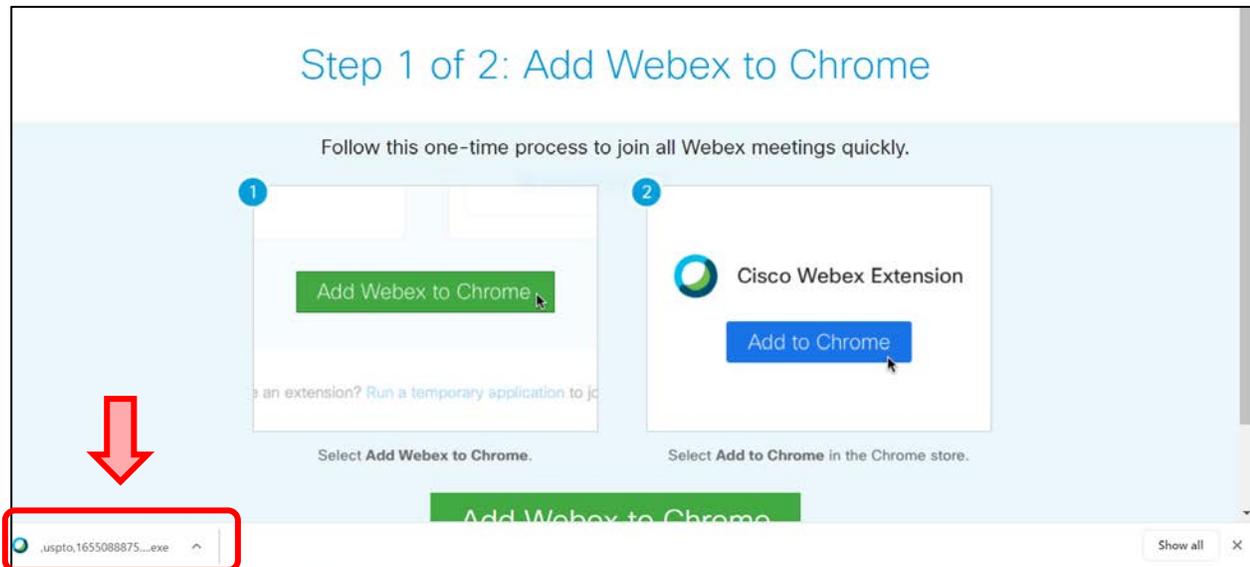
**Step 6:** Please read the Disclaimer and click the “I agree” button.



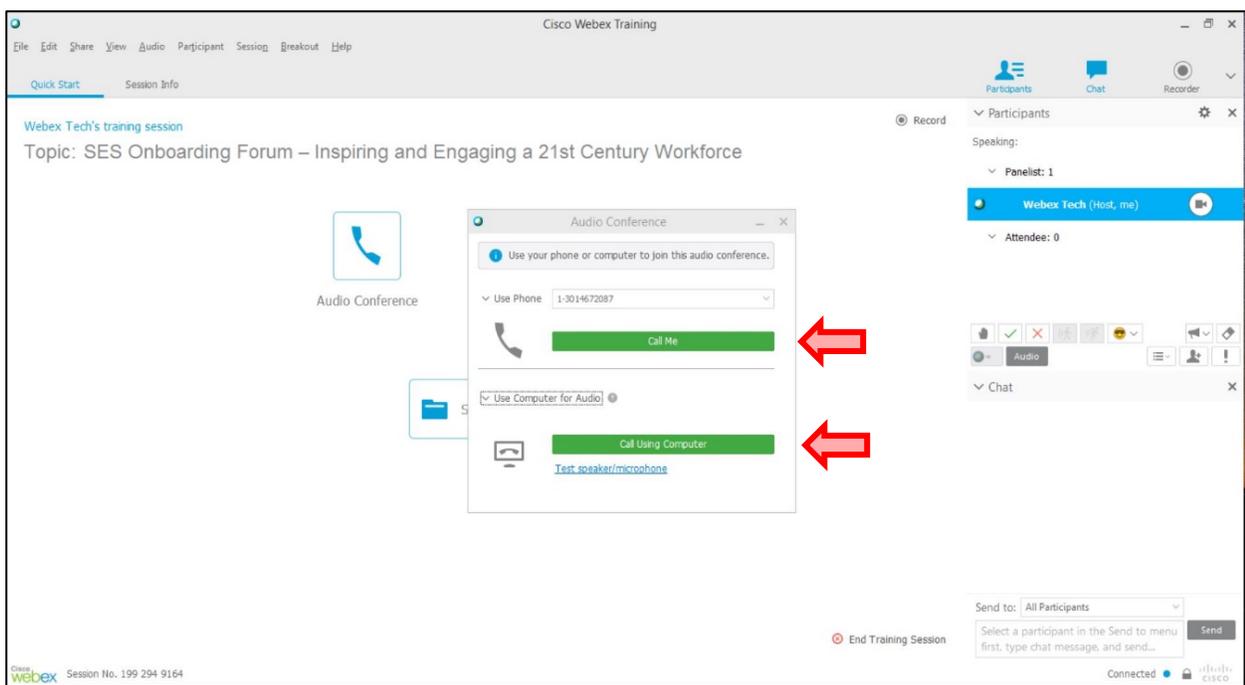
**Step 7:** When this screen appears the bottom portion may not show. Do **NOT** click on any of the boxes. Instead **Scroll down** until you see “Run a temporary application” in the bottom center. **Click** that link.



**Step 8:** Open the temp file in the bottom left corner. When you see the prompt in center of the screen, click “Run.”

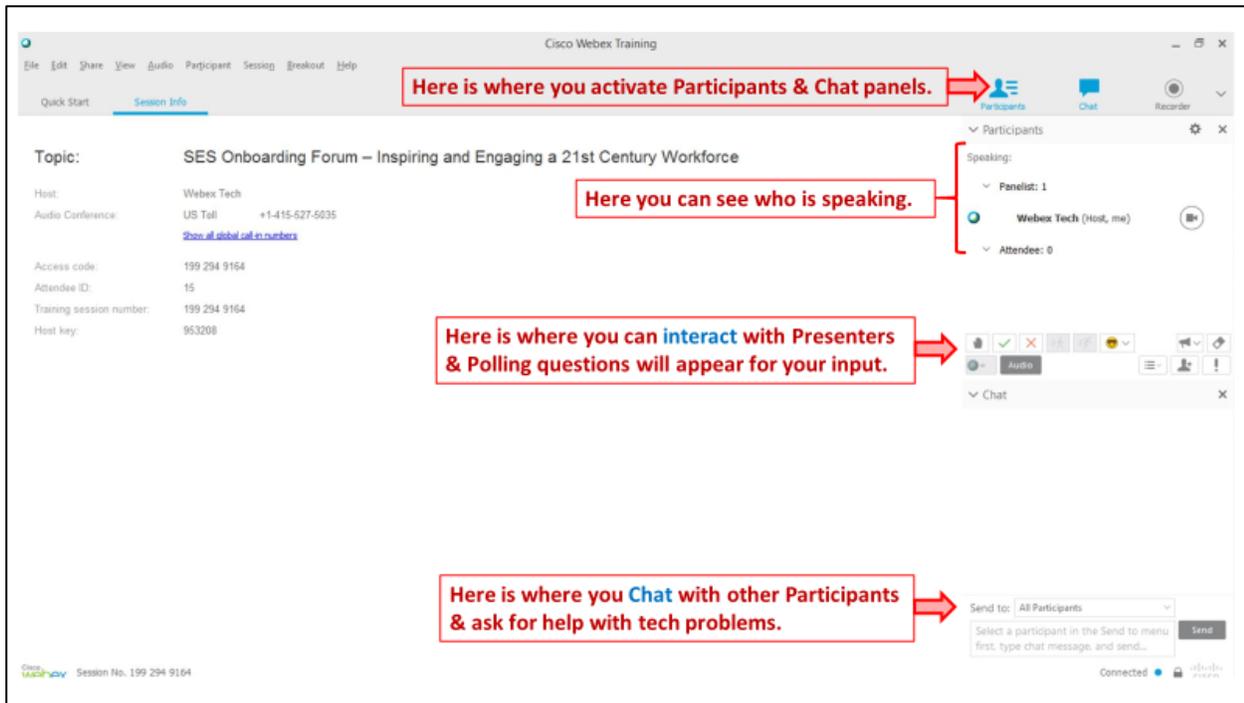


**Step 9: Audio Conference - connect your audio.** You have the choice to connect by **computer** or **phone**. If you opt for connect by phone, have Webex call you. Your mic – computer or phone – will automatically be muted in Webex unless the IT Host unmutes you.

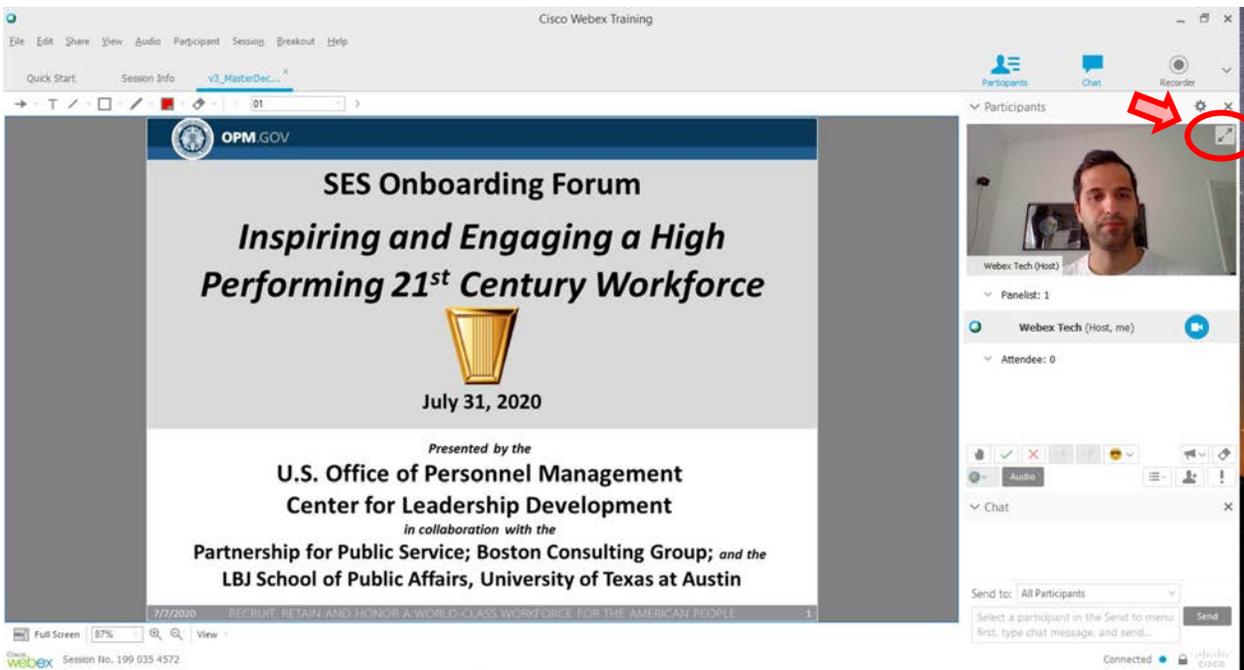


### C. Navigating within the Webex platform during the SES Onboarding Forum.

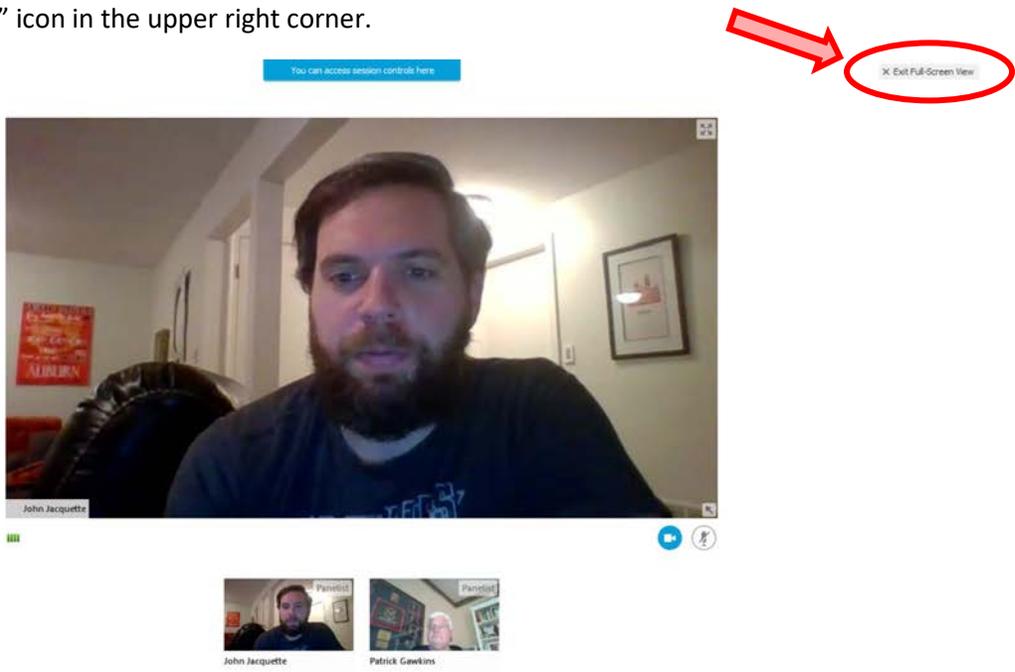
Below shows you the functionality of the main (anchor) screen you will see in the live SES Forum.



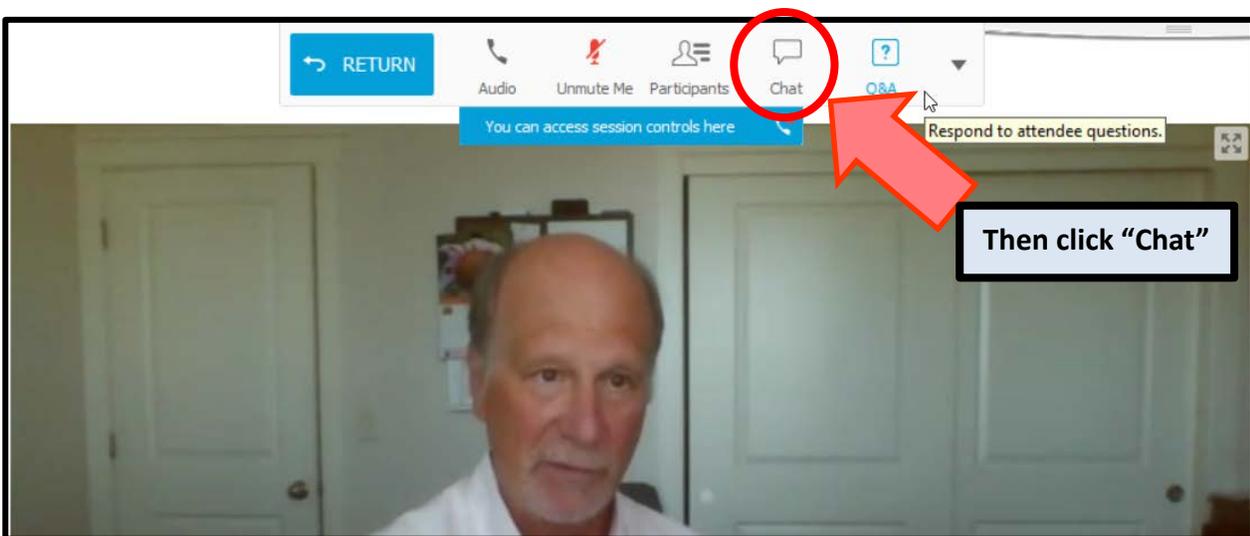
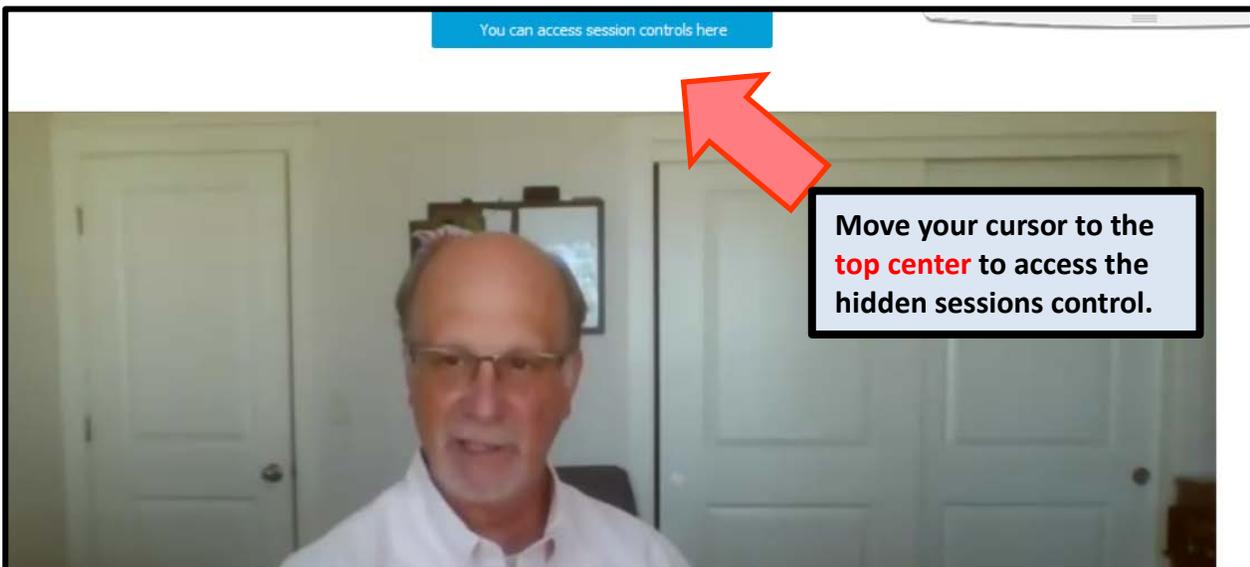
**For Speaker with Slides.** Here is how your screen will look in plenary session for any Speakers using a Slide Deck. For a speaker without slides, or for panel discussions, you may expand the Speaker's screen by clicking the double arrow icon in the right corner of the small video screen.



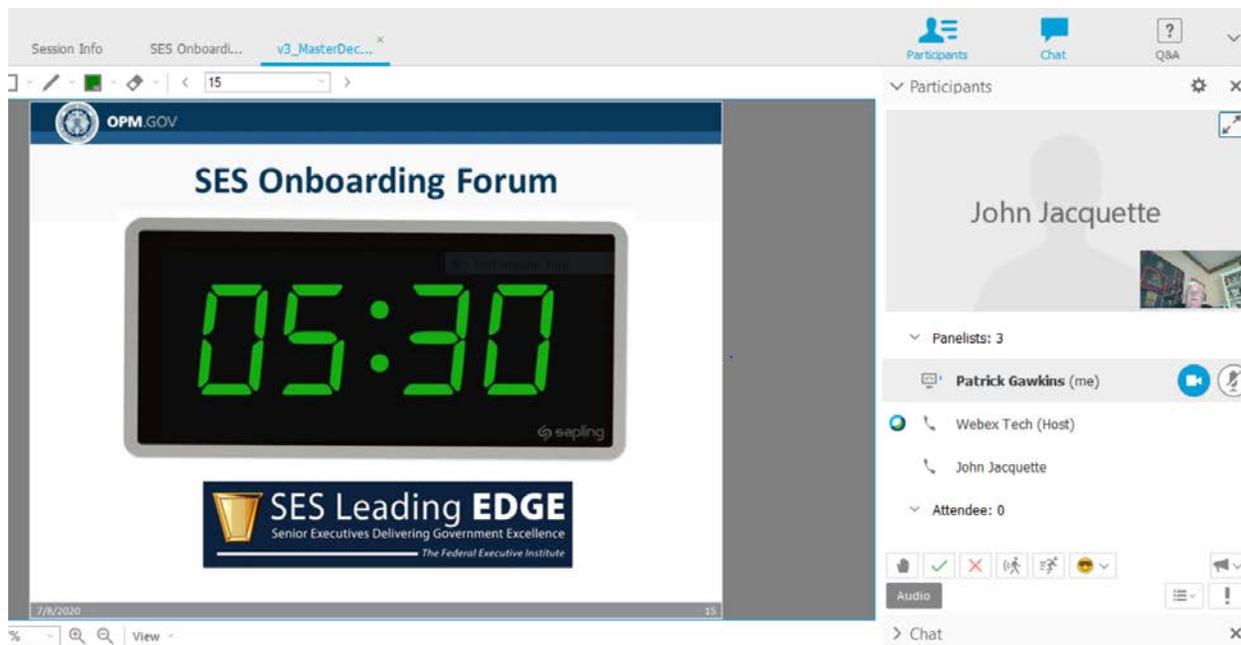
**For Panels and Speakers without Slides.** This is how your screen will look in plenary session after clicking the icon to expand the Speaker's screen. This is the ideal setting for multiple-speaker **Panels**. The panel member speaking will appear in the center screen. To return to the view with a single Speaker with Slides, click the "Exit Full Screen View" icon in the upper right corner.



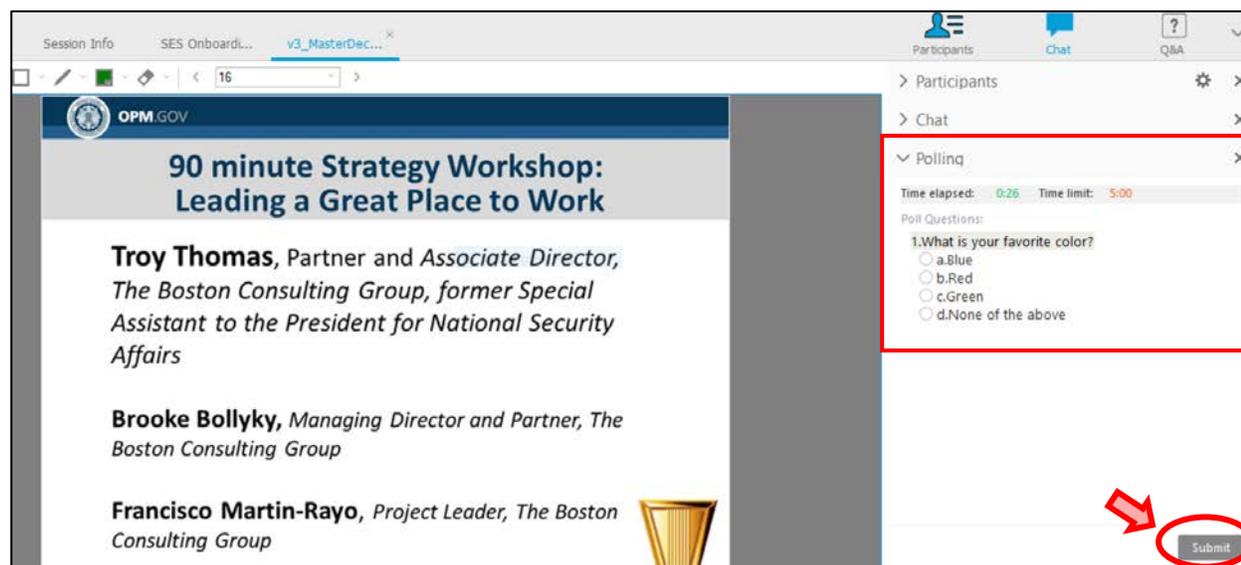
To find your Chat box while in Full Screen view:



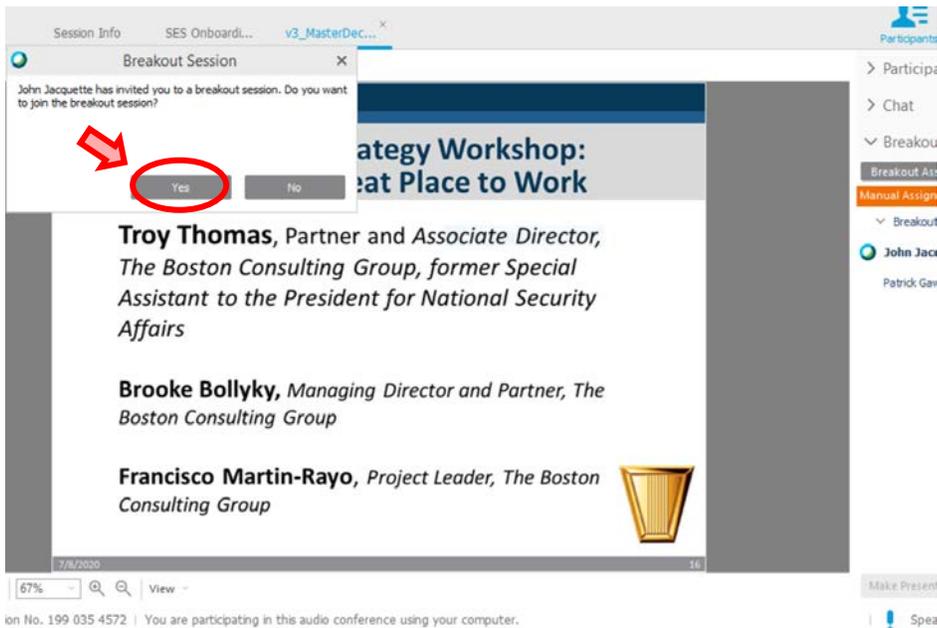
**Scheduled Breaks.** The Moderator will announce scheduled breaks. The AV team will post a slide with a countdown clock, so you may gauge when the Forum will resume.



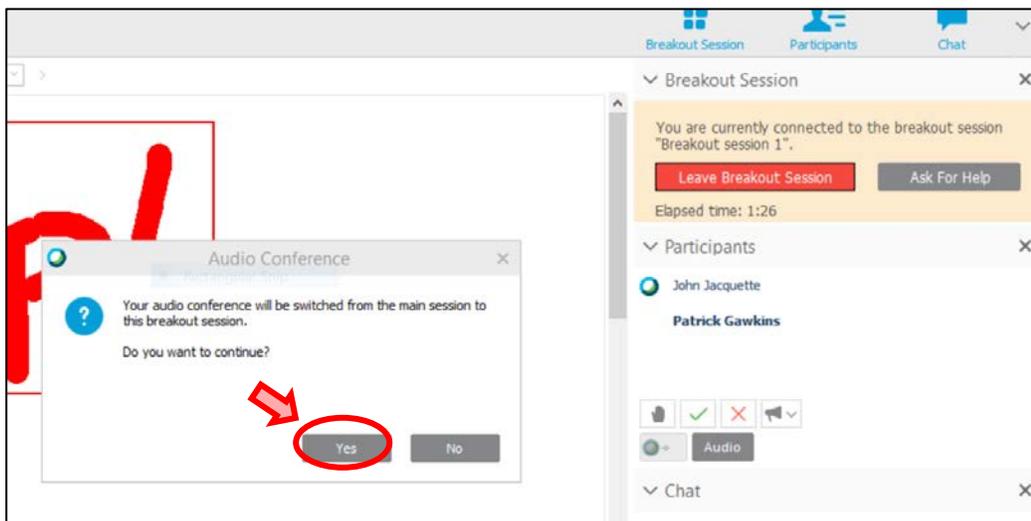
**Voting in Polls.** Some Speakers using the polling feature to gauge your opinions. Polls questions will show along the right side of your screen. In addition to questions and responses, you will see the time limit and elapsed time to respond. **Click in the circle** corresponding to your response to the poll, then **click Submit** in the bottom-right corner. Once the poll closes, the results will post in the same location on your screen. While the poll is open, you may NOT see the speakers.



**Moving to Small Groups for Breakout Sessions.** You are already pre-designated into a breakout room. The IT host will initiate the movement of all attendees into their breakout room. When this happens, you will receive the **1st of 2 prompts** to move into your small group. **Click "Yes"**.



When the **2nd prompt** appears; **click “Yes”** to enter your group. Small Group communications are not heard outside your group. The Moderator, Speakers, or other Faculty members may enter your group to see how you are progressing. Note: do **NOT** click “Leave Breakout Session” button; the IT Host will send you back to the main session when your breakout session ends.



**Small Group Facilitators.** A member of the Boston Consulting Group (BCG) team has been pre-selected to perform the role of light facilitation and screen sharing for the Small Group. These small group facilitators have 3 responsibilities:

1. Share the Small Group Discussion Slide for all group members to see
2. Facilitate the group discussion in the allotted time
3. Identify a spokesperson to speak on behalf of the group in the plenary if called upon.

When you are in your Virtual Small Groups, your primary role is to talk with your colleagues. On your small group screen, you will see the option to “**Ask for Help**”. If you click “Ask for Help” there is no message you

type in; rather; “Ask for Help” sends a ping to the IT Host that someone in your group needs help and the IT Host will follow up with you group as soon as possible to troubleshoot.

**Time Remaining in Small Groups:** As time in the breakout session winds, a pop-up warning will show in the middle of the screen indicating the session is about to end. When the breakout session ends, attendees must click “Yes” in the prompt to return to the main session. Once all attendees and facilitators are back in the main session, if the main session BCG presenter wishes to get group feedback, she or he will call on an attendee. The IT Host will unmute that attendee’s mic so they may respond.

