

# 2021 TribalNet Conference Tracks & Topics

This year's conference agenda will have something for everyone, including the new Workforce Strategy Track. Take a look below at all the great sessions you can expect to attend at TribalNet 2021.

## TRIBAL GAMING & HOSPITALITY TECHNOLOGY TRACK

## TRIBAL GOVERNMENT TECHNOLOGY TRACK

Session Title	Session Summary
<b>Cashless - the role of technology in preparing and implementing</b>	Cashless and touchless technology is coming to your gaming properties. The pandemic accelerated the speed of change and acceptance of this technology, and now is the time to create a strong strategy around your cashless implementation. In this session we will discuss the technology and operational considerations around the move to cashless.
<b>Hotel In-Room Tech - from WiFi to casting and services, customer expectations</b>	The technology expectations of today's hotel customers continue to evolve. What are the keys to providing a solid digital infrastructure and experience that will meet customer expectations? What is working, and what are things you might need to avoid or eliminate?
<b>Gaming and Hospitality Pandemic Changes - what will stay and what will go</b>	The pandemic caused a multitude of immediate reactionary tactical changes to gaming and hospitality operations. As we turn our attention toward more strategic thinking, what changes will stick, and what will be eliminated or perhaps significantly modified going forward?
<b>The March Towards Humanless and Touchless Technology in Gaming and Hospitality</b>	Technology and automation have always been connected to replacing redundant tasks and human resources with a digital or robotic solution. Self service solutions, advanced digital interfaces and improving virtual and robotics solutions across many industries continue to advance capabilities and overall customer acceptance. Where is the gaming and hospitality industry heading and what should you be considering now?
<b>Human Resource Challenges in Technology and Gaming - "I can't attract and retain talent"</b>	Why is it so difficult to attract and retain technology resources in gaming and hospitality? What are some things you can do right now that will help you to be more effective? What are options to consider in place of traditional hiring practices and in-house resources?
<b>Sportsbetting - prepare for and optimize this new digital technology</b>	Whether you are preparing for sportsbetting to be implemented at your casino or you are already in the process of implementing or running a solution, this session is designed to provide you with some best practice operational and technology considerations for making the most of this new product. How you implement retail and online sportsbetting and interface those into your existing gaming and customer environment are important considerations.
<b>Online Gaming - preparing to work successfully with your third party solution provider</b>	All tribal casinos are familiar with the many challenges associated with working with and depending on their large gaming and slot/player system providers. As the move to online gaming continues to quickly push into more States, tribes are suddenly partnering with new online gaming solution providers creating similar challenges and dependence on a critical partner. In this session, we will look at some of the keys to creating a successful ongoing partnership with your online gaming solution provider.

Session Title	Session Summary
<b>Digital Transformation - how to better use the technology you just invested in</b>	Your IT team can provide new tools, systems and software to departments and individuals, but they can't make them use the resources. So, how do we bridge the gap between our existing technology capabilities and how we (under) utilize them? Join this session to learn about successful methods to lift your tribe's understanding and use of their digital tools.
<b>Preparing to Securely Share and Integrate Government Service Data Between Tribal Departments</b>	Access to data is key to your tribe's overall success. Easier said than done. How do you create a trusted infrastructure and environment that allows important, but potentially sensitive data, to be shared with the right departments and individuals that should have access to it in order to improve their services and capabilities? In this session we will explore some of the key practices that can help you achieve practical and secure data integration and sharing.
<b>Building Sustainability into Spending ARP and CARES Funds</b>	Are you building SUSTAINABILITY into every project or investment? The massive increase in government grant dollars available to tribes in 2020 and 2021 has created a rush to invest in a multitude of projects. It's great to be able to make these investments, but what is the plan to sustain, maintain and potentially grow those investments? In this session, we'll discuss some best practices for making sure sustainability is built into your grant or project management process.
<b>Tribal Broadband Challenges/Connectivity</b>	Broadband initiatives are a part of most every tribes project portfolio in 2021 given the immense investment of federal grant dollars available for broadband. In this session we will talk about some of the challenges and successes of tribes that are connecting their facilities, providing broadband directly to tribal member homes and discussion on the 2.5ghz spectrum. Attend this panel discussion, to hear from tribes as they share real life successes and challenges.
<b>Broadband Update - hear directly from funding and oversight agencies on opportunities</b>	Join this session to hear directly from the agencies providing funding and oversight of broadband initiatives. This is your opportunity to hear what is new, what is the status of opportunities, or to simply ask questions. We will have representatives from several key agencies/entities.
<b>Preparing for Change and Collaboration for Tribal Judicial/Public Safety</b>	Changes in laws, tribal policy or public policy can force your tribe to react quickly to support changing service requirements. This can result in significant operational changes, including new data sharing and control standard requirements. Join this session as we look specifically at several examples of this including controls around FBI CJIS data and the effects of the Oklahoma McGirt decision and increasing case loads.

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### HEALTH INFORMATION MANAGEMENT TRACK

### INFORMATION SECURITY TRACK

Session Title	Session Summary
<b>Health IT Modernization</b>	This session will provide an overview of the HIT Modernization Program. HIT Modernization is a multi-year effort to modernize health IT systems for IHS, tribal and urban Indian healthcare programs which promote excellence and quality. Join this session to learn more about how Modernization will require full replacement of RPMS through implementation of centralized, core HIT system.
<b>Health Informatics Certification - career pathing</b>	Want to advance your healthcare informatics/IT career path? This session will explore ways to advance your professional role by demonstrating your knowledge through certifications. Learn of certifications that are available and which ones best fit your career path. By becoming certified you can set yourself apart from others in the field and add credibility to your level of expertise.
<b>Social Determination of Health (SDOH) - data analytics</b>	The benefits of targeting the SDOH have become widely recognized. The industry still lacks clearly defined strategies on how to use this information to inform patient care. In this session, learn the about the role that data analytics plays in using SDOH data.
<b>Enterprise Data Warehouses (EDW) - along side EMR's</b>	Just having a robust EDW in the healthcare organization doesn't automatically guarantee success. Learn the importance of understanding the role of an Enterprise Data Warehouse in the current EHR climate.
<b>Lessons Learned from the COVID Crisis</b>	Join this panel discussion on Health IT changes that have now become part of your healthcare culture because of the pandemic. Share experiences that optimized your system and resulted in improvements.
<b>Youth Identity Theft</b>	Identity theft is a prominent security issue. The target in Indian Country has been shifting to tribal youth. Is your tribal health community aware of this increasing issue and "in the know" on best practices to mitigate the risk for these occurrences? What can we do about this pressing issue to protect every generation?

Session Title	Session Summary
<b>Real Life Stories - tribes under attack</b>	Ransomware and Cyber Attacks have been causing tremendous disruption to tribes across the nation. Join in this session to hear directly from tribal leaders that have been on the front line of dealing with a cyber event and the effect it had on their tribe. Hear the message that they have for you and your tribe.
<b>The Cloud and Security - what I need to know</b>	So you moved services and data to the cloud - have you implemented all of the best practice security controls that should accompany that shift? In this session we will focus on the evolving cloud security requirements and what you need to be aware of.
<b>Supporting and Securing the Remote Workforce</b>	Everyone is dealing with an increased level of remote system access or a completely remote workforce as a result of the COVID pandemic. In the rush to setup remote access, have you taken the time to update and implement controls and policies for protecting data, personal information and your network? This goes beyond just your virtual private network (VPN) access. What should you be considering to properly secure and support the remote workforce?
<b>Breach Incident Response - best practices for before-during-after</b>	Don't get caught unprepared when a cyber incident occurs. We all know that it is not really IF, but WHEN you will face your next incident. There is more to preparation and incident response than just having an incident response policy. What should your tribe be doing before they face an incident, and what are best practices to have in place for during and after an incident?
<b>Security Policies and Procedures - what EVERY tribe should have in place</b>	Security Policies and Operating Procedures set the foundation of your tribes security environment. They define the "what - when - why and how" when it comes to security. Do you have a complete set of security policies and procedures that everyone in technology or across the organization are familiar with? Do you follow them? In this session we discuss how to create and implement effective and complete security policies and procedures.
<b>Zero Trust Networks</b>	Zero trust is all the rage in security and considered an optimal solution to the new cloud-first and "work from anywhere" world. Treat everyone like a potential threat, whether inside or outside your network, and you will be more secure. Come to this session to learn about implementing a zero trust environment at your tribe.
<b>The Security Operations Center (SOC)</b>	Whether you handle your SOC in-house or outsource through a third party provider, there are some key components that create challenges to every organization. We will talk about SOC services, best practices and challenges including Managed Detection and Response (MDR), Security Information Event Management (SIEM), Multi-Factor Authentication (MFA), Least Privilege, Patch Management and other security tools.
<b>Engaging Non-Technical Executives in your Cybersecurity Program</b>	To be effective, non-IT executives of your tribe or tribal enterprise must be involved in understanding and supporting your cyber security initiatives. If they are not, who is really at fault? How do you gain support for necessary security policies, budgets and even cyber insurance? In this session, we will discuss effective ways to improve executive level engagement and support of cyber initiatives across your tribe.

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## WORKFORCE STRATEGY

Session Title	Session Summary
<b>Recruiting and Retaining Talent in 2021 and Beyond</b>	It was difficult to find and retain employees prior to the COVID pandemic, and now it seems to be close to impossible. So what can any of us do to fill the positions we need to operate effectively? Is anyone finding success in hiring? Attend this session to hear some best practice suggestions and open discussion on this topic that is affecting all of us.
<b>Outsourcing - leveraging third parties and current vendors to operate with few in-house staff</b>	2021 has become the year of trying to find ways to do more with fewer internal human resources. Outsourcing is a potential option. We will discuss some of the pros and cons of outsourcing, and some best practice suggestions for entering into any outsourcing agreements.
<b>Compensation - benchmarking, how to compete - who has statistics, who makes what in what region</b>	We all want to know that we are being compensated appropriately for our work. However, compensation can vary widely based upon position, organization size, education, geographic location and a host of other factors. In this session we will hear from a company that specializes in benchmarking and compensation that can share some data on positions and industries that are most common in tribes.
<b>Automation and Innovation - when is it effective to replace humans with a technology solution?</b>	What if the best solution to an operational challenge is to replace human resources with an automated or digital solution? In this session we will cover some of the many current and future options available to organizations to create human free interaction and services using kiosks, virtual reality, apps and even robotics. How are some of these being deployed today and what is the effect on customer experience?
<b>How to Better Understand and Manage the Growing Remote Workforce</b>	The quick growth of remote workers forced immediate operational and infrastructure changes in organizations unprepared to properly understand and manage this changing resource. Does your tribe truly understand the cost associated with remote work? Can you manage a remote worker in the same manner as a traditional office worker? What happens to organizational culture, team building and collaboration with remote workers? This session is all about helping you to better manage your remote workers.
<b>Workforce Optimization - how is technology supporting the challenges</b>	Work from anywhere solutions, cloud collaboration tools, employee and customer self-service, mobile solutions, scheduling, on-boarding, compliance, benefit and performance management, compliance and a long list of software, app and digital solutions are being deployed by tribes and tribal enterprises to optimize their workforce and operations. The pressure on the technology team to deliver cutting edge solutions has never been higher. This session is all about discussing some of the successful ways that technology is being leveraged by tribes.
<b>Workforce Strategy - assessing if a single combined IT structure or separated IT is best for your tribe, casino and health divisions</b>	At some point, every tribe or tribal enterprise/division questions if their current information technology structure is optimal. Is it better to have multiple technology departments that are separate and focused on supporting the unique divisions and needs of the tribe and its enterprises, or would you be better served to have a single cohesive IT team and infrastructure? In this session, we will look at the pros and cons of each model, hybrid structure models and how you can better determine what is truly best for your tribe.

## LEADERSHIP & MANAGEMENT TRACK

Session Title	Session Summary
<b>Leading Post 2020 - the shift from tactical to strategic and what will never be the same</b>	The COVID pandemic caused chaos among leaders worldwide as long term strategic plans instantly became expensive paper weights and tactical short term and reactionary planning became the norm in order to stay relevant and operational in a world with heavy handed government regulations that often changed daily. How, and when, do we shift back to best practice longer term strategic planning? What has changed in the past few years that will become a permanent factor in how we operate?
<b>Developing Leaders - mentoring techniques and developing the skill/mindset of a effective leader in your team</b>	Are great leaders born that way, or are they created as the result of experience, environment and education? Join this session as we discuss practical and useful techniques to create a leadership and skilled mindset in your team. Learn some of the best practices for mentoring and guiding your team to succeed and grow in their career.
<b>Alignment of Technology Strategy and Vision with Business/Operations</b>	Most tribes and tribal enterprises realize that effective technology is going to be one of the most important factors in the success (or failure) of their tribe, the department and resources they oversee and themselves. Why is it then, that the majority of tribes do not have a well defined technology strategy and vision that is closely integrated and aligned with their tribe or tribal enterprise strategy? In this session, we will uncover the keys to aligning technology strategy and vision across a tribe.
<b>Using Data Analytics to Develop your Organizational KPI's</b>	The most effective organizations have moved beyond the process of simple data gathering and reporting, moving onto more powerful data aggregation, data analytics and the creation of enhanced actionable data. One important outcome of this growth and organizational development is the production of key performance indicators (KPI's). In this session, we will hear from a number of executives on some of their most useful KPI's and how they utilize them for decisions.
<b>Leadership Development - elevating your communication skills, conflict and problem resolution skills</b>	In this session, we will cover some core skills that are important for any leader to continually develop. Those include improving your communication skills to make yourself more effective and respected. Additionally, we will cover tactics and techniques to more effectively deal with conflict and problem resolution.
<b>Leadership in a Ransomware World - what EVERY leader needs to know about security and their tribe or tribal enterprise</b>	Every leader needs to know the important role that they play in their tribe or tribal enterprise when it comes to cyber security. This is not something that you can ignore or think of as the responsibility of the IT team. Most cyber incidents are the result of people or process failures, and not technology. Join us in this session to learn about the important roles executives should be playing in their organization's security strategy and how to help protect your tribe in a ransomware world.
<b>Change Management - the tools of organized and effective change</b>	It seems to be true that change is the only thing that is constant. Very few people say that they truly love change, and yet change is what is always happening in our world and our organizations. Given that, you would expect that we would all be change experts, but the truth is far from that. In this session, we will look at some of the tools and techniques that leaders can use to really improve their change management skills.