

State of Rhode Island  
Department of Revenue

# **ANNUAL CONFERENCE**



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August 28, 2019  
Academic Innovation Center, Bryant University

# PROGRAM FLOW

August • 28 • 2019



**Welcome and Coffee**

**8:30-9:00 AM**

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**Management and Motivation**

**9:00 AM-12:00 PM**

**Dr. Lori Coakley and Dr. Alison  
Butler**

This lecture delves into the fundamentals of management best practices, leading teams, and motivating others to accomplish your organization's goals.

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**Lunch and 15-Minute  
Learnings Recap**

**12:00-12:45 PM**

## Track I: Service Improvement

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**Formapalooza: A Case Study in  
Public Engagement**  
David Yokum

**12:45-2:15 PM**

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**Panel: Customer Service  
Reform Projects**

**2:15-3:15 PM**

## Track II: Smart Data

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**The Dos and Don'ts of Data  
Visualization**  
Dr. Kacy Kim

**12:45-1:30 PM**

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**Tableau Workshop**  
Dr. Kacy Kim

**1:30-3:15 PM**

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**Break**

**3:15-3:30 PM**

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**DOIT Presentation**

**3:30-4:00 PM**

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**Technology Demos**

**4:00-5:00 PM**

Rotations in small groups.

