From: Governing
To: bbethune@cityofmyrtlebeach.com
Subject: [External]How to Rapidly Modernize to Meet Unprecedented Needs
Date: Wednesday, June 3, 2020 10:02:46 AM

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Dear Brenda,

A cloud-based communication service to hold virtual press conferences. A contact center solution that can handle tens of thousands of calls a day. A text-to-speech service and artificial intelligence-enabled chatbot solution to more quickly and simply answer constituent queries.

These are ways in which the state of West Virginia has rapidly modernized its infrastructure in the face of unprecedented demand for services associated with COVID-19.

On June 11 at 10 a.m. Pacific/1 p.m. Eastern join *Governing* as we speak with Joshua Spence, chief technology officer and director of the West Virginia Office of Technology.

Register now and listen later and you'll find out:

- How you can use the cloud to rapidly modernize infrastructure like contact centers to handle massive volumes of calls regarding unemployment claims
- How you can use communications technology to promote transparency and better communicate with the public and the press
- How artificial intelligence solutions can help you streamline constituent queries

Speakers:

- Joshua Spence, Chief Technology Officer for the State of West Virginia, Office of Technology
- Casey Burns, Health and Human Services Practice Lead, Amazon Web Services
- Robert Groat, Executive VP, Technology and Strategy, Smartronix
- Moderator: Phil Bertolini, Co-Executive Director, Center for Digital Government

Registration is complimentary, and all attendees on June 11 will have the opportunity to download a **certificate of attendance** at the completion of the webinar.

We hope you can join us,

Olivia Gratton
Registration Coordinator
Governing
916-932-1369

**This is a non-accredited webinar intended to provide attendees with additional knowledge, skills and resources applicable to their current role and agency's needs.*

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