



IT/OPERATIONS CONFERENCE

Every Moment Matters: Embracing Digital Transformation



May 14–15, 2024 | Salt Lake City

The NCSBN IT /Operations conference is an opportunity for information technology and operation management staff to come together to discuss and collaborate on technology trends and innovations leading to efficiencies in operational activities of the nursing regulatory bodies (NRBs).

Objectives

- Discuss strategies for leveraging innovative technology to enhance operational efficiencies in support of member needs.
- Provide a collaborative space for nursing regulatory body information technology and operations staff to share ideas and solutions.

Audience

Member board IT staff, operations staff, executive officers, presidents, board members and associate members.

Agenda*

Tuesday, May 14, 2024

7:30 am – 4:00 pm

Registration

7:30 – 8:25 am

Breakfast

8:25 – 8:30 am

Welcome and Conference Overview

Nur Rajwany, MS

Chief Information Officer, NCSBN

8:30 – 9:30 am

Innovation, Technology, & the Future Opening Minds to What's Next

Jack Shaw, MBA

AI Visionary and Emerging Technologies Strategist

9:30 – 10:45 am

Digital Verifiable Credentials and Services

Etan Bernstein, MBA

Co-Founder, Head of Ecosystem, Velocity Network Foundation

Anshul Kwatra, MBA

Global Director Business Development, The DataFlow Group

Tracy Korsmo

SLDS Program Manager, Architect, State of North Dakota

Moderator:

Nur Rajwany, MS

Chief Information Officer, NCSBN

*All sessions, speakers and locations are subject to change. Updated 02/24

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Agenda*, continued

10:45 – 11:15 am

Networking Exchange Break

11:15 am – 12:15 pm

NCLEX® Remote Proctoring Update

Jason Schwartz, MS
Director of Outreach, Marketing and Advocacy, NCSBN

12:15 – 1:30 pm

Lunch

1:30 – 2:30 pm

Generative AI and Operations

Adrian R. Guerrero, CPM
Director of Operations, Kansas State Board of Nursing

Kyle Martin

Associate Director, Operations, North Dakota Board of Nursing

James Glasgow

Modern Work Solution Specialist, Microsoft

Moderator:

Nur Rajwany, MS
Chief Information Officer, NCSBN

2:30 – 2:45 pm

Break

2:45 – 3:15 pm

Implementing the Amended 60-Day Residency Rule and Managing the Duplicate Multistate License Report

James Puente, MS, MJ, CAE
Director, Nurse Licensure Compact, NCSBN

3:15 – 4:00 pm

Nursys: Supporting Regulatory Excellence in Every Moment

Matt Sterzinger
Director, Information Technology, NCSBN

Dean Hope

Nursys Specialist III, Consolidated Services, NCSBN

Jason Schwartz, MS

Director of Outreach, Marketing and Advocacy, NCSBN

Moderator:

Mark Huffman, MBA, PMP
Senior Manager, Information Technology, NCSBN

4:00 – 5:30 pm

Networking Reception

Wednesday, May 15, 2024

7:30 – 8:30 am

Breakfast

7:30 am – 3:00 pm

Luggage Storage

8:30 – 9:30 am

Digital Wellness

Mark Ostach
Author & Keynote Speaker

9:30 – 10:00 am

Risk Management

Tammy Spangler, MSL
Director, Information Security Assurance, NCSBN

10:00 – 10:15 am

Break

10:15 – 11:45 am

Collaboration Exchange

Moderators:

Lori Scheidt, MBA-HCM
Executive Director, Missouri State Board of Nursing

Tony Graham, MS, CPM

Chief Operations Officer, North Carolina Board of Nursing

11:45 am – 12:00 pm

Closing Statements/Transition to ORBS Sessions

Matt Sterzinger
Director, Information Technology, NCSBN

12:00 – 12:30 pm

Boxed Lunch

12:30 – 1:30 pm

ORBS (Optimal Regulatory Board System) Networking Event

Narender Saraswati, MBA
Senior Program Manager, Information Technology, NCSBN

Jennifer Ingram

Business Analyst/Data Manager, Arizona State Board of Nursing

Kerri Palmer, LRC

Compliance Investigator
Louisiana State Board of Practical Nurse Examiners

Sue Painter, DNP, RN

Executive Director, West Virginia Board of Registered Nurses

1:30 – 1:45 pm

Break

1:45 – 3:00 pm

ORBS Open Discussion

Moderator:

Narender Saraswati, MBA
Senior Program Manager, Information Technology
NCSBN

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Registration Information

Registration must be paid [online](#) by **April 24, 2024**.

The registration fee for the conference is \$150 per board representative. The conference is for NCSBN members only. (NCSBN members are staff or board members who serve state boards of nursing and associate members).

Registration includes all sessions, reception, breakfasts, lunches and refreshment breaks.

The capacity for the conference is 100 attendees and is on a first-come, first-served basis. Online in-person registration will stop once capacity is reached; a wait list will then be started.

Registration may be paid by credit card or check. Payment is due by **April 24, 2024**.

Make your check payable to NCSBN. Checks should read "2024 NCSBN IT/Operations Conference." Send registration confirmation print out with payment to: NCSBN

Attn: Accounting
111 E. Wacker Drive, Ste. 2900
Chicago, IL 60601-4277

If you do not receive correspondence from the NCSBN Meetings department within one week of submitting your registration, please contact NCSBN Meetings by [email](#).

Cancellations

Registration cancellations must be received by **April 29, 2024**. 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

The Radisson Hotel Salt Lake City Downtown
215 W S Temple St
Salt Lake City, UT 84101

Check in time: 3:00 pm
Check out time: 12:00 pm

To reserve your hotel room:

- Book [online](#); or
- Call the hotel at 385.354.5457 and reference the NCSBN room block and group code NCS324.

The cut-off for the room block is **April 24, 2024**, or until the block is full, whichever comes first.

Room Rate: \$175 and is subject to a tax of 15.82%. Failure to cancel a hotel reservation 24 hours prior to scheduled arrival may result in being charged one-night's stay plus tax.

Transportation

Airport

[Salt Lake City International Airport \(SLC\)](#)

Plan on approximately 20 minutes in travel time from the airport to the hotel depending on arrival time.

Taxi

[Yellow Cab of Utah](#) is Salt Lake City International Airport's (SLC) only on-demand taxi cab provider. [Click here to book a ride](#). For other inquiries contact Yellow Cab at 801.521.2100 or visit [yellowcabutah.com](#).

Rideshare

Lyft and Uber are operating in Salt Lake City and at the airport. Designated pick up areas are indicated by curbside signs, and are located in the middle traffic lane on the ground level outside of the terminal.

Attire

Business 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 2024 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 2024 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. The event become the property of NCSBN and may be displayed, distributed or used by NCSBN for any of the above-described purposes.