

Kim Hildred, Chair
Nancy J. Altman
Jagadeesh Gokhale
Bob Joondeph



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Claire Green, Staff Director

Public Board Meeting Minutes January 28-29, 2021

Day One January 28, 2021

Location: Meeting held virtually on Zoom

Time: 10:00 am – 4:00 pm EST

Board Members: **Kim Hildred**, Chair
Nancy Altman, Member
Jagadeesh Gokhale, Member
Bob Joondeph, Member

Board Staff: **Claire Green**, Staff Director
Diane Brandt, Research Director
Bethel Dejene, Management Officer
Sunny Bick, Management Analyst
Pamela Crawford, Senior Advisor
Conway Reinders, Lead Policy Analyst
Jenn Rigger, Senior Advisor
Omar Shalabi, Policy Analyst
Emma Tatem, Lead Policy Analyst

2:30 – 4:00 pm **Systems Speaker Series Presentation:**
Renny DiPentima, PhD, Deputy Commissioner of Systems, SSA (*retired*)
Alan Balutis, PhD, Distinguished Fellow and Senior Director, Cisco Systems' North American Public Sector for Business Solutions Group (*retired*)

Recorded presentation [found here](#).

Timestamps

- Opening Remarks, Kim Hildred: [0:00:04](#)

- Presentation, Renny DiPentima: [00:02:10](#)
- Presentation, Alan Balutis: [00:43:13](#)
- Question & Answer Session: [00:48:57](#)
- Closing Remarks, Kim Hildred: [01:28:41](#)

Day Two January 29, 2021

Location: Meeting held virtually on Zoom

Time: 10:00 am – 4:00 pm EST

Board Members: **Kim Hildred**, Chair
Nancy Altman, Member
Jagadeesh Gokhale, Member
Bob Joondeph, Member

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Emma Tatem, Lead Policy Analyst

11 am -12:30 pm **IT Systems Expert Panel Final Report and Findings**
Alan Balutis, PhD, Distinguished Fellow and Senior Director, Cisco Systems’ North American Public Sector for Business Solutions Group (*retired*)
Dan Chenok, Executive Director, Center for the Business of Government, IBM
Nani A. Coloretti, Senior Vice President for Financial and Business Strategy, Urban Institute
Renny DiPentima, PhD, Deputy Commissioner of Systems, SSA (*retired*)
Martha Dorris, Founder, Dorris Consulting International

Mark Alan Forman, Vice President, Digital Government Strategy, SAIC Corp
Greg Giddens, Partner, Potomac Ridge Consulting
Dave McClure, PhD, Director, Accenture Federal Services
Jim Williams, Partner, Schambach & Williams Consulting

Recorded presentation [found here](#).

Timestamps

- Introductory Remarks, Kim Hildred: [0:00:17](#)
- Panel Chair Introduction, Alan Balutis: [00:02:10](#)
- Panel Member Presentations:
 - Operating Model: [0:03:48](#)
IT Modernization Strategy: [00:10:24](#)
 - Governance Infrastructure: [00:14:50](#)
 - Customer Experience: [00:19:35](#)
 - How to Get Difficult Things Done in Government: [00:24:00](#)
 - Question & Answer Session: [00:26:13](#)
- Closing Remarks, Kim Hildred: [01:21:19](#)

I certify the public meeting minutes' accuracy for the Social Security Advisory Board's January 28-29, 2021 meeting.



Kim Hildred