Alaska Chamber 2015 Fall Events

October 12-14, 2015
Westmark Fairbanks Hotel and Conference Center
Fairbanks, Alaska
Welcome to the Alaska Chamber’s 2015 Fall Events: Renovate. Innovate. Repeat.

As Alaska’s premiere statewide business advocacy organization, it is our pleasure to champion free market principles and for-profit enterprise in the great state of Alaska. We are happy to return to Fairbanks this Fall. Thank you for joining us! Together, we are The Voice of Alaska business.

Alaska stands poised at a crossroads. The public sector is grappling with a spending habit that far exceeds State revenues threatening what otherwise is a positive outlook for the private sector.

While the State must certainly learn to live within its means, we can all benefit from understanding how successful businesses reinvent themselves to run more efficiently.

“While the State must certainly learn to live within its means, we can all benefit from understanding how successful businesses reinvent themselves to run more efficiently.”

This Fall, we’re pleased to welcome two world-class speakers to talk about lean strategies that impact the bottom line.

Brad Tilden is the chairman and chief executive officer of Alaska Air Group and its subsidiaries, Alaska Airlines and Horizon Air.

Jim Mathis is a professional speaker and best-selling author with decades of experience helping businesses discover excellence through reinvention.

Please join us — along with our 2015 Fall Events sponsors — in welcoming Brad, Jim and each of the dynamic presenters participating over the next several days.

Moving a conference around the state is impossible without the helping hands of Chamber supporters, particularly our Fall Events Sponsors and our Lead sponsors whose underwriting supports the Chamber year round.

Thanks also to the Greater Fairbanks Chamber of Commerce for welcoming us back to The Golden Heart City. Make sure to engage in a little local commerce in support of Fairbanks’ businesses and families.

Thank you all, and welcome! Let’s Renovate, Innovate, Repeat, as we make Alaska the best place to do business!

Rachael Petro
President and CEO
## DAY 1 – MONDAY, OCTOBER 12*

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9 a.m.</td>
<td>Pre-Fall Events Workshop: Alaska Communications Lean Promotion</td>
</tr>
<tr>
<td></td>
<td>Minto Room</td>
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<tr>
<td>Noon</td>
<td>Local Chamber Executives Roundtable</td>
</tr>
<tr>
<td></td>
<td>Harper Room</td>
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<tr>
<td>2 p.m.</td>
<td>Alaska Chamber Board Meeting</td>
</tr>
<tr>
<td>6 p.m.</td>
<td>Reception (By invitation only) University of Alaska Presidents’ Residence</td>
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</tbody>
</table>

*All events will be in the Gold Room unless otherwise indicated.

## DAY 2 – TUESDAY, OCTOBER 13*

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7 a.m.</td>
<td>Registration Desk Open</td>
</tr>
<tr>
<td>8 a.m.</td>
<td>Welcome</td>
</tr>
<tr>
<td>8:15 a.m.</td>
<td>Ties That Bind Presentation, <strong>Susan Bell</strong>, McDowell Group</td>
</tr>
<tr>
<td>8:45 a.m.</td>
<td><strong>Industry Updates</strong> – Oil and Gas, Mining, Seafood, Tourism and Alaska Native Corporations</td>
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<tr>
<td>9:30 a.m.</td>
<td><strong>U.S. Delegation Greetings</strong> and U.S. Chamber Spirit of Enterprise Presented</td>
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<tr>
<td>10 a.m.</td>
<td>Panel – Lean Business Principles at Work</td>
</tr>
<tr>
<td>Noon</td>
<td>Keynote Lunch – <strong>Brad Tilden</strong>, CEO, Alaska Airlines</td>
</tr>
<tr>
<td>1:45 p.m.</td>
<td>State Spending Presentation – <strong>Governor Bill Walker</strong></td>
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<tr>
<td>2:15 p.m.</td>
<td>State Spending Panel – <strong>Joseph Beedle</strong>, Northrim Bank, <strong>Senator Pete Kelly</strong>,</td>
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<td><strong>Representative Mark Neuman</strong> and <strong>Pat Pitney</strong>, OMB Director</td>
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<tr>
<td>4 p.m.</td>
<td>Current Advocacy Platform – Overview</td>
</tr>
<tr>
<td>5:30 p.m.</td>
<td>Alaska Business Political Action Committee Reception</td>
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<td></td>
<td>Northern Latitudes</td>
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<tr>
<td>6 p.m.</td>
<td>Dinner on your own – Explore Fairbanks!</td>
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<td>8:15 a.m.</td>
<td>Presentation Series</td>
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<tr>
<td>10:30 a.m.</td>
<td>Cadillac Tax – Dorothy Coleman, National Association of Manufacturers</td>
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<tr>
<td>Noon</td>
<td>Keynote Lunch – Jim Mathis, The Reinvention PRO™</td>
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<tr>
<td>1 p.m.</td>
<td><strong>Breakout Sessions</strong></td>
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<tr>
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<td>Premera’s Lean Journey Tom Cahill Room 108</td>
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<td></td>
<td>Strategic Doing Melissa Houston Room 110</td>
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<td></td>
<td>Affordable Care Act Albert Fogle Chena Room</td>
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<td></td>
<td>Problem Solving with Lean Tools Gary Agron Harper Board Room</td>
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<td></td>
<td>Change Your Strategy Jim Mathis Minto Room</td>
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<tr>
<td></td>
<td>Integrated HR and Benefits Systems Terry Allard Rampart Room</td>
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<tr>
<td></td>
<td>The Power of Digital Engagement Franco Amalfi Yukon Room</td>
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<tr>
<td>3 p.m.</td>
<td><strong>Policy Forum</strong> – Policy Discussion and Voting</td>
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<tr>
<td>6 p.m.</td>
<td>Networking Reception Northern Latitudes</td>
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<tr>
<td>7 p.m.</td>
<td>Awards Gala (Black tie optional)</td>
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BRAD TILDEN – CEO, ALASKA AIRLINES

Brad is the chairman and chief executive officer of Alaska Air Group and its two subsidiaries, Alaska Airlines and Horizon Air. Alaska flies more than 180 aircraft to 100 plus destinations throughout the United States, Canada and Mexico, and employs over 13,000 people. For 2014, Alaska reported record financial results and one of the highest profit margins in the airline industry. The company has been profitable for 11 consecutive years. A 24-year veteran of Alaska Air Group, Brad was named one of the Top 50 People in Business by Fortune in 2014. A Seattle native, he has also been recognized by The Puget Sound Business Journal as its Chief Financial Officer of the Year, and by the Boy Scouts of America as a Distinguished Eagle Scout.

JIM MATHIS – THE REINVENTION PRO™

Jim is an International Platform Certified Speaker, Certified Speaking Professional and best-selling author. He has been presenting, leading conferences and consulting for over 39 years. Jim helps business leaders who want different results in a changing economy. Jim believes the economic climate is very different. He presents globally on leadership and competing successfully in a consumer-empowered marketplace. Jim is the author of the best-selling book “Reinvention Made Easy: Change Your Strategy, Change Your Results” as well as “Reaching Beyond Excellence” and “Reinvention 101.” Jim has also authored Lead Trac Management Training Workshop for facilitated leadership training.
SUSAN BELL – MCDOWELL GROUP
Susan manages a wide array of McDowell Group projects including community development and planning, feasibility studies for public and private investments, and public opinion research. A lifelong Alaskan, she rejoined the firm after serving as commissioner of the Alaska Department of Commerce, Community, and Economic Development. Susan led initiatives to market Alaska domestically and internationally; develop Alaska’s renewable and traditional energy resources; and enhance the business climate. She served as State Co-Chair of the Denali Commission and as a board member for the Alaska Railroad Corporation, Alaska Energy Authority, Alaska Gasline Development Corporation, and the Alaska Industrial Development and Export Authority.

WENDY LINDSKOOG – ALASKA RAILROAD (MODERATOR)
Wendy has been with the Alaska Railroad (ARRC) since 1999. She is Vice President of Business Management and Corporate Affairs, and as such is responsible for Corporate Affairs, Government and Community Relations, Finance and Human Resources. She also serves as Corporate Secretary to the ARRC Board of Directors, and is responsible for all corporate actions of the Board, coordination of the Board’s responsibilities and scheduling of their meetings. Prior to joining ARRC, Wendy was the Communications Director for the Alaska State Senate. Wendy earned a bachelor’s degree in journalism from the University of Colorado, Boulder. She serves as a board member and former president of the Resource Development Council for Alaska, board member and former chair of the Alaska Chamber, board member for the Alaska SeaLife Center, and is a member of the Anchorage Athena Society.

KATE BLAIR – ALASKA OIL AND GAS ASSOCIATION
Kate serves as the Committee and Projects Coordinator for the Alaska Oil and Gas Association (AOGA). Prior to moving to Alaska in 2006, she spent five years as a Division 1 women’s hockey coach on the east coast. She holds a Bachelor of Science degree from Rochester Institute of Technology and Master of Science from Mercyhurst University. She is an avid marathoner and rec hockey player, and she, her husband and two children love to camp, fish, skate and enjoy the Alaska outdoors.
SPEAKERS

**JULIANNE CURRY – UNITED FISHERMEN OF ALASKA**

Julianne is the Executive Director of United Fishermen of Alaska (UFA), the largest statewide commercial fishing trade association, representing 35 commercial fishing organizations participating in fisheries throughout the state and its offshore federal waters. A fourth generation Petersburg resident, Julianne grew up in a fishing family. She has a deep found respect and passion for the industry which aligns with UFA’s mission to promote and protect the common interest of Alaska’s commercial fishing industry, as a vital component of Alaska’s social and economic well-being.

**DEANTHA CROCKETT – ALASKA MINERS ASSOCIATION**

Deantha is the Executive Director of the Alaska Miners Association, a post she began in 2012. Previously, Deantha served as projects coordinator for seven years at the Resource Development Council (RDC). In that role, she led issues and policy for the mining and tourism industries. She managed RDC’s efforts on the cruise ship head tax and mining shutdown ballot initiative campaigns, and administered the Alaska Alliance for Cruise Travel, an organization promoting Alaskan-owned tourism businesses. Deantha was born and raised in Anchorage and Big Lake, Alaska and is a graduate of the University of Alaska. Deantha is a volunteer for the Alaska Resource Education program and a Board Member for the Armed Services YMCA of Alaska.

**SARAH LEONARD – ALASKA TRAVEL INDUSTRY ASSOCIATION**

Sarah is the President/ CEO of the Alaska Travel Industry Association (ATIA). She has an extensive background in tourism management with a Master’s of Science (MS) degree in recreation management and tourism from Arizona State University. She earned her Bachelor of Art’s degree from the University of Wisconsin-Madison in Journalism with a special emphasis in public relations. Sarah joined ATIA after serving in a variety of natural resource, marketing and fundraising positions in Alaska and spanning 15 years. Previously, she served as an Associate Director of Philanthropy for The Nature Conservancy of Alaska, the Statewide Watchable Wildlife Coordinator for the Alaska Department of Fish and Game, and the Executive Director of the Alaska Wilderness Recreation and Tourism Association.

**KIM REITMEIER – ANCSA REGIONAL ASSOCIATION**

Kim is President of the ANCSA Regional Association. The Association’s membership includes the CEOs of the 12 land-based regional Alaska Native Corporations. The Association promotes the understanding and intent of ANCSA and the role of the Regional Corporations in creating a sustainable economic future for Alaska Native People. Prior to joining the ANCSA Regional Association in 2011, Kim worked for Alyeska Pipeline Service Company; as Chief of Staff. Prior to that, she was the Director of Alaska Heritage Tours, where she oversaw the tour package operations for CIRI Alaska Tourism. Kim is a shareholder of Koniag, Inc. and a member of the Shoonaq tribe of Kodiak. In addition to serving on the Alaska Chamber Board of Directors, she Chairs the Providence Foundation, and serves on the board for Best Beginnings, the Minority Business Development Center, the Alaska Native Studies Program, and the Dean’s Advisory Board for the College of Arts and Sciences at the University of Alaska Anchorage.
JULIE MORMON – DOYON LIMITED (MODERATOR)
Julie serves as the senior vice president and chief operating officer for Doyon, Limited, the regional Native corporation for Interior Alaska. Julie was previously the general manager for 3M’s United States Atlantic and Pacific Branches serving Alaska, Guam, Hawaii and Puerto Rico. Since 1995. Julie holds a bachelor’s degree from Montana State University in Chemical Engineering and a Master’s of Business Administration from the University of Minnesota. She is the founder of Smart Girls Rock!, serves on several boards including Society of Women Engineers, Dimond Engineering Academy, Montana State University College of Engineering Advisory board, and volunteers her time with Junior Achievement.

GARY AGRON – ALASKA COMMUNICATIONS
Gary is the Lean executive for Alaska Communications. His team works across Alaska to apply lean thinking to technology and services, to provide greater value to their customers. In 2002, while serving as a program manager for the Department of Defense Office of Force Transformation, Gary was introduced to Lean. Gary retired after 31 years of active military service in the Army, and now devotes his full time at Alaska Communications to develop Lean Leadership. Gary holds a B.S from the United States Military Academy, West Point, NY; an M.S. in Systems Technology from the Naval Postgraduate School, Monterey, CA; and a CIO certification from the National Defense University.

TOM CAHILL – PREMERA BLUE CROSS
Tom has been in the healthcare industry for 15 years and is currently the Director of the Kaizen Promotion Office (KPO) at Premera Blue Cross. The KPO is responsible for enabling the company to think and act in a LEAN way every day in pursuit of delivering the best customer experience. Prior to his current role, Tom has held management positions in operations and information technology, most of which were focused on improving processes and systems. Tom recently completed the Executive Development Program at the Foster School of Business at the University of Washington and holds a bachelor of science in Business Administration from Lewis-Clark State College.

MARY DOWELL – THE BOEING COMPANY
Mary joined The Boeing Company (BCA) 37 years ago and currently holds the position of Director, BCA Operational Excellence(Lean) and Employee Involvement (EI). She oversees the BCA facilitation and development of Lean and EI activities. As superintendent of the 737 Final Assembly team, she led the transition of the traditional factory-build process to the current moving-line process. In 2002, she led the 777 Final Assembly team to a moving-line approach as well. In 2005, Mary joined the Commercial Aviation Services (CAS) team as the Lean leader for Material Services and helped guide that team through a Lean transformation. This led to an opportunity to lead the CAS Lean, Manufacturing and Quality, EHS team. Mary currently leads the 787 Final Assembly Transformation effort.
JEFF MARTH – ALASKA AIRLINES

Jeff started with Alaska Airlines in 2000, has been involved in continuous improvement (CI) since it was first brought to Alaska in 2004, and has been with the CI office since its inception in 2007. For the last two years he has been embedded with the leadership of the Maintenance and Engineering division, with a focus on creating a CI culture through leadership development and employee engagement. Jeff is a certified Six Sigma Black Belt and has held positions in Flight Ops, Customer Service Airports, Marketing, HR, and supported CI efforts in almost every division at Alaska and Horizon.

PANEL – STATE SPENDING

CHERYL FRASCA – COMMONWEALTH NORTH (MODERATOR)

Cheryl has been involved in state and local fiscal policy issues for over 35 years, which includes working as legislative staff for 12 years primarily for Finance Committee chairs, as well as director of the Office of Management and Budget for two governors and two Anchorage mayors. Cheryl has received several awards including the National Governors’ Association’s “Distinguished Service to State Government” recognition and the Ernest Gruening Award for “Outstanding Graduate Student” by the University of Alaska Southeast. Cheryl has a Master of Public Administration degree and a B.A. degree in Political Science. Cheryl allegedly “retired” in 2012 – which means she now can plan vacations without regard to the state or municipality’s budget calendar.

JOSEPH BEEDLE – NORTHRIM BANK

Joseph is President and CEO of Northrim BanCorp Inc., and CEO of its wholly owned subsidiary, Northrim Bank. Joseph has more than 22 years of banking experience. Joseph was the University of Alaska’s chief financial officer. He served as president and chief executive officer of Goldbelt, Inc. Prior to that, Joseph was executive vice president and chief credit officer for Key Bank of Alaska, and had earlier banking experience with First Bank in Ketchikan and at National Bank of Alaska. Joseph currently serves as the president of the board of Commonwealth North. He is on the board of the Alaska Council of Economic Education and on the Small Business Development Center’s Advisory Board.

SENATOR PETE KELLY – SENATE DISTRICT A

After an 11 year hiatus, Pete is back serving in the legislature. Pete served as State Representative from 1995 to 1999 and then as a State Senator from 1999 to 2003. During those years, Pete was Co-Chair of the Senate Finance Committee as well as serving on the Resources Committee and various budget sub-committees. Pete is a husband and a father of three children, all born and raised in Fairbanks. Pete served as the Director of State Relations for the University of Alaska, a licensed real-estate agent, and a construction worker on the Trans-Alaska Pipeline.
BARBARA JOHNSON – UNIVERSITY OF ALASKA FAIRBANKS
Barbara is the Associate Director - Development for the Alaska Center for Unmanned Aircraft Systems Integration (ACUASI) at the University of Alaska and is part of the leadership team at the strategic level for domestic and international UAS tactics. Barbara pursues business development and outreach program opportunities. She provides support to operations for the planning, organizing, and deployment of UAS assets. Barbara was instrumental in furthering the unmanned aircraft systems industry in Alaska and facilitating public-private partnerships with the military and state and local government while at the Fairbanks North Star Borough.

PRESENTATION – OPPORTUNITIES FOR UNMANNED AIRCRAFT

PRESENTATION – RECALIBRATION OF STATE EDUCATION STANDARDS

DR. SUSAN MCCAULEY – DEPARTMENT OF EDUCATION
Dr. McCauley serves as the Director of the Teaching and Learning Support division, the Department of Education and Early Development’s largest division. Having relocated to Alaska from Pennsylvania 20 years ago, Dr. McCauley served as a teacher, principal, and district office administrator in rural and urban Alaska. She has a bachelor’s degree in elementary education, a master’s degree in educational administration, and a doctorate of philosophy in education policy and leadership. Dr. McCauley oversees implementation of statewide educational initiatives in a manner consistent with federal and state policy.

REPRESENTATIVE MARK NEUMAN – HOUSE DISTRICT 8
Born in Rice Lake, Wisconsin, Mark came to Alaska in 1981 where he moved to Big Lake, Alaska, in the foothills of the Talkeetna Mountains. In 2004, Mark was elected to Alaska’s House of Representatives. During his tenure, Mark has worked diligently to protect public access to fish and wildlife resources and managed those resources for abundance, and defended state’s rights against federal encroachment. Doing so required understanding the diverse system of state and federal agencies, and native corporations that manage the lands in Alaska.

PAT PITNEY – OFFICE OF MANAGEMENT AND BUDGET
Pat joined the Walker Administration as the State Budget Director in 2014. The Office of Management and Budget ensures the State’s resources are invested to advance the Governor’s priorities and produce results for Alaskans. Prior to her current position, Pat spent 23 years with the University of Alaska. She served as Vice Chancellor for Administrative Services of the University of Alaska Fairbanks (UAF), as well as Vice President for Planning and Budget, where she was responsible for providing planning, performance and accountability processes, and developing the state budget request for the University System. In 1987, Pat moved to Fairbanks from Billings, Montana. She has an M.B.A from UAF and an engineering physics degree from Murray State University (Kentucky). She has three adult children. She was a member of the 1984 U.S. Olympic Team and won a gold medal in women’s air rifle.
**PRESENTATION – ALASKA CONSERVATION TRUST**

**CURTIS THAYER – THAYER & ASSOCIATES**

Curtis is the principle of Thayer & Associates specializing in corporate, real estate and non-profit consulting. In 2013, Curtis was appointed Commissioner for the Department of Administration. Curtis also served as deputy commissioner for both the Department Administration and the Department of Commerce, Community and Economic Development. Curtis worked for ENSTAR Natural Gas Company and the Alaska Gas Producers Pipeline Team. He also spent several years in Washington, D.C., working for Committee on Resources in the U.S. House of Representatives, and worked with Senators Ted Stevens and Lisa Murkowski.

**PRESENTATION – WORKERS’ COMPENSATION**

**KEVIN SMITH – AML JOINT INSURANCE ASSOCIATION**

Raised in a log cabin without running water in the woods of Montana, Kevin moved to the woods of Alaska in the mid-70’s to a log cabin without running water. He attended the University of London and graduated cum laude from the University of Alaska Fairbanks. After working as a staffer in the Alaska State Legislature and a brief stint as a ski bum, Kevin began working for the Alaska Municipal League and the Alaska Municipal League Joint Insurance Association (AMLJIA) where, much to the delight of his mother-in-law, he has managed to hold down a job for the past 27 years. Kevin is now the Executive Director of the AMLJIA and lives in a house with running water.

**PRESENTATION – CADILLAC TAX: IMPACTS IN ALASKA AND BEYOND**

**DOROTHY COLEMAN – NATIONAL ASSOC. OF MANUFACTURES**

Dorothy is vice president of tax and domestic economic policy at the National Association of Manufacturers (NAM). She is responsible for providing NAM members with information related to tax issues and representing the NAM’s position to Congress, the Administration and the media. A NAM spokesperson for tax policy issues, Dorothy coordinates membership coalitions; prepares testimony, reports and analyzes; and responds to media inquiries. Before taking over as vice president of the tax policy department, she served as director of tax policy from April 1998 to April 2000. Dorothy came to the NAM from Arthur Andersen, where she worked as a manager in the Office of Federal Tax Services. Prior to that, she was chief legislative reporter for the Bureau of National Affairs’ (BNA) “Daily Tax Report.” She also was a legal editor for BNA’s tax management series. Dorothy received her law degree from Georgetown University Law Center and her bachelor of arts in economics from Manhattanville College in Purchase, N.Y.
ALBERT FOGLE – NORTHRIM BENEFITS GROUP, LLC
Albert joined Northrim Benefits Group in 2010 after obtaining his Bachelor’s Degree in Finance from the University of Alaska, Anchorage. As an Employee Benefits Consultant, Albert consults with all-size employers for benefit strategic planning to include the installation, renewal, and continuing administration of their specific employee benefits plans. He is currently licensed in the State of Alaska as a life and health insurance producer, is President-elect of the Alaska Association of Health Underwriters and has received certification from the National Association of Health Underwriters as a PPACA Professional.

NIKKI GRAHAM – NORTHRIM BENEFITS GROUP, LLC
Nikki is an Employee Benefits Consultant at Northrim Benefits Group, LLC. Nikki joined Northrim in 2013 with a background in the medical field. Nikki consults with existing and prospective clients regarding strategic benefit planning and the implementation, renewal, and ongoing administration of their benefit plans. She is licensed as a health and life insurance producer in the State of Alaska and is currently the Communications Chair for the Alaska Chapter of the National Association of Health Underwriter.

JIM MATHIS – THE REINVENTION PRO™
Jim is an International Platform Certified Speaker, Certified Speaking Professional and best-selling author. He has been presenting, leading conferences and consulting for over 39 years. Jim helps business leaders who want different results in a changing economy. Jim believes the economic climate is very different. He presents globally on leadership and competing successfully in a consumer-empowered marketplace. Jim is the author of the best-selling book “Reinvention Made Easy: Change Your Strategy, Change Your Results” as well as “Reaching Beyond Excellence” and “Reinvention 101.” Jim has also authored Lead Trac Management Training Workshop for facilitated leadership training.
BREAKOUT SESSION – INTEGRATED HR AND BENEFITS SYSTEMS

TERRY ALLARD – THE WILSON AGENCY
As a Senior Benefits Advisor, Terry has extensive knowledge of employee benefits. She has been with The Wilson Agency since 1997 and has been working in the employee benefits industry since 1985. Terry specializes in groups with over 50 employees, executive compensation strategies, and disability plans for highly compensated individuals. Terry holds a Certified Employee Benefits Specialist designation from the International Foundation of Employee Benefits and a Group Benefits Disability Specialist Certification from The National Underwriter Company. She has completed the Patient Protection and Affordable Care Act and the Consumer Directed Health Care certification courses through the National Association of Health Underwriter. Terry is a charter member and Past President of the Alaska Chapter of the National Association of Health Underwriters.

THOMAS SHOWALTER – CONNECTHR
Thomas holds a Certified Compensation Professional designation from World at Work and a Bachelor's degree in Economics from the University of Oregon. Across his 20 years of experience in Human Resources, Thomas has built HR infrastructure and operations-focused support services for new and rapidly growing companies. At ConnectHR, he leads a team of certified HR professionals who draw upon their HR and industry expertise to provide outstanding HR solutions and services to our Clients. They have worked with local and national organizations of varying sizes and industries.

MARK MATHIS – ARCTIC INFORMATION TECHNOLOGY
Mark is a Senior Account Executive of Arctic Information Technology (IT). He helped found and build Arctic IT’s platform and infrastructure practice into a thriving business that both complements and supports the organization’s Microsoft Dynamics practice. A long-time Alaskan, Mark offers high-level expertise in Microsoft technologies and network solutions with focuses on cloud computing with Office 365, storage and Hyper-V virtualization solutions, SharePoint, Microsoft Exchange solutions, Lync, remote access, and software licensing. Mark’s skills and real-world experience in the IT field consistently deliver tangible results and innovative solutions to challenging problems for clients of all sizes.

MARY GASPERLIN – ARCTIC INFORMATION TECHNOLOGY
With more than two decades of business development and sales experience in the Alaska market, Mary’s career includes growing market share for a Fortune 500 company doing business in Alaska, executing a revenue growth plan for companies that provided multi-year, multi-million dollar service contracts, and a long career in the aviation industry. As an Account Executive at Arctic Information Technology (IT), Mary focuses on TotalCare by Arctic IT – the company’s managed service. Mary is a long-time Alaskan resident and supports many business and non-profit organizations.
MELISSA HOUSTON – UNIVERSITY OF ALASKA

Melissa is the Associate Director for Strategy at the University of Alaska Center for Economic Development. She has been assisting Alaskans with strategy creation and implementation needs since 2013. Using the collaborative, asset-driven, network approach of Strategic Doing™, Melissa leads diverse groups from across Alaska through simple exercises that generate dynamic and immediately actionable strategies.

BREAKOUT SESSION – STRATEGIC DOING

GARY AGRON – ALASKA COMMUNICATIONS

Gary is the Lean executive for Alaska Communications. His team works across Alaska to apply lean thinking to technology and services, to provide greater value to their customers. In 2002, as a program manager for the Department of Defense Office of Force Transformation, Gary was introduced to Lean. After 31 years of military service in the Army, Gary retired and now devotes his full time to developing Lean Leadership. Gary holds a B.S from the United States Military Academy, West Point, NY; an M.S. in Systems Technology from the Naval Postgraduate School, Monterey, CA; and a CIO certification from the National Defense University.

BREAKOUT SESSION – PROBLEM SOLVING WITH LEAN TOOLS

FRANCO AMALFI – ORACLE

Franco is Director, Digital Engagement Strategy, for Oracle Public Sector North America. Franco leads a strategic program focused on constituent-focused digital engagement technology, tools and strategies. Franco helps guide government officials at every level to effectively use cloud based customer experience technologies to enhance services to citizens while helping agencies deliver on their mission. In addition, Franco authors, publishes white papers and articles on leveraging technology to drive business value for governments. He is also a frequent speaker at government conferences.

BREAKOUT SESSION – THE POWER OF DIGITAL ENGAGEMENT

TOM CAHILL – PREMERA BLUE CROSS

Tom has been in the healthcare industry for 15 years and is currently the Director of the Kaizen Promotion Office (KPO) at Premera Blue Cross. The KPO enables the company to think and act in a Lean way every day in pursuit of delivering the best customer experience. Prior to his current role, Tom has held management positions in operations and information technology. Tom completed the Executive Development Program at the Foster School of Business at the University of Washington and holds a bachelor of science in Business Administration from Lewis-Clark State College.

BREAKOUT SESSION – PREMERA’S LEAN JOURNEY

MELISSA HOUSTON – UNIVERSITY OF ALASKA

Melissa is the Associate Director for Strategy at the University of Alaska Center for Economic Development. She has been assisting Alaskans with strategy creation and implementation needs since 2013. Using the collaborative, asset-driven, network approach of Strategic Doing™, Melissa leads diverse groups from across Alaska through simple exercises that generate dynamic and immediately actionable strategies.