



2022 Spring Training Conference: *The Federal Customer Experience*
Governmentwide Focus
June 16, 2022

7:30 am to 8:30 am - Registration

8:40 am to 8:55 am – Welcome/Intro Remarks

Roger Waldron, President, The Coalition for Government Procurement

9:00 am to 9:30 am – Keynote Address

Sonny Hashmi, FAS Commissioner, GSA

9:35 am to 10:35 am – The Customer Experience: FAS's Role in Meeting Agency Mission Requirements

Laura Stanton, Assistant Commissioner, Information Technology Category, GSA

Erv Koehler, Assistant Commissioner, Office of General Supplies & Services, GSA

Sheri Meadema, Acting Assistant Commissioner, Office of Professional Services and Human Capital Categories, GSA

Charlotte Phelan, Assistant Commissioner, Office of Enterprise Strategy Management, GSA

Chris Bennethum, Assistant Commissioner, Office of Assisted Acquisition Services, GSA

10:35 am to 10:45 am – Coffee/Bathroom Break

10:45 am to 11:55 am – The Customer Experience: Cyber Security Requirements

Moderator: Robert Metzger, Rogers Joseph O'Donnell

Stacy Bostjanick, Director of Supply Chain Risk Management, OUSD A&S/OCISO(A&S)

John Ellis, Director of Software Division, DMCA

Jeff Spinanger, Director, Critical Technology Protection, Office of the Under Secretary of Defense (Intelligence & Security)

12:00 pm to 1:05 pm – Buffet Lunch in Ballroom

12:35 pm to 1:05 pm – Lunch Speaker

John Tenaglia, Director, Defense Pricing and Contracting (DPC)

1:10 pm to 2:10 pm – Customer Experience Panels:

Buy American and Supply Chain Resilience

Moderator: Moshe Schwartz, President, Etherton and Associates

Jeff Koses, Senior Procurement Executive, GSA

Scott Calisti, SES, OSD DPC, Director, Contract Policy

All guest speakers on the agenda have been invited, unless otherwise noted as confirmed.

OTA Panel

Moderator: Jon Etherton, Founder and Senior Consultant, Etherton and Associates

Al Rinaldi, Director of Strategic Engagement, CMG

Stephanie Halcrow, President, The Halcrow Group

Kristine Kassekert, Professorial Lecturer in Law, George Washington University Law School

2:20 pm to 3:20 pm – Customer Experience Breakout Sessions

E-Commerce Platforms and FEDMALL

Moderator: Tom Sisti, Executive Vice President and General Counsel, The Coalition for Government Procurement

Keil Todd, Program Manager, Commercial Platforms Initiative, GSA

Jim Mette, FEDMALL Program Manager, DLA

Haven Wynne, Digital Products Marketplace Advisor, GSA

Cloud Marketplace

Moderator: Roger Waldron, President, The Coalition for Government Procurement

Skip Jentsch, Cloud Products Manager, GSA

Matt McFarland, Legislative and Regulatory Advisor, GSA

Joel Lundy, Director of IT Software Category, ITC, GSA

Furniture

Moderator: Kelly McGriff, Director, Compliance, HNI Corporation

Shaun Kelly, Branch Chief, MAS Program, GSA

John Breen, IWAC Projects Branch Chief, GSA

Professional Services and Human Capital Categories

Adam Soderholm, Program Executive, Category Management PMO, GSA

Ana Eckles, Director of Human Capital Solutions, GSA

Keith Jeffries, Director Office of Contracting Operations, GSA

Bill Niess, OASIS Program Manager, GSA

Lee Tittle, Services MAC Program Manager, GSA

3:30 pm – 4:30 pm – Customer Experience Breakout Sessions

GWAC/MAC/IT Schedules

Moderator: Tony Celeste, Executive Director & General Manager, Public Sector, Ingram Micro

Giovanni Onwuchekwa, Acting Director, Office of Acquisition Operations, GSA

Joanne Woytek, SEWP Program Director, NASA

Glynis Fisher, Acquisition Support (Contractor), NITAAC

Larry Hale, Acting Director, Office of IT Services, GSA

Assisted Acquisition Services

Moderator: Mike Pullen, Director, U.S Federal Strategic Operations, CGI Federal

Jim Ghiloni, Group Manager, FEDSIM, GSA

Corey Nickens, Deputy Assistant Commissioner, AAS PMO (DAC), GSA

Rodney Couick, Director, AAS R5, GSA

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GSA Systems

Moderator: Bill Gormley, President, The Gormley Group

Andrew Roach, Senior Advisor - Office of Enterprise Strategy Management (QP), GSA

Tim Dempsey, Lead Program Manager, Operations Division, OSM, GSA

Global Supply and Services Breakout Session

Moderator: Wes Shmigelsky, Director of Federal Sales, Grainger

Bob Woodside, Director for the Region 2 Supply Acquisition Center, GSA

Tyler Sikes, Deputy Director, Heartland Region, GSA

George Prochaska, FAS Regional Commissioner, Greater Southwest Region, GSA

4:30 pm – 5:30 pm – Networking Reception

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