



## **Shared Services Forum**

August 8, 2024

Virtual Format

### Agenda

- 10:00**      **Welcome**  
**Terry Gerton**, President and CEO, NAPA  
**Grant Soderstrom**, SSLC Board Representative and Vice President,  
CACI International
- 10:05**      **Plan and Objectives for the Day**  
**Grant Soderstrom**
- 10:10**      **Advanced Technology Implementation - Challenges, Adaption and  
Impacts of Employee and Customer Experience**  
**Viral Chhaya**, Global Business Services Executive
- 10:55**      **Artificial Intelligence Initiatives at the Department of Homeland  
Security (DHS)**  
**Chris Kraft**, Deputy CTO for AI and Emerging Technologies, DHS
- 11:40**      **Close and Adjourn**