

A large, stylized graphic on the left side of the poster. It consists of two overlapping chevrons, one in a light blue-grey and the other in a bright yellow. Below these chevrons are numerous horizontal lines of varying lengths and colors (light blue, yellow, and white) that create a sense of motion and depth, extending from the left edge towards the center.

PRIMA's

# Emerging Technology and Risk Symposium

 JANUARY 27  28  29

Virtual schedule  
12pm–2pm ET each day

# PRIMA'S Emerging Tech and Risk Symposium

will provide public risk management professionals with the information, tools, and resources necessary to take advantage of the rewards and minimize the risks associated with emerging technology. Attendees will learn how to mitigate — and prevent — threats to people, information, and assets.

➤ **Register at [PRIMACentral.org/emergingtech](https://PRIMACentral.org/emergingtech)**

## REGISTRATION FEES

PRIMA members – Free

Non-members – \$450



# TUESDAY, JANUARY 27

12pm–2pm ET

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## SESSION 1

12pm–12:45pm

### Smart Tech, Smarter Risk: Managing Emerging Risks in Public Entities

**Speaker: Tamika Puckett**

Technology is transforming the way public entities identify, assess, and manage risk. From AI and automation to cybersecurity threats and cloud computing, risk managers in municipalities, state agencies, and other public organizations face both new opportunities and unique challenges in today's digital landscape—and the risks are only expected to grow.

During this session, we will explore the present and future of technology-driven risk management in the public sector. You'll discover:

- Current technology risks impacting public entities, from cybersecurity threats and cloud dependencies to IoT vulnerabilities, legacy system integration, and reputational risks
  - Future technology risks, such as AI and automation challenges, advanced cyber-attacks, emerging regulatory requirements, and cyber-physical threats to critical infrastructure
  - Best practices for balancing technological innovation with responsible public-sector risk management
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## SESSION 2

12:50pm–1:35pm

### Emerging Technology and Public Policy

**Speaker: Matt Shabet**

Keeping up with the development, practice, and adoption of emerging technology across the spectrum of risks is a daunting task, especially when considering the protection of national security, public safety, and individual rights. Matt will brief symposium attendees on a range of policy shifts and considerations from local, state, and federal governments aimed at mitigating risk to the public from emerging technologies.

Attendees will learn more about various emerging technology public policy decisions and considerations.

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## SESSION 3

1:35pm–2:00pm

### Breakout Rooms

# WEDNESDAY, JANUARY 28

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12pm–2pm ET

## SESSION 1

12pm–12:45pm

### Emerging Technology in Claims: Balancing Innovation and Impact

**Speaker:** Ya'Sheaka C. Williams

Discover how technology is transforming the claims process—from AI and automation to predictive analytics. This session explores how to use tech effectively, the risks automation may pose, and what innovations are shaping the future of claims handling.

Attendees will explore the evolving role of technology in the claims process and its impact on efficiency, accuracy, and customer experience.

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## SESSION 2

12:50pm–1:35pm

### Crafting AI Governance: The ERM Blueprint

**Speaker:** Shannon Gunderman

Discover the unique power of Enterprise Risk Management (ERM) as a blueprint for crafting effective AI governance models. This session will guide participants through the process of utilizing ERM principles to identify, assess, and manage risks associated with AI technologies.

Attendees will explore how ERM can provide a structured approach to ensuring ethical standards, regulatory compliance, and strategic alignment in AI initiatives.

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## SESSION 3

1:35pm–2:00pm

### Breakout Rooms

# THURSDAY, JANUARY 29

12pm–2pm ET

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## SESSION 1

12pm–12:45pm

### From Pyramid to Diamond: Navigating AI's Reshaping of Organizational Hierarchies

**Speaker: Brian Thamm**

Traditional corporate structures are evolving as AI capabilities expand across industries. Organizations are observing shifts toward what some describe as “diamond-shaped” hierarchies—with fewer traditional entry-level positions, growing emphasis on specialized expertise in middle layers, and continued senior leadership roles. This represents a significant change in how careers typically develop and how organizations build their talent base.

Attendees will examine and explore practical strategies for adapting talent management approaches and learn how organizations are rethinking hiring practices, developing effective human-AI collaboration models, and creating alternative pathways for building expertise.

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## SESSION 2

12:50pm–1:35pm

### Managing Privacy Risk in the Information Age

**Speaker: Lara Ballard**

Few public sector organizations today can fulfill their mission without the assistance of emerging technologies that collect vast amounts of personal data. However, the members of the public we serve have expectations of privacy, and when they feel their privacy has been violated, it poses a real danger to continued public trust. What exactly is privacy, and how do we assess privacy risk when technology is constantly evolving and a person's expectations of privacy may or may not be reasonable, or even feasible?

Attendees will be briefed on the Department of Homeland Security's efforts to embed and enforce privacy protections and transparency, and how it applies to managing emerging technology risk.

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## SESSION 3

1:35pm–2:00pm

### Breakout Rooms

For more information, contact Shaunda Ragland, PRIMA's Senior Director, Education & Training, at [education@primacentral.org](mailto:education@primacentral.org) or 703.253.1261

## MEET THE SPEAKERS

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### **Lisa Ballard**

Lara has been a public sector attorney and privacy professional for nearly three decades, serving at the State Department for almost 18 years in both legal and foreign policy capacities, and most recently as the Privacy and Intelligence Oversight Officer for the U.S. Department of Homeland Security, Office of Intelligence and Analysis. In her session, she will review the fundamental concepts and principles of privacy that have served her well across a diverse range of contexts, including cross-cultural settings and emerging technologies, such as AI.



### **Shannon Gunderman**

Shannon is an Operations Director and Senior Consultant at Gallagher. He has over 25 years of experience in risk management, with areas of expertise that include project management, enterprise risk management, process improvement, predictive analytics, strategic planning, data analytics and visualization, litigation support, safety and HIPAA compliance, and claim management. Before joining Gallagher, Shannon served as the Administrative Services Director for Yuma County, Arizona, where he managed the County's property, liability, unemployment, and workers' compensation insurance programs. He also led process improvement projects in the areas of administrative records management, customer service, and the criminal justice system. Shannon is a certified public manager through Arizona State University and holds the CPCU, ARM, AIC, and CWCP designations.



### **Tamika Puckett**

Tamika is a seasoned public sector executive and enterprise risk management (ERM) leader with over 25 years of experience spanning risk management, operations, strategic planning, cybersecurity, and public administration. Currently serving as the Public Sector Practice Leader at Protecdiv, she drives strategy and engagement across middle-market and large-scale public sector organizations.

Tamika has held pivotal leadership roles, including Head of Cyber Risk Management at Zoom Video Communications and Chief Risk Officer for the City of Chicago, where she spearheaded the development of a citywide ERM framework. Her career also includes transformative roles with the City of Atlanta, Durham Public Schools, and Alexandria City Public Schools, where she led initiatives in risk mitigation, emergency management, and operational excellence. She most recently served as Head of Public Entity for Willis Towers Watson, where she drove the national strategy and client engagement across large and complex public sector entities.

Her expertise encompasses the implementation of enterprise-wide risk policies, claims administration, financial analysis, and project management. Tamika is recognized for her ability to align risk strategies with organizational objectives, promote cross-functional collaboration, and deliver measurable improvements in governance and compliance.

She holds a Master of Science in Financial Management from the University of Maryland and a Bachelor of Science in Criminal Justice from Georgia State University. She is also a Certified Risk Management Professional, as designated by the Risk and Insurance Management Society (RIMS).



### **Matt Shabet**

Matt is the Chief Risk Officer and Executive Vice President for Governance, Risk and Compliance at Native American Industrial Solutions, LLC, a government contractor. He is also co-founder and CEO of Control Cyber Risk Inc., a cyber risk consulting firm. Finally, Matt serves as an adjunct professor at Georgetown University with a focus on cybersecurity governance and cybersecurity law and regulation. He has 25 years of experience in cybersecurity and risk management, spanning both the public and private sectors.

Previously, Matt served as the U.S. Strategy Manager for a cybersecurity software company. Before that, he served for nearly 10 years in the U.S. Department of Homeland Security's former Office of Cybersecurity & Communications.

## MEET THE SPEAKERS

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While at DHS, Matt led DHS and interagency implementation of the Cybersecurity Information Sharing Act of 2015, supported maturation of cyber risk management practices and the cyber insurance marketplace, oversaw development of an operationally relevant approach to measuring the costs of cybersecurity, contributed performance goals to the NIST Cybersecurity Framework, led strategic planning, and developed program performance metrics. Before DHS, Matt was a Research Fellow with the Institute for National Strategic Studies at the National Defense University. He began his career as an attorney at Mayer Brown LLP in Chicago, where he practiced securities, mergers and acquisitions, and general corporate law.



### **Brian Thamm**

As Co-Founder and Chief Data and AI Officer at Sophinea Corporation, Brian leads organizations, especially those operating in federal government, defense, and mission-critical sectors, to achieve real impact with data, analytics, and artificial intelligence. At Sophinea, Brian's role goes beyond increasing sales and streamlining operations: he empowers clients to modernize their data stacks, strengthen analytics capabilities, and build secure, insight-driven solutions that advance both public and private sector missions.

Brian's career spans more than two decades, during which he has taken on some of the most challenging and high-stakes projects in both the government and defense sectors. Early in his journey, Brian managed critical Army test operations and overseas base security contracts. These experiences rooted his expertise in both operational discipline and risk assessment. Building on this foundation, he later led the deployment of cutting-edge data platforms for global initiatives with the U.S. State Department, where his technical leadership helped bridge continents and departments. Most recently, he has guided the implementation of advanced analytics and AI/ML tools for major federal agencies, including the National Institutes of Health and the Department of Education, driving innovation and measurable outcomes across complex bureaucracies. Brian's multidisciplinary background—encompassing military operations, engineering, and data science—makes him an invaluable partner for organizations navigating the intersecting demands of security, regulatory compliance, and digital modernization.



### **Ya'Sheaka C. Williams**

Ya'Sheaka is a partner in the Tampa office of Quintairos, Prieto, Wood & Boyer, P.A. Ms. Williams' practice involves the representation of employers, self-insured employers and insurance carriers in all aspects of workers' compensation claims in Florida and appears before Judges of Compensation Claims throughout Florida. Ms. Williams became recognized as an expert in workers' compensation law by the Florida Bar when she became Board Certified by the Florida Bar Board of Legal Specialization and Education. She is also a Certified Workers Compensation Law instructor by the Florida Department of Financial Services and has presented numerous classes and seminars to employers and claims adjusters throughout Florida. Ms. Williams has extensive experience in settlement negotiations, claims resolution, contract negotiations, mediation, and litigation. She has attained an AV Preeminent® designation rating from Martindale-Hubbell Law Directory, which is the highest possible rating for legal ability and ethical standards.

Before joining QPWB, Ms. Williams was the managing attorney of a Tampa law office specializing in workers' compensation defense, where she represented employers, PEOs, carriers, and third-party administrators on all workers' compensation matters for over 15 years.

Ms. Williams received her Juris Doctor from Stetson University College of Law in 2003 and a Bachelor of Arts from Brenau University Women's College in 2000, graduating with majors in conflict resolution and pre-law.

Ms. Williams is licensed to practice law in the State of Florida. She is a member of the Hillsborough County Bar Association, serving as co-chair of the Workers' Compensation Section, and the Claims and Litigation Management Alliance (CLM).

