

Statewide Email

DATE SENT: August 24, 2020

FROM: Henry Mack, Chancellor of Career and Adult Education

TO: District Technical College Directors

Via: Chancellor2@fldoe.org

SUBJECT: FW: Get CDC and other expert insights in contact tracing, August 27

Good Morning,

Below is an invite that any educational stakeholder can listen to regarding contact tracing. While the topic will be discussed from the IT perspective, and thus perhaps more suitable for your CIO, I thought I would share. It looks interesting.

Henry

Sent: Thursday, August 20, 2020 10:13 AM

Subject: FW: Get CDC and other expert insights in contact tracing, August 27

AVAYA

Experiences That Matter

Henry Mack
Chancellor of Career and Adult Education

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Contact Tracing Leadership Forum

Leveraging Resources and Technology to Act Quickly and Effectively to Ensure Public Safety

[Register Now](#)

 **Date:** August 27, 2020  **Time:** 11:00 AM – 1:00 PM EDT

Join us for this Contact Tracing Leadership Forum where you will hear from CDC leaders, a university CIO, and health experts share their knowledge and experiences in managing the current pandemic utilizing contact tracing.

Unlike the COVID-19 Novel Corona Virus, contact tracing is not a novel idea. That said, it has never been deployed at the global scale we're witnessing now. And we've never before had the technology and capabilities we can harness today ...to transform what had been largely a manual process to scale to address the unprecedented volume required in battling this pandemic. Systems incorporating automation and AI virtual agents can help meet the high demand, speed the process, and drive accuracy – all while mitigating risk and managing costs.

Avaya welcomes you to join an exclusive invitation-only **Contact Tracing Leadership Forum** to examine and share learnings on decision making, policy, and incorporating innovation into processes.

We'll address three phases of contact tracing:

- **Current Environment:** In the mist of the pandemic, highlighting operational excellence, best practices, and interaction strategies resulting from the hybrid workload management of predictive analysis and human + machine learning.
- **Enduring Stage/Phase:** As volume activity declines, utilizing analytic and predictive driven pre-emptive infection management to drive training, knowledge, learning and process innovation.
- **Beyond Covid-19:** 1 year later, standing down but maintaining testing scenarios to plan for future unprecedented events by establishing a decision matrix, governance/operating procedures, and leveraging emergency ready technology platforms.

Business, Health professionals, IT leaders, call center directors and others all play critical roles to accelerate tracking, monitoring, and notification of

potential exposure to COVID-19. The goal of the forum is give every participating leader an opportunity to broaden their network, build expertise by learning from shared experiences, and collectively accelerate our return to a COVID-free environment.

Featured guest speakers:



**Centers For Disease
Control And
Prevention**



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Panviva

We look forward to you joining this Contact Tracing Leadership Forum.

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[Register Now](#)

The Avaya Team

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