

Lessons of Change: Transforming During a Time of Massive Disruption in Government

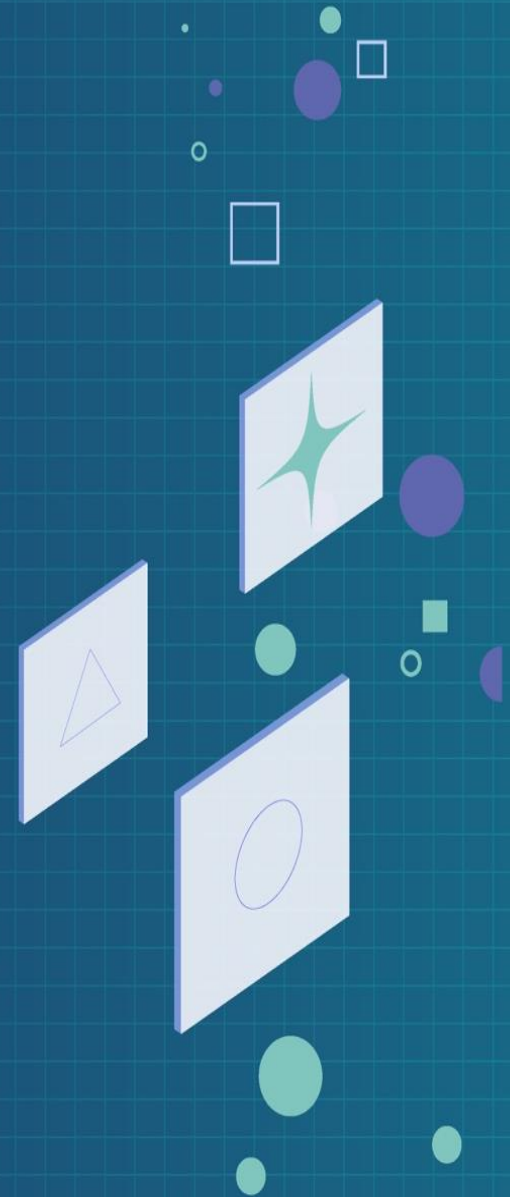


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From Sea to Sky

Lessons in leading through
people, process, and technology





Two Agencies, One Goal: Balancing People, Process, and Technology

People Process Technology

**The Pandemic Challenge:
A Case Study in Adapting All Three Elements**



Meeting the Challenge



Scaling Security Through Integration



Advancements and the future



My Lessons

1. True innovation comes from ***seamless integration***
2. Focus on all three elements ***simultaneously***.
3. ***Partnerships*** are crucial for cutting-edge needs.
4. Well-trained ***people*** will always be at the heart of effective operations.
5. ***Continuous improvement*** in all three areas is essential