



GSA Public Buildings Service

PBS National Customer Forum

We're All In This Together!



PBS National Customer Forum

*July 24th and July 25th, 2023
GSA Headquarters
Washington, DC*

Agenda - Monday, July 24th

- 1:00pm** Executive Welcome
- 1:15pm** We're All In This Together
- 2:45pm** Space Utilization and Overview of Workplace Offerings
- 3:45pm** Wrap Up and Tomorrow's Program Intro
- 4:00pm** Informal Networking in the WIL

All Sessions are in the Auditorium, and will be broadcast to the Workplace Innovation Lab (WIL)



PBS National Customer Forum

See Presenter Bios





Executive Welcome



Nina Albert
Commissioner
**GSA Public
Buildings Service**



Chad Gilchrist
Acting Assistant Commissioner,
Portfolio Management and
Customer Engagement
GSA Public Buildings Service

Monday, July 24th, 2023 1:00 PM - Auditorium and broadcast to WIL



We're All In This Together!



Andrea O'Neal
Senior Advisor to the Administrator
GSA
Moderator



Katy Kale
Deputy Administrator
GSA



Dr. Janice Underwood
Director, Office of Diversity, Equity,
Inclusion and Accessibility
OPM



Charles Hardy
Chief Architect
GSA



Allen Samuel
Director of IT Transformation PMO
GSA PBS



Bob Stafford
Chief Administrative Officer
GSA

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Space Utilization and Workplace Offerings



Charles Hardy
Chief Architect
GSA



Ryan Doerfler
Senior Workplace Strategist
Office of Workplace Strategy
GSA PBS

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Explore Our Workplace Offerings!

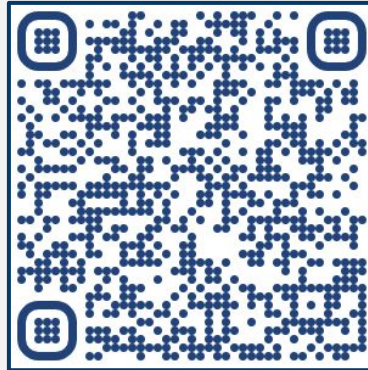
Workplace Engagements



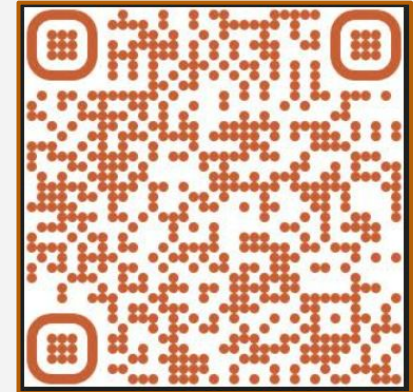
Workplace Investment Feasibility Model

WIFM 3.0

Client Enrichment Series
October 26th, 2023 2pm-3pm
virtual session



Federal Coworking



workplace.gsa.gov



Wrap Up and WIL Networking Welcome



Victoria Morrell

Deputy Assistant Commissioner
Office of Portfolio Management
and Customer Engagement

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