

Day One — Tuesday, July 30, 2002

3:00 Registration and Continental
Breakfast Sponsored by



3:45 Chairperson's Opening Remarks
Jake Hodges
Vice President, Operations
Eumetria

OPENING ROUNDTABLE

3:00 **Analyzing the Increasing Role of Voice-Enabled Technology in Government & Military Applications — The Future of Security, Communications, Education, Logistics & Intelligence**

- Analyzing the newest projects, RFPs and voice-enabled successes in meeting the federal policy objectives outlined in the White House Cybersecurity national strategy; Section 508; LASER/DARPA Communicator Project and other key government initiatives
- What are the most important new products and research advancements in speech-enabled applications?
- What are the best models for integrating Speech Technology with other Face, Fingerprint, Handwriting and other Multimodal forms of Biometrics?
- Improving the accuracy of voice recognition for topic-sorting, intelligence operations and other essential federal applications

Roundtable Moderator:

Jake Hodges
Vice President, Operations
Eumetria

Roundtable Participants:

Dr. Joel Davis
Scientific Officer,
Cognitive, Neural & Biomolecular Science and
Technology Division
Office of Naval Research

Dr. Melissa Holland
Speech-to-Speech IPT
Army Research Lab

David Rich
Director, Industry and Channel Solutions
Nuance Communications

Larry Alexander
Product Technology Manager — Support Solutions,
Navy Logistics
Lockheed Martin Information Systems

Dr. Robert W. Schumacher
General Director, Mobile MultiMedia
Delphi Delco Electronics Systems

Steven P. Schuetz
National Institute of Justice, Office of Science and Technology
U.S. Department of Justice

10:30 Refreshment and Discussion Break

FEDERAL TECHNOLOGY TRENDS

11:00 **The Collaborative and Competitive Speech Tech Landscape for Military, Federal and State/Local Government**

This talk covers speech recognition, speech synthesis, and speaker authentication. Its focus is on the ways government and military agencies can implement these technologies with efficiency, cost, service, and quality in mind. It addresses the following questions:

- What kinds of things are government and military agencies using speech/voice technologies for?
- What kinds of systems are commercially available?
- How good are they?
- What is the market for these technologies?
- The talk will focus on COTS and commercially-available developer tools.

Dr. Judith Markowitz
Associate Editor, **Speech Technology Magazine**
Publisher, **Voice ID Quarterly**
President, **J. Markowitz Consultants**

11:45 **Improving Federal Job Training through Speech Technology**

Speech-enabled education has become an integral tool for quickly training government employees and military personnel in flight/air traffic control training, language and/or culture immersion as well as other essential learning environments. This presentation will share Dr. Kathleen Egan's valuable expertise and diverse experience as a developer of a variety of speech-enabled training and operations tools for creating and implementing superior speech-enabled programs.

Dr. Kathleen Egan
Language & Speech Program Manager
Department of Defense

12:15 *Luncheon for Delegates and Speakers*

1:30 **An Overview of the LASER Project**

LASER and the DARPA Babylon Project represent some of the most exciting possibilities in speech technology. LASER (Language And Speech Exploitation Resources) was designed to remove foreign language as a barrier across the spectrum of Defense operations (intell, CSS, Comms, air defense, etc.) The DARPA Babylon program will lead to rapid, two-way, multilingual speech translation interfaces for users in combat and other field environments. In this presentation, Dr. Melissa Holland will provide an overview on:

- A History of LASER and ACTD (Advanced Concepts Technology Demonstration)
- LASER ACTD plans and goals
- LASER's interaction with DARPA Babylon program
- An overview of speech technologies being leveraged/developed for field testing

Dr. Melissa Holland
Speech-to-Speech IPT
Army Research Lab

2:15 **Improving Critical Public Information Channels Through VoiceXML**

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- XML Web Services and their value proposition for the government
- Agency and Interagency efforts with XML Web Services
- Meeting the New Public Safety Concerns of 9/11 through VoiceXML at Federal & State/Local Levels
- VoiceXML and universal access to government content
- The EPA Local Emergency Planning Committee Database on the Web and on the telephone
- Multi-channel information dissemination projects with our partners

Brand Niemann

Office of Environmental Information
U.S.Environmental Protection Agency (EPA)
FedGov Content Network Development and Management and XML Web Services Training

Janina Sajka

Director, Technology Research and Development
Governmental Relations Group
American Foundation for the Blind

3:15 *Refreshment Break*
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3:45 **Integrating Low Cost COTS-based Voice Technology**

- Lessons Learned from the Joint Strike Fighter Autonomic Logistics Information System development
- Biometric technology use in DoD Logistics Systems
- Finger print and facial pattern recognition technologies
- Nomadic Maintenance using Voice technology
- Integrating mobile computing solutions with voice

Larry B. Alexander

Product Technology Manager
Lockheed Martin Information Systems — Support Solutions

4:15 **Deploying & Improving Text-to-Speech (TTS) Mobile Services**

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UDY

- A short history of the largest single deployment of TTS mobile services
- Criteria and tools for benchmarking and field testing speech intelligibility
- Deploying critical intelligence or public information for mobile environments
- Strategies for increasing the speed of public warnings and watches
- Transitioning from outdated public information systems cost-effectively

Keith Pearce

Government Marketing Manager
SpeechWorks International

5:00 *Day One Concludes*

Day Two — Wednesday, July 31, 2002

8:00 *Continental Breakfast*

8:45 *Chairperson's Opening Comments*

Jake Hodges

Vice President, Operations
Eumetria

9:00 **Evaluating Field Applications of Speech Technology — Improving Noise Reduction, Mobile Applications and Security**

- Analyzing the limitations and successes of recent field tests and deployments of speech-enabled translation, logistical and security tools
- Problems caused by noise and multiple speakers in field environments
- Difficulty in separating noise from speech without degrading the information in the speech signal
- Alternative speech sensors for noise reduction
- Multimodal sensor fusion for noise reduction
- Managing user expectations

Roundtable Moderator:

Jake Hodges

Vice President, Operations
Eumetria

Panel Participants:

Francis (Pete) Fisher

Principal Investigator for Speech Technology
Army Research Laboratory

Dennis Carlton

Director of Federal Operations
International Biometrics Group

Nathan Smith

Expeditionary Logistics, Future Naval Capabilities
Office of Naval Research

Kurt Godden

Technical Director
ATL Project, DARPA Communicator
Lockheed Martin Advanced Technologies Laboratories

10:15 *Refreshment Break*

10:45 **The Future of Voice Access & Authentication for Federal and Military Installations**

- Case study – How a major military base installed a secure, flexible system for voice access to directory information
 - Examining the essential components of security for voice access and directory listings
 - Enabling ease of use for info retrieval
 - Strategies for a fast, effective deployment and implementation
 - Results and ROI
- Differentiating between the new voice authorization/authentication systems and voice-accessed directory directory packages
- The future of voice access & authentication – New challenges and research

Fred Herrmann

Director, Federal Sales
Phonetic Systems

COCKTAIL RECEPTION
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11:15 **Transforming Print Listings into an Interactive Phone Service for Intelligence Gathering, Public Utility & Performance Benchmarking**

The Federal Government has begun to explore the best way to transform costly print listings of government agencies in phone books to a less-expensive automated voice directory. This directory would have the power to:

- Enable citizens to navigate through previously complex government agencies to find the correct person of contact
- Create a more efficient, productive way for the public to contribute to Home Security and other intelligence-gathering initiatives
- Provide former costly directory assistance calls free of directory
- Allow state and local divisions of federal services to update their listings to improve the accuracy of federal listings

Susan Turnbull
Office of Governmentwide Policy
US General Services Administration (GSA)

11:50 **Leveraging the Applicability of Spatial Audio Displays Utilizing Speech Technology to Improve Speech Intelligibility and Enhance Situation Awareness**

The use of Spatial Audio Display technology is rapidly expanding for a variety of key military and government operations, ranging from: Traffic Alert and Collision Avoidance Systems; Command and Control Logistics; Devices for the Hearing Impaired and VR-enhanced Training. For soldiers or law-enforcement officers, SAD applications can reduce workload, enhance target acquisition, achieve realism, increase situational awareness and improve the quality of mobile or sensitive communications.

Robert S. Bolia
Human Interface Technology Branch (AFRL/HECP)
Air Force Research Laboratory

12:30 *Luncheon for Speakers and Delegates*

1:30 **Analyzing the Quality of Current Voice Scan/Voice Verification Deployments for Secure Site Access and other Operations**

- What is a voice-scan?
- What are the benefits of deploying voice-scan?
- What are the current deployments?
- What applications are best suited for voice-scan?
- How can voice-scan and voice verification best be integrated with other biometrics and security systems
- In this presentation you will learn about: the technology, market size, vendors, current deployments, and performance of voice scan and related biometrics

Dennis Carlton
Director of Federal Operations
International Biometrics Group

2:20 **Migrating Legacy Systems for Advanced Speech-Enabled Applications**

- The current state of federal systems and obstacles to telephony-based systems
- The pros and cons of migrating legacy systems
- How do you start/achieve migration? — A strategic gameplan for overcoming the issues affecting the migration
- Leveraging heritage systems for a future solution
- Contrasting the security, reliability, robustness (volume of calls) and scalability of traditional, IP-based and hybrid systems
- Case studies/lessons learned

Chuck Sammons
Sr. Systems Engineer II
Raytheon

James Lascody
Sr. Software Engineer
Raytheon

Speaker to be announced
Cisco SE

3:00 *Conference Concludes*

FEDERAL
AGENCIES
CASE
STUDY

DON'T MISS OUR SECTION 508 POST-CONFERENCE WORKSHOP BRIEFING — Wednesday, July 30, 2002

3:15 *Workshop Registration*

3:30 **Empowering Disabled Federal Employees: The New Business Development Opportunities of Section 508**

- Which Federal Information Services have the greatest needs for new technology solutions for Section 508?
- What are the greatest needs for new products, consulting and integration services created by Section 508?
- Which new technology trends are creating new challenges or in-roads for enabling disabled federal workers?
- Providing emergency information during an emergency condition is critical. How did 9/11 prove illustrative for these on-going needs - especially with regard to people with disabilities?
- Meeting the Section 508 mandate requires redundant modalities over redundant distribution channels — analyzing some of the largest successes and unmet needs
- Analyzing how information back-ends that can supply semantically rich XML provide the most effect, and the most cost effective, solution for all citizens, including people with disabilities.
- Accounting For All: We could do better still if people would register in advance. But this poses significant and meaningful privacy concerns. What are these opportunities and issues? What dialogs and information firewalls might help us resolve this conundrum?

Janina Sajka
Director, Technology Research and Development, Governmental Relations Group
American Foundation for the Blind

5:30 *Workshop Concludes*

WHO SHOULD ATTEND

PRIVATE SECTOR:

Vice Presidents, Directors and Product Managers of:

Military/Government Contractors • Voice/Speech Technology • Mobile Devices • Telecommunications/IP Telephony • Logistics & Infrastructure
Education/Simulation/Training • Section 508 • Biometrics • Call Center/Help Desk • Information Technology

PUBLIC SECTOR:

Technology Research, Development & Operations Directors for the:

Department of Defense • Department of Justice • Department of State • Department of Education • Department of Transportation

As well as: • National Security Related Organizations • Immigration and Naturalization Services • Correctional Services • Health & Human Services

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Founded in 1994, Phonetic Systems (www.phoneticsystems.com) is the world leader in voice-enabling dynamic directories ranging in size from thousands to millions of listings. Phonetic Systems voice authentication/authorization, password reset and business continuity applications are vital components of a secure, flexible directory strategy that supports a wide range of federal and military installations.

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Nuance's speech recognition, voice authentication and text-to-speech software is changing the way companies and government agencies interact with customers over the phone. In markets around the world, leading telecommunications carriers, corporations, and state and federal agencies use Nuance's software to reduce costs, increase caller satisfaction, and improve security. For more information about Nuance, visit www.nuance.com or call 1-888-NUANCE-8.

DAY ONE BREAKFAST SPONSOR



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Speech Recognition Update is a professional newsletter for organizations contemplating the use of speech recognition in their business. It is written by William Meisel, president of TMA Associates, an industry market consulting firm, and a recognized expert who has been on both the business and technology sides of speech technology for more than two decades. For more information, see www.tmaa.com or contact info@tmaa.com



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SpeechRecognition.Net

SpeechRecognition.Net, Inc. is a Florida-based company focused exclusively on the sales and marketing of speech and voice recognition services and other related technologies. The company has a global network of affiliates that sole function is to uncover new potential clients and applications in almost each and every vertical market. Reaching the end-user to the enterprise, SpeechRecognition.Net serves as a diving force within the industry and welcomes all marketing, sales, partnership and alliance inquiries at: info@speechrecognition.net and 954-929-9292.

Biometric Digest

The Biometric Digest provides an executive news digest on biometric identification, security, fraud, finger scan, signature, voice, iris print, facial recognition, and more. The monthly newsletter is supplemented by Biometric Media Weekly with biometric news of the past week. The weekly news is sent by e-mail and provides links to the news sources and vendor web sites. Our Biometric Information Directory is the bible of the industry. For information, visit <http://www.biodigest.com>.



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With its 600-plus members, the VoiceXML Forum is helping to drive the development of products and services built on the VoiceXML standard, now in Version 2.0 review. The VoiceXML Forum, in formal partnership with the W3C, is developing certification programs to ensure VoiceXML interoperability for the buying public and vendor community alike. In addition, the VoiceXML Forum provides educational and marketing initiatives to propel implementation of the specification and to help VoiceXML gain ubiquitous global adoption. The VoiceXML Forum is proud to announce support for Multimodal applications, which will speed the expansion of combined voice and data products and services world-wide.

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