

From Frenemies to Teammates: Bridging the IT-Director Divide in 9-1-1

When technology and operations collide, the results can be costly and all too common in the 9-1-1 environment. Directors and IT leaders share the same mission: to keep systems running and responders safe. Yet differences in priorities, language, and expectations often turn allies into adversaries.

This presentation will discuss the friction firsthand and how to unpack why these partnerships sometimes struggle and how they can thrive. Through real-world examples and candid discussion, the session will explore how communication breakdowns impact performance, and what happens when collaboration finally clicks.

Attendees will leave with practical tools to strengthen relationships, align technical and operational goals, and build a culture where IT and leadership operate as one unified team serving the same critical mission.

Key Takeaways

1. **Understand the Divide** – Identify the root causes of tension between IT and operations in the 9-1-1 environment.
2. **Bridge with Communication** – Learn practical strategies to build trust, mutual understanding, and shared priorities.
3. **Replicate Success** – Hear real examples of centers that turned conflict into collaboration and improved overall performance.

Main Presenter: Billy Keen
Title: Director of Technical Services
Email: Billy@gov-worx.com
Contact info:
Bio:

William “Billy” Keen, ENP is the Director of Technical Services at GovWorx, where he leads the delivery and scaling of mission-critical technology solutions for 911 dispatch centers and public safety agencies nationwide.

With more than 12 years of hands-on experience working within PSAP environments, Billy has supported the full public safety technology ecosystem—including radio systems, telephony, networking, servers, CAD systems, and voice logging platforms. His field experience provides a deep understanding of the operational challenges agencies face and shapes his practical, results-driven approach to technology implementation.

In addition to his technical expertise, Billy brings extensive experience in government procurement and grant funding, helping agencies successfully secure, implement, and scale critical solutions. Today, he focuses on building high-performing teams, improving system reliability, and driving innovation that enhances emergency response outcomes.

:large_blue_diamond: Short Version (Agenda-Friendly) William “Billy” Keen, ENP is the Director of Technical Services at GovWorx, with over 12 years of PSAP experience supporting radio, telephony, networking, CAD, and voice logging systems. He specializes in delivering scalable solutions for public safety agencies and navigating procurement and grant funding to drive successful implementations.