

NLC-RISC IT SYMPOSIUM

APRIL 2026

Event Overview

The second annual NLC-RISC IT Symposium was held April 16-17, 2026, bringing together 34 participants from 13 state municipal league risk pools. The symposium provided a collaborative forum for IT professionals and cross-functional leaders to share insights, challenges, and practical strategies specific to public entity pooling. Discussions focused on AI adoption, system integration, learning management systems, communications modernization, online portals, and data-driven decision-making, with an emphasis on peer learning in an informal, non-vendor-driven environment.

Discussion Highlights

The symposium framework centered on key technology topics impacting state municipal league risk pools. Sessions were designed to encourage open, peer-driven dialogue using guiding questions and shared context to maximize engagement and feedback from attendees. Discussion topics included:

- **AI Adoption Strategies**
 - Discussion focused on how pools are approaching AI adoption across their organizations, including culture, leadership expectations, governance, and risk awareness. Attendees shared current use cases, tools in use, data security considerations, and the expanding role of IT in supporting enterprise-wide AI initiatives.
- **Learning Management System (LMS) Landscape**
 - Conversation examined the current LMS landscape within pooling organizations, including platforms in use, common strengths, and ongoing challenges. Topics included system integration, reporting limitations, administrative effort, content management, and the internal resources required to support training and compliance needs.
- **Unified Communications & Member Outreach**
 - Attendees discussed trends in unified communications, including increased reliance on Microsoft Teams, evolving phone strategies, and the realities of hybrid and remote work. Emphasis was placed on change management, user adoption, security considerations, and the cultural factors influencing successful modernization.
- **Pool Show & Tell**
 - A dedicated 2.5-hour session allowed each pool to share high-level examples of tools, workflows, dashboards, and AI-enabled solutions currently in use at their organizations. The extended format supported deeper discussion and peer learning across a wide range of operational, data, and technology initiatives.

- **Online Portals & Email Marketing**

- Discussion explored how pools are leveraging online portals and email marketing to support member engagement and service delivery. Topics included portal functionality, system integration, access controls, outreach coordination, and the potential role of AI in supporting communications within governance constraints.

- **Wrap-Up**

- Overall feedback on the symposium was very positive, with participants valuing the peer-driven format, candid discussions, and practical focus of the sessions. Attendees also noted that non-IT participants continued to gain significant value from the content, prompting discussion about how the symposium's focus and branding may evolve to reflect its growing cross-functional relevance.

A special thank you to the **Florida League of Cities**, who graciously hosted the event at their new offices in Orlando, providing an engaging setting that encouraged open dialogue and peer learning among participants. We would also like to thank our meeting facilitators, **Ryan Draughn**, Chief Information Officer, NLC Mutual, and **Mark Snodgrass**, Director of Business Intelligence, NLC Mutual, for their guidance and expertise throughout the event.

We appreciate the thoughtful feedback shared and will use it to continue strengthening the symposium in the years ahead.