

## Doug Glenn

AGA D.C. Chapter President 2010-2011

AGA National President 2016-2017



- **How did you get started in your government career?** I graduated just before the CFO Act [of 1990] and “fell into” government accounting. After eight years in big and small firms, a better work-life balance and a strong desire to serve my country pulled me into the civil service.
- **How has the financial management profession changed since you first joined the government?** It has taught me to better value information, getting hold of it, and communicating it in ways that help others understand it as quickly and completely as possible. After all, isn’t an accountant’s job to provide timely, useful, information?
- **Would you describe your first involvement with the AGA?** Cheapest continuing professional education credits around. It was purely self-interest but as I became more familiar with the mission and great things AGA was doing, I invested more of myself into the organization. It has been an effort with a very high return on investment!
- **What were some of the biggest changes that happened at the AGA during your career?** The shift from improving internal controls (i.e., getting clean audit opinions) to providing better value has been a pleasure to see. We are serving our country and we are making a difference. We are the industry that is measuring, highlighting, and communicating the fiscal cliff our country is heading for!
- **Who at AGA inspired you the most over the years? How did this person influence you?** It’s hard to narrow it down; there have been so many great leaders and great conference speakers. It’s hard to single one out. However, a speaker at a former AGA conference once presented in a Hawaiian shirt and asked: “Have you ever seen a guy in a Hawaiian shirt having a bad day?” I’ve taken his thought process to heart ever since and have instituted a casual Friday dress code in offices (including the Pentagon) as a result.
- **Would you describe the significant financial management milestones you achieved at the federal agencies you worked at?** Submitting a Performance and Accountability Report early after successfully addressing a prior year disclaimed audit opinion, along with getting a Cabinet-level agency down to one significant deficiency stand out, as well as advocating for better CFO value with data analysis/visualization. But, I think the most significant milestone is seeing staff achieve great things and accomplish more than they thought possible.
- **You served as the D.C. Chapter President and as AGA National President. What can you tell me about the priorities that you addressed during these periods? What are your proudest accomplishments?** I’m very proud of our industry. We’re filled with

hard working folks, largely unappreciated, who are just trying to do the right thing for the right reasons and it's a pleasure to be among their ranks. I'm proud that I made it a priority to celebrate our industry and what we do for our country every day, night, and weekend.

- **Would you describe some of the challenges you faced during your terms as D.C. Chapter President and/or as AGA National President?** With any large group, trying to achieve consensus or at least a majority preference is always a challenge. Like many, I enjoy making a difference and it's hard to feel that way when you're mired in seemingly endless debate. It's easy to think "Just make a decision," but it's just not that easy.



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- **Can you describe an AGA project or effort that was the most fun for you to work on? What made it memorable?** Presenting on data analysis and visualization across the country. There's no doubt that data visualization accelerates the rate and accuracy of data comprehension. Opening people's eyes to this fact as they realized a way to increase the data's value was highly rewarding. Speaking on leadership was also incredibly rewarding as people have often approached me (sometimes years later) to say how much my presentation meant to them and made a difference in their careers.
- **What advice would you offer to early-career AGA members?** Develop your self-esteem. We all have our insecurities and if you're not emotionally healthy, it's easy to get beaten down, hold yourself back, and/or withdraw as opposed to meeting challenges, taking risks, and bouncing back from failure.
- **What is your favorite AGA event to attend? Why?** The Professional Development Training (PDT) so I can see my friends!!!
- **What are your expectations for the future of government financial management? What do you think will remain the same in the next 10 or 20 years? What will be different?** Assuming the role of the accountant stays the same (i.e., providing timely, useful information), I think robotics, artificial intelligence, and other new technologies will automate accounting operations. As a result, accountants will become more focused on data analysis, forecasting, pareto analysis, and data visualization.
- **Is there anything else that you would like to share your fellow AGA members?** The AGA directly and positively impacted my career. It helped me build a network that gave me inside tracks on job opportunities, introduced me to "rockstars" that made GREAT things happen in my offices, and provided me invaluable feedback on potential recruits. As I said before, it has been an effort with a very high return on investment!



Double Chapter Presidents - DC Chapter and National – at the March 2017 Luncheon:  
Doug Glenn, Virginia Robinson, Evelyn Brown, Lisa Casias, and Samuel T. Mok