

2021 digital.nsw

HYBRID SHOWCASE

Driving growth and delivering improved outcomes for NSW

23 - 24 November 2021

Royal Randwick and Online



Dear Colleagues,

Over the last 18 months, the ongoing pandemic has caused unfathomable socio-economic impact on communities across NSW. Despite the persistent challenges, the NSW public sector have seized the opportunity to transform service delivery to provide better outcomes to citizens.

Sustained investment in back-office transformation and improved digital services continues to drive better citizen engagement with government, while record investment in infrastructure and place-making will revive local economies in the wake of the pandemic. The NSW Government is also leveraging ICT procurement to drive NSW's economic recovery, with strategic investments that are helping to grow local industries and create a world-leading tech sector in NSW.

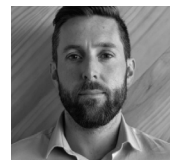
Public Sector Network is excited to play our part in helping NSW Government to not only manage, but overcome and harness the ongoing challenges presented by the pandemic. By providing public servants with tools and platforms to benchmark, upskill, network and collaborate, we continue to help government break down silos, share information and provide access best-in-breed suppliers.

In 2021 we plan to deepen our relationship with the NSW Government by providing an increased number of touchpoints for both current and future leaders.

These include:

- Monthly industry briefings highlighting key government initiatives;
- Closed door, intimate and interactive luncheons designed to connect NSW Government's most influential stakeholders;
- An improved hybrid digital.nsw Showcase at Randwick Racecourse and Online across two days, Tuesday 23rd and Wednesday 24th November.

We deeply appreciate your ongoing support, and look forward to working closely with you and your team in 2021.



Charlie Hamer

Chief Operating Officer & Co-Founder
Public Sector Network

Agenda at a glance

This year, the **2021 digital.nsw Showcase** returns in a hybrid format across two days to showcase how the NSW Government continue to move 'beyond digital' to improve CX and services. Throughout everchanging conditions and uncertain futures, the NSW public service continues to collaborate, ideate and innovate services for their citizens

Strategy

The Strategy session will take a look at the challenges and opportunities faced by a range of agencies and departments across the NSW Government. It will provide attendees with insights into the current focus and future directions being taken to aid the recovery and restoration efforts in our State.

Day 1

Stream 1 Digital

Digital reform plays a critical role in improved service delivery across NSW government.

Emerging technologies and digitalised processes have made it easier for citizens to engage with government, improving access and inclusion. By driving further front and back-end digital transformation, the Digital stream will showcase how government can continue leveraging emerging technologies to create world-leading, citizen-centric services.

Day 1

Stream 2 Data

Data must be utilised to inform decision making and deliver better outcomes to communities.

Furthermore, the safe and secure sharing of information encourages collaboration between agencies, supporting better customer service, policy development, responsiveness and innovation. By focusing on privacy, accountability and transparency, the Data stream will explore how government can share information to improve service design and delivery.

Day 2

Stream 1 Resilient and Sustainable ICT Infrastructure

Innovation in ICT infrastructure is helping to optimise business functions across NSW government.

Emerging technologies can enable the redesign of ineffective processes and drive increased productivity across corporate operations. Join the ICT Infrastructure stream to explore how advancements across cloud, cybersecurity, digital identity and IT are optimising business processes across NSW government.

Day 2

Stream 2 Smart Places

Smart Places create a better quality of life for citizens by using technology and information to open up economic, social and cultural opportunities.

By embedding technology in places, government can empower citizens to improve the productivity, liveability and resilience of their communities. The Smart Places stream will explore how a range of agencies are using place-based technologies to build the future cities of NSW.design and delivery.



It was great to hear what's going on in the digital space in NSW government - some surprising and encouraging insights.

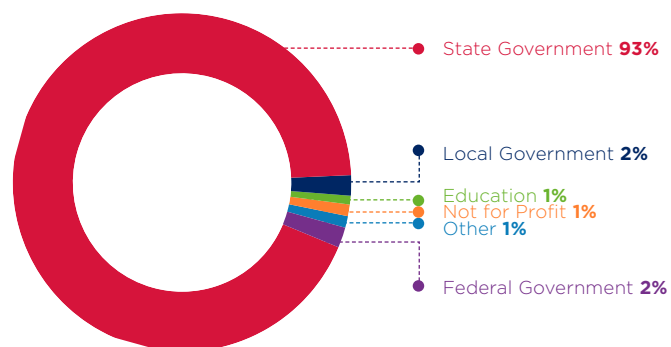
Transport.NSW

digital.nsw Event Snapshot 2020

DATABASE SIZE

8,000 +

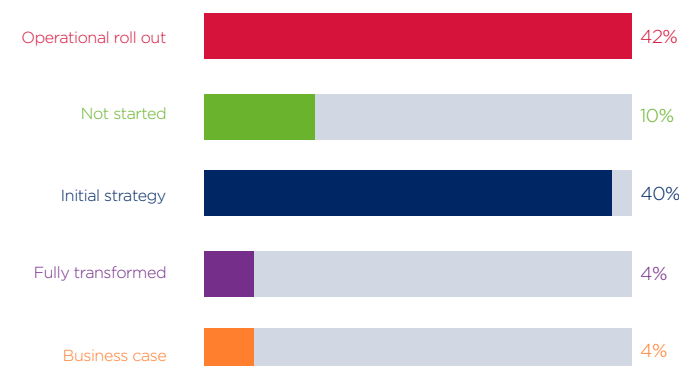
TIER OF GOVERNMENT



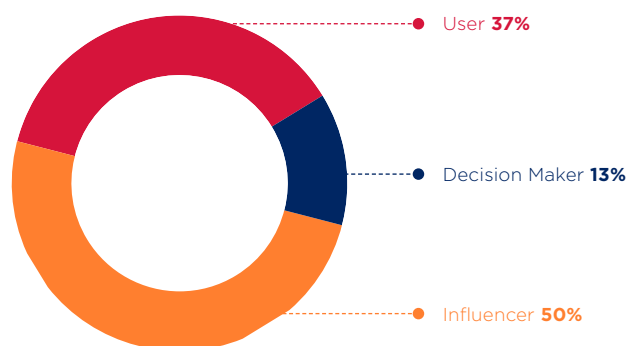
TOP 5 PARTICIPATING ORGANISATIONS



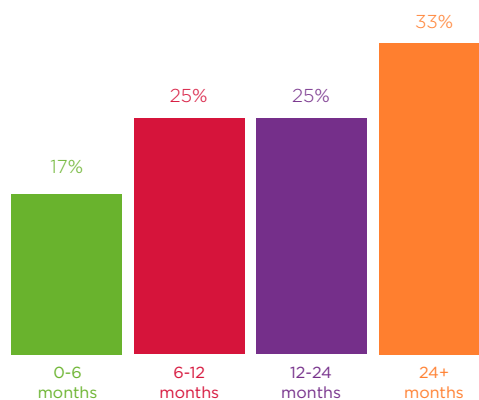
DIGITAL TRANSFORMATION JOURNEY STATUS



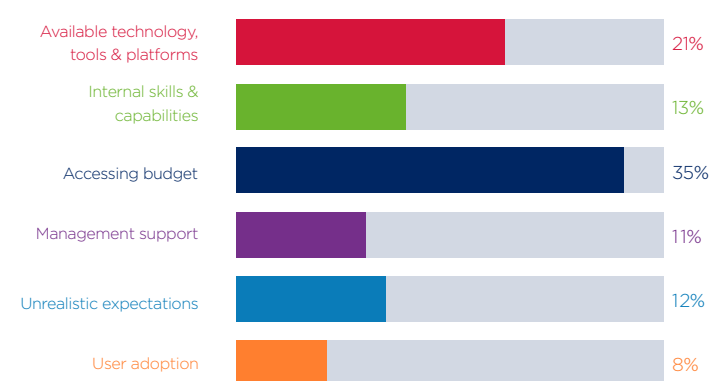
ATTENDEE ROLE



INVESTMENT TIMEFRAME



BIGGEST BARRIER TO ACHIEVING TRANSFORMATION GOAL



2021 SHOWCASE SPEAKER LINE-UP



The Hon. Victor Dominello MP

Minister of Customer Service, and Minister for Digital



Emma Hogan

*Secretary,
NSW Department of
Customer Service*



Kylie De Courteney

*Chief Executive Officer,
NSW Telco Authority*



David Chandler OAM

*NSW Building
Commissioner,
Office of the NSW Building
Commissioner*



Greg Wells

*NSW Government Chief
Information and Digital
Officer (CIDO)
NSW Department of
Customer Service*



Kathrina Lo

*Public Service
Commissioner,
NSW Public Service
Commission*



Scott Johnston

*Chief Commissioner of State
Revenue; Commissioner
of Fines Administration;
Deputy Secretary
Revenue NSW*



Chris Fechner

*Chief Executive Officer,
Digital Transformation
Agency (DTA)*



Kerrie Burgess

*Director, Digital and Program
Delivery, Better Regulation
Division,
NSW Department of
Customer Service*



Renault Phong

*Chief Data & Analytics,
Department of Regional
NSW*



Rose Webb

*Deputy Secretary, Better
Regulation Division,
NSW Department of
Customer Service*



Simon Herbert

*Chief Data Officer,
NSW Department of
Customer Service*



Tony Chapman

*NSW Chief Cyber Security
Officer, Executive Director /
Cyber Security NSW,
NSW Department of
Customer Service*



Simon Geraghty

*Executive Director, Government
Technology Platforms,
NSW Department of
Customer Service*



Simon Hunter

*Executive Director,
Smart Places & Cluster
Infrastructure Priorities,
NSW Department of
Planning, Industry and
Environment*



Michelle Price

*Chief Executive Officer,
AustCyber*



Amy Brown

*Chief Executive Officer,
Investment NSW*



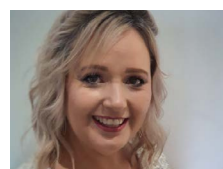
Brett Newman

*Chief Executive Officer,
City of Parramatta*



Daniel Hunter

*Chief Executive Officer,
Business NSW*



Sandie Matthews

*Chief Information Officer
NSW Department of
Education*



Mark Howard

*Executive Director, ICT; Digital
Investment and Assurance,
NSW Department of
Customer Service*



Lewis Clark

*Head, Transport and
Innovation
Transport for NSW*



Mark Lenzner

*Executive Director, ICT and
Digital Sourcing, Digital.NSW,
NSW Department of
Customer Service*



Amanda Ianna

*Registrar,
NSW Registry of Births,
Deaths & Marriages*

2021 SHOWCASE SPEAKER LINE-UP



Rachel Maiden

Director, Digital.NSW
NSW Department of
Customer Service



Helen Palmer

A/Director Innovation
Ecosystems,
Investment NSW



Nick Rodwell

Director, Government Made
Easy,
NSW Department of
Customer Service



Kate Carruthers

Chief Data & Insights
Officer,
University of New South
Wales (UNSW)



Suneetha Bodduluri

Director, Channel
Enablement
Service NSW



Richard Taggart

Chief Information Officer,
Sydney Local Health
District (SLHD),
NSW Health



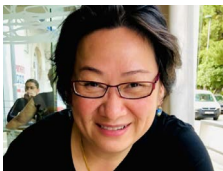
Sharon Smith

Executive Director, System
Information and Analytics,
NSW Health



Shona Porter

Executive Manager City
Strategy,,
Cumberland City Council



Yin Man

Director Digital,
Office of the NSW Building
Commissioner



Greg Alchin

Principal Accessibility
Specialist,
Service NSW



Rahul Dutta

Director, Digital Products,
Service NSW



Glenn Lewis

Program Manager, Digital.
NSW
NSW Department of
Customer Service



Katherine Larish

Advisor
Public Sector Network



John Mackenney

Principle Digital Strategist,
Adobe



Michael Pride

Regional Digital Security
Solutions Manager
Entrust



Kate Harrington

Head of Strategic Digital
Initiatives, digital.nsw,
NSW Department of
Customer Service



Darren Goodsir

Executive Director,
Communications &
Engagement
NSW Department of
Education



Theresa Anderson

Advisor
Public Sector Network



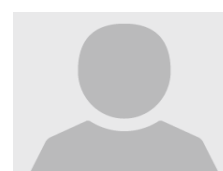
Katarina Ruszczyk

Advisor
Public Sector Network



Rochelle Thorne

Advisor
Public Sector Network



Geetu Sandhu

Customer Success Director
MuleSoft



Adam Oaten

Enterprise Account Manager
NSW Government



Alethea Murphy

Regional Director
ServiceNow



Peter Marelas

Chief Architect APJ
New Relic

2021 digital.nsw

HYBRID SHOWCASE

→ 23 - 24 November 2021

Agenda Overview

At the end of 2019, digital.nsw released *Beyond Digital*; a bold customer and digital strategy for the citizens of NSW. Outlining six key customer commitments, the Beyond Digital strategy combined holistic policy and community consultation to deliver outcomes-focused services across NSW.

Last year's digital.nsw Virtual Showcase 2020 showcased how Beyond Digital enabled the NSW public service to deliver agile and responsive services throughout the pandemic. Indeed, the ongoing health crisis has sustained NSW government's focus on Digital - not only to support COVID-response across health and essential services, but also enable economic recovery by driving growth and delivering improved outcomes for NSW.

This year, the digital.nsw Showcase will be in a unique hybrid format to showcase how the NSW Government continues to move 'beyond digital' to improve CX and services for the people of NSW. It will also mark the debut of the *Beyond Digital 2.0* strategy, which provides a framework by which the NSW public service can continue to collaborate, ideate and innovate throughout everchanging conditions.

Who should attend?

These programs are designed for senior executives from major agencies and departments with active projects who are seeking solutions.

Reasons to Attend



Explore how digital and data are transforming government services and helping to deliver positive outcomes to citizens



Discover emerging technologies enabling faster, safer and more efficient operations across the NSW public sector

Agenda | Day 1 - Tuesday 23 November

Morning Plenary

08:00am	Registration / online lobby open
08:30am	Welcome to country
08:40am	Opening remarks from chair Katarina Ruszczyk , <i>Advisor, Public Sector Network</i>
08:45am	Ministerial keynote: From conception to customer: Manifesting citizen-centric design and delivery to make government easier <ul style="list-style-type: none"> Realising the power of digital to deliver efficient and accessible services across all areas of government Improving social, economic and environmental outcomes by harnessing digital transformation in back-end systems and customer facing operations Hon Victor Dominello MP , <i>Minister for Customer Service; Minister for Digital</i>
09:15am	Keynote address: Evolving our Beyond Digital strategy: Driving growth. Delivering improved outcomes for NSW <ul style="list-style-type: none"> Providing an overview of the performance and plan for the Digital Restart Fund Exploring new and emerging customer and digital opportunities across precincts, infrastructure, security, smart places, connectivity and credentials as part of Beyond Digital 2.0 Greg Wells , <i>NSW Government Chief Information and Digital Officer (CIDO)</i> , NSW Department of Customer Service
09:45am	Diamond partner session <i>Presented by AC3</i>
10:05am	Government Keynote: Harnessing our partnership ecosystem to deliver our digital strategy and drive growth <ul style="list-style-type: none"> Highlighting the importance and benefits of supplier diversity and making it easier to do business with the NSW Government Identifying new and emerging capabilities and procurement pathways needed to deliver our digital strategy How economic recovery and creating and growing a world-class tech sector are 'the new black' for NSW Government ICT procurement Mark Lenzner , <i>Executive Director, ICT Digital Sourcing, digital.nsw</i> , NSW Department of Customer Service
10:30am	Networking break
11:10am	Government Keynote Kate Harrington , <i>Head of Strategic Digital Initiatives, digital.nsw</i> , NSW Department of Customer Service
11:30am	Panel discussion: Driving digital accessibility and inclusion across NSW government services <ul style="list-style-type: none"> Complying with WCAG's current accessibility standards across design, code and content development Ensuring all communities have access to digital services by promoting digital inclusion by design and ongoing compliance testing Moderator: Rachel Maiden , <i>Director Digital.NSW</i> , NSW Department of Customer Service Kathrina Lo , <i>Public Service Commissioner</i> , NSW Public Service Commission Greg Wells , <i>NSW Government Chief Information and Digital Officer (CIDO)</i> , NSW Department of Customer Service Greg Alchin , <i>Principal Accessibility Specialist</i> , Service NSW

12:10pm	Diamond partner session <i>Presented by Salesforce</i>
12:30pm	Networking & executive lunch (in-person) Expert insight Theatre Sessions

Expert insight theatres sessions

	THEATRE 1	THEATRE 2
12:40pm	Bronze partner	Bronze partner
01:00pm	Bronze partner	Bronze partner

Concurrent stream sessions

	STREAM ONE Digital	STREAM TWO Data
01.30pm	Welcome from chair Katarina Ruszczyk , <i>Advisor</i> , Public Sector Network	Welcome from chair Theresa Anderson , <i>Advisor</i> , Public Sector Network
01:40pm	Government case study: Converging physical and digital CX to improve citizen access, inclusion and engagement <ul style="list-style-type: none"> Leveraging Human Centred Design (HCD) to improve the digitalisation and integration of life journeys Providing citizens with a simple and seamless experience as they transition between in-person, telephone and online services Amanda Ianna , <i>Registrar</i> , NSW Registry of Births, Deaths & Marriages	Government case study: Developing regulatory data and information strategies through the Single View e-Regulation project <ul style="list-style-type: none"> Using a consolidated data platform to equip regulatory bodies with high-level data insights Mitigating risk and improving compliance by allowing customers and businesses to better understand all of their regulatory obligations Rose Webb , <i>Deputy Secretary, Better Regulation Division</i> , NSW Department of Customer Service
02:00pm	Platinum partner session: Digitally preparing schools for the future Hear how NSW South Wales Department of Education utilized Adobe's technology to combat bushfires, floods and corona virus keeping parents informed and children safe in times of crisis. Empowering greater service delivery and accessibility to support social inclusion and socio-economic recovery programs. <ul style="list-style-type: none"> Hear first-hand about the people the process and the technology that delivered this. Understand how cross functional teams delivered in times of crises. Look to the future of service delivery. John Mackenney , <i>Principle Digital Strategist</i> , Adobe	Platinum partner session

02:20pm	<p>Government case study: Enhancing Digital Practices to Improve Services for Citizens</p> <ul style="list-style-type: none"> Exploring how ServiceNSW designs, delivers and maintains successful digital products throughout ever-changing operational conditions Advising how to successfully execute digital campaigns by showcasing ServiceNSW products (including the national vaccination certificate, Dine and Discover vouchers, Digital Licensing and more) <p>Rahul Dutta, <i>Director Digital Products, Service NSW</i></p>	<p>Fireside chat: NSW Data Reform: A journey towards a data driven government</p> <ul style="list-style-type: none"> Walking through the lessons learnt from the first two stages of the Data Reform Exploring the benefits of implementing cross sector initiatives to drive data culture in public service <p>Simon Herbert, <i>Chief Data Officer, NSW Department of Customer Service</i></p>
02:40pm	<p>Platinum partner session The Composable Government - Accelerating digital led, citizen centric services</p> <ul style="list-style-type: none"> Achieving a composable government, using an API-led approach, to enable faster integration of applications, data and systems for enhanced citizen centricity Mitigating inefficiencies due to a reliance on manual processes, custom integrations and legacy systems for improved service delivery outcomes Creating an innovative and re-usable architecture to deliver consistent and secure customer centric solutions adaptable to rapid changes <p>Geetu Sandhu, <i>Customer Success Director, MuleSoft</i></p>	<p>Platinum partner session</p>
03:00pm	<p>Government case study: Using connectivity to create safe and cohesive communities</p> <ul style="list-style-type: none"> Developing the NSW State Connectivity Strategy to deliver significant socio-economic and safety outcomes to citizens Reviewing the impact of other connectivity projects across NSW, including the Critical Communications Enhancement Program (CCEP), Public Safety Mobile Broadband initiative and Regional Digital Connectivity strategy <p>Kylie De Courteney, <i>Chief Executive Officer, NSW Telco Authority</i></p>	<p>Government case study: Enabling better data usage and security through Artificial Intelligence (AI)</p> <ul style="list-style-type: none"> Using emerging AI technologies to solve problems related to privacy and safety across government Automating decision making and machine learning to achieve ethical and equitable outcomes for the people of NSW <p>Scott Johnston, <i>Chief Commissioner of State Revenue; Commissioner of Fines Administration; Deputy Secretary, Revenue NSW</i></p>
03:20pm	<p>Panel discussion: Government made easy: Improving customer experience across citizen services</p> <ul style="list-style-type: none"> Tracking the progress of the NSW government target to increase the number of services where citizens only need to 'Tell Us Once' Identifying areas of focus and key actions to ensure the goal to deliver 60 services is reached by 2023 <p>Nick Rodwell, <i>Director, Government Made Easy, NSW Department of Customer Service</i> Helen Palmer, <i>A/Director Innovation Ecosystems, Investment NSW</i> Lewis Clark, <i>Head, Technology and Innovation, Transport for NSW</i> New Relic Panellist</p>	<p>Panel discussion: Increasing data sharing and accessibility</p> <ul style="list-style-type: none"> Ideating better data sharing strategies between and within NSW government agencies Exploring how emerging technologies are helping to mitigate sensitive data breaches and heighten information security <p>Renault Phong, <i>Chief Data & Analytics, Department of Regional NSW</i> Kate Carruthers, <i>Chief Data & Insights Officer, University of New South Wales (UNSW)</i> Sharon Smith, <i>Executive Director, System Information and Analytics, NSW Health</i> Adam Oaten, <i>Enterprise Account Manager, NSW Government, Splunk</i></p>
04:00pm	<p>Closing remarks and Networking Drinks</p>	

Agenda | Day 2 - Wednesday 24 November

09:00am Registration / online lobby open

	STREAM ONE Resilient and Sustainable ICT Infrastructure	STREAM TWO Smart Places
10.00am	Welcome from chair Rochelle Thorne , <i>Advisor</i> , Public Sector Network	Welcome from chair Katherine Larish , <i>Advisor</i> , Public Sector Network
10:10am	Government case study: Strategising cloud consumption to transform and accelerate digital service delivery <ul style="list-style-type: none"> Enabling the NSW Government to make a strategic shift to cloud consumption through the use of public and private cloud services Providing all agencies with a common vision, direction and approach for consuming cloud services, transforming and accelerating digital service delivery Simon Geraghty , <i>Executive Director, Government Technology Platforms</i> , NSW Department of Customer Service	Government case study: Modernisation of a regulator <ul style="list-style-type: none"> Leading the development of digital platforms that allow the building sector to move from analogue record keeping into a digitised quality assurance framework Creating digital systems to capture regulatory information throughout the entire building lifecycle, from approval through construction and into an occupation phase David Chandler OAM , <i>NSW Building Commissioner</i> , Office of the NSW Building Commissioner Yin Man , <i>Director Digital</i> , Office of the NSW Building Commissioner
10:30am	Platinum partner session Presented by Tesseract	Platinum partner session
10:50am	Government case study: Collaborating across clusters to strengthen whole-of-government cyber security <ul style="list-style-type: none"> Preventing and responding to cyber security threats across NSW, safeguarding our information, assets and services Equipping NSW agencies with intelligence reports, delivering actionable information to protect digital systems and services Tony Chapman , <i>Chief Cyber Security Officer</i> , NSW Department of Customer Service	Government case study: Strata Hub: Transforming the building and construction sector into a transparent, consumer-centric industry <ul style="list-style-type: none"> Creating a centralised digital strata hub to allow stakeholders to access critical property information Consolidating core information about NSW's strata schemes in one place, making property management easier for communities Kerrie Burgess , <i>Director, Digital and Program Delivery, Better Regulation Division</i> , NSW Department of Customer Service

11:10am	Platinum partner session	Platinum partner session
11:30am	<p>Government case study: A strategic direction for customer digital identity</p> <ul style="list-style-type: none"> Unlocking social and economic benefits for our people, our government and our businesses through Customer Digital Identity Ensuring our approach is founded on key pillars of privacy, security, trust and consent <p>Glenn Lewis, <i>Program Manager, Digital.NSW</i>, NSW Department of Customer Service</p>	<p>Government case study: Accelerating our smart places future</p> <ul style="list-style-type: none"> Reflecting on the past 12 months of work to deliver outcomes for citizens and businesses by applying a consistent, seamless, placed-based approach to Smart Places implementation in NSW A preview of things to come <p>Simon Hunter, <i>Executive Director, Smart Places & Cluster Infrastructure Priorities</i>, NSW Department of Planning, Industry and Environment</p>
11:50am	<p>Panel discussion: Establishing ICT architecture priorities for 2022</p> <ul style="list-style-type: none"> Identifying future focus areas across ICT infrastructure and technology platforms Maintaining transformative, secure, scalable and customer centric digital solutions for NSW government <p>Sandie Matthews, <i>Chief Information Officer</i>, NSW Department of Education Richard Taggart, <i>Chief Information Officer, Sydney Local Health District (SLHD)</i>, NSW Health Suneetha Bodduluri, <i>Director, Channel Enablement</i>, Service NSW</p>	<p>Panel discussion: Partnering across agencies to accelerate smart technologies and capabilities</p> <ul style="list-style-type: none"> Discussing how the Smart Places Acceleration Program has inspired better use of infrastructure, service delivery and community outcomes Supporting economic and community recovery from COVID-19 by encouraging partnerships and co-investment from local councils and industry to deliver smart place initiatives <p>Simon Hunter, <i>Executive Director, Smart Places & Cluster Infrastructure Priorities</i>, NSW Department of Planning, Industry and Environment Brett Newman, <i>Chief Executive Officer</i>, City of Parramatta Shona Porter, <i>Executive Manager City Strategy</i>, Cumberland City Council Aruba Panellist</p>
12:30pm	Networking & executive lunch (in-person) Expert insight theatre sessions	

Expert insight theatres

	THEATRE 1	THEATRE 2
12:40pm	Bronze partner	Bronze partner
01:00pm	Bronze partner	Bronze partner

Afternoon Plenary	
01:25pm	Welcome back from chair Katarina Ruszczuk , <i>Advisor, Public Sector Network</i>
01:30pm	<p>Diamond partner session: With PKI and IoT capabilities now offering critical business opportunities, are you ready?</p> <p>Insights into the PKI and IoT best practices, applications, and pain points from over 6,600 IT and security professionals from Australia and 16 other countries and regions around the world. In this session, you will learn:</p> <ul style="list-style-type: none"> • The latest trends and challenges in PKI and IoT deployments. • How do you minimise the pain of rolling out keys and certificates? • What are the best strategies for PKI and IoT to mitigate threats and meet compliance requirements? <p>Michael Pride, <i>Regional Digital Security Solutions Manager, Entrust</i></p>
01:50pm	<p>Panel discussion: Driving ICT procurement to develop local industry and grow technology platforms</p> <ul style="list-style-type: none"> • Exploring strategies underway to drive ICT procurement in NSW, including the ICT/Digital Sovereign Procurement Taskforce • Guiding the buying power of government to create a world-leading tech sector in NSW <p>Michelle Price, <i>Chief Executive Officer, AustCyber</i> Daniel Hunter, <i>Chief Executive Officer, Business NSW</i> Mark Lenzner, <i>Executive Director, ICT Digital Sourcing, digital.nsw, NSW Department of Customer Service</i></p>
02:30pm	<p>Government keynote: Reviewing projects from NSW's Digital Restart Fund (DRF)</p> <ul style="list-style-type: none"> • Forecasting initiatives for 2021-22 across NSW Government clusters • Identifying priority areas and aligning with whole-of-government strategic direction <p>Mark Howard, <i>Executive Director, ICT; Digital Investment and Assurance, NSW Department of Customer Service</i></p>
02:50pm	<p>Closing panel discussion: Creating critical partnerships to accelerate NSW's economic recovery</p> <ul style="list-style-type: none"> • Driving economic development by investing in local digital economies, technology industries and IT talent • Producing policy, reform and strategies that can transform the future of government service delivery and enable industry partnerships and local economic investment <p>Emma Hogan, <i>Secretary, NSW Department of Customer Service</i> Amy Brown, <i>Chief Executive Officer, Investment NSW</i> Chris Fechner, <i>Chief Executive Officer, Digital Transformation Agency (DTA)</i></p>
03:30pm	Closing remarks and Networking Drinks

PARTNERS

Diamond



Platinum



Gold



Silver



Exhibition

