PUBLIC SECTOR NETWORK

Certified B Corporation

Innovate VIC

Where Government Meets to Grow Ideas

Thursday, 21 July 2022
Melbourne Convention & Exhibition Centre

Event Partner

cenitex

Agenda at a Glance

The Victorian Government's digital strategy has set ambitious and visionary goals for a successful whole-of-government digital transformation. Key outcomes and priorities include a better, fairer, more accessible services, a digital-ready public sector and a thriving digital economy. In delivering on these outcomes, the Victorian state government will improve the experience individuals, communities, businesses and the Victorian public sector have with government.

These initiatives will position Victoria as a leading digital economy and ensure the state is ready to tackle future challenges and capitalises on new opportunities. The Victorian Government is committed to ensuring the state is an innovation powerhouse and a digital leader, to propel Victoria forward into the future through investment in digital infrastructure and skills that are critical to deliver on social and economic agendas. It also highlights the importance of bringing all Victorians along in this accelerated digital transition.

Public Sector Network is excited to bring you the **4th Annual Innovate Victoria Showcase**. Throughout everchanging conditions and uncertain futures, the event will highlight how the Victorian state government continues to collaborate and innovate to create better citizen outcomes.

Who You'll Meet

Senior Public Sector Leaders from:

- Digital Transformation
- Service Design & Delivery
- Innovation
- Enabling Technology
- User Experience (UX)
- Customer Experience (CX)

- Digital Channels
- Digital Engagement
- Digital Products
- Online Services
- Research & Innovation
- Government Technology Platforms

Benefits of Attending

Engage, sustain and elevate digital projects that optimise processes, drive efficiency and improve organisational results

Harness innovation to maximise investments and support VIC's economic recovery

Safeguard digital initiatives by aligning technology with the desired outcomes for citizens

Embed customer-centric approaches in service design and delivery by identifying the right methodologies and engagement strategies

Key Themes for 2022

Strategy - Establishing a shared vision for public sector innovation and leveraging cross-agency collaboration to drive common outcomes

Technology - Leveraging innovation in business management, enterprise architecture and service delivery throughout internal and external portfolios

Digital & CX - Leveraging emerging technologies to drive operational efficiencies, solve challenges and deliver better digital experiences

Data - Identifying, collecting and utilising critical data to develop stronger regulation and compliance, improve cyber security and drive in-house analytical capabilities

Your Inspiring **Speakers**

LISA TEPPER

Deputy Chief Executive Officer

Digital Victoria

SIMON PHEMISTER

Secretary

Department of Jobs, Precincts & Regions

DAVE BARRY

Deputy Auditor-General

Victorian Auditor-General's Office

MELISSA MARTINO

Executive Director, Service Delivery & Transformation

Magistrates' Court of Victoria

DR LANCE EMERSON

Chief Executive Officer

Victorian Agency for Health Information

JASON BRADLEY

Director, Innovation,

Department of Transport

FRANCES CAWTHRA

Chief Executive Officer

Cenitex

RACHEL DIXON

Privacy and Data Protection Deputy Commissioner

Office of the Victorian Information Commissioner

MELISSA HARRIS

Chief Executive

Land Use Victoria

STEPHEN GNIEL

Chief Executive Officer

Victorian Curriculum & Assessment Authority

JO LIM

Acting Chief Executive Officer

VicWater

TOBY HEMMING

Deputy Secretary & General Counsel, Legal, Legislation & Governance

Department of Premier and Cabinet

DR MARIJA MAHER

Chief Operating Officer

Victorian Ombudsman

FIONA SPARKS

Director, Information Technology Servicers

Department of Families, Fairness and Housing

VIJAY NARAYAN

Chief Information Security Officer

Environment Protection Authority Victoria

DAVID STEPHENS

Chief Data Officer & Director – Strategy & Design

Department of Health & Department of Families, Fairness & Housing

LUKE BELFIELD

Victorian Chief Engineer, Office of Projects Victoria

Department of Treasury & Finance

DAVID CULLIN

Victorian Government, Chief Data Officer

Digital Victoria

KATE BARNES

Executive Director Customer Experience

Solar Victoria

DR STEVE HODGKINSON

Chief Digital Officer

Victoria Police

ANN KING

Chief Operating Officer

Victorian Building Authority

STEVE ARMSTRONG

Director, Data & Analytics Strategy, Intelligence Management Function

WorkSafe Victoria

ANNA CRONIN

Commissioner for Better Regulation, Red Tape Commissioner

Better Regulation Victoria

MARANDA MCLAREN

Co-Founder

Bnimble

Your Inspiring **Speakers**

STEPHEN WEINGARTNER

Senior Solutions Engineer

Snowflake

MILAN DJURICIC

Vice President, Managed Services

NEC

DEAN YATES

Victorian Government Leader, Oceania Central Agencies Leader & Partner

EY

MATTHEW GOODEN

Chief Innovation and Technology Officer

Datacom

RICHARD EVERETT

Director, Southern Region, Australia and New Zealand

Micro Focus

ANDREW GARNER

EY Oceania Digital Government Leader

EY

RHYS PETERS

District Sales Manager

F5

PETER VAN DER PUTTEN

Director AI Lab

Pegasystems

RICHARD DAVIES

Director Digital Transformation APAC

OutSystems

MARTIN COOPERWAITE

Co-Founder and Director

Kiandra

JOHN MACKENNEY

Practice Lead - Digital Strategy APAC

Adobe

SIMON GOODRICH

Co-Founder

Portable

SIMON COOPER

Chief Operating Officer

NEXTDC

KIERAN HAGAN

Principal Technical Leader for Data, AI and Automation

IBM ASEAN, ANZ and Korea

ROBERT NADER

Automation Segment Leader

IBM Australia and New Zealand

TARA DANIEL

Chief Operating Officer

VicWater

TOM TOMLIN

Manager Government Business - Victoria

Fortinet

KEN MACDONALD

Public Sector Lead

Smart Communications

8:00am	**Registration and Networking Breakfast | Melbourne Room 2**
9:00am	**Welcome to Country | Melbourne Room 1**
9:10am	**Welcome from Public Sector Network**
9:25am	**Welcome from the Chair:** Dean Yates, *Victorian Government Leader, Oceania Central Agencies Leader and Partner,* EY
9:40am	Government Keynote: **Creating a Digital Victoria for You – Driving the Digital Experience Transformation across the Victorian Government** • Capitalising on technology to create new opportunities and drive economic growth • Ensuring we are future-ready and centred on individuals, communities and businesses • Focus on closing critical skills gaps in our society through government platforms and program Lisa Tepper, *Deputy CEO,* Digital Victoria
10:00am	Platinum Partner Session: **Innovating Digital Services with Minimal Risk - A Low-code Approach** • Managing skills shortage and talent gap • Building a secure delivery and deployment pipeline • Streamlining compliance and governance Richard Davies, *Director Digital Transformation APAC,* OutSystems Martin Cooperwaite, Co-Founder and Director, Kiandra
10:20am	Panel Discussion: **Leveraging Innovation to Fast-Track Post-Pandemic Recovery** • Priorities to support public sector innovation and transformation • Encouraging cross departmental and cross-functional collaboration to achieve State-wide vision • Taking a citizen-centric view to public sector innovation • Lessons learned from the pandemic response and people's appetite for technology and mobile apps Fiona Sparks, *Director, Information Technology Servicers,* Department of Families, Fairness and Housing Simon Phemister, *Secretary,* Department of Jobs, Precincts and Regions Toby Hemming, *Deputy Secretary and General Counsel, Legal, Legislation and Governance,* Department of Premier and Cabinet
10:50am	**Morning Tea and Networking Break | Melbourne Room 2**

	Digital & CX	Melbourne Room 1	Technology	Meeting Room 203	Data	Meeting Room 204
11:20am	**Welcome from Stream Chair** **Simon Goodrich,** *Co-Founder,* **Portable**	**Welcome from Stream Chair** **Tom Tomlin,** *Manager Government Business - Victoria,* **Fortinet**	**Welcome from Stream Chair** **Maranda McLaren,** *Co-Founder,* **Bnimble**
11:30am	Government Keynote: **Learnings and the Future Direction of the Service & Digital Court Transformation at the Magistrates' Court Of Victoria** • Transforming operations and processes with a new case management system to move to a fully electronic end-to-end process • Embedding a culture of excellence and continuous improvement, leveraging off technology to drive efficiency, innovation and people-centric justice in our service delivery **Melissa Martino,** *Executive Director, Service Delivery and Transformation,* **Magistrates' Court of Victoria**	Government Keynote: **Creating Efficient and Productive Shared Victorian Government IT Systems** • Transitioning to common, connected platforms that reduce complexity, unlock productivity and enable workforce mobility • Creating scalable digital solutions with a cloud first approach • Driving outcomes that are faster, lower risk and more cost effective **Dr Steve Hodgkinson**, *Chief Digital Officer,* **Victoria Police**	Government Keynote: **Improving Regulator Performance through better use of Data and Digitisation** • Establishing common data structures to foster transparency and common understanding of how government priorities are delivered • Improving data quality across government to enable better outcomes • Ensuring the security and privacy of our systems and data **Anna Cronin,** *Commissioner for Better Regulation, Red Tape Commissioner,* **Better Regulation Victoria**
11:50am	Gold Partner Session: **Hyper Personalised Conversations - Delivering Frictionless Customer Experiences for Government** • Communications vs Conversations: How can we transform one-way communications into interactive conversations for better citizen-driven experiences? • How can government agencies improve their processes to collect more accurate data and provide citizens with faster, more reliable, and personalised services? • The importance of taking a digital-first approach to transformation and providing human-centric, digital interactions. **Ken MacDonald,** *Public Sector Lead,* **Smart Communications**	Gold Partner Session: **Delivering digital strategies that are run on data and founded in trust, resulting in better citizen experience** • The five-point plan applies trusted data to enable simpler, faster, secure public sectors • Why putting people at the centre is the secret to success and how to do it • Real-life case studies from Australia and around the world of how government agencies used digital transformation to unlock better outcomes **Andrew Garner,** *EY Oceania Digital Government Leader,* **EY**	Gold Partner Session: **Deliver a new era of citizen services through an AI-augmented data fabric** As data sources continue to emerge and grow, the challenges of unifying these sources across agencies, departments and institutions are significant. Join this session to learn how a data fabric enables better use of information and how it has been applied for the following outcomes: • Engage to Serve citizens with personalised, seamless experiences across government services • Emerge Stronger to digitally transform workflows and operations, ensuring compliance with regulatory requirements, while reducing costs and stimulating innovation • Secure and protect people, the nation, and infrastructure while mitigating data collaboration risks across hybrid cloud environments **Kieran Hagan,** *Principal Technical Leader for Data, AI and Automation, I***BM ASEAN, ANZ and Korea**

12:10pm	Government Keynote: **Building Citizen Trust with Effective Service Design and Delivery** • Investing in digital infrastructure and skills to drive transformation • Embracing early testing of ideas and new concepts as a way of focusing design on the needs of Victorians • Embedding agility in how we make decisions to reduce the time it takes to bring change to the public **Kate Barnes,** *Executive Director Customer Experience,* **Solar Victoria**	Government Keynote: **Maximising New Innovation - Digital Twin Victoria** • Enabling government, industry and community collaboration • Driving six core capabilities across government, including data, platforms, skills, analytics, government and community engagement • Leveraging data visualisation and modelling **Melissa Harris,** *Chief Executive,* **Land Use Victoria**	Government Keynote: **Taking Data to the Next Level at VAHI – Generating Insights and Improving Outcomes from Data Linkage and Advanced Analytics** • Leveraging the use of linked data to resolve complex problems and improve outcomes • Using data and advanced analytics to drive insights • Outlining the importance of data transparency in improving quality, safety and performance **Dr Lance Emerson,** *Chief Executive Officer,* **Victorian Agency for Health Information**
12:30pm	Gold Partner Session: **Transforming digital experiences so no citizen is left behind** The single biggest uplift in demand for digital public services has reset citizen expectations and tested governments' critical capabilities. Digital-first citizens now want connected and responsive services from government, delivered on their terms, while ensuring every community is considered in this effort. Adobe's evaluation of digital accessibility, a marker for maturity of digital equity, shows Australia's global leadership and Victoria's emerging position. The evaluation also shows there is room for improvement. This session will focus on how leading governments are driving greater digital equity among citizens, including how to unlock citizen preferences to make it easier and more intuitive for every citizen to engage with government. **John Mackenney,** *Practice Lead - Digital Strategy APAC,* **Adobe**	Gold Partner Session: **Realising innovation ROI through Automation, AI and Agile** • Presenting a pragmatic approach to enabling sustainable innovation • The current state of Automation, AI and Agile • Operationalising value creation through adoption of Automation, AI and Agile **Matthew Gooden**, *Chief Innovation & Technology Officer,* **Datacom**	Gold Partner Session: **Reimagining Government Services with Responsible Artificial Intelligence** **Peter van der Putten,** *Director AI Lab,* **Pegasystems**

12:50pm	Panel Discussion: **Embracing Data and Technology to Accelerate Innovation, Modernise Service Delivery and Drive Better Organisational Outcomes**

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- Enabling government, industry and community collaboration
- Driving six core capabilities across government, including data, platforms, skills, analytics, government and community engagement
- Leveraging data visualisation and modelling

Jo Lim, *Acting Chief Executive Officer,* **VicWater**

Luke Belfield, *Victorian Chief Engineer, Office of Projects Victoria,* **Department of Treasury and Finance**

Stephen Gniel, *Chief Executive Officer,* **Victorian Curriculum and Assessment Authority**

David Cullen, *Victorian Government Chief Data Officer,* **Digital Victoria**

Rhys Peters, *District Sales Manager,* **F5**

Panel Discussion: **Bridging the Gap Between Customer Experience, Digital Technologies and Human Resources**

- Leveraging technology and the skills we need to make it work, innovate and deliver, such as standards, policies and processes
- Improving operations, working collaboratively with partners and developing a workforce skilled for the future
- Encouraging digital ways of working and strive for a culture of digital innovation

Vijay Narayan, *Chief Information Security Officer,* **Environment Protection Authority Victoria**

Ann King, *Chief Operating Officer,* **Victorian Building Authority**

Richard Everett, *Director, Southern Region, Australia and New Zealand,* **Micro Focus**

Panel Discussion: **Transforming Information into Insights: How to Leverage Data for Citizen-Centric Decision Making**

- Achieving evidence-based decision-making through data intelligence
- Implementing effective security and privacy standards
- Enabling data sharing and open data to promote transparency and deliver value to Victorians

David Stephens, *Chief Data Officer and Director Strategy and Design,* **Department of Health and Department of Families, Fairness and Housing**

Tara Daniel, *Chief Operating Officer,* **VicWater**

Steve Armstrong, *Director, Data & Analytics Strategy, Intelligence Management Function,* **WorkSafe Victoria**

Stephen Weingartner, *Senior Solutions Engineer,* **Snowflake**

1:20pm	**Lunch and Networking Break	Melbourne Room 2**
2:20pm	**Chair Welcome back	Melbourne Room 1** Dean Yates, *Victorian Government Leader, Oceania Central Agencies Leader and Partner,* **EY**
2:30pm	Government Keynote: **Surprising Ingenuity and the Fast-Track to Post-Pandemic Recovery** • Actioning five years of change in one week – what worked, what didn't, what surprised us? • Accelerating the way we work to enable flexible remote working environments • Achieving a cultural shift with empathy for the public service and its customers Frances Cawthra, *Chief Executive Officer,* **Cenitex**
2:50pm	Platinum Partner Session: **Intelligent AI-powered automation to drive organisational efficiency, effectiveness, and agility** Pandemic disruptions and workforce attrition have revealed key gaps in operations caused by fragile processes and integrations. Automating manual work has helped organisations gain competitive advantage, deliver more satisfying customer and employee experiences, and reduce operating costs. IBM believes that clients who think strategically about automation and use AI to build robust connections to their data and business systems will deliver the digital transformation necessary to sustain and grow their businesses. Join us to learn about IBM's AI-powered automation strategy and hear first-hand the results our clients have achieved. Robert Nader, *Automation Segment Leader,* **IBM Australia and New Zealand**

3:10pm

Government Keynote: **Sustaining Technological Transformation in 2022 and Beyond - Learning from VAHI, the First Pure Cloud Based Government Agency in Victoria**

- Achieving a sector leading cyber security posture with ease and a zero-trust architecture supporting secure remote work
- Outlining the benefits of having built a world leading data analytics application in-house
- Delivering new ways of understanding and increasing employee engagement from system signals

Dave Barry, *Deputy Auditor-General,* **Victorian Auditor-General's Office**

3:30pm

Platinum Partner Session: **New horizons in Technology Leadership to embrace Victoria's digital future**
- Using interconnectivity to enable secure, flexible accessibility for hybrid cloud services
- Implementing hybrid IT strategies to fast-track Victoria's digital future
- Harnessing innovation & data sovereignty to empower & protect Victoria's digital economy

Simon Cooper, *Chief Operating Officer,* **NEXTDC**

3:50pm

Panel Discussion: **Strategies & Innovation to Support the Future Growth and Prosperity of Victoria**
- Overcoming barriers to the innovation process with collaboration
- Creating a digitally skilled and empowered public sector workforce
- Embedding agile delivery and data insights to transform the way your organisation delivers services
- Driving value through taking a more customer focused and commercial approach

Rachel Dixon, *Privacy and Data Protection Deputy Commissioner,* **Office of the Victorian Information Commissioner**

Dr Marija Maher, *Chief Operating Officer,* **Victorian Ombudsman**

Milan Djuricic, *Vice President, Managed Services,* **NEC**

Jason Bradley, *Director, Innovation,* **Department of Transport**

4:20pm | **Closing Remarks**

4:25pm | **Networking Drinks | Level 2 Foyer**

REGISTER TODAY

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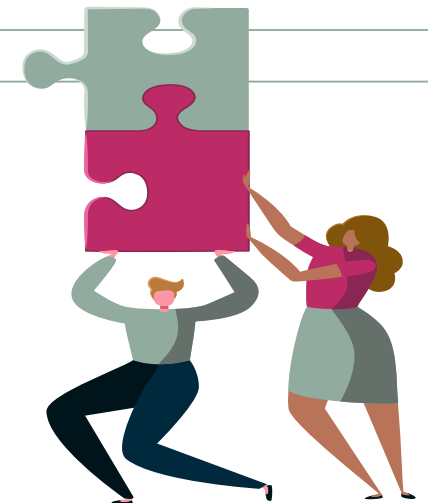
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