

Queensland Digital

Wednesday, 7 September 2022
Brisbane Convention & Exhibition Centre



Queensland
Government



Agenda at a glance

Queensland government agencies are facing increased demands for enhanced citizen service delivery, making IT modernisation and digital transformation critical. The pandemic has also highlighted the ongoing necessity for remaining connected digitally, and the growing need to enhance the digital economy. Digital technology continues to reshape our lives and institutions; Innovation is accelerating as technologies such as robotics, cloud, big data, the Internet of Things, artificial intelligence and machine learning continue to transform the Queensland economy.

As the state's Covid-19 recovery gets underway, the Queensland government is set to release its new digital strategy for 2022 and beyond – to not only keep up, but to lead the way in this digital revolution. In combination with a \$40 million investment in cyber security and digital service delivery over the next five years, the focus for Queensland will be to design, develop and deliver digital services that truly meet citizen's needs, fostering better collaboration and connectivity, and building trust and transparency.

Public Sector Network is excited to play our part in helping the Queensland 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.



Who You'll Meet

Senior Public Sector Leaders from:

- Business Transformation and Continuous Improvement
- Digital Innovation and ICT
- Citizen Engagement and Experience
- Service Design and Delivery
- Workforce Planning and HR
- Data, Information Management, Analytics and Insights
- Enterprise Architecture
- Culture and Change Management

Benefits of Attending



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 Queensland public sector



Benchmark against 5+ case studies showcasing how different state departments are achieving holistic innovation and pioneering seamless citizen delivery



Network with other state government innovation leaders to learn how foster better collaboration, connectivity and trust.



Your Inspiring Speakers



ANDREW SPINA

A/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy



BRIAN COX

A/Executive Director Assurance and Systems Directorate
Queensland Fire and Emergency Services



SARAH GOSWAMI

Chief Economist and Director Industry Analytics and Systems
Department of Agriculture and Fisheries



SIMON MCKEE

Deputy Commissioner, Operations and Enforcement Group
Queensland Revenue Office, Queensland Treasury



JOHN KINNANE

Executive Director Digital Solutions Delivery Services
eHealth Queensland, Queensland Health



DR ANUJ SARAOGI

Senior Director, Digital Solutions Delivery Services
eHealth Queensland, Queensland Health



JELENA NIKOLIC

A/Director, Transformation Delivery Office Strategy and Governance
The Public Trustee of Queensland



MARTIN BRADSHAW

General Manager, Transport Strategy & Technology
TransLink Division, Department of Transport and Main Roads



DR MICHAEL KANE

Director Innovation, Economic Development Queensland
Department of State Development, Infrastructure, Local Government and Planning



ANDREW BENNETT

Chief Procurement Officer
Queensland Department of Education



DARREN DAVIES

Director of Strategy and Support
Supreme Court, District and Land Court



WADE MILNE

Director Digital and Creative
Department of Resources



SHANNAN QUAIN

Chief Human Resources Officer
Department of Children, Youth Justice and Multicultural Affairs



GARY WHITELAW

Executive Director Digital Technologies
Electoral Commission Queensland



GAVIN ATKINSON

Executive Director, Customer Channels Engagement Division
Department of Employment, Small Business and Training



HELEN SPENCER

Director Reform
Department of Resources



JENNIFER ROSSITER

Senior Director, Workforce Strategy
Queensland Department of Health



SUZI WOODROW-READ

Executive Director Leadership and Capability
Public Service Commission



LAURA POIDEVIN

Head of Engagement, Information Technology Partners
Department of Agriculture and Fisheries

Explore the **Agenda**

Brisbane | Wednesday, 7 September 2022

8:00am **Registration and Networking Breakfast**

9:00am **Welcome to Country**

9:10am **Welcome from Public Sector Network**

9:20am **Welcome from the Chair**

9:30am Ministerial Address:

Leading the Way in Digital Government

- Realising the power of digital to deliver citizen-centric outcomes
- Placing people at the heart of Queensland's digital services

9:40am Government Keynote Session:

Advancing Queensland's Digital Future

- Enabling innovation, collaboration and trust through a modern digital strategy
- Utilising digital technology to enable vibrant and prosperous state communities .

Andrew Spina, *A/Chief Customer and Digital Officer*, **Department of Communities, Housing and Digital Economy**



10:00am Partner Session:

Facilitating Innovation with Smart Digital Investments

10:20am Panel Discussion:

Public Sector Transformation and Leadership: Building Public Sector Resilience in the 'New Normal'

- How do you drive digital transformation through strong and flexible leadership?
- How do you ensure your culture and digital strategy are aligned?
- What are your top tips on leading and innovating through a pandemic and beyond?

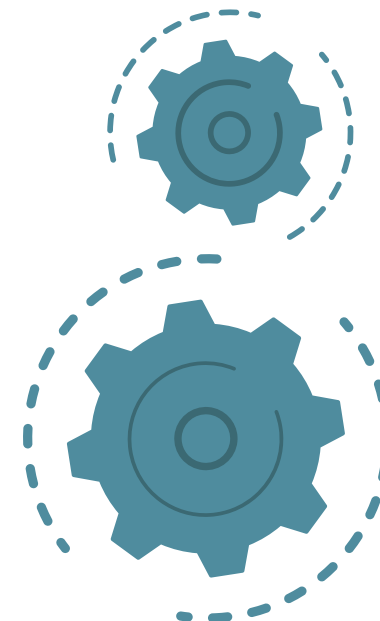
Suzi Woodrow-Read, *Executive Director Leadership and Capability*, **Public Service Commission**

Jennifer Rossiter, *Senior Director, Workforce Strategy*, **Queensland Department of Health**

Simon McKee, *Deputy Commissioner, Operations and Enforcement Group*, **Queensland Revenue Office, Queensland Treasury**



10:50am **Morning Tea and Networking Break**



STREAMS	IT & Data <i>Utilising Technology and Data to Improve Internal Processes and Enable Innovation in the Public Sector</i>	Digital & CX <i>Driving Digital Transformation and CX to Deliver Better Services and Outcomes for Citizens</i>
11:20am	Welcome from Stream Chair	Welcome from Stream Chair
11:30am 	<p>Government Keynote:</p> <p>Building A First-of-its-Kind Technology Workforce Talent Marketplace to Deploy Across State ICT Projects and Standardise ICT Project Management</p> <ul style="list-style-type: none"> • How eHealth Queensland is standardising ICT project management across the state • How the COE is enabling a structured pathway for career progression, transition and improving skill retention • Establishing and growing a community of practice across HHS' and Queensland Health <p>Dr Anuj Saraogi, <i>Senior Director, Digital Solutions Delivery Services, eHealth Queensland, Queensland Health</i></p> <p>John Kinnane, <i>Executive Director, Digital Solutions Delivery Services, eHealth Queensland, Queensland Health</i></p>	<p>Government Keynote:</p> <p>Redefining Customer Experience through Digital State Services</p> <ul style="list-style-type: none"> • Leveraging human-centred design to improve digitalisation and CX • Prioritising the skills and capabilities needed for successful CX transformation • Converging physical and digital CX to improve citizen inclusion, access and engagement <p>Jelena Nikolic, <i>A/Director, Transformation Delivery Office Strategy and Governance, The Public Trustee of Queensland</i></p>
11:50am	<p>Partner Session:</p> <p>Adopting New Technology to Facilitate QLD Government Innovation Teradata</p>	<p>Partner Session:</p> <p>Maximising the Capabilities of Technology to Enhance Workforce Engagement</p>
12:10pm 	<p>Government Keynote:</p> <p>Bringing Data and Multiple Platforms Together to Transform Department Services</p> <ul style="list-style-type: none"> • Building data mechanisms to balance accessibility, usability and security • Leveraging data insights to transform systems and services • Enabling a data-centric culture through modern department initiatives <p>Martin Bradshaw, <i>General Manager, Transport Strategy & Technology, TransLink Division, Department of Transport and Main Roads</i></p>	<p>Government Keynote:</p> <p>Placing Customers at the Heart of Queensland's Digital Transformation</p> <ul style="list-style-type: none"> • Carseldine Village Home Energy Management System pilot: Utilising a digital platform to orchestrate energy and deliver 100% solar and battery terrace homes • Ensuring a win-win situation for both the homebuyer and electricity network through digital innovation <p>Dr Michael Kane, <i>Director Innovation, Economic Development Queensland, Department of State Development, Infrastructure, Local Government and Planning</i></p>

12.30pm

Partner Session:

Utilising Automation and Visualisation Tools to Transform Data into Actionable Insights

Partner Session:

Improving Customer Experience Through Enhanced Digital Services

12.50pm



Panel Discussion:

Embracing Data and Technology to Accelerate Innovation, Modernise Service Delivery and Drive Better Organisational Outcomes

- How do you prepare systems, people and processes for data-centric ways of working?
- How do you balance quality, value, ease of use and transparency?
- What are your top tips for leveraging data and technology to enable your organisation to provide a world-class service?

Andrew Bennett, *Chief Procurement Officer, Queensland Department of Education*

Darren Davies, *Director of Strategy and Support, Supreme Court, District and Land Court*

Sarah Goswami, *Chief Economist and Director Industry Analytics and Systems, Department of Agriculture and Fisheries*

ForgeRock panelist

Panel Discussion:

Bridging the Gap Between Customer Experience, Digital Technologies and Human Resources

- How do you develop a workforce that supports digitalisation and CX?
- How do you improve employee engagement to redefine the customer experience?
- What tools and technologies are instrumental to enabling your workforce in achieving your organisation's CX goals?

Wade Milne, *Director Digital and Creative, Department of Resources*

Shannan Quain, *Chief Human Resources Officer, Department of Children, Youth Justice and Multicultural Affairs*

Gary Whitelaw, *Executive Director Digital Technologies, Electoral Commission Queensland*

Brennan IT panelist

1:20pm

Lunch and Networking Break

2.20pm

Roundtables:

Breakout into specialised conversation areas and join engaging discussions to deep-dive into innovation priorities

3.30pm



Government Keynote:

Reimagining Digital Products from Queensland Government

- Exploring emerging digital opportunities across your department
- Innovating to improve accessibility and reach of digital services
- Ensuring access to alternatives for users with limited access to technology or digital literacy

Gavin Atkinson, *Executive Director, Customer Channels Engagement Division, Department of Employment, Small Business and Training*

3.50pm

Partner Session:

Streamlining Existing Processes through Innovative Digital Solutions

4.10pm

Panel Discussion:

Combining Technology, Data, People and CX to Drive Queensland's Digital Future



- How do you identify top priorities to support ongoing innovation in your department?
- How do you ensure whole of department compliance and collaboration to achieve the state-wide vision?
- What policies and strategies have helped you achieve a citizen-centric digital culture?

Helen Spencer, *Director Reform, Department of Resources*

Brian Cox, *A/Executive Director Assurance and Systems Directorate, Queensland Fire and Emergency Services*

Laura Poidevin, *Engagement, Information Technology Partners, Department of Agriculture and Fisheries*

4:40pm

Closing Remarks and Networking Drinks

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Exhibition



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