

Innovate NSW

Harnessing the Power of
Innovation to Accelerate
Post-Pandemic Recovery

Tuesday, 22 March, 2022

Hyatt Regency, Sydney NSW



Agenda at a glance

In 2021-22, the NSW government is investing in a number of strategic initiatives to help elevate, innovate and reinvigorate the economy in the post-pandemic era.

Ongoing investment in the Digital Restart Fund (DRF) continues to drive innovation across sectors, with digital projects continuing to deliver meaningful outcomes for citizens in the aftermath of COVID.

Last year's Innovate NSW event sought to unify NSW government clusters and advance the Premier's Priorities through holistic, whole-of-government innovation. This year, as we welcome the Beyond Digital 2.0 strategy, our programme will focus on how strategic investments can aid NSW's socioeconomic recovery and make NSW a great place to work, learn and live beyond COVID.

Register to attend Public Sector Network's **Innovate NSW 2022** event to establish future priorities, benchmark best practice and leverage emerging technologies in your agency's 2022 projects. Throughout the pandemic, we saw the global public sector digitalise rapidly. Now, we have the opportunity (and, indeed, the responsibility) to continue working collaboratively to harness the power of innovation and deliver life-changing outcomes for citizens.



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 NSW'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



Leverage data analytics to inform strategic direction, identify areas for improvement and intercept future challenges

Key Themes for 2022

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

Technology & Data - Building IT architectures that leverage public sector data sets and turn information into actionable insights

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



Your Inspiring Speakers



HON VICTOR DOMINELLO MP
Minister for Digital; Minister for
Customer Service
NSW Government



MICHAEL RODRIGUES
24 Hour Economy
Commissioner
**NSW Department of Premier
and Cabinet**



JOOST DE KOCK
Deputy Secretary, Customer
Strategy and Transport
Transport for NSW



ELIZABETH MILDWATER
Chief Executive Officer
Greater Sydney Commission



REBECCA FOX
Deputy Secretary, Regional
Precincts
Department of Regional NSW



AMANDA IANNA
Registrar
**NSW Registry of Births,
Deaths and Marriages**



DAVID CHANDLER OAM
NSW Building Commissioner
**Office of the NSW
Building Commissioner**



MIKE DUDARENOK
A/Chief Digital Officer
Revenue NSW



SANDIE MATTHEWS
Chief Information Officer
NSW Department of Education



GINO CAVALLARO
Executive Director Digital
Transformation, Planning and
Assessment
**NSW Department of Planning
and Environment**



SAM NIELSEN
Director, Performance and
Insights
**NSW Public Service
Commission**



ROBERT HILDITCH
Chief Information Officer
Fire & Rescue NSW



JENNY MERKLEY
Executive Director, Premier,
Education & Customer
Service
NSW Treasury



CHRISTINA IGASTO
Chief Digital Health Officer and
Chief Information Officer
**Western Sydney Local Health
District (NSW Health)**



KYLIE DE COURTENAY
Managing Director
NSW Telco Authority

Your Inspiring Speakers



MICHAEL WOODHOUSE

Executive Director, Strategy
Reform & Support
**NSW Department of
Communities and Justice**



DAWN ROUTLEDGE

Executive Director, Strategy,
Policy & Programs
Resilience NSW



BIANCA JORDAAN

Chief Digital Information Officer
**NSW Department of Planning and
Environment**



DR FRANCES FOSTER-THORPE

Executive Director, Shaping
Futures
**NSW Department of Premier and
Cabinet**



GEORGE DRAGATIS

CTO & Director of Enterprise
Technical Sales ANZ
Hitachi Vantara



ANDREW MUDFORD

Director, Digital Solutions and
Emerging Technologies
Hitachi Vantara



ANDREW GARNER

Oceania Digital Government
Leader
EY



SANJAY SRIDHER

NSW Government Leader
EY



SHARNI ALLEN

Director, NSW Design System
**NSW Department of Customer
Service**



DAVID KISSANE

Managing Director
Protiviti



KATE LIVINGSTON

Product Manager
Service NSW



PRIYANKA SRIRAMULA

Designer
Service NSW



MATTHEW HOLMES

Engineer
Service NSW



CHRIS DIPPENAAR

CEO
NovoFinity



KYLIE MCKENZIE

Consulting Director, Digital
Transformation
Fujitsu Australia

Your Inspiring Speakers



MASON ANDREWS

Director, Government
& Public Sector
Thoughtworks (AU)



AMANDA CHALMERS

Principal Consultant,
Government & Public Sector
Thoughtworks (AU)



ANTHONY O'CONNELL

Principal Consultant,
Government & Public Sector
Thoughtworks (AU)



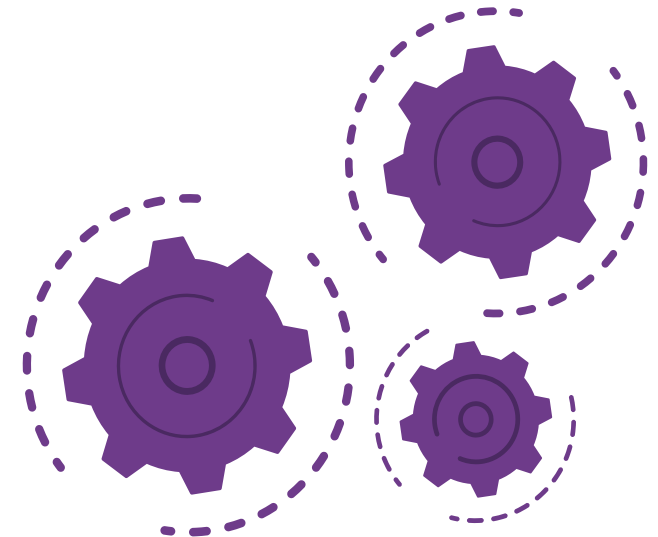
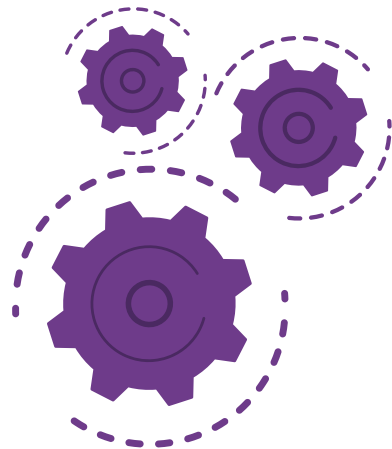
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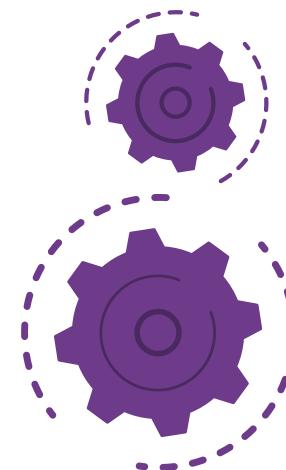
Chief Executive Officer
Bluestone APAC



RAKESH RACHMALLA

Managing Director
AKQA





8:00am Registration and Networking Breakfast

8:30am Welcome to Country

8:35am Opening from Public Sector Network

8:45am Welcome from the Chair
Sanjay Sridher, *NSW Government Lead, EY*

9:00am Ministerial Address:



Driving NSW's Digital Revolution Beyond COVID Times

- Elevating, innovating and reinvigorating NSW's economy through strategic digital investment
- Identifying key priority areas for the year ahead and encouraging continual review, refinement and reform to achieve long term goals

Hon Victor Dominello MP, *Minister for Digital; Minister for Customer Service, NSW Government*

9:20am Government Keynote and Panel Session:

Using Digital Innovation to Rebuild Business Engagement and Consumer Confidence in Post-Pandemic Recovery

- Exploring how Service NSW's digital voucher initiatives are delivering targeted stimulus to businesses and consumers in NSW
- Aggregating data to automate eligibility and deliver strategic outcomes to specific sectors and communities
- Showcasing how Service NSW's multidisciplinary teams continue to harness technical expertise to deliver this digital initiative
- Facilitating a discussion between one of Service NSW's key multidisciplinary teams and discovering how they continue to harness technical expertise to deliver digital initiatives

Keynote and Facilitator: **Damon Rees**, *Chief Executive Officer, Service NSW*

Kate Livingstone, *Product Manager, Service NSW*

Priyanka Sriramula, *Designer, Service NSW*

Matthew Holmes, *Engineer, Service NSW*

09:50am Partner Session:



A New Era of Customer Centricity

- Strengthening and winning long-term customer relationships
- Utilising data and insights to deliver a more customised, individual experience
- New paradigms for flexibility and agility
- Fixing the legacy system problem

Mason Andrews, *Director, Government & Public Sector (AU), Thoughtworks*

Campbell Smith, *Chief Executive Officer, Bluestone APAC*

10:10am



Partner Panel Discussion:

Leveraging Innovation to Fast-Track Post-Pandemic Recovery

- Discussing strategic projects that will support communities, grow NSW's regions and drive economic development across industries
- Exploring how emerging technologies are being used to drive socioeconomic outcomes in the aftermath of crisis, and in turn secure NSW's future prosperity

Michael Rodrigues, *24 Hour Economy Commissioner*, NSW Department of Premier and Cabinet

Elizabeth Mildwater, *Chief Executive Officer*, Greater Sydney Commission

Rebecca Fox, *Deputy Secretary, Regional Precincts*, Department of Regional NSW

Dawn Routledge, *Executive Director, Strategy, Policy & Programs*, Resilience NSW

Rakesh Rachamalla, *Managing Director*, AKQA

10:50am

Morning Tea and Networking Break

STREAMS

Digital & CX

Technology & Data

11:20am

Welcome from Stream Chairs

Mason Andrews, *Director, Government & Public Sector*, Thoughtworks (AU)

Amanda Chalmers, *Principal Consultant, Government & Public Sector*, Thoughtworks (AU)

Welcome from Stream Chair

Chris Dippenaar, *CEO*, NovoFinity

11:30am



Government Keynote:

Leveraging Customer Insights to Inform Service Transformation

- Drawing a timeline of BDM's digital transformation journey over the last two decades
- Reviewing how customer insights and data analytics have informed changes to service delivery throughout COVID
- Using past learnings to strategise the future of BDM's customer experience and service delivery in 2022, including key projects and priorities

Amanda Ianna, *Registrar*, NSW Registry of Births, Deaths and Marriages

Government Keynote:

Digitising the Planning System: Using Whole-of-Government (WoG) Solution to Support Information Exchange

- Providing NSW Government clusters with transformative, secure, scalable and customer centric digital solutions to use 'as-a-service'
- Enabling staff and citizens to access government services, registers and datasets through secure and user friendly platforms

Gino Cavallaro, *Executive Director Digital Transformation, Planning and Assessment*, NSW Department of Planning and Environment

11:50am



Partner Session

Digital transformation secrets your technology partners won't tell you

about

- With 78% of digital transformation projects failing to achieve their core objectives, governments must seek every advantage to ensure their projects succeed.
- Successful transformations occur when we take a broad approach which considers people, culture, delivery approach, and technology.

Kylie McKenzie, *Consulting Director, Digital Transformation*, Fujitsu Australia

Partner Session:

Modernising Legacy Platforms to Enable Advanced Analytics and Information

- As organisations look to modernise aged monolithic platforms we are seeing refreshed roadmaps which focus on a shift away from end to end replacement to prioritised components around core engines
- In undertaking these modernisation programs, the focus is now on designing to support both Agency and whole-of-government analytics, information and ultimately AI needs to enhance informed decisions and promote predictive services

Andrew Garner, *Oceania Digital Government Leader*, EY

12:10pm



Government Keynote:

Rethinking the Role of Regulators in the Future Global Marketplace

- Leveraging cross-agency data assets to create a single view of the built environment and expand jurisdictional capabilities
- Leveraging digital technologies to enable regulatory systems to operate in a global context
- Create governance frameworks that mitigate future harm in NSW's built environment

David Chandler OAM, *NSW Building Commissioner, Office of the NSW Building Commissioner*

Government Keynote:

Hosting ICT & Hybrid Cloud Solutions

- Deploying ICT as a hybrid cloud environment through the GovDC Program
- Supporting agencies to transition to a hybrid cloud model by providing professional services across infrastructure solution design, operations and cloud brokering services

Mike Dudarenok, *Director, Digital Products - Fines and Debts, Revenue NSW*

12.30pm



Panel Discussion:

Designing and Defining Your Digital Strategy

- Implement user-centred digital transformation by aligning digital solutions with positive outcomes
- Leverage partnerships with academia, industry and cross-agency experts to inform approach to digital transformation

Michael Woodhouse, *Executive Director, Strategy Reform & Support, NSW Department of Communities and Justice*

Sharni Allen, *Director, NSW Design System, NSW Department of Customer Service*

Jenny Merkley, *Executive Director, Premier, Education & Customer Service, NSW Treasury*

Moderator: Anthony O'Connell, *Principal Consultant, Government & Public Sector, Thoughtworks (AU)*

Panel Discussion:

Establishing ICT Infrastructure Priorities for the Year Ahead

- Providing strong foundational technologies to safeguard government systems and processes throughout changing conditions
- Engaging stakeholders in the technological transformation journey to gain buy-in and maximise project impact

Kylie De Courteney, *Managing Director, NSW Telco Authority*

Rob Hilditch, *Chief Information Officer, Fire & Rescue NSW*

Christina Igasto, *Chief Digital Health Officer and Chief Information Officer, Western Sydney Local Health District (NSW Health)*

David Kissane, *Managing Director, Protiviti Australia*

Moderator: Chris Dippenaar, *CEO, NovoFinity*

1:15pm

Lunch and Networking Break

2.30pm



Welcome back from the Chair

Sanjay Sridher, *NSW Government Leader, EY*

2.35pm

Government Keynote:

Innovation in Action: Emerging Technologies Transforming the Future Transport

- Reviewing the progress of the Future Transport Roadmap and forward plans for 2022
- Exploring emerging projects such as using quantum computing for real-time transport analytics, partnerships with local council for smart curbside management, and the development of Connected and Autonomous Vehicles (CAVs)

Joost de Kock, *Deputy Secretary, Customer Strategy and Transport, Transport for NSW*

2.55pm

Partner Session

Cloudy with a Chance of Data.... “Not Another Hybrid Cloud Story”

- Cloud Smart Platforms
- Data sharing and Governance
- Proactive, Predictive data driven insights

George Dragatsis, *CTO & Director of Enterprise Technical Sales ANZ, Hitachi Vantara*

Andrew Mudford, *Director, Digital Solutions and Emerging Technologies, Hitachi Vantara*

3.15pm



Government Fireside Chat

- The link for NSW between pursuing best practice in digital transformation and best practice in the use of data
- Key projects of Shaping Futures you are working on right now
- Future hopes for the NSW public service
- Future technology trends you think will make a big difference to NSW

Dr Frances Foster-Thorpe, *Executive Director, Shaping Futures, NSW Department of Premier and Cabinet*

3.35pm

Silver Partner Panel Discussion:

Innovation Beyond Necessity: Sustaining Technological Transformation in 2022 and Beyond

- Forecasting future technologies, sharing best practice and benchmarking standards to drive digital uplift across
- Addressing deficits across infrastructure, process and policy, and ideating solutions to improve whole-of-gover

Sandie Matthews, *Chief Information Officer, NSW Department of Education*

Sam Nielsen, *Director, Performance and Insights, NSW Public Service Commission*

Bianca Jordaan, *Chief Digital Information Officer, NSW Department of Planning and Environment*

Dr Frances Foster-Thorpe, *Executive Director, Shaping Futures, NSW Department of Premier and Cabinet*

4:15pm

Closing Remarks and Networking Drinks

Thank You to our Partners



Lead Partner

Platinum

Charity Partner



Gold



Silver



Stream Chair



Exhibition

