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PUBLIC
SECTOR
NETWORK



Innovate SA

Where Government
Meets to Grow Ideas

Wednesday, 29 June 2022

Hilton Adelaide, SA

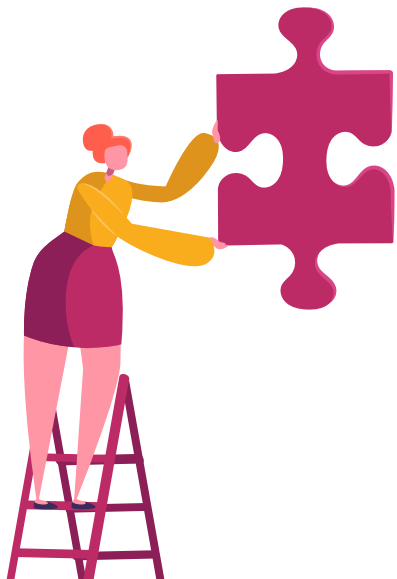


Agenda at a Glance

The South Australian Government has a number of initiatives underway to modernise and transform its services and provide a better experience for users. Throughout the pandemic governments around the world have fast-tracked transformation projects to better serve citizens. The challenge is now to keep up momentum and continue to harness the power of innovation.

As the state's Covid-19 recovery gets underway, digital technology is critical to a modern public service, with citizens at the heart of this design. Digital is not just about putting services online, it is about fundamentally rethinking services to be simple, smart and digital. The South Australian Government's ICT, Cyber Security and Digital Government Strategy 2020-2025 has been designed to support the state in responding proactively to changes in the digital landscape.

In partnership with the South Australian Department of the Premier and Cabinet, Public Sector Network is excited to bring you the 2nd Annual **Innovate SA Showcase**. Throughout everchanging conditions and uncertain futures, the event will highlight how the South Australian public service continues to collaborate and innovate to create better citizen outcomes.



Who You'll Meet

Senior Public Sector Leaders from:

- Business Transformation and Continuous Improvement
- Citizen Engagement and Experience
- Digital Innovation and ICT
- Service Design and Delivery
- Data, Information Management, Analytics and Insights
- Enterprise Architects

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 South Australia's economic recovery



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 DR SUSAN CLOSE

*Deputy Premier,
Minister for Climate, Environment &
Water, Minister for Industry, Innovation
and Science, Minister for Defence &
Space Industries*

Government of South Australia



EVA BALAN-VNUK

*Executive Director &
Chief Information Officer*

**Department of the Premier and
Cabinet**



LOIS BOSWELL

Chief Executive

Department of Human Services



RICHARD PRICE

Chief Executive

Defence SA



KIM WEIMER

*Assistant Director Regulatory Data
and Analysis*

**Essential Services Commission of
South Australia**



ALASTAIR MCDONALD

Director Strategy and Architecture

**Department for Health and
Wellbeing, SA Health**



SHIKHA SHARMA

*Director Business Improvement
and Technology*

Department of Human Services



JENNY PILKINGTON

Head of Operational Services (IT)

South Australia Police



BEK KENNEDY

Assistant Director Service Design

**Australian Financial Security
Authority**



SEAN CUMMINS

Director ICT Projects

Department of Education



ROD SPRENGER

Director Digital Health

**New Women's and Children's
Hospital Project, SA Health**



JON SPARROW

*Project Director Digital
Transformation*

**Department for Innovation and
Skills**



NICHOLAS KALISZEWSKI

Director Transport Analytics

**Department of Infrastructure and
Transport**



ELIZABETH STAVRESKI

*Executive Director Procurement
Services SA*

**Department of Treasury and
Finance**



MARK ROBINSON

*ABRS ABR AGENCY ACCESS
Director Service Delivery*

Australian Taxation Office



JASON FOSTER

*Director Information Strategy and
Delivery*

**Department for Energy and
Mining**



DR RALUCA RAICU

A/Director Transport Analytics

**Department for Infrastructure
and Transport**



TONY CIRCELLI

Chief Executive

**Environment Protection
Authority South Australia**



RICK HOWE

Chief Executive

**Lifetime Support Authority of
South Australia**



GRAHAM RIX

Chief Information Officer

SA Water



GILLIAN HEWLETT

Chief of Staff,

**Office of the Chief Scientist for
South Australia**



IAN OVERTON

Chief Executive

Green Industries SA



MATTHEW FOSSEY

*Director Information Management
and Technology*

**Australian Building and
Construction Commission**



JUDY HALLIDAY

Chief Operating Officer

**Department of Innovation and
Skills**

Your Inspiring Speakers



BRADLEY MATHEWS

ABRS ABR AGENCY ACCESS
Relationship Officer

Australian Taxation Office



CHANDRA SINNATHAMBY

Director, Product Marketing & GTM

Adobe Asia



GEOFF STEMPEL

Director

State Library of South Australia



PAXTON COOK

Director of Innovation &
Improvement, Strategy &
Innovation Directorate

Northern Adelaide Local Health
Network



SUDEEP ACHARYA

Chief Operating Officer

MTX Group



ROBERT NADER

Automation Segment Leader

IBM Australia



DANIEL HATFIELD

Regional Director

Denodo



PROF TERRY SWEENEY

Chief Digital Health Officer &
Partner

EY



JESSE BUGDEN

Chief Product Officer

Frisk



SIMON DELORD

Solution Architect

Red Hat



TONY BONANNO

Strategic Account Director -
Public Sector

Red Hat



LUKAH DYKES

Managing Director

HeartAI



MARK JOBBINS

Field CTO & VP

Pure Storage, Asia Pacific &
Japan



GARY GARDINER

Head of Security Engineering, Asia
Pacific and Japan

Check Point Software
Technologies



VAIJU JOSHI

Program Director, Mobile
Workforce, IS&T

SA Police



DR AMANDA KEENAN

Principal Consultant Experience
Design & Change Management

ASG Group



GREG STEWART

National Capability Lead

ASG Group



MARANDA MCLAREN

Co-founder

Bnimble



KEITH ROSCAREL

Partner

Bnimble



CHRIS KORTE

Partner

BDO



FELIX LIAO

Director of Product Management

Denodo



SUHIT ANANTULA

Director, Technology Strategy &
Policy Strategy and Policy

Department of the
Premier and Cabinet



CATHERINE WYETH

Senior Manager

EY

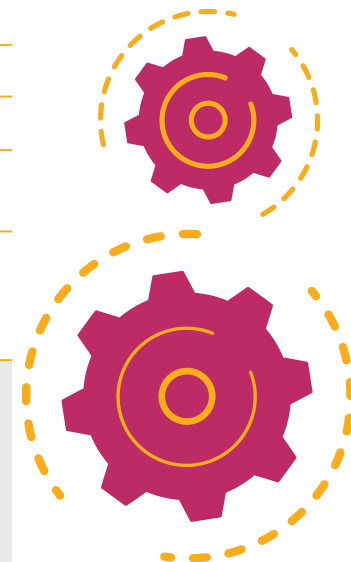


AMELIA NEWLAND

Director, Consulting

EY

8:00am	Registration and Networking Tea & Coffee
9:00am	Welcome to Country
9:10am	Welcome from Public Sector Network
9:20am	Welcome from the Chair: Prof Terry Sweeney , <i>Chief Digital Health Officer and Partner, EY</i>
9:30am	Ministerial Address Hon Dr Susan Close , <i>Deputy Premier, Minister for Climate, Environment and Water, Minister for Industry, Innovation and Science, Minister for Defence and Space Industries, Government of South Australia</i>
9:40am	Government Keynote: Innovating the Way Government Works In the New Normal and Beyond <ul style="list-style-type: none"> Optimising internal structures to support the delivery of more citizen-centric outcomes Attracting and retaining the workforce of the future in a post-pandemic world Enabling innovation, collaboration and trust through a modern technology strategy Eva Balan-Vnuk , <i>Executive Director & Chief Information Officer, Department of the Premier and Cabinet</i>
10:00am	Platinum Partner Session: Making everything possible with data - delivering smarter solutions for happier citizens. <ul style="list-style-type: none"> Unlock the power of your existing data to drive end to end visibility, improved service delivery and citizen outcomes Digital transformation is a continual journey, the steps you take today will form a crucial part of your foundation for the future. How do you embark on the journey? Drive actionable insights through end to end visibility of your data to deliver smarter solutions Presented by Splunk
10:20am	Panel Discussion: Leveraging Innovation to Fast-Track Post-Pandemic Recovery <ul style="list-style-type: none"> How do you ensure a culture of innovation while traversing the current pandemic environment? How do you leverage new and existing technologies to ensure innovation? What are your top tips on leading and innovating through a pandemic and beyond? Rick Howe , <i>Chief Executive, Lifetime Support Authority of South Australia</i> Lois Boswell , <i>Chief Executive, Department of Human Services</i> Richard Price , <i>Chief Executive, Defence SA</i> Gillian Hewlett , <i>Chief of Staff, Office of the Chief Scientist for South Australia</i> Moderator: Amelia Newland , <i>Director, Consulting, EY</i>
10:50am	Morning Tea and Networking Break



REGISTER TODAY



STREAMS

DIGITAL & CX

11:20am

Welcome from Chair

Maranda McLaren, *Co-founder*, Bnimble

11:30am



Government Keynote: **Digital Delivery: From Emergency to Innovation**

- Emergency driven digitisation and focussing on customer outcomes in an ever changing landscape
- The role of uncertainty in framing digital strategies for innovation
- Collaborative and stakeholder driven journey mapping for digital delivery

Vaiju Joshi, *Program Director, Mobile Workforce, IS&T, SA Police*

11:50am

Gold Partner Session: **Finding Simplicity in Complex IT Landscapes**

Agencies access a wide and complex range of applications, databases, and devices to meet the demands of ministerial, internal and citizen stakeholders.

- The amount of process generated data created daily across Government, and the lack of system inter-operability, means **data sharing** for the **majority is problematic** - limits deeper analysis and insights.
- **Adopting a human centred design approach** facilitates the ability for agencies to visualise what "good could like" – adopting a different approach to overcome costly inter-operability issues is within pragmatic reach.

The Bottom-line: Creating tangible process benefits through **synchronised "single data models"** distilled from complex IT landscapes allows agencies to focus on User and Citizen-Centric Digital experiences that simplify operations and helps to drive actionable information metrics to empower public sector outcomes.

Chris Korte, *Partner*, BDO

12:10pm



Government Keynote: **Building Patient Trust with Effective Service Design and Delivery at SA Health**

- Understanding how to patient perceives the health system and how the health system perceives itself
- Using connected healthcare to break down barriers for a seamless patient experience
- Reviewing the relevance of connected health care in identifying patients that need assistance

Alastair McDonald, *Director Strategy and Architecture*, Department for Health and Wellbeing, SA Health

TECHNOLOGY & DATA

Welcome from Chair

Keith Roscarel, *Partner*, Bnimble

Government Keynote: **Implementing a Centralised Source of Information and Analysis for Better Evidence-Based Consumer Outcomes**

- Understanding how cultural change is fundamental to data analytics
- Enhancing stakeholder engagement for successful implementation of your data analytics system
- Reviewing technical aspects and governance requirements for an improved customer experience

Kim Weimer, *Assistant Director Regulatory Data and Analysis*, Essential Services Commission of South Australia

Gold Partner Session: **Embrace intelligent 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

Government Keynote: **Bringing Multiple Platforms Together to Transform the Department of Human Services**

- Building a variety of portals, systems and finance management tools to streamline services
- Implementing a digital transformation project that enables online risk assessments, referrals, case management and action plans for high-risk victims of domestic and family violence
- Leveraging data mechanisms to provide greater protection and safeguards for customers

Shikha Sharma, *Director Business Improvement and Technology*, Department of Human Services

12.30pm

Government Keynote: **D3 - Data, Digital & Design**

The challenge, opportunity and implications of the convergence of exponential growth of data, increasing use of digital technologies to help solve our key challenges, and how design can make this happen.

Suhit Anantula is a global award winning strategic design leader and currently the Director of Technology Strategy & Policy at the Dept of Premier and Cabinet.

Suhit Anantula, *Director, Technology Strategy & Policy, Strategy and Policy, Department of the Premier and Cabinet*

Gold Partner Session: **Cloud tales: Lessons from a cyber incident response team**

Cloud migration strategies can be complex. Moving to flexible multi-cloud platforms and hybrid models can be daunting and expensive and implementing security throughout agile software development lifecycles is becoming difficult. But if executed well migrating workloads to the cloud lowers infrastructure costs and introduces efficiencies. Almost two-thirds (61 per cent) of respondents to research questions posed by Cybersecurity Insiders,, had integrated their DevOps toolchain into cloud deployments, but are still struggling with a lack of expertise that bridges security and DevOps. Only 16 per cent have comprehensive DevSecOps environments already in place.

Gary Gardiner, *Head of Security Engineering, Asia Pacific and Japan, Check Point Software Technologies*

12.50pm



Panel Discussion: **Aligning Customer Experience with Culture to Enable Enhanced Service Delivery**

- How do you achieve cultural alignment around the customer experience?
- How do you empower multidisciplinary teams to develop holistic digital service platforms that keep the customer at the centre?
- What policies and strategies have helped you achieve a citizen-centric digital culture?

Jenny Pilkington, *Head of Operational Services (IT), South Australia Police*

Bek Kennedy, *Assistant Director Service Design, Australian Financial Security Authority*

Tony Circelli, *Chief Executive, Environment Protection Authority South Australia*

Graham Rix, *Chief Information Officer, SA Water*

Chandra Sinnathamby, *Director, Product Marketing & GTM, Adobe Asia*

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

- How do you set a strategic direction for ICT and back-office transformation?
- How do you utilise IoT, cloud and other emerging technologies to advance your service offerings?
- What tools and technologies are instrumental to enabling your organisation in achieving your digital vision?

Sean Cummins, *Director ICT Projects, Department of Education*

Rod Sprenger, *Director Digital Health, New Women's and Children's Hospital Project, SA Health*

Jon Sparrow, *Project Director Digital Transformation, Department for Innovation and Skills*

Dr Raluca Raicu, *A/Director Transport Analytics, Department for Infrastructure and Transport*

Greg Stewart, *National Capability Lead, ASG Group*

1:20pm

Lunch and Networking Break

2.20pm

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

Table 1: Delivering a seamless CX and transparency supporting better outcomes and increased trust for citizens, employees and governments

Sudeep Acharya, *Chief Operating Officer, MTX Group*

Table 2: Insights at scale – Combined data, connecting customers and staff with self-service search, analysis and information exploration.

Jesse Bugden, *Chief Product Officer, Frisk*

Table 3: Utilise Technology to Extract Actionable Intelligence from Behavioural Insights

Nicholas Kaliszewski, *Director Transport Analytics, Department of Infrastructure and Transport*

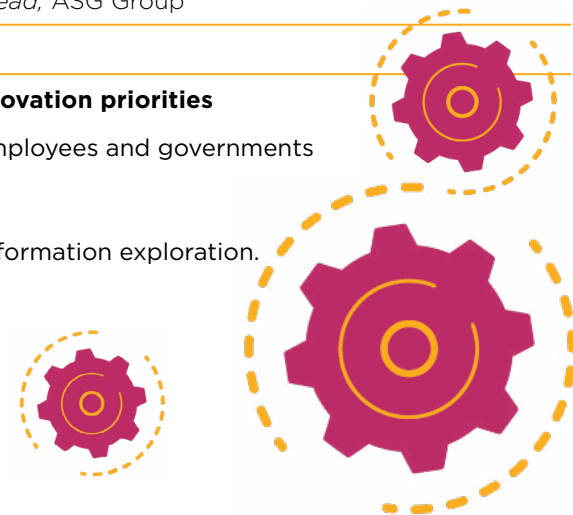


Table 4: Establish Multidisciplinary Teams to Deliver Holistic Services to Citizens

Suhit Anantula, *Director, Technology Strategy & Policy Strategy and Policy*, Department of the Premier and Cabinet

Table 5: Master Prototyping and Proof of Concept to Ensure Stakeholder Buy-In

Judy Halliday, *Chief Operating Officer*, Department of Innovation and Skills

Table 6: Providing data to support agencies deliver efficient outcomes and make informed decisions

Mark Robinson, *ABRS ABR AGENCY ACCESS Director Service Delivery*, Australian Taxation Office

Bradley Mathews, *ABRS ABR AGENCY ACCESS Relationship Officer*, Australian Taxation Office

Table 7: Creating a Modern Data-driven Government to Improve Modern Citizen Experiences

Mark Jobbins, *Field CTO & VP, Pure Storage*, Asia Pacific and Japan

Table 8: Data Driven Insights – improving digital service with observability

Ian Raper, *Regional Director*, Splunk

Table 9: Innovative and Agile Government Service Delivery, using 'A Logical Data Fabric'

Daniel Hatfield, *Regional Director*, Denodo

Table 10: HeartAI: Digital health innovation, cloud-native technologies, and high-performance data and analytics

Presented by HeartAI with support from RedHat

Simon Delord, *Solution Architect*, Red Hat

Tony Bonanno, *Strategic Account Director - Public Sector*, Red Hat

Lukah Dykes, *Managing Director*, HeartAI

Table 11: Leverage Design Methodologies to Create Customer-Centric Services

Geoff Strempe, *Director*, State Library of South Australia

Table 12: Build a Digital Toolkit to Design, Develop and Deliver Digital Experiences

Paxton Cook, *Director of Innovation and Improvement*, Strategy & Innovation Directorate, Northern Adelaide Local Health Network

Table 13: Cloud Security: Lessons from a cyber incident response team an interactive discussion

Gary Gardiner, *Head of Security Engineering, Asia Pacific and Japan*, Check Point Software Technologies

Table 14: Check yourself: What's your innovation maturity and how can you move up the stack?

Dr Amanda Keenan, *Principal Consultant Experience Design and Change Management*, ASG Group

Greg Stewart, *National Capability Lead*, ASG Group

Table 15: Optimise Workflows and Drive Productivity through Process Automation

Robert Nader, *Automation Segment Leader*, IBM Australia and New Zealand



3:20pm

Welcome Back from Chair

Prof Terry Sweeney, *Chief Digital Health Officer and Partner, EY*

3:30pm



Government Keynote: **Transforming transportation forecasting using the Internet-of-Things**

- Improving services through transport modelling to improve service delivery across South Australia
- Using IoT data streams and machine learning algorithms to automate the development of strategic transport demand models
- Incorporating leading edge technology to achieve a more efficient public sector

Nicholas Kaliszewski, *Director Transport Analytics*, Department of Infrastructure and Transport

3.50pm



Panel Discussion: **Identifying Strategies to Support the Future Growth and Ongoing Prosperity of South Australia**

- How do you identify and prioritise digital opportunities within your department?
- How do you ensure whole of department collaboration to achieve the state-wide vision?
- What do you see as key focal points to enable South Australia's successful digital future?

Elizabeth Stavreski, *Executive Director Procurement Services SA*, Department of Treasury and Finance

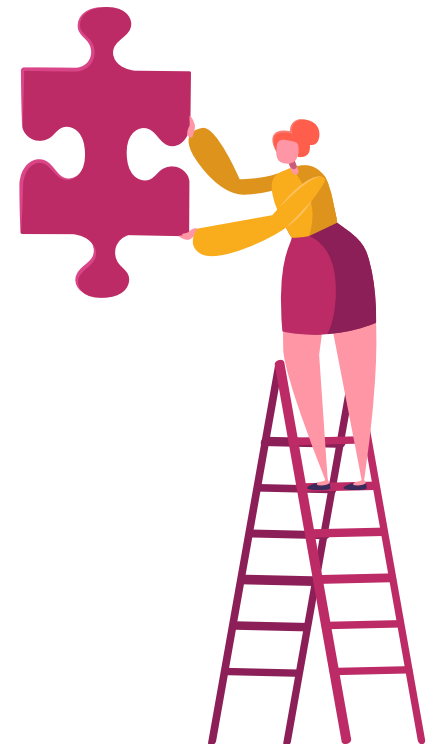
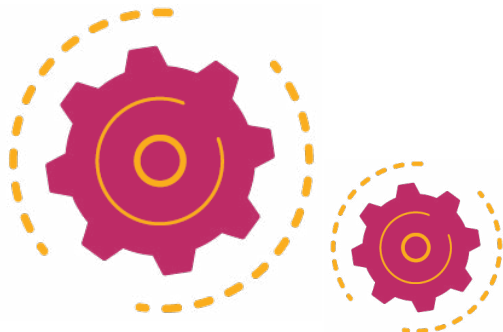
Jason Foster, *Director Information Strategy and Delivery*, Department for Energy and Mining

Ian Overton, *Chief Executive*, Green Industries SA

Moderator: Catherine Wyeth, *Senior Manager*, EY

4.20pm

Closing Remarks and Networking Drinks



Thank You to our **Partners**



Lead Partner



Platinum



Gold



Silver



Private Lunch



Networking Drinks



Bronze



Exhibition



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