

Virtual Event



Digital Government and CX Community



NZ Virtual Event: Driving Citizen-Centric Digital Transformation with Emerging Technologies

Part of the Digital Government & CX National Insights Series

Online → Wednesday, 28 September 2022 | 9:00am – 11:10am NZST

Your Inspiring Speakers



MURRAY YOUNG

Deputy Chief Executive, Digital Delivery

Land Information NZ (LINZ)



SUZANNE STEW

Deputy Chief Executive Market Services Group

Ministry of Business, Innovation & Employment



PRASHANT BAKSHI

Chief Customer Officer

New Zealand Qualifications Authority



PARMA NAND

Director, Artificial Intelligence and Machine Learning

Auckland University of Technology



LEE HALES

Director of Engagement

New Zealand Trade and Enterprise



BILL LAZOS

Senior Solutions Engineer

Okta



THOMAS KOHLENBACH

Senior Product Specialist

Nintex

Benefits of Attending



Gain insights into key digital transformation projects across New Zealand by hearing about their priorities, strategies and methodologies



Adopt a customer-centric approach to service design and delivery to create positive, efficient and streamlined interactions between citizens and government



Foster a data-driven digital culture by leveraging emerging technologies that provide critical insights and inform decision making



Identify and leverage economic opportunities presented by digital transformation to assist New Zealand's post-pandemic economic recovery

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Driving Citizen-Centric Digital Transformation with Emerging Technologies

In post-pandemic times, digital transformation will play a key role in economic redevelopment. In New Zealand alone, digital transformation is expected to boost the economy by up to \$46.6 billion per year by 2030.

To fully realise the economic opportunities brought about by digital transformation, the public sector must support technology adoption in key industries, upskill their current and future workforce, and promote digital export opportunities. In addition to these economic actions, New Zealand's government must deliver outcomes to citizens by harnessing digitalisation to personalise services, enhance citizen engagement and establish an open, transparent, and inclusive government.

Because the catalyst for government digital transformation is improving outcomes for citizens, technologies must be developed, implemented and discovered with end-users in mind. To learn how various agencies are embedding people in their transformation journeys, join Public Sector Network's **NZ Digital Government & CX National Insights** virtual event. By hearing from NZPS leaders, attendees will gain insights into key digital projects, discover use cases for emerging technologies and strategise how to leverage digitalisation to deliver meaningful socio-economic outcomes to citizens.

Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Digital Transformation
- Service Design & Delivery
- Innovation
- Enabling Technology
- Business Technology
- User Experience (UX)
- Customer Experience (CX)
- Digital Channels
- Digital Engagement
- Digital Products
- Online Services
- Strategy



Explore the Agenda

9:00am PSN Welcome

9:10am Welcome from Chair

9:20am **Government Keynote: Developing a Digital Strategy for Aotearoa**

- Designing a new whole-of-government (WoG) digital strategy that will enable all of Aotearoa New Zealand to flourish and prosper in a digital world
- Defining goals, priorities, and activities for the next 2 to 5 years, as well as long-term outcomes to 2031 and beyond
- Outlining how New Zealand can capitalise on digital technology opportunities to deliver economic benefits and boost industries

Murray Young, *Deputy Chief Executive, Digital Delivery, Land Information NZ (LINZ)*

9:35am **Government Case Study: Outlining a New Zealand's Digital Transformation Success Story**

- Using timely, accurate and fit-for-purpose data to understand and respond to the impacts of digital transformation
- Transforming measurement and data collection systems to analyse the impact of new policy and operational challenges in a digital realm
- Leveraging a wealth of data from multiple sources to set strategic priorities for the Whole-of-Government (WoG)

Suzanne Stew, *Deputy Chief Executive Market Services Group, Ministry of Business, Innovation & Employment*

9:50am **Partner Session: Transforming Digital Citizen Experience**

- What are other governments doing around the world that we can learn from?
- Ensuring equitable access to government services
- Protecting against the ever-evolving cyber threat landscape

Bill Lazos, *Senior Solutions Engineer, Okta*

10:05am **Government Keynote: Leveraging Holistic Transformation to Become an Intelligence-Led Organisation**

- Leading an all-encompassing change programme that integrates people, platforms, processes and policy
- Coordinating intelligent data and analytics to create maximum value for customers
- Making it easier for individuals and businesses to meet their tax obligations, in turn contributing to critical government funded projects

Prashant Bakshi, *Chief Customer Officer, New Zealand Qualifications Authority*



Great timing with topics related to pandemic, which has highlighted and amplified the push to use digital as a way of working

Department of Innovation, Tourism Industry Development

10:20am Break

10:25am Panel Discussion

Leading Through Change: Building a Digitally Enabled Workforce with Emerging Technologies

- Leveraging automation to streamline processes, and enable business continuity and CX
- Using centres of excellence to identify opportunities for process improvement and automation, while driving a culture of continuous improvement
- Assessing process maturity to inform strategic technological investment and prepare for future states

Parma Nand, *Director, Artificial Intelligence and Machine Learning*, **Auckland University of Technology**

Lee Hales, *Director Engagement*, **New Zealand Trade and Enterprise**

Thomas Kohlenbach, *Senior Product Specialist*, **Nintex**

10:55am Close

Event Partners



**“ Good balance of making
Government feel comfortable
whilst still providing sales leads**

Salesforce