

Innovate QLD

Where Government
Meets to Grow Ideas

Wednesday, 7 September 2022

Brisbane Convention & Exhibition Centre



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



SIMON MCKEE

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



ANNA WILLIAMS

Director – Engagement, Capability & Governance, Data & Insights Branch
Chief Finance Officer Division,
Department of Veterans' Affairs



GAVIN ATKINSON

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



LAURA POIDEVIN

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



JOHN KINNANE

Executive Director, Digital Solutions Delivery Services
Queensland Health, Queensland Health



DR ANUJ SARAOGI

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



JELENA NIKOLIC

Director, Digital Solutions
Residential Tenancies Authority



MARTIN BRADSHAW

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



LORRAINE PESTELL

Enterprise Architect
Office of Industrial Relations



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



KAREN JARMAN

Chief Information Officer
Trade and Investment Queensland



JULIE SALSURY

General Manager, Customer Experience Branch, Policy, Planning and Investment Division
Department of Transport and Main Roads



HELEN SPENCER

Director Reform
Department of Resources



JENNIFER ROSSITER

Senior Director, Workforce Strategy
Queensland Department of Health



DAVID BROOKER

Advisor
Public Sector Network & Consulting



PROFESSOR ROCKY SCOPELLITI

Chief Scientist - Federal Government
Optus



JOHN MACKENNEY

Practice Lead - Digital Strategy APAC
Adobe



SUSAN SHANLEY

A/Assistant Commissioner, Privacy
Office of the Information Commissioner



VIVIANNE NELAN

Director Innovation
National Injury Insurance Scheme
Queensland



JONATHAN SPOKES

Strategic Consulting Director for
Queensland
Trustwave



ADNREW GARNER

Digital Government Leader Oceania
EY



CHRIS BENNETTS

Partner - Business Transformation
EY



DIANA MALCOMESS

Partner - Digital and Emerging
Technology
EY



PAUL COLLINS

Chief Executive Officer
and Co-Founder
SkillsTX



CRAIG DORAN

Founder and
Chief Executive Officer
Comtrac



SEBASTIAN PHILLIPS

Strategic Partner Manager & Senior
Sales Executive
Vault Cloud



JOSH ATTERBURY

Sead of Technology - Customer and
Cloud
iseek



MARK SAKZEWSKI

Chief Technology Officer
Syncfish



JASON WORNHAM

Queensland State Manager
Brennan IT



JOHAN FANTENBERG

Principal Sales Engineer
ForgeRock



JOHN MACKENNEY

Practice Lead - Digital Strategy APAC
Adobe



TOM HARRISON

Senior Client Principle - Professional
Services
Iron Mountain



BEN DAVIS

Director, Solutions Engineering
Teradata



BENJAMIN CEREZO

Director Leadership and Learning
Queensland Public Service
Commission



DR NICHOLAS O'DONNELL

Head of Research & Design
Codex Consulting



NIGEL SCHMALKUCHE

Managing Director and Principal
Consultant
Strategic Architects



JAMES DARWIN

Senior Solutions Architect
Okta



MARCELO GONCALVES

Head of Enterprise and Government
Sales
NEXTDC



JEN GIANOULIS

Consultant - Dynamics 365 and
Power Platform
SOCO



CHRIS STOKES

Principal Consultant - Dynamics 365
and Power Platform
SOCO



ANNE CLAY

Managing Director, **Clay**
Australia and **PSN Advisor**



JENNIFER ARNOLD

Managing Director, **Jennifer Arnlod**
Consulting and **PSN Advisor**



PETER GRANT

Partner
Bnimble



JOHN DRYDEN

Enterprise Account Director
MIP Australia



CHRIS WEBB

Advisor
Public Sector Network
& Consulting



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**
Andrew Garner, *Digital Government Leader Oceania, EY*

9:30am 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 .

Susan Shanley, *A/Assistant Commissioner, Privacy, Office of the Information Commissioner*



9:50am Partner Session:
Blueprint for a Digitally Secure Queensland Government

Optus' Government 4.0 provides a blueprint to adapt public services through four significant shifts in the way they will engage with the network economy. This will change the way public institutions will work and how they need to re-think the approach to security.

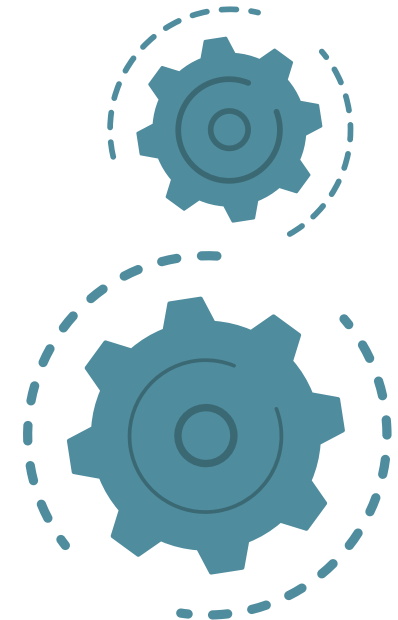
Rocky Scopelliti, *Chief Scientist - Federal Government, Optus*
Jonathan Spokes, *Strategic Consulting Director for Queensland, Trustwave*

10:10am 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?

Laura Poidevin, *Engagement, Information Technology Partners, Department of Agriculture and Fisheries*
Simon McKee, *Deputy Commissioner, Operations and Enforcement Group, Queensland Revenue Office, Queensland Treasury*
Benjamin Cerezo, *Director Leadership and Learning, Queensland Public Service Commission*
Moderator: **Chris Bennetts**, *Partner - Business Transformation, EY*

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



11:20am

Welcome from Stream Chair**John Dryden**, *Enterprise Account Director, MIP Australia***Welcome from Stream Chair****Peter Grant**, *Partner, Bnimble*

11:30am

Government Keynote:

Building A First-of-its-Kind Technology Workforce Talent Marketplace to Deploy Across State ICT Projects and Standardise ICT Project Management

- 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

Dr Anuj Saraogi, *Senior Director, Digital Solutions Delivery Services, eHealth Queensland, Queensland Health***John Kinnane**, *Executive Director, Digital Solutions Delivery Services, eHealth Queensland, Queensland Health*

Government Keynote:

Redefining Customer Experience through Digital State Services

- 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

Jelena Nikolic, *Director, Digital Solutions, Residential Tenancies Authority*

11:50am

Partner Session:

Forward looking analytics for Government: how lessons from the past delivers a modern analytics platform for the future

Lessons from the past should not be forgotten when designing the next generation analytics platform for Government. In this session, you'll hear how Teradata has been delivering analytics at the highest levels of Government within Australia for over 30 years and how this experience is delivering the next generation of Government services.

Ben Davis, *Director, Solutions Engineering, Teradata*

Public Sector Network Advisor Session:

New Zealand Inland Revenue Business Transformation - a DX Case study

- Taking a whole of organisation approach to Digital Transformation not a technology focus
- Reimagining not renewing or refreshing
- Expecting to Succeed mindset

Chris Webb, *Advisor, Public Sector Network & Consulting*

12:10pm

Government Keynote:

Bringing Data and Multiple Platforms Together to Transform Department Services

- 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

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

Government Keynote:

Transforming the Customer Experience at Urban Utilities for Modern Service Delivery

- Delivering increased service levels to Queensland customers at a lower cost
- Transforming the way water and sewerage services are provided in response to the changing needs of the community
- Ensuring Urban Utilities are well placed to meet the regions needs by 2032 through innovative change

David Brooker, *Executive Leader Service Delivery, Urban Utilities*

Technology & Data | Plaza Auditorium

12.30pm



Partner Session:

How to Realise Federated Identity in days not months

Optimisation and modernisation of legacy technologies is the foundation to digital transformation, providing an overall reduction of costs and greatly increasing business agility.

- Optimisation through consolidating to a central identity plane
- Connecting various apps/partners and increasing the mandate for centrally managed MFA
- Increased visibility with the wider operational security team, enabling them to provide federated identity services in days, not months

James Darwin, *Senior Solutions Engineer, Okta*

Digital & CX | P6 - P8

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 Queensland'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*

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*

Lorraine Pestell, *Enterprise Architect, Office of Industrial Relations*

Anna Williams, *Director – Engagement, Capability & Governance, Data & Insights Branch, Chief Finance Officer Division, Department of Veterans' Affairs*

Jason Wornham, *Queensland State Manager, Brennan IT*

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*

Karen Jarman, *Chief Information Officer, Trade and Investment Queensland*

David Brooker, *Executive Leader Service Delivery, Urban Utilities*

Johan Fantenberg, *Principal Sales Engineer, ForgeRock*

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: The Consumerisation of IT: finding balance between security and user experience**

James Darwin, Senior Solutions Engineer, Okta

Table 2: The Cloud State of Origin – Queensland's Time to Shine

Sebastian Phillips, Strategic Partner Manager & Senior Sales Executive, Vault Cloud

Josh Atterbury, Head of Technology – Customer and Cloud, isseek

Table 3: No citizen left behind

John MacKenney, Practice Lead - Digital Strategy APAC, Adobe

Table 4: How Government Agencies Can Leverage Unstructured Data for Better Citizen Service Delivery

Tom Harrison, Senior Client Principle - Professional Services, Iron Mountain

Table 5: Using technology leadership to embrace new horizons for Queensland's digital future.

Marcelo Goncalves, Head of Enterprise and Government Sales, NEXTDC

Table 6: Digital Skills Shortage? But how do we know?

Paul Collins, Chief Executive Officer and Co-Founder, SkillsTX

Table 7: Maintaining the rage: Unpacking the five characteristics of digitally maturing organisations

Dr Nicholas O'Donnell, Head of Research & Design, Codex Consulting

Table 8: Streamline criminal, regulatory and administrative investigations through digital briefs of evidence

Craig Doran, Founder and Chief Executive Officer, Comtrac

Table 9: The Future of Work for content processes and records management in Government

Arpan Bansal, Vice President, Global Head – Government Practice, Newgen Software

R. Krishna Kumar, Vice President, Newgen Software

Table 10: Rapid CMDB automation and excellence

Mark Sakzewski, Chief Technology Officer, Syncfish

Table 11: Challenges and Opportunities in Developing and Implementing a Digital Strategy in Government

Nigel Schmalkuche, Managing Director and Principal Consultant, Strategic Architects

Table 12: AI - Practical approaches to artificial intelligence. Starting small + thinking big

Jen Gianoulis, Consultant - Dynamics 365 and Power Platform, SOCO

Chris Stokes, Principal Consultant - Dynamics 365 and Power Platform, SOCO

Table 13: Achieving the best outcomes from IT procurement engagements

Anne Clay, Managing Director, Clay Australia and PSN Advisor

Jennifer Arnold, Managing Direct, Jennifer Arnold Consulting and PSN Advisor

Table 14: innovate? Really ready? And if you are not quite ready, who has the job of ensuring the key capabilities are in place.

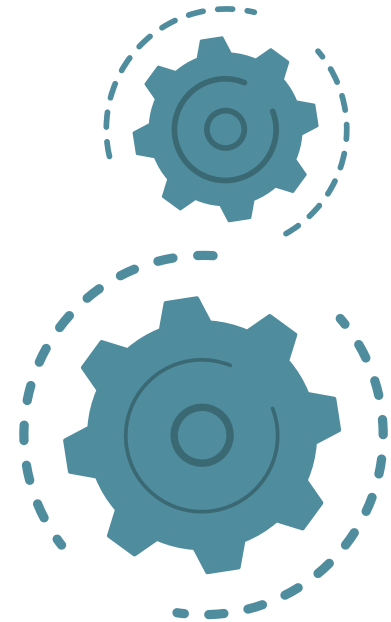
Peter Grant, Partner, Bnimble

Table 15: Gaining and maintaining community trust in a digital world

Chris Webb, PSN Advisor

Table 16: Digital Velocity - What Devops and DevSecOps can do for your Agency

Rob Willams, Solutions Architect, Gitlab



3.25pm

Welcome back from Chair

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



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

Vivienne Neilan, *Director Innovation*, National Injury Insurance Scheme

Julie Salsbury, *General Manager, Customer Experience Branch, Policy, Planning and Investment Division*, Department of Transport and Main Roads

Moderator: **Diana Malcomess**, Partner - Digital and Emerging Technology, **EY**

4:30pm

Closing Remarks and Networking Drinks

REGISTER TODAY



Thank You to our **Partners**

Lead Partner



Platinum



Gold



Silver



Private Lunch



Coffee Cart



Stream Chair



Bronze



Silver



Exhibition



engineering a better life

