

Innovate Australia

Where Government
Meets to Grow Ideas

Friday 12th August 2022

National Convention Centre Canberra (NCCC)



Agenda at a Glance

Over the next decade, the Australian government plans to become to be one of the top digital governments in the world.

Supported by the Department of Prime Minister and Cabinet's *Digital Economy Strategy* and the Digital Transformation Agency's *Digital Government Strategy (DGS)*, the federal government aims to digitalise 100% of government services, grow innovative sectors (such as Artificial Intelligence, aviation technology and cyber security) and make strategic investments that aid economic recovery in the wake of COVID-19.

Although federal agencies have already made tremendous progress throughout the pandemic, this new transformation target is urgent and ambitious. In order to create an enabling environment that accelerates digital projects across the APS, federal agencies from across departments must come together to align with a whole-of-government (WoG) strategy.

Join Public Sector Network's 8th Annual **Innovate Australia 2022** event to establish future priorities, benchmark best practice and leverage emerging technologies to create a world-leading digital government in Australia. With renewed transformation targets, it is critical that leading agencies come together to strategise how to drive digitalisation across government. 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:

- Business Transformation and Continuous Improvement
- Digital Innovation and ICT
- Citizen Engagement and Experience
- Service Design and Delivery
- Workforce Planning and HR
- Culture and Change Management
- Enterprise Architects

Key Themes

- **Strategy** - Discover strategies to build operational resiliency, encourage transformation and drive economic prosperity
- **Digital and Citizen Experience** - optimising how digital transformation works to improve citizen-centric services and citizen experience
- **Technology and Transformation** - leveraging innovation in business management, enterprise architecture and service delivery throughout internal and external portfolios
- **People and Culture** - building a strong public sector culture by focusing on wellbeing, strategic workforce planning and increased employee engagement
- **Data and Analytics** - identifying, collecting and utilising critical data to develop stronger regulation and compliance, improve cyber security and drive in-house analytical capabilities



Your Inspiring Speakers



CHRIS FECHNER
Chief Executive Officer
**Digital Transformation
Agency (DTA)**



CHRIS JORDAN
*Commissioner of Taxation;
Registrar of the Australian
Business Register and Australian
Business Registry Services*
**Australian Taxation Office
(ATO)**



STEPHANIE CARGILL
*acting Chief Operating
Officer*
**Department of Home
Affairs**



CHARLES MCHARDIE
*Chief Information and Digital
Officer, Technology and
Digital Programmes*
Services Australia



LANE MASTERTON
*General Manager, Corporate
Services Division*
**Australian Bureau of Statistics
(ABS)**



RADI KOVACEVIC
Chief Information Officer
**Department of Home
Affairs**



JUSTINE HALL
*General Manager
Customer Experience Group*
IP Australia



CATHRYN GEIGER
*Chief Data and Analytics
Officer*
**Department of Agriculture,
Water**



FAY FLEVARAS
*First Assistant Secretary,
Digital Transformation &
Delivery*
Department of Health



THOMAS RYAN
*First Assistant Commissioner,
Organisational
Transformation Division*
**Australian Electoral
Commission
(AEC)**



LEEANNE CHAU
*Assistant Commissioner,
Visual Analytics and
Transformation, Smarter Data*
**Australian Taxation Office
(ATO)**



DANIEL RAMOS
*General Manager
Solution Delivery*
**Australian Competition
& Consumer Commission
(ACCC)**



RINA BRUINSMA
First Assistant Commissioner
**Australian Public Service
Commission (APSC)**



KYLIE BRYANT
Chief Operating Office
**Department of Industry,
Science, Energy and
Resources (DISER)**



BRIDIE DAWSON
*Assistant Secretary,
Human Resources*
**Attorney-General's Department
(AGD)**



KIRSTEN GARWOOD
*Program Director,
Public Services Transformation*
Bureau of Meteorology



JUSTIN KEEFE
Chief Technology Officer
Department of Defence



ANDREW LALOR
*Assistant Secretary,
Data and Digital*
**Department of the
Prime Minister and Cabinet**



BELINDA CASSON
*A/g Deputy Secretary,
Corporate and Enabling
Services Group*
**Department of Employment
and Workplace Relations**



BELINDA DUFFY
*Assistant Secretary,
Business Solutions Branch
(BSB)*
**Department of Foreign
Affairs**



CHAN CHEOW HOE
*Government Chief Digital
Technology Officer*
GovTech (Singapore)

Your Inspiring Speakers



REBECCA GIUMELLI

Chief Information Officer,
Executive Director Technology
Fair Work Ombudsman



STEWART MUNRO

Assistant Secretary – Corporate and
Financial Services Branch, Financial
Management Division | Corporate
Operations Group
Australian Government Department of
Health and Aged Care



RICHARD BULLOCK

Executive Manager, Research,
Data & Regulation
Australian Communications and
Media Authority (ACMA)



SUSAN CALVERT

Assistant Secretary
Office of the National Data
Commissioner



DAVID PATTIE

First Assistant Secretary Analysis
and Data, Higher Education,
Research and International
Department of Education,
Skills and Employment



LEONIE VALENTINE

Executive General Manager,
Customer Experience and
Digital Technology
Australia Post



CATHRYN GEIGER

Chief Data and Analytics
Officer
Department of Agriculture,
Water



LUKAS GENTLE

A/g National Manager, F2F
Transformation, F2F Service
Design
Service Australia



ELIZABETH HAMPTON

Deputy Commissioner
Office of the Australian
Information Commissioner
(OAIC)



SAM PALMER

General Manager of Visitor,
Economy & Client Programs,
Austrade



MATTHEW HAY

Deputy Commissioner,
Strategy & Architecture,
Enterprise Solutions &
Technology
Australian Taxation Office



RACHEL BUNSHAW

Executive Consultant | Co-Head
of Innovation & Experience
Design
DB Results



CATHERINE FRIDAY

Oceania Government and
Health Sciences Managing
Partner
EY



ALFRED WILKINSON

National Manager,
Client Solutions
RGF Staffing APEJ



BRENDA BANNING

Vice President, Architecture
and Industry Strategy
Oracle JAPAC



DAVID PIGGOTT

Vice President & Managing
Director, ANZ
Jabra



KEN MACDONALD

Public Sector Lead
Smart Communications



GREG EYRE

Vice President, A/NZ, SS&C
Blue Prism



MARK WILLIAMS

Federal Government Lead
Publicis Sapient



MARK NIXON

EY Partner, Government &
Public Sector Leader Oceania
EY



DIANA MALCOMESS

Partner, Digital and
Emerging Technology
EY

Your Inspiring Speakers



EAN EVANS

*EY Oceania Intelligent
Automation Leader*
EY



SCOTT HUNTER

*Asia Pacific & Japan Vice
President Customer Strategy
& Success,*
UiPath



STEVE NEVILLE

ANZ Chief Growth Officer,
Pexip



GEORGE DRAGATIS

*Director Pre Sales and
CTO,*
Hitachi Vantara



TAL NATHAN

*Vice President Go-to-
Market,*
NTT



TIM MCDERMOTT

*Digital Strategy
Consultant,*
Kentico



ARPAN BANSAL

*Vice President, Global Head -
Government Practice,*
Newgen Software



JASON LEONARD

*Partner, Cognitive Computing
& Analytics,*
IBM Consulting A/NZ



JESSE BUGDENS

Chief Product Officer,
Frisk



KIERAN HYNES

*Owner and Founder,
Adjunct Professor for UC*
Willyama Services



RICHARD DAVIES

*Director of Digital
Transformation APAC*
OutSystems



GETHIN CONSTABLE

*Director, Public Sector,
Digital Advisor*
Avanade Australia



LEON CZECHOWICZ

*Engineering Lead -
Federal Government*
Snowflake



MUKUL AGRAWAL

*Regional Head APAC -
Digital, AI & Automation*
Infosys Consulting



BEN MAY

Head of Design
Wongdoody AU



JON PALIN

Chief Product Officer
Objective



NATHAN GOWER

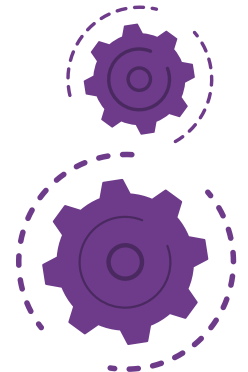
Managing Director
Boomi



AMARILLA SIMON

*Sr. Director Enterprise
Sales ANZ*
Pluralsight

REGISTER TODAY








8:00am	Registration and Networking Breakfast
9:00am	Welcome to Country
9:10am	Welcome from Public Sector Network
9:20am	Welcome from the Chair: Catherine Friday , <i>Oceania Government and Health Sciences Managing Partner, EY</i>
9:30am	Government Keynote: Delivering World Leading Government Services Chris Fechner , <i>Chief Executive Officer, Digital Transformation Agency (DTA)</i>
9:50am	Platinum Partner Session: How the NDIA citizen mobile app was built with speed, agility and minimal risk - A high performance low-code approach. <ul style="list-style-type: none"> Delivering accessibility without sacrificing user experience Reducing project and security risks Successfully delivering complex IT projects during a skills shortage <p>Rachel Bunshaw, <i>Executive Consultant Co-Head of Innovation & Experience Design, DB Results</i> Richard Davies, <i>Director of Digital Transformation APAC, OutSystems</i></p>
10:10am	Panel Discussion: Putting Citizen's Needs at the Centre of Government Services <ul style="list-style-type: none"> Building government services that are user-driven and connected, allowing Australians to interact with government through a common point of access Using four key principles to make services more simple, helpful, respectful and transparent Meeting and exceeding user expectations by delivering consistent and predictable digital experiences that are easy to access and people-driven <p>Rina Bruinsma, <i>First Assistant Commissioner, Australian Public Service Commission (APSC)</i> Elizabeth Hampton, <i>Deputy Commissioner, Office of the Australian Information Commissioner (OAIC)</i> Leonie Valentine, <i>Executive General Manager, Customer Experience and Digital Technology, Australia Post</i></p>
10:50am	Morning Tea Networking Break and Expert Insight Theatre Sessions: <p>11:00am Insight Theatre Session: The skills shortage is expected to worsen over the next decade and requires careful consideration to manage successfully</p> <p>The Australian government has set the goal to become a fully digital economy by 2030, however state and local agencies feel under-equipped and under-skilled to be able to achieve this goal. Build confidence in your team to take on this challenge by establishing a digitally resilient platform for future government services.</p> <ul style="list-style-type: none"> How can the public sector turn the 'Great Resignation' into Great Realignment? What strategies will be effective against the current talent shortage in technology? <p>Amarilla Simon, <i>Sr. Director Enterprise Sales ANZ, Pluralsight</i></p> <p>11:15am Insight Theatre Session: How Government is embracing video to deliver secure citizen services & support</p> <p>Video is no longer just for meetings. IDC forecasts a 40%+ compound annual growth rate in the delivery of video-enabled citizen services across APAC, between now and 2025. With increased levels of comfort and familiarity with video, coupled with advancements in tech such as AI and machine learning, we're seeing an acceleration in use of video beyond the office. Organizations are transforming - moving physical experiences online. Join Steve Neville, ANZ Chief Growth Officer at Pexip who will present examples of how government organizations - in Australia and worldwide - are adopting new video services while focusing on user experience, integration, security and customization.</p> <p>Steve Neville, <i>ANZ Chief Growth Officer, Pexip</i></p>



STREAMS

	PEOPLE & CHANGE NICHOLLS THEATRETTE	DIGITAL & CX MENZIES THEATRETTE	DATA & ANALYTICS SUTHERLAND THEATRETTE	TECHNOLOGY & TRANSFORMATION ROYAL THEATRE
11:30am	Welcome from Stream Chair Alfred Wilkinson , <i>National Manager, Client Solutions, RGF Staffing APEJ</i>	Welcome from Stream Chair Mark Williams , <i>Federal Government Lead, Publicis Sapient</i>	Welcome from Stream Chair Jesse Bugden , <i>Chief Product Officer, Frisk</i>	Welcome from Stream Chair Brenda Banning , <i>Vice President, Architecture and Industry Strategy, Oracle JAPAC</i>
11:40am	<p>Government Keynote: Leveraging Pandemic Learnings to Inspire Better Employee Experience (EX)</p> <ul style="list-style-type: none"> Reviewing key learnings from the Department regarding their management of frontline workers throughout the pandemic Leveraging said learnings to create a more modern and holistic approach to workforce management, and reaping knock-on benefits in various functions (such as customer experience and profitability) Elevating Employee Experience (EX) to attract, secure and retain staff during the war for talent <p>Stephanie Cargill, <i>acting Chief Operating Officer, Department of Home Affairs</i></p>	<p>Government Keynote: Driving Digital and Technology transformation in Services Australia and across Government</p> <ul style="list-style-type: none"> Delivering industry-leading digital platforms, systems and services to the Australian public Reviewing how Services Australia is making interacting with Government simple Supporting the Governments vision of being one of the top 3 digital governments in the world by 2025 <p>Charles McHardie, <i>Chief Information and Digital Officer, Technology and Digital Programmes, Services Australia</i></p>	<p>Government Keynote: Translating Insights into Outcomes</p> <ul style="list-style-type: none"> Reviewing the Department's transformation journey thus far, and offering implementable strategies for agencies looking to grow their own maturity Exploring how analytics can enable outcomes by showcasing two key case studies in geospatial data and biosecurity space Enabling data sharing internally and externally by growing capacity and driving collaboration to make data everyone's business <p>Cathryn Geiger, <i>Chief Data and Analytics Officer, Department of Agriculture, Water and the Environment</i></p>	<p>Government Keynote: Harnessing IT Innovation to Support Service Transformation</p> <ul style="list-style-type: none"> Reviewing how the ATO has leveraged emerging technologies to remain agile and operational throughout 2020-22 Forecasting the future of the ATO's transformation program - tools, tech and strategies to tap into efficiencies and unleashing opportunity The next realm of technology in government - what does it look like and how can we sculpt services for better delivery? <p>Matthew Hay, <i>Deputy Commissioner, Strategy & Architecture, Enterprise Solutions & Technology, Australian Taxation Office</i></p>
12:00pm	<p>Gold Partner Session: The Future of Work: How Intelligent Automation is Creating Value for Public Servants: A discussion with Stewart Munro (Assistant Secretary Corporate and Financial Services Branch, Federal Department of Health), areas of focus include:</p> <ul style="list-style-type: none"> Digitisation and automation and its role in unlocking the human dimension How automation can better enable the responsiveness citizens expect from Government today Lessons and insights from across public sector agencies globally <p>Ean Evans, <i>EY Oceania Intelligent Automation Leader, EY</i></p> <p>Stewart Munro, <i>Assistant Secretary - Corporate and Financial Services Branch, Financial Management Division Corporate Operations Group, Australian Government Department of Health and Aged Care</i></p>	<p>Gold Partner Session: Hyper Personalised Conversations - Delivering Frictionless Customer Experiences for Government</p> <ul style="list-style-type: none"> Communications vs Conversations: How can we transform one-way communications into interactive conversations for better citizen-driven experiences? How can government agencies improve their processes to collect more accurate data and provide citizens with faster, more reliable, and personalised services? The importance of taking a digital-first approach to transformation and providing human-centric, digital interactions. <p>Ken MacDonald, <i>Public Sector Lead, Smart Communications</i></p>	<p>Gold Partner Session: Simplifying Control of Data for DATA 2022</p> <p>The passing of DATA 2022 means data sharing is a high priority for Governments. But controlling and governing data you share, and are responsible for, is difficult once it leaves your control domain. This talk specifies how you can share without losing control of your data and obligations.</p> <p>Leon Czechowicz, <i>Engineering Lead - Federal Government, Snowflake</i></p>	<p>Gold Partner Session: Lights-Insight-Action-Its' all about Data</p> <ul style="list-style-type: none"> Data volumes are exploding, expanding the amount of data that must be understood or remain in the dark. According to IDC, roughly only 2.5% of all data is analyzed; the remainder is lost, and its potential value squandered. Public cloud adoption has vastly expanded the locations in which data resides and loosened control over data creation and management. According to ESG, 81% of companies use more than one cloud infrastructure provider, whether for IaaS or PaaS. And 51% use three or more. Self-service must be supported to expand the size of the effective team in a company that can make data useful. If data is in the dark, it might as well not exist from the perspective of self-service users. If it is hard to find, productivity plummets. A report from 451 Research on DataOps revealed that 25% of all chief data officers (CDOs) with more than 2PB of data say staff spend over 50% of time finding and gaining access to data. <p>George Dragatsis, <i>Director Pre Sales and CTO, Hitachi Vantara</i></p>

	PEOPLE & CHANGE	DIGITAL & CX	DATA & ANALYTICS	TECHNOLOGY & TRANSFORMATION
<p>12:20pm</p> 	<p>Government Keynote: Upskilling, Recruitment and Training in the Digital Age</p> <ul style="list-style-type: none"> Improving digital skills within the workforce by creating more immediate learning opportunities for reskilling and upskilling Strategising how to attract, keep and develop staff with specialist digital skills Assisting digital capability through a number of WoG and Department-specific initiatives <p>Michael Nelson, <i>General Manager, People Division, Services Australia</i></p>	<p>Government Keynote: Strengthening Services To Drive Impact and Value for Australians, Government and Industry</p> <ul style="list-style-type: none"> Exploring how the Bureau has designed, implemented, and transitioned to a new way of providing climatological, hydrological, and meteorological services to the public Delivering a resilient, integrated national operations capability with greater capacity to deploy specialist expertise to protect lives and property Developing new capabilities enable the Bureau staff to deliver data, insight, knowledge and wisdom for emergency service partners and the Australian community <p>Kirsten Garwood, <i>Program Director, Public Services Transformation, Bureau of Meteorology</i></p>	<p>Government Keynote: Exploring how the ABS is working to build data capability across the Australian Public Service (APS)</p> <ul style="list-style-type: none"> Showcasing various initiatives that seek to attract and retain the data capability within the APS and to grow the capability of existing Australian Public Servants Maximising the value of Government owned data by ensuring that APS employees have the data capabilities required. <p>Lane Masterton, <i>General Manager, Corporate Services Division, Australian Bureau of Statistics (ABS)</i></p>	<p>Government Keynote: Transforming our Borders Post-COVID</p> <ul style="list-style-type: none"> Leveraging a platform approach to enhancing systems, including biometric, digital identity and credential capabilities Building on the Digital Passenger Declaration, accelerate collaboration between agencies and a wider traveller ecosystem Discussing the future of the digital services, including opportunities for integration with wider government systems (such as trade) <p>Radi Kovacevic, <i>Chief Information Officer, Department of Home Affairs</i></p>
<p>12:40pm</p>	<p>Gold Partner Session: Protect personal privacy and sensitive data in and out of the office with Jabra</p> <p>In the new 'Hybrid Work Era' the way we all work has changed. The modern workplace has expanded beyond the bounds of the traditional office to include a mixture of locations. However, with that mobility and freedom Hybrid or remote work has given us, there are also challenges when it comes to protecting sensitive data. Cybercrime continues to be a challenging and expensive issue for businesses, particularly with the rise in remote working. Learn how Jabra is helping organisations protect personal privacy and sensitive data.</p> <p>David Piggott, <i>Vice President & Managing Director, ANZ, Jabra</i></p>	<p>Gold Partner Session: What does the Grand Prix and digital government services have in common?"Can citizens be fans?</p> <ul style="list-style-type: none"> Citizens expect digital gov services experiences to be on par on better than private sector experiences Can we leverage fan experiences created for major Australian sporting events like the Australian Grand Prix and Australian Open to build next gen digital gov services? Will human centricity and customer journey mapping enable this? Explore how organisational alignment and customer data is essential to building human eccentric digital experiences? <p>Mukul Agrawal, <i>Regional Head APAC – Digital, AI and Automation, Infosys Consulting</i> and Ben May, <i>Head of Design, Wongdoody AU</i></p>	<p>Gold Partner Session: Taming the unstructured content chaos</p> <p>The rapid growth of information is outstripping our ability to manage it. Knowing the location of your content is one thing, but how do you manage it consistently? And how do you make the most of it? Discover ways to organise, synthesise and govern information and use it better.</p> <p>Jon Palin, <i>Chief Product Officer, Objective</i></p>	<p>Gold Partner Session: The new digital – sustainability and the impact of technology</p> <ul style="list-style-type: none"> Technology is critical to sustainability, yet it can have a massive impact on energy consumption. Customers are putting pressure on Governments and companies to be more sustainable. How can we drive business value through technology to enable positive environmental, societal and governance outcomes <p>Gethin Constable, <i>Director, Public Sector, Digital Advisory, Avanade Australia</i></p>
<p>1:00pm</p> 	<p>Silver Partner Panel Discussion: Workforce Strategies and Leadership to Create a Culture of Innovation</p> <ul style="list-style-type: none"> Establishing cross-functional teams to explore the potential for innovation in various areas of your organisation Developing metrics to measure innovation performance, demonstrate cost benefits and realise outcomes Making innovation everyone's job by implementing widespread training, providing tools, techniques and mentoring <p>Daniel Ramos, <i>General Manager Solution Delivery, Australian Competition & Consumer Commission (ACCC)</i></p> <p>Bridie Dawson, <i>Assistant Secretary, Human Resources, Attorney-General's Department (AGD)</i></p> <p>Belinda Casson, <i>A/g Deputy Secretary, Corporate and Enabling Services Group, Department of Employment and Workplace Relations</i></p> <p>Scott Hunter, <i>Asia Pacific & Japan Vice President Customer Strategy & Success, UiPath</i></p>	<p>Silver Partner Panel Discussion: Optimising Citizen Experience with Emerging Technologies</p> <ul style="list-style-type: none"> Identifying fundamental customer experience technology that radically shifts cost and customer satisfaction Defining your business requirements, and aligning digital technology and service investments to meet these needs Enhancing the sustainability of CX technologies by harnessing reusability, consolidation and interoperability <p>Justine Hall, <i>General Manager Customer Experience Group, IP Australia</i></p> <p>Thomas Ryan, <i>First Assistant Commissioner, Organisational Transformation Division, Australian Electoral Commission (AEC)</i></p> <p>Fay Flevaras, <i>First Assistant Secretary, Digital Transformation & Delivery, Department of Health</i></p> <p>Arpan Bansal, <i>Vice President, Global Head – Government Practice, Newgen Software</i></p>	<p>Silver Partner Panel Discussion: Transforming Information into Insights: How to Leverage Data for Citizen-Centric Decision Making</p> <ul style="list-style-type: none"> Sharing real-world case studies from across agencies, demonstrating how data has been turned into tangible, measurable and consistent outcomes Adopting a WoG approach to developing a coherent, secure and comprehensive model for data governance Advocating for a data-driven public sector, and exploring ways to embed a strong data culture in your organisation <p>Leeanne Chau, <i>Assistant Commissioner Visual Analytics and Transformation, Smarter Data, Australian Taxation Office (ATO)</i></p> <p>David Pattie, <i>First Assistant Secretary Analysis and Data, Higher Education, Research and International, Department of Education, Skills and Employment</i></p> <p>Andrew Lalor, <i>Assistant Secretary, Data and Digital, Department of the Prime Minister and Cabinet</i></p> <p>Nathan Gower, <i>Managing Director, Australia and NZ, Boomi</i></p>	<p>Silver Partner Panel Discussion: Understanding the Best Tools, Strategies and Innovations to Deliver your Transformation Vision</p> <ul style="list-style-type: none"> Reviewing the must-know ICT implications of the 2021-22 federal budget Exploring upcoming IT/ICT initiatives that are likely to influence WoG transformation in the coming year Sharing insights and strategies on how to achieve successful technological transformation <p>Justin Keefe, <i>Chief Technology Officer, Department of Defence</i></p> <p>Belinda Duffy, <i>Assistant Secretary, Business Solutions Branch (BSB), Department of Foreign Affairs and Trade</i></p> <p>Tal Nathan, <i>Vice President Go-to-Market, NTT</i></p>

1:30pm	Lunch Networking Break and Expert Insight Theatre Sessions:
	<p>1:40pm: Insight Theatre Session: Securing Your Supply Chain: How to Build a Trust Framework Leveraging the experiences from conducting over 1000 SME and primes assessments for the Defence Industry Security Program, this talk will cover the key elements that organisations who have or are part of a supply chain need to consider for working with Defence.</p> <p>Kieran Hynes, Owner and Founder, Adjunct Professor for UC, Willyama Services</p>
	<p>1:55pm Insight Theatre Session: Mobility + Plus – Enhancing Planning & Engagement</p> <p>In this session learn how access to an unparalleled library of insights on where and how people are moving around specific geographic areas can help you to more effectively plan for communications, infrastructure, and disaster management. Tim McDermott from Kentico will demonstrate how to overlay customer data from your organisation, with a rich source of real-time people movement data, and data collected from your various customer touchpoints. And how this can improve planning, and help you to better engage your target customers via your website and other digital channels, with insightfully personalisation of the messaging.</p> <p>Tim McDermott, Digital Strategy Consultant, Kentico</p>
	<p>2:15pm Insight Theatre Session: Transforming experience and the future of work with a Unified Workforce.</p> <p>Blue Prism</p>
2:30pm	<p>Welcome Back from the Chair</p> <p>Mark Nixon, EY Partner, Government & Public Sector Leader Oceania, EY</p>
2:35pm 	<p>International Keynote: Singapore's Digital Transformation Journey and Platform-driven Approach</p> <ul style="list-style-type: none"> Exploring how the Singaporean Government are delivering public services more effectively through the use of technology and data through a platform-driven approach Showcasing key digital initiatives such as the Singpass app, Digital Identity Card (IC), Smart Nation Sensor Platform, FormSG, LifeSG and GoBusiness Future plans for the Smart Nation and Digital Government Group (SNDGG) including opportunities for GovTech's Digital Identity and Singpass in Australian contexts <p>Chan Cheow Hoe, Government Chief Digital Technology Officer, Singapore</p>
2:55pm	<p>Platinum Partner Session: Delivering digital strategies that are run on data and founded in trust, resulting in better citizen experience</p> <ul style="list-style-type: none"> The five-point plan applies trusted data to enable simpler, faster, secure public sectors Why putting people at the centre is the secret to success – and how to do it Real-life case studies from Australia and around the world of how government agencies used digital transformation to unlock better outcomes <p>Diana Malcomess, Partner, Digital and Emerging Technology, EY</p>
3:15pm 	<p>Government Keynote: Sustaining Transformation in 2022 and Beyond</p> <ul style="list-style-type: none"> Highlighting the importance of empowering staff and creating a culture of innovation Choosing to drive ambitious change programs and maintain momentum through uncertain times Harnessing the power of strategic planning to be more future focused <p>Chris Jordan, Commissioner of Taxation; Registrar of the Australian Business Register and Australian Business Registry Services, Australian Taxation Office (ATO)</p>
3:35pm	<p>Platinum Partner Session: Scaling AI to Improve Citizen Outcomes</p> <ul style="list-style-type: none"> Overview of the challenges of achieving business outcomes with AI Approaches to tackling these challenges Scaling out your AI to achieve transformational goals <p>Jason Leonard, Partner, Cognitive Computing & Analytics, IBM Consulting A/NZ</p>
3:55pm 	<p>Panel Discussion: Strategies & Innovation to Support the Future Growth and Prosperity of Australia</p> <ul style="list-style-type: none"> Utilising local and international networks to deliver an economy driven by innovation and entrepreneurship Enhancing global engagement to increase Australian's innovation and science connections internationally Building businesses and research collaboration to create an innovative environment for Australian businesses and researcher <p>Susan Calvert, Assistant Secretary, Office of the National Data Commissioner Sam Palmer, General Manager of Visitor Economy & Client Programs, Austrade Lukas Gentle, A/g National Manager, F2F Transformation, F2f Service Design, Services Australia</p>
4:25pm	<p>Closing Remarks</p>
4:30pm	<p>Networking Drinks</p>

Thank You to Our **Partners**



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Australian Government
Digital Transformation Agency

LEAD CHAIR



PLATINUM



STREAM CHAIR



GOLD



SILVER



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EXHIBITION

