

## Agenda

# DIGITAL.NSW 2022

*Where Do Customer and Digital Go Next?*

Wednesday, 30 November | Royal Randwick

# Welcome

Fires, floods, and a pandemic closed our offices, shops and social lives; these wild events – in quick succession – collectively plunged life as we knew it into uncharted territory.

Businesses and communities struggled to adjust. As we watched our economy shaken and tested, we knew that the road to economic recovery and our ability to stimulate industry to support future growth hinged on our State's ability to deliver smart, simple, and seamless personalised experiences through digital channels.

To achieve this, we must digitise all government services, invest in technological breakthroughs, and create an extensive partner ecosystem. Collaboration and innovation remain at the core of all our endeavours.

The Digital.NSW Showcase will share detailed examples of how NSW departments and agencies enable greater accessibility by addressing the digital divide and improving connectivity in our State; ways to extract real value from data with, and without, AI interventions; and methods to achieve the next phase of cyber security maturity.

These stories will be shared first-hand from the change-makers in NSW Government. With your help, insights, and feedback, we will collectively continue to evolve our approaches to address key challenges we face as a State. By working together, we'll design and build world-class government services for today, going beyond digital, and preparing for whatever the future holds.

Join us again this 30th November at Royal Randwick to see how we are progressing against our goals and network with your colleagues and industry from across the State.

I look forward to seeing you at Digital.NSW.

Kind Regards,



**Greg Wellis**

Government Chief Digital  
and Information Officer,  
**Department of Customer  
Service**

# Agenda at a glance

Join us at the Digital.NSW Showcase 2022 and be part of one of the largest meetings of ICT public and private sector leaders in Australia.

## Strategy

The Strategy session will take a look at the challenges and opportunities faced by a range of agencies and departments across the NSW Government. It will provide attendees with insights into the current focus and future directions being taken to aid the recovery and restoration efforts in our State.

## Stream 1: Digital & CX

For success to be attained in any transformation endeavour, the customer must remain at the centre of all that we do. This stream will explore what's next for the Future Service NSW Roadmap, share practical examples from key stakeholders who work on digitally transforming our smart and connected places, and discuss how we can bridge the digital divide for more equitable access to services.

## Stream 2: Data & AI

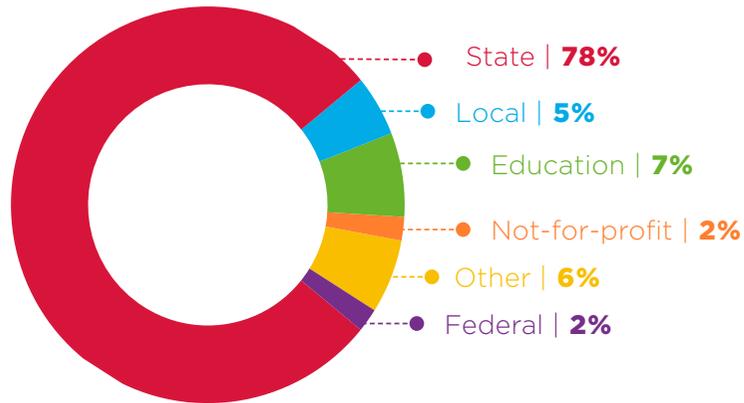
Usable, accessible – yet secure- data is the lifeblood for any organisation that seeks to improve its operations, services and informed decision-making capacity. This stream will explore the future of digital identity in NSW, discuss ways to attain maturity and also explain the exciting possibilities that AI has opened for NSW Government organisations.

## Stream 3: ICT & Security

Understanding the development of, and the new opportunities presented by, the Future NSW Technology Platforms Roadmap is key for any organisation in the NSW public service that strives to thrive in the new digital age. This stream will not only delve into the key priorities but also deep dive into how the next phase of cyber security maturity can be achieved.

# digital.nsw Event Snapshot 2021

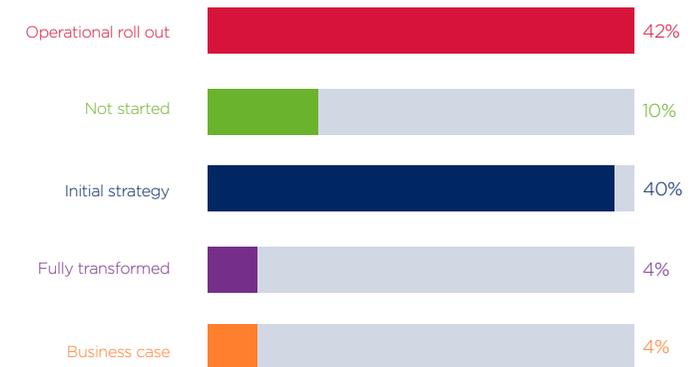
## TIER OF GOVERNMENT



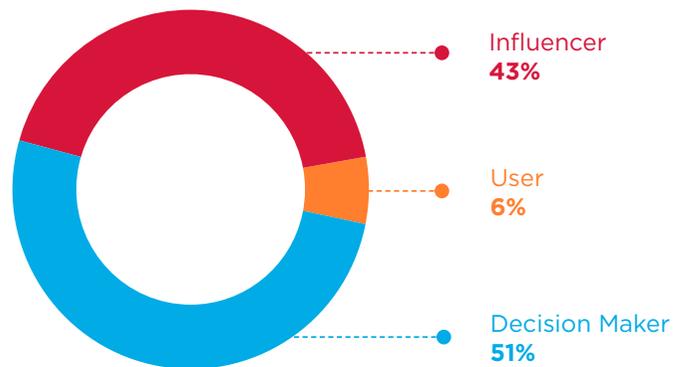
## TOP 5 PARTICIPATING ORGANISATIONS



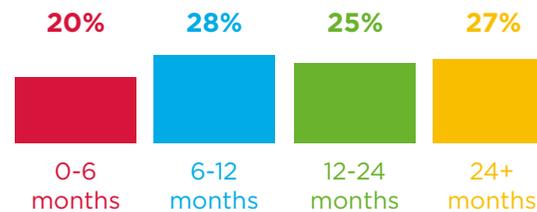
## DIGITAL TRANSFORMATION JOURNEY STATUS



## ATTENDEE ROLE



## INVESTMENT TIMEFRAME

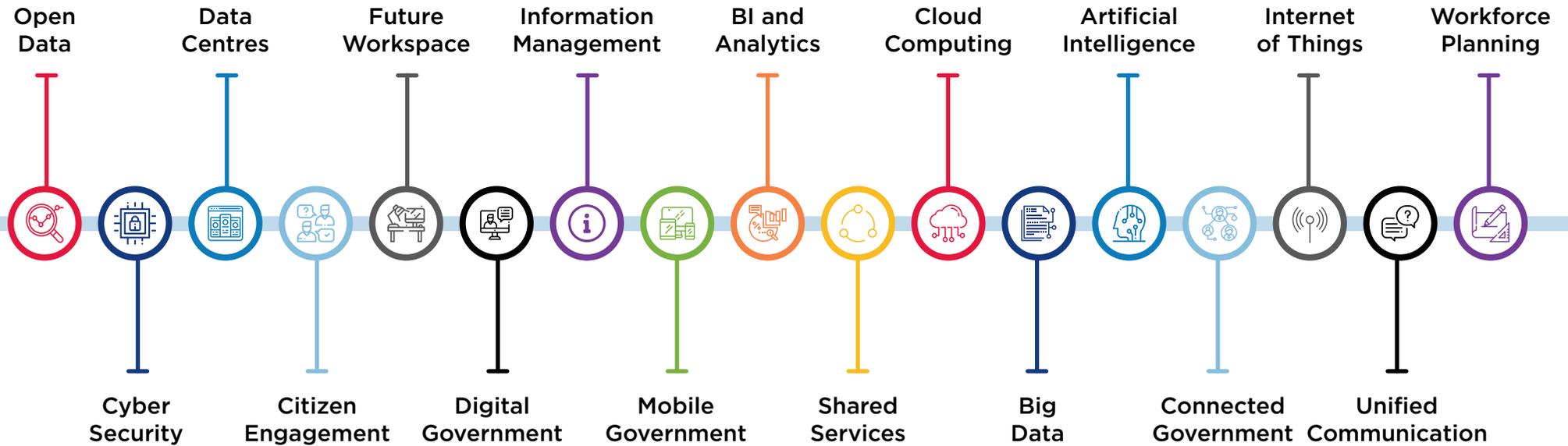


## BIGGEST BARRIER TO ACHIEVING TRANSFORMATION GOAL



# Who will you meet?

Connect and share innovative ideas with hundreds of leaders from a broad spectrum of sectors, including:



## Reasons to Attend



Connect and learn from digital leaders, government experts and industry professionals



Explore how government services are transforming with their digital roadmaps



Realise the capabilities being made easily accessible from the NSW Government



Understand important policies, management and leadership issues in the digital marketplace

# Your Speakers



**The Hon. Victor Dominello MP**

*Minister for Digital and Customer Service, Minister for Small Business, Minister for Fair Trading*



**Emma Hogan**

*Secretary for Digital and the Department of Customer Service*

**Department of Customer Service**



**Greg Wells**

*Government Chief Digital and Information Officer*

**Digital.NSW, NSW Department of Customer Service**



**Mark Lenzner**

*Executive Director*

**Digital and ICT Sourcing, NSW Department of Customer Service**



**Kylie De Courteney**

*Chief Executive Officer*

**NSW Telco Authority**



**Damon Rees**

*Chief Executive Officer*

**Service NSW**



**Kiersten Fishburn**

*Deputy Secretary*

**Cities and Active Transport, Transport for NSW**



**Narelle Underwood**

*Executive Director DCS Spatial Services*

**NSW Department of Customer Service**



**Said Hirsh**

*Head of Strategy, Planning and Innovation*

**i.NSW**



**Lenka Bradokova**

*Executive Director Identity*

**NSW Department of Customer Service**



**Tony Chapman**

*NSW Chief Cyber Security Officer | Executive Director, Cyber Security NSW*

**NSW Department of Customer Service**



**Anjelica Paul**

*Director, Accessibility NSW, Digital.NSW*

**NSW Department of Customer Service**



**Narelle Grayson**

*Chief Data Officer*

**NSW Department of Customer Service**



**Imma Chippendale**

*Chief Data Officer*

**Regional NSW**



**Zoran Bolevich**

*CEO & CIO*

**eHealth NSW**



**Murray Hurps**

*Director of Entrepreneurship, Innovation and Entrepreneurship*

**UTS**



**Manisha Amin**

*Chief Executive Officer*

**Centre for Inclusive Design**



**Bill Simpson-Young**

*Chief Executive Officer*

**Gradient**

# Your Speakers



**Kylie Bell**

*A/Managing Director*

**Investment NSW**



**Sandie Matthews**

*Chief Information and Data Officer*

**Department of Education**



**Kathrina Lo**

*Commissioner*

**Public Service Commission**



**Frances Foster-Thorpe**

*Executive Director of Shaping Futures*

**Department of Premier and Cabinet**



**Ian Oppermann**

*Chief Data Scientist*

**NSW Department of Customer Service**



**Peter Adams**

*Director Regional Digital Connectivity Program*

**Department of Regional Australia**



**Bianca Jordaan**

*Chief Digital and Information Officer*

**Department of Planning and Environment**



**Ben Xu**

*Director of Digital.NSW Accelerator*

**Department of Customer Service**



**Reece Clementi**

*Executive Director Digital Programs & Director of Digital Experience, Digital.NSW*

**Department of Customer Service**



**Mark Howard**

*Executive Director, Digital Strategy, Investment and Assurance*

**Department of Customer Service**



**Greg Alchin**

*Principal Accessibility Specialist*

**Service NSW**



**Gerry Neustatl**

*Accessibility & Inclusive Design Lead*

**Australian Broadcasting Corporation (ABC)**



**Stuart Mort**

*Partner, Technology Risk & Cyber / NSW Gov Lead*

**KPMG**



**Rob Sharp**

*Secretary*

**Transport for NSW**



**Georgina Harrison**

*Secretary*

**Department of Education**



**Glenn Dogao**

*Chief ICT Officer*

**Department of Regional NSW**



**Shane Fitzsimmons**

*Commissioner*

**Resilience NSW**



**Mirosław Mioduszewski**

*Director Analytics, Analytics & Information Management*

**Revenue NSW**

# Your Speakers



**Pip Arthur**

*Chief Operating Officer,  
ANZ*

**Microsoft**



**David Collins**

*Executive Director,  
Training Services*

**NSW Department of  
Education**



**Georgina Kelly**

*Executive Director, Science,  
Economics and Insights  
Division*

**Department of Planning and  
Environment**



**Rory Brown**

*A/Executive Director, Smart  
Places*

**Transport for NSW**



**Wendy Keith**

*Director, Housing Contact  
Centre*

**Department of Family and  
Community Services**



**Rhys Evan**

*Head of Security, ANZ*

**AWS**



**Jason Dixon**

*Director, Government*

**Boomi**



**Richard Rogers**

*ANZ District Sales  
Manager*

**f5**



**Nathan King**

*SE Manager,  
ANZ Specialist SE*

**NetApp**



**John Mackenney**

*Principle Digital Strategist*

**Adobe**



**Alastair Pearson**

*Partner, Integrated  
Infrastructure, Data &  
Analytics*

**PwC**



**Michael de Hennin**

*RVP Public Sector APAC*

**Salesforce**



**Dr Benjamin Coorey**

*Founder & CEO*

**Archistar**



**Sanja Galic**

*Senior Client Partner*

**Publicis Sapient**



**Michael Slip**

*Senior Director: Go-to-  
Market Customer Experience*

**NTT**



**Matthew Moore**

*Staff Technical Strategist |  
Observability*

**Splunk**



**Luke Power**

*Managing Director, ANZ*

**Trellix**



**Chris Ellis**

*Director of Solution  
Engineering*

**Nintex**

# Your Speakers



**Bryon Baker**

*Associate Principal  
Solution Architect*

**Red Hat APAC**



**Deon George**

*Principal Data Science &  
Data Governance Leader*

**IBM**



**James Darwin**

*Senior Solutions Engineer*

**Okta**



**Alastair Duncan**

*Account Executive for HPC  
and Federal Government*

**Intel**



**Zoe King**

*Deputy Lead Client Partner  
for the Health, Care and  
Social Welfare*

**IBM**



**Simon Poidevin**

*Former Rugby Union  
Player*



**Stuart Long**

*Chief Technology Officer*

**HPE Enterprise**



**Kim Oosthuizen**

*Innovation Principle:  
Ecosystem Platform  
Office*

**SAP**



**Jon Gooding**

*Solutions Architect*

**SAP**



**Edmund Walkley**

*Chief Executive Officer*

**Khorus**



**Anna Macsarello**

*RVP, Public Sector &  
Education ANZ*

**Elastic**

# Agenda

## Morning Plenary | Ballrooms

8.00am	<b>Registration and networking breakfast</b>
9.00am	<b>Welcome to Country &amp; Chair Opening</b> <b>Maranda McLaren</b> , <i>Advisor</i> , Public Sector Network
9.15am	<b>Ministerial Keynote: Where do Customer and Digital go Next?</b> This session will explore the future role that digital will continue to play in delivering citizen centric services to NSW. The Minister will share thinking on how does that impact customers and the future benefits <b>The Hon. Victor Dominello MP</b> , <i>Minister for Digital and Customer Service, Minister for Small Business, Minister for Fair Trading</i>
9.25am	<b>Panel: The Metaverse and Web3 and their Impact on the Public Sector</b> <ul style="list-style-type: none"><li>• The discussion will follow a short video by Dr Catriona Wallace, Non Executive Director of Gradient Institute</li><li>• How should governments look at Web3 and address the benefits and challenges?</li><li>• Does Government have the right skills and capabilities to address these?</li><li>• If so, what are they, and if not how can those be built?</li><li>• What role will government play in the future of the metaverse?</li></ul> <b>The Hon. Victor Dominello MP</b> , <i>Minister for Digital and Customer Service, Minister for Small Business, Minister for Fair Trading</i> <b>Greg Wells</b> , <i>Government Chief Digital and Information Officer</i> , Department of Customer Service <b>Sandie Matthews</b> , <i>Chief Information Officer</i> , Department of Education <b>Bill Simpson-Young</b> , <i>Chief Executive Officer</i> , Gradient Institute
9.45am	<b>Diamond Technology Session: Transforming digital experiences so no citizen is left behind</b> 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. (new line) Adobe's evaluation of digital accessibility, a marker for maturity of digital equity, shows Australia's global leadership and New Zealand's emerging position. The evaluation also shows there is room for improvement. (new line) 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. <b>John MacKenney</b> , <i>Principle Digital Strategist</i> , Adobe
10.05am	<b>Panel: Building Resilience and Bridging the Digital Divide with Improved Connectivity in NSW</b> This panel will look to address, how can we enhance Australia's connectivity for Emergency & government services and communities, by better leveraging academia, industry, and government expertise to drive technical innovation? <b>Kylie De Courteney</b> , <i>Chief Executive Officer</i> , NSW Telco Authority <b>Ian Oppermann</b> , <i>Chief Data Scientist</i> , Department of Customer Service <b>Shane Fitzsimmons</b> , <i>Commissioner</i> , Resilience NSW <b>Peter Adams</b> , <i>Director Regional Digital Connectivity Program</i> , Department of Regional Australia



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10.25am

## Partner Session: How is wellbeing aided by digital tools?

- Wellbeing frameworks are about changing how we view Government success. Learn how digital tools can be used to broaden and personalise wellbeing measures into tangible actions.
- Measuring Wellbeing outcomes will become increasingly important to all agencies as the business cases for initiatives will need to consider a return on investment more than just economic metrics.
- Digital Tools provide a key mechanism for agencies to not only provide evidence based insight into Wellbeing but take action to implement change

**Michael de Hennin**, *Regional Vice President, Public Sector, APAC, Salesforce*

10.45am

## Networking Break



# Agenda

## Expert Insight Theatres on the Show Floor (Concurrent Sessions)

Demo theatres	THEATRE ONE	THEATRE TWO	THEATRE THREE
10.55am	<p><b>Data collaboration inside and outside of your organisation with Snowflake</b>  <b>Stephen Ermann, Senior Sales Engineer, Snowflake</b></p>	<p><b>Citizen Identity - how to deliver secure, convenient, and delightful digital experiences</b>            Citizens of the world have dealt with sub-optimal government processes for too long; they are now demanding more and they deserve it.            Everyone knows the fundamental impact that the consumer and SaaS apps explosion has made in how we live and work. It doesn't matter if you're in the public sector or selling pizzas — for every industry of every size, digital business is just business now. And underpinning the ability to deliver secure, convenient, and delightful digital experiences is your citizen's digital identity.  <b>James Darwin, Senior Solutions Engineer, Okta</b></p>	<p><b>Health &amp; Wellness 360 Platform: Improving mental health through technology</b>            How do we take care of caregivers? The pandemic created significant wellbeing concerns for Australians - particularly those facing increased stress from their occupation. IBM, together with the US Government and Total Brain, have developed a platform supporting Veterans transitioning out of service. Hear from Simon Poidevin, ANZ President Total Brain 2020-22, and Zoë King, an Australian Veteran, on how the platform is making a difference through AI, automation and data - providing intuitive tailored support for health and wellness.  <b>Simon Poidevin, Former Australian Rugby Union Player and Zoe King, Deputy Lead Client Partner for the Health, Care and Social Welfare, IBM</b></p>
11.15am	<p><b>Transparent data driven sustainability in ICT</b>            At Intel, our purpose is to build world-changing technology that improves the life of every person on the planet. We strive every day to make a positive global impact and be good corporate citizens. Our focus helps us contribute responsible, inclusive, and sustainable practices across our operations, products, and supply chain. Through our long-term focus on advancing transparency, setting ambitious goals, and integrating corporate responsibility across all aspects of our business, we have driven meaningful results and challenged ourselves to achieve higher levels of performance over time.  <b>Alastair Duncan, Account Executive for Federal Government and HPC, Intel Australia</b></p>	<p><b>Improve data compliance, security and control cloud spend with NetApp</b>            Every organisation is feeling the pressure to drive down costs, while improving performance, security and compliance across an ever increasingly complex hybrid and multi-cloud environment. Making every dollar count is more important than ever, data sovereignty, compliance and security are more important than ever before and now a skills and labour shortage threatens to slow cloud adoption and transformation efforts to a halt.  <b>Nathan King, SE Manager - ANZ Specialist SE, NetApp</b></p>	<p><b>Leading into Hybrid Work</b>            Pip will present the latest Work Trend Index findings and discuss how to lead hybrid teams.  <b>Pip Arthur, Marketing and Operations Lead ANZ, Microsoft</b></p>



# Agenda

## Concurrent Stream Sessions

	DIGITAL & CX   BALLROOM D & E	DATA & AI   BALLROOM A & B	ICT & SECURITY   BALLROOM C
11.40am	<p><b>Welcome from Chair:</b>  <b>Sanja Galic</b>, <i>Senior Client Partner</i>, Publicis Sapient</p>	<p><b>Welcome from Chair:</b>  <b>Alastair Pearson</b>, <i>Partners, Integrated Infrastructure, Data &amp; Analytics</i>, PwC</p>	<p><b>Welcome from Chair</b>  <b>Stuart Mort</b>, <i>Partner, Technology Risk &amp; Cyber / NSW Gov Lead</i>, KPMG</p>
11.50am	<p><b>Panel: How the Digital Restart Fund is driving digital transformation across NSW Government</b></p> <p><b>Mark Howard</b>, <i>Executive Director, Digital Strategy, Investment and Assurance</i>, Department of Customer Service</p> <p><b>David Collins - Education Wallet</b>, <i>Training Director, Training Services</i>, NSW Department of Education</p> <p><b>Dr Georgina Kelly - Bio-diversity Hub</b>, <i>Executive Director, Science, Economics and Insights Division</i>, Department of Planning and the Environment</p> <p><b>Rory Brown - Smart Places and Net Zero Cities</b>, <i>Executive Director, Smart Places</i>, Transport for NSW</p>	<p><b>Realising the value of AI in Government</b></p> <ul style="list-style-type: none"> <li>Unlocking the value of AI powered government by rewiring decision making and operations to extract value</li> <li>Making the most of our Relationship with AI: Three key factors for success</li> <li>Investing in human capabilities to ensure longevity of change</li> <li>Addressing challenges presented by AI: Algorithms, trade-offs, and trust</li> </ul> <p><b>Miroslaw Mioduszewski</b>, <i>Director Analytics, Analytics &amp; Information Management</i>, Revenue NSW</p>	<p><b>ICT &amp; Security Presentation: e.Regulation program &amp; HazardWatch case studies</b></p> <p>This session will give the audience the opportunity to hear 2 x 10 minute sessions, one focussing on Licence. NSW and Complaints, Compliance and Enforcement, and the other on HazardWatch</p> <p><b>Reece Clementi</b>, <i>Executive Director Digital Programs &amp; Director of Digital Experience</i>, Digital.NSW, Department of Customer Service</p> <p><b>Ben Xu</b>, <i>Director of Digital.NSW Accelerator</i>, Department of Customer Service</p>
12.10pm	<p><b>Delivering digital services to government and the community at speed</b></p> <p>Pandemics, natural disasters, and increasingly diverse and distributed communities place pressure on governments and services to deliver to their citizens' needs. No longer is the requirement to innovate and respond at a pace solely the realm of startups and "Big Tech"; governments all over the globe are adopting technology and practices that enable rapid innovation and the ability to respond to external events in record time. In this talk, you will hear how governments and enterprises are partnering with Red Hat and HPE to rapidly scale, innovate and accelerate their response when delivering valuable services to their citizens and customers.</p> <p><b>Bryon Baker</b>, <i>Associate Principal Solutions Architect</i>, Red Hat APAC</p> <p><b>Stuart Long</b>, <i>Chief Technology Officer</i>, HPE Enterprise</p>	<p><b>Improving citizen services with real-time, AI driven digital insights</b></p> <ul style="list-style-type: none"> <li>The world is increasingly digital, citizens primarily interact with critical services through web and mobile apps. The digital exhaust from these touchpoints provides real time feedback into service efficiency, and citizen requirements.</li> <li>Smart devices and sensors create a rich ecosystem of contextual data to gauge whether citizen requirements are being met, and provide insights into usage patterns.</li> <li>Combining insights from digital interactions with data from smart cities and connected devices helps drive efficiency and improve consumer satisfaction with vital services.</li> </ul> <p><b>Matthew Moore</b>, <i>Staff Technical Strategist / Observability ANZ</i>, Splunk</p>	<p><b>Using XDR to bridge the talent gap in cybersecurity</b></p> <p>With the significant skills shortage across the cybersecurity industry, businesses need to look at different ways to combat the ever changing and increasingly volatile threat landscape. In our evolving world of hybrid work, XDR is a fast-emerging solution to help bridge the gap across technology and people, reduce risk and provide greater visibility for faster decision making. Join Trellix as we discuss how XDR is transforming cybersecurity and simplifying IT environments through its unified, adaptive and intelligent approach to threats.</p> <p><b>Luke Power</b>, <i>Managing Director</i>, ANZ, Trellix</p>



# Agenda



## DIGITAL & CX | BALLROOM D & E

12.30pm

### Panel: Digitally Transforming our Smart and Connected Places

- Changing the way we think and the way we innovate to secure NSW's future
- Building our future cities today: When opportunity meets technological innovation to improve the quality of life for communities across NSW
- Bringing the physical and digital together: from our local suburban streets through to the metropolitan and regional cities

**Kiersten Fishburn**, *Deputy Secretary, Cities and Active Transport*, Transport for NSW

**Narelle Underwood**, *Executive Director DCS Spatial Services*, Department of Customer Service

**Said Hirsh**, *Head of Strategy, Planning and Innovation*, iNSW

12.50pm

### Fireside chat with Department of Family and Community Services (NSW) and NTT

Join our fireside chat as we discuss the hot topics in customer experience technology including personalisation, conversation AI, real time agent assistance, robotics process automation, identity and passless security, multi cloud based CX and SaaS.

**Michael Slip**, *Senior Director: Go-to-Market Customer Experience*, NTT

**Wendy Keith**, *Director, Housing Contact Centre*, Department of Family and Community Services

## DATA & AI | BALLROOM A & B

### The Future of Digital Identity in NSW Government

- Digital identity: The keystone and enabler for a digital government
- The top three forces shaping NSW Government's latest Digital Identity Roadmap and future goals.
- Taking charge of the biggest risks in digital identity
- Everyday tasks made simple, safe and secure: What's next in the accelerated shift to digital-first servicing?

**Lenka Bradokova**, *Executive Director Identity.NSW*, Department of Customer Service

### Fireside Chat: Fundamentals to a successfully scale AI in government

Artificial Intelligence (AI) has the potential to enhance business operations, governments and public sector. AI can provide several benefits, from providing insights on large data sets, improve customer service and automating manual processes. AI creates the most value when it's scaled across functions. However, AI adoption varies across industries. Come and join SAP sharing their experiences of working with Data and AI, to get the most out of AI. During the session we will discuss - The importance of data, democratization of data for AI - Reasons AI project fail - AI is more than only implementing technology NEW LINE Most importantly, hear why now the time is to start or restart your AI projects and how to get things underway.

**Kim Oosthuizen**, *Innovation Principle: Ecosystem Platform Office*, SAP

**Jon Gooding**, *Solutions Architect*, SAP

## ICT & SECURITY | BALLROOM C

### Realising our next phase of cyber security maturity

- Controlling the risks: How is NSW Government responding to evolving threats and where is it focussing its efforts?
- Identifying the five essential steps to improve cybers security maturity
- Turning ideation into action and results: What have we achieved so far?
- Strategising NSW Government's acceleration of cyber security maturity: What's on the horizon for our State?

**Tony Chapman**, *NSW Chief Cyber Security Officer | Executive Director, Cyber Security NSW*, Department of Customer Service

### Build a Culture of Security with Amazon

Security has become everyone's job, and its management has become a strategic concern of government. The way forward is for government departments to build a culture of security. In this session learn how AWS has built its security culture, the techniques, tools and process we have used and scaled to help us reach over 3084 major features and releases last year. This session covers ownership, how senior leaders should think about security, what practical steps your builders and security team can focus on to help built a culture of security.

**Presented by AWS**

# Agenda

	DIGITAL & CX   BALLROOM D & E	DATA & AI   BALLROOM A & B	ICT & SECURITY   BALLROOM C
1.10pm	<p><b>Panel: What's next for Digital Accessibility?</b></p> <ul style="list-style-type: none"> <li>Complying with Web Content Accessibility Guidelines (WCAG)'s current accessibility standards across design, code and content development</li> <li>Promoting digital inclusion by design and ongoing compliance testing to remove barriers so all communities have access to digital services</li> <li>What's next: Uncovering on-going challenges and opportunities to do better for our communities</li> </ul> <p><b>Anjelica Paul</b>, <i>Director, Accessibility NSW, Digital.NSW, Department of Customer Service</i></p> <p><b>Greg Alchin</b>, <i>Principal Accessibility Specialist, Service NSW</i></p> <p><b>Gerry Neustatl</b>, <i>Accessibility &amp; Inclusive Design Lead, Australian Broadcasting Corporation (ABC)</i></p> <p><b>Manisha Amin</b>, <i>Chief Executive Officer, Centre for Inclusive Design</i></p> <p><b>Edmund Walkley</b>, <i>Chief Executive Officer, Khorus</i></p>	<p><b>Panel: Next Steps in NSW Government Data &amp; Analytics Maturity</b></p> <ul style="list-style-type: none"> <li>Finding the best way to reinvent analytics practices and hyperscale data growth</li> <li>Defining the sequence of stages that represent the evolution of the organisation in its ability to manage its internal and external data</li> <li>Assessing how effectively resources are used to get value out of data</li> <li>Nurturing the partnership between IT and the business to accelerates the journey from data to decision</li> </ul> <p><b>Narelle Grayson</b>, <i>A/Chief Data Officer, Department of Customer Service</i></p> <p><b>Imma Chippendale</b>, <i>Chief Data Officer, Regional NSW</i></p> <p><b>Frances Foster-Thorpe</b>, <i>Executive Director of Shaping Futures, Department of Premier and Cabinet</i></p> <p><b>Jason Dixon</b>, <i>Director, Government, Boomi</i></p>	<p><b>Panel: ICT Roadmap and Priorities</b></p> <p>Unlocking strategic goals with technology: Leveraging existing and defining relevant ICT investments with a clear relationship of priorities to support the organisation's goals</p> <ul style="list-style-type: none"> <li>Identifying future focus areas across ICT infrastructure, technology and security platforms, what have been the trends and insights from 2022?</li> <li>How can we best maintain transformative, secure, scalable and customer centric digital solutions for NSW government?</li> <li>Heightened needs around security: how are these impacting budgeted spend, and planned projects in 2023?</li> <li>As "custodians of the data", how should Government agencies view their position on retaining and protecting citizen's information? How does this impact strategy?</li> <li>What does the next 12-18 months look like for your department and what are the priorities and planned projects for 2023?</li> </ul> <p><b>Zoran Bolevich</b>, <i>CEO &amp; CIO, eHealth NSW</i></p> <p><b>Bianca Jordaan</b>, <i>Chief Digital and Information Officer, Department of Planning and Environment</i></p> <p><b>Glenn Dogao</b>, <i>Chief ICT Officer, Department of Regional NSW</i></p> <p><b>Richard Rogers</b>, <i>ANZ District Sales Manager, f5</i></p>
1.40pm	Networking Break (+Theatre Sessions)		



# Agenda



Demo theatres	Theatre One	Theatre Two	Theatre Three
1.50pm	<p><b>Delivering on the promise of Digital Government in the contact centre</b> Today's customer expectations are higher than ever. Consumers have grown accustomed to seamless digital experiences and they expect no less from government. They want to interact with government at a time that suits them on their channel of choice. Join us to hear how NSW Government can deliver on the promise of digital government – starting with frontline customer service in the contact centre. In particular, we'll delve into how to securely and efficiently use customer data to automate the identification and verification process in digital channels such as web chat, apps, and SMS.</p> <p><b>Megan Gordon, Principal Business Consultant and Samrat Som, Principal Solution Consultant, Genesys</b></p>	<p><b>Introducing the Agile, Secure Network Designed for Government</b> The networking game has changed. No longer a 5-year set-and-sweat procurement exercise, today's networks must be agile, adaptable, and an active part of your cybersecurity strategy. As network as a service solutions mature, there are new opportunities for government departments to strengthen their posture and activate intelligent services. In this short session, see how Aruba has reinvented network constructs based on your feedback – and how you can leave network cost and operational rigidity behind and focus on delivering for constituents.</p> <p><b>Presented by HPE</b></p>	<p><b>The Challenge of Getting Data Ready for an Outcome</b> Today's dynamic IT nature has resulted in multiple silos of data growing at unprecedented and unmanageable rates. Two thirds of data is unanalysed, 80% of employees time is spent finding, connecting and preparing the data – inhibiting the time to get high-quality outcomes. Strategic business actions created on anything but high-quality outcomes, are a risk.</p> <p><b>Deon George, Principal Data Science &amp; Data Governance Leader, IBM</b></p>
2.10pm	<p><b>How to "AI"</b> Jasper Wang, Google Cloud NSW Lead Engineer will share some tips about how Google uses AI to continually delight their 4.3 billion customers.</p> <p><b>Jasper Wang, Customer Engineer, Google Cloud</b></p>	<p><b>Automating Planning Compliance</b> Is it possible to automate something as complex as Development Applications? Discover how NSW and Victoria are using automatic 3D digital assessment tools to drastically reduce DA assessment times, providing a revolutionary experience to both staff and customers.</p> <p><b>Dr. Benjamin Coorey, Founder &amp; CEO, Archistar</b></p>	<p><b>The new simplicity: making digital better for everyone</b> Digital can be hard. For your staff, it can feel like no other team in the organisation speaks the same language. Seemingly simple changes turn out to be anything but. For citizens, the digital customer experience is still impaired by complexity.</p> <p><b>John-Paul Syriatowicz, Co-founder &amp; Chairman, Squiz</b></p>
2.30pm	<p><b>How Government Agencies Can Leverage Unstructured Data for Better Citizen Service Delivery</b> Join us to discuss digital transformation challenges and opportunities to better utilising your information and data:</p> <ul style="list-style-type: none"> <li>• What are some of the challenges government agencies face in delivering citizen e-services?</li> <li>• How can organisations leverage data and insights to drive innovation and government collaboration?</li> <li>• How do you manage governance and compliance in the digital age?</li> </ul> <p><b>Tom Harrison, Senior Client Principle - Professional Services, Iron Mountain</b></p>	<p><b>The Future Runs on MongoDB</b> Empowering developers to build applications faster, securely and at scale like you haven't experienced before.</p> <p><b>Rohan Walia, Senior Solutions Architect - Solutions Consulting, MongoDB</b></p>	<p><b>Driven by Data, Built to Win: NSW Government</b> Oracle will highlight how insight from data enables government to deliver digital citizen services, showcasing how Red Bull Racing use data to make better decisions.</p> <p><b>Stuart Coggins, Director - Cloud Strategy, Oracle</b></p>

# Agenda

Afternoon Plenary | Ballrooms

3.00pm	<b>Welcome Back from Chair</b> <b>Maranda McLaren</b> , <i>Advisor</i> , Public Sector Network
3.00pm	<b>Keynote Panel: Industry Partnerships &amp; Procurement Innovation</b> Globally, there are major shifts taking place to which procurement must respond; the paradigm is more complex, volatile, and requires a more sophisticated approach than what the traditional trajectory called for. Getting ahead requires collaborative efforts- both internal and external to the organisation- to realise the benefits of investment in digitisation, automation and analytics. This session will explore key aspects of collaborative partnerships that continue to drive NSW's transformation. <ul style="list-style-type: none"><li>• Uncovering the increased risks and opportunities that accompany the complexity presented by the times in which we operate</li><li>• Exploring key developments in digitisation, automation, and analytics that can unlock previously untapped potential</li><li>• Investing in collaborative, external partnerships to keep pace with the acceleration of technological advancements and innovations</li><li>• Changing how procurement operates as a business function and delving into opportunities to extend the scope of procurement's influence within the organisation</li></ul> <b>Mark Lenzner</b> , <i>Executive Director Digital and ICT Sourcing</i> , Department of Customer Service <b>Kylie Bell</b> , <i>A/Managing Director</i> , Investment NSW <b>Murray Hurps</b> , <i>Director of Entrepreneurship, Innovation and Entrepreneurship</i> , UTS
3.20pm	<b>Future Service NSW Roadmap - what's next?</b> <ul style="list-style-type: none"><li>• Customers at the centre: Creating services that are trusted, easier and more effective</li><li>• Transitioning from a customer experience with government to a customer's experience in a digital society</li><li>• Game plan: How will Service NSW continue evolving into 2023</li></ul> <b>Damon Rees</b> , <i>Chief Executive Officer</i> , Service NSW
3.40pm	<b>Partner Session: The importance of process automation and managing change for a digital government</b> <ul style="list-style-type: none"><li>• Foster culture of process excellence and continuous improvement</li><li>• Enable teams to become more agile and better equipped to manage change effectively and meet demands of public expectations</li><li>• Break down information silos and automate processes for improved cross-agency coordination, governance, efficiency, and citizen satisfaction</li></ul> <b>Chris Ellis</b> , <i>Director of Solution Engineering</i> , Nintex



# Agenda

## Afternoon Plenary

4.00pm	<p><b>Keynote: What's next for Digital.NSW?</b></p> <p>Imagine a government that anticipates your needs and delivers transparent, inclusive, easy to use services, accessible from anywhere. We believe that by accelerating an integrated digital landscape, we have a chance to become the world's most customer centric government by 2023. Putting customers at the centre of everything we do is about creating services that are trusted, easier and more effective. This session will dive into, what's next? What is the future vision for Digital.NSW</p> <p><b>Greg Wells</b>, <i>Government Chief Digital and Information Officer</i>, Department of Customer Service</p>
4.20pm	<p><b>Keynote Panel: Jobs &amp; Skills and Economic Stimulus - Driving the State Forward</b></p> <ul style="list-style-type: none"><li>• What are the emerging jobs of the future?</li><li>• How can we ensure we are equipped to deal with the skills needed in future?</li><li>• How will these drive the economy?</li></ul> <p><b>Emma Hogan</b>, <i>Secretary for Digital and the Department of Customer Service</i> at the Department of Customer Service</p> <p><b>Rob Sharp</b>, <i>Secretary</i>, Transport for NSW</p> <p><b>Kathrina Lo</b>, <i>Commissioner</i>, NSW Public Service Commission</p> <p><b>Georgina Harrisson</b>, <i>Secretary</i>, Department of Education</p>
4.50pm	<p>Close and Networking Drinks sponsored by Anna Macsarello, RVP, Public Sector &amp; Education ANZ, Elastic</p>



# Partners

## Diamond



## Private Lunch

## Private Lunch

## Coffee Lounges

## Platinum



## Gold



## Silver

## Smoothie Bar



## Bronze

## Exhibition and Coffee Cart

## Networking Drinks



# Partners

## Exhibition



**This showcase is a great opportunity to network with your peers and learn about all of the great things being done across government**



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