

ROADSHOW



**Operational
Excellence
2023**



7-stop series on Streamlining Process and Accelerating Automation

May 4 - 24

NZ | NSW | VIC | SA

QLD | WA | ACT

[Publicsectornetwork.com](https://publicsectornetwork.com)

P: (02) 9057 9070

E: Sponsor@publicsectornetwork.com

7-stop series on Streamlining Process and Accelerating Automation

The Operational Excellence Roadshow will see Australia's public sector leaders across seven key locations converge to decipher and navigate the next frontier of emerging operational opportunities.

We'll be exploring break-through strategies underpinning public service transformation, and how to work toward delivering the next phase of citizen services. We'll also be sense-checking the latest tools, tech, and requirements to enhance efficiency, speed and reduce cost.

This Roadshow is designed to foster collaboration and is a connective opportunity to share insights, perspectives, experiences and explore opportunities amongst industry peers within your State.

Join us in May 2023 to unlock the next realm of operational advancement.

Key Themes



Automation/Technology - Identifying the right fit technology and automation for the most ROI and successfully integrating it within existing operations



Process Innovation - Reengineering process to reduce cost, waste and boost efficiency to deliver a more accurate, speedy citizen service



Eliminating Siloes - Creating more fluid and coherent communication between the back and front office, and across all departments within the organisation



People and Change Management - Empowering your people and effectively communicating change to ensure successful integration of initiatives

Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Operations
- Finance
- Procurement
- Corporate Services
- Transformation
- Process Improvement
- Service Delivery

Your Guide

See what your city has in store



Day 1

Wellington, NZ

Thursday, 4 May



Day 4

Adelaide, SA

Thursday, 11 May



Day 2

Sydney, NSW

Tuesday, 9 May



Day 5

Brisbane, QLD

Tuesday, 16 May



Day 3

Melbourne, VIC

Wednesday, 10 May



Day 6

Perth, WA

Wednesday, 17 May

Showcase



The Federal
Operational
Excellence
Showcase 2023

Canberra, ACT

Wednesday, 24 May

2022 Snapshot



152

Delegates



21

Case Studies



27

Speakers

NZ 4 May, 2023 8:30AM - 1:00PM



Michelle Peglar

Manager, Assurance and Performance

WorkSafe NZ



Kate King

Head of Data Operations

Ministry of Business, Innovation and Employment



Brad Young

CFO

Ministry of Social Development



Sara Lindsay

Group General Manager - Commercial & Corporate

NZTA



James Mowat

Engagement Lead

Land Information NZ



Chris Ben

Senior Solution Engineer

Nintex



8:30am Registration and Networking Coffee

9:00am PSN Opening

9:10am Welcome from Chair

James Mowat, *Engagement Lead*, Land Information NZ

9:20am Fireside Chat: Navigating the Realm of OPEX Integration



Michelle Peglar, *Manager, Assurance and Performance*, Worksafe NZ

9:40am Government Keynote: Creating the environment for collaboration: working across agencies and leading innovation



- Exploring the realm of OPEX leadership
- Unlocking the talent within the team
- Lessons learned in leading a diverse range of people

Kate King, *Head of Data Operations*, Ministry of Business, Innovation and Employment

10:00am Concurrent Roundtable Discussions



Roundtable 1: Leading Change: Understand the Importance of the Process Centre of Excellence in Transformation

- What does process transformation mean for the workforce, customer, and service delivery?
- Is your organisation shifting to agile or scaled agile methods? If so, how are your process disciplines supporting this shift?
- What are the critical steps in communicating change and instilling feedback loops?
- How do we augment changing processes through the right technology and culture to suit? Do you see no code/ low code being complimentary to change?

Facilitated by Chris Ben, *Senior Solution Engineer*, Nintex

Roundtable 2: Working collaboratively across agencies and leading innovation - exploring workable approaches

Facilitated by Kate King, *Head of Data Operations*, Ministry of Business, Innovation and Employment

11:00am Morning Coffee and Networking Break

11:25am **Panel Discussion: A Collaborative approach to operational advancement: Syncing the strategy for process, people and technology and eliminating siloes**



- Powering collaboration and syncing the whole organisation – what’s working and what’s still required?
- How can we become a more seamless operation? Sense-checking approaches to streamlining and silo elimination
- Mapping the friction points and aligning investment to what will create the most value
- Assessing technology requirements, successes and challenges to power a more efficient organisation

Sara Lindsay, *Group General Manager - Commercial & Corporate*, NZTA

Brad Young, *CFO*, Ministry of Social Development

12:00pm **Closing remarks from Chair**

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NSW

9 May, 2023
8:30AM - 1:00PM



Mandy Young
COO

NSW Department of Customer Service



Ruth Owen
Deputy Secretary/COO

NSW Department of Education



Devlin Bell
CFO

NSW Department of Premier and Cabinet



David Witherdin
Deputy Secretary Commercial & Chief Executive Northern Rivers Reconstruction Corporation

Department of Regional NSW



Matt Conrow
Chief Financial and Operating Officer

NSW Reconstruction Authority



Sanja Galic
Senior Client Partner

Publicis Sapient



Kal Marshall
Regional Vice President, Public Sector

Appian APJ



Janet Hunter
Managing Partner

Etvia



Diem Huynh
Managing Director

Mia Consulting Services



Barry Cairns
Solutions Engineer

Nintex



John Tucker

Senior Director, NSW Government

SAP Australia

8:30am Registration and Networking Coffee

9:00am PSN Opening

9:10am Welcome from Event Chair

Sanja Galic, *Senior Client Partner*, Publicis Sapient

9:20am **Government Keynote: Underpinning a new era of citizen demand in DCS - oiling the operational 'machinery' for faster, more accurate service**



- Sense-checking the tools, technology and strategies to accelerate operational advancement within NSW Department of Customer Service
- Successful proven approaches to delivering accuracy and speed of service to NSW citizens
- Syncing the back and front office - dissolving the disconnects and siloes to boost customer service delivery

Mandy Young, *Chief Operating Officer*, NSW Department of Customer Service

9:40am **Partner Perspective: Policy to Execution at Speed: Solving Today's Challenges Whilst Enabling a Responsive Future. 3 Agency Stories that demonstrate the value of process automation**

Highly responsive government is the new expectation our citizens have of us all. Through COVID we demonstrated responsiveness and agility at agency, government and community levels. Looking beyond COVID, how can agencies maintain that responsiveness to their core mission whilst acknowledging necessary controls and budget cycles?

Whilst we have seen some success in digital transformation projects, traditional approaches have struggled to deliver the ongoing responsiveness required. Rather than a discreet project, agencies need to adopt an iterative, journey approach. In this session we will discuss how 3 agencies have delivered major digital transformation programmes and powerful automation whilst keeping pace with the rapid rate of change. Using our low-code platform and agile delivery these agencies have taken great steps forward in their digital transformation journeys and set themselves up to be even more responsive to the changing legislative and citizen needs of the future

Kal Marshall, *Regional Vice President, Public Sector*, Appian APJ

10:00am **Fireside Chat: Navigating the realm of OPEX - exploring the intricacies**



Ruth Owen, *Deputy Secretary/COO*, NSW Department of Education

10:20am Short Break

10:30am Concurrent Roundtable Discussions



Roundtable 1: The Need for Responsiveness: Discuss What is Driving Agile Government Agencies

Join this roundtable to discuss:

- How to extend and enhance existing investments and systems of record to perform like a modern application.
- Real, at scale process automation use cases and opportunities in Government.
- Discuss a platform approach versus piecemeal solutions

Facilitated by Kal Marshall, *Regional Vice President, Public Sector, Appian APJ*

Roundtable 2: Innovation for Impact: NSW Government Services and the role of Tech

- How well do you understand your customers
- What tools and techniques are you using to understand and improve the customer experience
- How are you using technology to improve government services
- What are you doing to understand and predict future customer needs

Facilitated by Sanja Galic, *Senior Client Partner, Publicis Sapient*

Roundtable 3: Leading Change: Understand the Importance of the Process Centre of Excellence in Transformation

What does process transformation mean for the workforce, customer, and service delivery?

- Is your organisation shifting to agile or scaled agile methods? If so, how are your process disciplines supporting this shift?
- What are the critical steps in communicating change and instilling feedback loops?
- How do we augment changing processes through the right technology and culture to suit? Do you see no code/ low code being complimentary to change?

Facilitated by Barry Cairns, *Solutions Engineer, Nintex*

Roundtable 4: Social Procurement: emerging opportunities and the next frontier

- How do we eliminate siloes to enable social procurement commitments to develop across specific departmental / agency commitments? Does this require any re-engineering of operational processes?
- How can we use automation to create stronger value in social procurement output and impact reporting? And how does this automation support the creation of more meaningful social procurement targets at the outset? What tools and techniques are you using to understand and improve the customer experience
- How do we get our people to better value social procurement impacts and thus drive these outcomes through their procurements?

Facilitated by Diem Huynh, *Managing Director, Mia Consulting Services*

11:30am Morning Coffee and Networking Break

11:50am Government Keynote: The Business Agenda – Navigating Competing Operational Advancement Investment Priorities within NSW



- Identifying and progressing what's worked over the past 2.5 years - balancing competing and often urgent business priorities
- Assessing the business case – where's the ROI and what will make the most impact to operational advancement in DPC?
- Gaining CFO buy-in: The necessities for a successful business case

Devlin Bell, *Chief Financial Officer*, NSW Department of Premier and Cabinet

12:10pm Partner Perspective: Next generation strategy and outcomes plan: Deployment, governance and execution management

- Creating a single version of truth: exploring a holistic technology, people, process and culture solution for strategy and outcomes plan execution
- Sense-checking successful approaches to execution management, deployment, tracking measures, governance, reporting and dashboards
- Emerging requirements in strategy leadership, communication skills and capability to support a culture of collaboration and achievement

Janet Hunter, *Managing Partner*, Eovia

12:30pm Panel Discussion: A Collaborative approach to operational advancement: Syncing the strategy for process, people and technology and eliminating siloes



- Powering collaboration and syncing the whole organisation – what's working and what's still required?
- How can we become a more seamless operation? Sense-checking approaches to streamlining and silo elimination
- Mapping the friction points and aligning investment to what will create the most value
- Assessing technology requirements, successes and challenges to power a more efficient organisation

David Witherdin, *Deputy Secretary Commercial & Chief Executive Northern Rivers Reconstruction Corporation*, Department of Regional NSW

Matt Conrow, *Chief Financial and Operating Officer*, NSW Reconstruction Authority

John Tucker, *Senior Director*, NSW Government, SAP Australia

1:00pm Closing remarks from Chair and Networking Lunch

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10 May, 2023
8:30AM - 1:00PM



Professor Zoe Wainer
Deputy Secretary, Public Health
Department of Health



Naomi Bromley
Executive Director of Planned Surgery Recovery and Reform
Department of Health



Barney Bodroza
Executive Director, Strategy and Performance
Department of Energy, Environment and Climate Action



Sheetal Kapoor
CFO
Victorian Ombudsman



AJ Karliner
CPO
Victoria Police



Dave Barry
Deputy Auditor-General
Victorian Auditor General's Office



Melissa Martino
Executive Director, People & Innovation
Magistrate's Court of Victoria



Lee Miezis
CEO
Environment Protection Authority



Bronwyn Meyrick
Senior Manager Strategy
Publicis Sapient



Kal Marshall
Regional Vice President, Public Sector
Appian APJ



Darren Cockerell
Head of Solution Consulting ANZ
SS&C Blue Prism



Deirdre Diamante
Director and Founder
Mia Consulting Services



Diem Huynh
Managing Director
Mia Consulting Services



Barry Cairns
Solutions Engineer
Nintex

8:30am Registration and Networking Coffee

9:00am PSN Opening

9:10am Welcome from Event Chair**Bronwyn Meyrick**, *Senior Client Partner*, Publicis Sapient

9:20am Government Keynote: Underpinning a new era of citizen demand – oiling the operational ‘machinery’ for faster, more accurate service

- Sense-checking the tools, technology and strategies- accelerating operational advancement within Department of Health
- Successful proven approaches to delivering accuracy and speed of service to citizens
- Dissolving the disconnects and siloes to boost service delivery

Professor Zoe Wainer, *Deputy Secretary, Public Health*, Department of Health

9:40am Partner Perspective: Policy to Execution at Speed: Solving Today’s Challenges Whilst Enabling a Responsive Future. 3 Agency Stories that demonstrate the value of process automation

Highly responsive government is the new expectation our citizens have of us all. Through COVID we demonstrated responsiveness and agility at agency, government and community levels. Looking beyond COVID, how can agencies maintain that responsiveness to their core mission whilst acknowledging necessary controls and budget cycles?

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Kal Marshall, *Regional Vice President, Public Sector*, Appian APJ

10:00am Panel Discussion: A Collaborative approach to operational advancement: Syncing the strategy for process, people and technology and eliminating siloes

- Powering collaboration and syncing the whole organisation – what’s working and what’s still required?
- How can we become a more seamless operation? Sense-checking approaches to streamlining and silo elimination
- Mapping the friction points and aligning investment to what will create the most value
- Assessing technology requirements, successes and challenges to power a more efficient organisation

Naomi Bromley, *Executive Director of Planned Surgery Recovery and Reform*, Department of Health**Barney Bodroza**, *Executive Director, Strategy and Performance*, Department of Energy, Environment and Climate Action**Sheetal Kapoor**, *CFO*, Victorian Ombudsman

10:30am Short Break



Roundtable 1: The Need for Responsiveness: Discuss What is Driving Agile Government Agencies

Join this roundtable to discuss:

- How to extend and enhance existing investments and systems of record to perform like a modern application.
- Real, at scale process automation use cases and opportunities in Government.
- Discuss a platform approach versus piecemeal solutions

Facilitated by Kal Marshall, *Regional Vice President, Public Sector, Appian APJ*

Roundtable 2: Driving operational excellence in government: Exploring opportunities and navigating challenges to leveraging business process management, RPA and AI for operational excellence.

In this session, we call upon delegates to discuss, debate and uncover new or renewed strategies to boost operational excellence (e.g. “quiet hiring”) and explore how intelligent automation can be leveraged to implement these strategies faster and more successfully.

- What are the challenges faced when driving operational excellence
- What are the new strategies to driving operational excellence
- How intelligent automation can help implementing these strategies faster and more successfully

Facilitated by Darren Cockerell, *Head of Solution Consulting ANZ, SS&C Blue Prism*

Roundtable 3: Innovation for Impact: VIC Government Services and the role of Tech

- How well do you understand your customers
- What tools and techniques are you using to understand and improve the customer experience
- How are you using technology to improve government services
- What are you doing to understand and predict future customer needs

Bronwyn Meyrick, *Senior Client Partner, Publicis Sapient*

Roundtable 4: Leading Change: Understand the Importance of the Process Centre of Excellence in Transformation

- What does process transformation mean for the workforce, customer, and service delivery?
- Is your organisation shifting to agile or scaled agile methods? If so, how are your process disciplines supporting this shift?
- What are the critical steps in communicating change and instilling feedback loops?
- How do we augment changing processes through the right technology and culture to suit? Do you see no code/ low code being complimentary to change?

Facilitated by Barry Cairns, *Solutions Engineer, Nintex*

Roundtable 5: Social Procurement: emerging opportunities and the next frontier

- How do we eliminate siloes to enable social procurement commitments to develop across specific departmental / agency commitments? Does this require any re-engineering of operational processes?
- How can we use automation to create stronger value in social procurement output and impact reporting? And how does this automation support the creation of more meaningful social procurement targets at the outset? What tools and techniques are you using to understand and improve the customer experience
- How do we get our people to better value social procurement impacts and thus drive these outcomes through their procurements?

Facilitated by **Deirdre Diamante**, *Director and Founder* and **Diem Huynh**, *Managing Director*, Mia Consulting Services

11:40am Morning Coffee and Networking Break

12:00pm **Government Keynote: Pioneering Procurement Process Innovation: Adjusting and reengineering to deliver the next realm of opportunity within Victoria Police**



- Identifying bottlenecks and streamlining process to reduce cost, waste and improve efficiency, speed and accuracy of service
- Reengineering operational process to better support vision and operational capabilities
- Overcoming challenges associated with integrating new technology within existing operations

AJ Karliner, *CPO*, Victoria Police

12:20pm **Partner Perspective: Boosting operational efficiency and improving employee and citizen experience. How can Intelligent Automation help?**

Economic conditions are expected to remain challenging with unemployment and interest rates set to rise further. How can government agencies look at boosting operational efficiency while improving employee and citizen experience amidst the challenges?

- Intelligent automation combines multiple technologies including business process management (BPM), robotic process automation (RPA) and artificial intelligence (AI) to streamline and scale process automation and decision making.
- How intelligent automation balances the requirement of boosting operational efficiency and the need to improve employee and citizen experience.
- How intelligent automation is helping drive operational excellence across multiple government agencies in Australia.

Darren Cockerell, *Head of Solution Consulting ANZ*, SS&C Blue Prism

12:40pm **Panel Discussion: Unlocking the emerging realm of process and technology: Exploring opportunities and navigating challenges associated with integration**



- Identifying and progressing what's worked over the past 2.5 years – lessons learnt in accelerated technology roll-outs
- Assessing the business case – where's the ROI and what will make the most impact to operational advancement?
- Illuminating the integration 'impossibilities' – how to overcome challenges associated with new technology roll out

Lee Miezis, *CEO*, Environment Protection Authority

Melissa Martino, *Executive Director, People & Innovation*, Magistrate's Court of Victoria

Dave Barry, *Deputy Auditor-General*, Victorian Auditor General's Office

1:10pm Closing remarks from Chair and Networking Lunch

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11 May, 2023
8:30AM - 1:00PM



Judith Formston

Deputy CEO

**Department for Infrastructure
and Transport**



Cristina Harvey

*Manager, IS Assurance
Information Services*

**Department for Infrastructure
and Transport**



Shikha Sharma

*CIO/CDO/Director Business
Improvement Technology*

Department of Human Services



Adam Wilson

CEO

**Essential Services Commission
SA**



Keith Baldry

Director Science and Systems

**Environment Protection
Authority SA**



Dr Angie Shafei

*Director of Healthcare
Administration Programs, College
of Business, Government & Law*

Flinders University



Kal Marshall

*Regional Vice President, Public
Sector*

Appian APJ



Darren Cockerell

Head of Solution Consulting ANZ

SS&C Blue Prism

8:30am Registration and Networking Coffee

9:00am PSN Opening

9:10am Welcome from Event Chair

Dr Angie Shafei, *Director of Healthcare Administration Programs, College of Business, Government & Law, Flinders University*

9:20am **Government Keynote: A Collaborative approach to operational advancement: Syncing the strategy for process, people and technology and eliminating siloes**



- Powering collaboration and syncing the whole organisation – what’s working and what’s still required?
- How can we become a more seamless operation? Sense-checking approaches to streamlining and silo elimination
- Mapping the friction points and aligning investment to what will create the most value
- Assessing technology requirements, successes and challenges to power a more efficient organisation

Shikha Sharma, *CIO/CDO/Director Business Improvement Technology, Department of Human Service*

9:40am **Partner Perspective: Policy to Execution at Speed: Solving Today’s Challenges Whilst Enabling a Responsive Future. 3 Agency Stories that demonstrate the value of process automation**

Highly responsive government is the new expectation our citizens have of us all. Through COVID we demonstrated responsiveness and agility at agency, government and community levels. Looking beyond COVID, how can agencies maintain that responsiveness to their core mission whilst acknowledging necessary controls and budget cycles?

Whilst we have seen some success in digital transformation projects, traditional approaches have struggled to deliver the ongoing responsiveness required. Rather than a discreet project, agencies need to adopt an iterative, journey approach. In this session we will discuss how 3 agencies have delivered major digital transformation programmes and powerful automation whilst keeping pace with the rapid rate of change. Using our low-code platform and agile delivery these agencies have taken great steps forward in their digital transformation journeys and set themselves up to be even more responsive to the changing legislative and citizen needs of the future

Kal Marshall, *Regional Vice President, Public Sector, Appian APJ*

10:00am Government Keynote: Streamlining process and accelerating technology within SA's infrastructure and Transport Department



- The Governance process: Sense checking the technology and strategies and ensuring the right tools for the job
- Process reviews, waste reduction and delivering efficiencies
- Syncing across the Department – dissolving the disconnects and siloes to accelerate technology and boost efficiency
- Successful integration of initiatives – the Change Management Approach

Judith Formston, *Deputy CEO* and **Cristina Harvey**, *Manager, IS Assurance Information Services*, Department for Infrastructure and Transport

10:20am Short Break

10:30am Concurrent Roundtable Discussions



Roundtable 1: The Need for Responsiveness: Discuss What is Driving Agile Government Agencies

Join this roundtable to discuss:

- How to extend and enhance existing investments and systems of record to perform like a modern application.
- Real, at scale process automation use cases and opportunities in Government.
- Discuss a platform approach versus piecemeal solutions

Facilitated by Kal Marshall, *Regional Vice President, Public Sector, Appian APJ*

Roundtable 2: Driving operational excellence in government: Exploring opportunities and navigating challenges to leveraging business process management, RPA and AI for operational excellence.

In this session, we call upon delegates to discuss, debate and uncover new or renewed strategies to boost operational excellence (e.g. “quiet hiring”) and explore how intelligent automation can be leveraged to implement these strategies faster and more successfully.

- What are the challenges faced when driving operational excellence
- What are the new strategies to driving operational excellence
- How intelligent automation can help implementing these strategies faster and more successfully

Facilitated by Darren Cockerell, *Head of Solution Consulting ANZ, SS&C Blue Prism*

11:30am Morning Coffee and Networking Break

11:50am Fireside Chat: Pioneering Process Innovation: Adjusting and reengineering to deliver the next realm of opportunity within public sector



- Identifying bottlenecks and streamlining process to reduce cost, waste and improve efficiency, speed and accuracy of service
- Reengineering operational process to better support citizen centricity
- All aspects of automation – where will it redeem the most ROI
- Overcoming challenges associated with integrating technology within existing systems

Adam Wilson, *CEO*, Essential Services Commission SA

Keith Baldry, *Director Science and Systems*, Environment Protection Authority SA

12:10pm Partner Perspective: Boosting operational efficiency and improving employee and citizen experience. How can Intelligent Automation help?

Economic conditions are expected to remain challenging with unemployment and interest rates set to rise further. How can government agencies look at boosting operational efficiency while improving employee and citizen experience amidst the challenges?

- Intelligent automation combines multiple technologies including business process management (BPM), robotic process automation (RPA) and artificial intelligence (AI) to streamline and scale process automation and decision making.
- How intelligent automation balances the requirement of boosting operational efficiency and the need to improve employee and citizen experience.
- How intelligent automation is helping drive operational excellence across multiple government agencies in Australia.

Darren Cockerell, *Head of Solution Consulting ANZ*, SS&C Blue Prism

12:30pm Government Keynote: Unlocking the realm of operational innovation: Exploring opportunities and emerging requirements



- The progression piece - identifying and enhancing successful initiatives
 - Assessing the business case – where's the ROI and what will make the most impact to operational advancement?
 - Illuminating the integration 'impossibilities' – how to overcome challenges associated with new process and technology roll-out
-

1:00pm Closing remarks from Chair and Networking Lunch

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16 May, 2023
8:30AM - 1:00PM



Rhiannan Howell

*Deputy Director General,
Corporate Services*

**Department of Seniors,
Disability Services and
Aboriginal and Torres Strait
Islander Partnerships**



Daniel Ramos

*GM Solution Delivery and
Operations*

ACCC



Michael McKee

*Deputy Director General,
Corporate*

**Department of
State Development,
Infrastructure, Local
Government and Planning**



Gillian Gardiner

*Executive Director -
Innovation Operations*

**Department of Tourism,
Innovation and Sport**



Vivienne Neilan

Director of Innovation

NIISQ Agency



Samantha Abeydeera

Department Head

Transport for Brisbane



Deirdre Diamante

Director and Founder

Mia Consulting Services



Kal Marshall

*Regional Vice President,
Public Sector*

Appian APJ



Darren Cockerell

*Head of Solution
Consulting ANZ*

SS&C Blue Prism



Barry Cairns

Solutions Engineer

Nintex

8:30am Registration and Networking Coffee

9:00am PSN Opening

9:10am Welcome from Event Chair

Deirdre Diamante, *Director and Founder*, Mia Consulting Services

9:20am Government Keynote: How to train your robot: harnessing the power of AI for public purpose work

- Identifying opportunities for AI to increase efficiency and improve decision making
- Understanding which operational processes can benefit from applying AI
- Noting the ethical considerations for using AI, including transparency and privacy
- Offering some practical tips for integrating AI into public sector operations

Gillian Gardiner, *Executive Director - Innovation Operations*, Department of Tourism, Innovation and Sport

9:40am Partner Perspective: Policy to Execution at Speed: Solving Today's Challenges Whilst Enabling a Responsive Future. 3 Agency Stories that demonstrate the value of process automation

Highly responsive government is the new expectation our citizens have of us all. Through COVID we demonstrated responsiveness and agility at agency, government and community levels. Looking beyond COVID, how can agencies maintain that responsiveness to their core mission whilst acknowledging necessary controls and budget cycles?

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Kal Marshall, *Regional Vice President, Public Sector*, Appian APJ

10:00am Government Keynote: Unlocking the emerging realm of technology: Exploring opportunities for automation and navigating the challenges associated with integration and roll out within ACCC

- Identifying and progressing what's worked over the past 2.5 years - lessons learnt in accelerated technology and process roll-outs within ACCC
- Assessing the ACCC business case - where's the ROI and what will make the most impact to operational advancement?
- Illuminating the integration 'impossibilities' - how to overcome challenges associated with new technology roll-out

Daniel Ramos, *GM, Solution Delivery and Operations*, ACCC

10:20am Short Break

10:30am Concurrent Roundtable Discussions



Roundtable 1: The Need for Responsiveness: Discuss What is Driving Agile Government Agencies

Join this roundtable to discuss:

- How to extend and enhance existing investments and systems of record to perform like a modern application.
- Real, at scale process automation use cases and opportunities in Government.
- Discuss a platform approach versus piecemeal solutions

Facilitated by Kal Marshall, Regional Vice President, Public Sector, Appian APJ

Roundtable 2: Driving operational excellence in government: Exploring opportunities and navigating challenges to leveraging business process management, RPA and AI for operational excellence.

In this session, we call upon delegates to discuss, debate and uncover new or renewed strategies to boost operational excellence (e.g. “quiet hiring”) and explore how intelligent automation can be leveraged to implement these strategies faster and more successfully.

- What are the challenges faced when driving operational excellence
- What are the new strategies to driving operational excellence
- How intelligent automation can help implementing these strategies faster and more successfully

Facilitated by Darren Cockerell, Head of Solution Consulting ANZ, SS&C Blue Prism

Roundtable 3: Leading Change: Understand the Importance of the Process Centre of Excellence in Transformation

- What does process transformation mean for the workforce, customer, and service delivery?
- Is your organisation shifting to agile or scaled agile methods? If so, how are your process disciplines supporting this shift?
- What are the critical steps in communicating change and instilling feedback loops?
- How do we augment changing processes through the right technology and culture to suit? Do you see no code/ low code being complimentary to change?

Facilitated by Barry Cairns, Solutions Engineer, Nintex

Roundtable 4: Social Procurement: emerging opportunities and the next frontier

- How do we eliminate siloes to enable social procurement commitments to develop across specific departmental / agency commitments? Does this require any re-engineering of operational processes?
- How can we use automation to create stronger value in social procurement output and impact reporting? And how does this automation support the creation of more meaningful social procurement targets at the outset? What tools and techniques are you using to understand and improve the customer experience
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Facilitated by Deirdre Diamante, Director and Founder, Mia Consulting Services

11:30am Morning Coffee and Networking Break

11:50am Government Keynote



Samantha Abeydeera, Department Head, Transport for Brisbane

12:10pm Partner Perspective: Boosting operational efficiency and improving employee and citizen experience. How can Intelligent Automation help?

Economic conditions are expected to remain challenging with unemployment and interest rates set to rise further. How can government agencies look at boosting operational efficiency while improving employee and citizen experience amidst the challenges?

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Darren Cockerell, *Head of Solution Consulting ANZ, SS&C Blue Prism*

12:30pm Panel Discussion: A Collaborative approach to operational advancement: Syncing the strategy for process, people and technology and eliminating siloes



- Powering collaboration and syncing the whole organisation - what's working and what's still required?
- How can we become a more seamless operation? Sense-checking approaches to streamlining, silo elimination and culture
- Mapping the friction points and aligning investment to what will create the most value
- The people piece: navigating skill shortages and leveraging existing talent to deliver ambitions

Rhiannan Howell, *Deputy Director General, Corporate Services, Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships*

Michael McKee, *Deputy Director-General, Corporate, Department of State Development, Infrastructure, Local Government and Planning*

Vivienne Neilan, *Director of Innovation, NIISQ Agency*

TBA, *Senior Representative, SAP*

1:10pm Closing remarks from Chair and Networking Lunch

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WA

17 May, 2023
9:00AM - 10:30AM (Virtual)



Damian Shepherd

Director, State Records

**Department of Local
Government, Sport and Cultural
Industries**



Sandra Labuschagne

Deputy Auditor-General

Office of the Auditor General



Linda Sperring

*Executive Director, Service
Delivery*

**Department of Mines, Industry
Regulation and Safety**



Charlie Gunningham

Director, Innovation

**Department of Jobs, Tourism,
Science and Innovation**



Courtney Barron

Deputy Electoral Commissioner

**Western Australian Electoral
Commission**



9:00am PSN Opening

9:10am **Welcome from Chair**
Courtney Barron, *Deputy Electoral Commissioner*, Western Australian Electoral Commission

9:20am **Government Keynote: Pioneering Process Innovation: Adjusting and reengineering to deliver the next realm of opportunity within Department of Mines, Industry Regulation and Safety**



- Exploring how to identify bottlenecks and streamline process to reduce cost, waste and improve efficiency, speed and accuracy of service
- Reengineering process and integrating automation – exploring successful roll-out initiatives
- Overcoming challenges associated with integrating technology within existing systems

Linda Sperring, *Executive Director, Service Delivery*, Department of Mines, Industry Regulation and Safety

9:40am **Government Keynote: Connecting people and data to save time and effort and create new opportunities**



- Harnessing the benefits of investment in information governance and management across the business
- Meeting the expectations of the community today and preparing for tomorrow

Damian Shepherd, *Director, State Records*, Department of Local Government, Sport and Cultural Industries

10:00am **Panel Discussion: A Collaborative approach to operational advancement: Syncing the strategy for process, people and technology and eliminating siloes**



- Powering collaboration and syncing the whole organisation – what's working and what's still required?
- How can we become a more seamless operation? Sense-checking approaches to streamlining and silo elimination
- Mapping the friction points and aligning investment to what will create the most value
- Assessing technology requirements, successes and challenges to power a more efficient organisation

Charlie Gunningham, *Director, Innovation*, Department of Jobs, Tourism, Science and Innovation

Damian Shepherd, *Director, State Records*, Department of Local Government, Sport and Cultural Industries

Sandra Labuschagne, *Deputy Auditor-General*, Office of the Auditor General

10:30am **Closing remarks from Chair**

“

The opening from the chair was interesting, as was the firsthand accounts delivered by the panel members at the end of the session

Department Of Child, Youth Justice, and Multicultural Affairs

“

Very useful, has raised questions for me internally and has **increased my awareness of risks being owned and shared**

Te Ara Ahunga Ora Retirement Commission

“

Great content today! **Really impressive speakers – especially the amount of C-level woman speakers**

Tanium

“

Great experience, - extremely well-paced, and shared panel were brilliant, in rounding previous presenters

SA Department of Energy and Mining



CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.COM.AU

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.com.au

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.co