



Sponsored by
Government of South Australia
Department of the Premier
and Cabinet



Public Sector Network & EY Present:

Innovate SA

Designing and Delivering Services for
Businesses, Community and Government



Tuesday, 23 May 2023

Adelaide Convention Centre, SA



Agenda at a Glance

Moving forward post-pandemic, we now look towards the strategies that have been set in place to overcome these turbulent times and review how innovative technologies and delivery models are being utilised throughout the South Australian Government to deliver improved services to local communities, and in turn, to create a more prosperous and liveable State.

The 2023 edition of this showcase will aim to examine and affirm the great work being done across the State - including the partnerships and collaborations that are continually being forged - so that our agencies can be responsive to the needs of their customers and support the broader objectives of government.

Once again in partnership with the South Australian Department of the Premier and Cabinet, the 3rd annual **Innovate SA Showcase** will bring together innovation leaders, technology providers, communities, research partners, councils, and other jurisdictions, to stir up and share recent challenges and successes together within one collective thinking space.



Who You'll Meet

This series is designed for professionals involved in:

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

Benefits of Attending



Hear from the South Australian Government on project updates and the current progress of the 2025 strategy



Listen to over 25 speakers from across South Australia, interstate, and overseas around the future government and innovations Australian government's evolution



Network with over 200+ of your peers



Hear from solution providers and explore how new and emerging technologies can benefit the future of government

Key Themes for 2023

Digital and CX: People-focused services and engagement are vital to successful governments. When leaders and change-makers actively value collaboration and apply ground-breaking technologies to their ideas and services, we see exponential growth. How then, can SA Government best roll out the intention to be 'digital first, not digital only'? Throughout these sessions we will be looking at innovative ways to improve the delivery of online services and unlocking strategies to promote digital inclusion for all South Australians - both on and offline. We will also examine ways to improve our digital culture and create a modern workforce boasting the skills required for a contemporary public sector.

Technology and Data: We're living in such an interesting time, and undoubtedly grasping the reality that with big technological advancements comes great responsibility and risk - especially when government services are involved. As our public sector continues to deliver more services online and leverages data to inform organisational operations and citizen outcomes, a well-integrated strategy, agile technology practices, and smart cyber security capabilities are of critical importance. As we look to further transform SA Government decisions, operations and services, we need to be transparent and accountable, especially regarding data management, and continue to fortify a proactive stance on cyber security resilience.

Innovate SA 2022 **Snapshot**

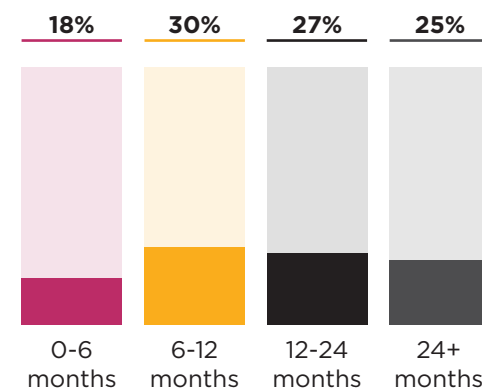
JOB FUNCTIONS

Business Management	Service Design	Business Analysis
Engagement	Transformation / Innovation	Data/Analytics/Insights
Digital Government	HR/ Workforce Management	Information & Enterprise Architects
Digital Services	Communications/Marketing	Information Management
ICT Capabilities	Customer Experience	Change/Culture

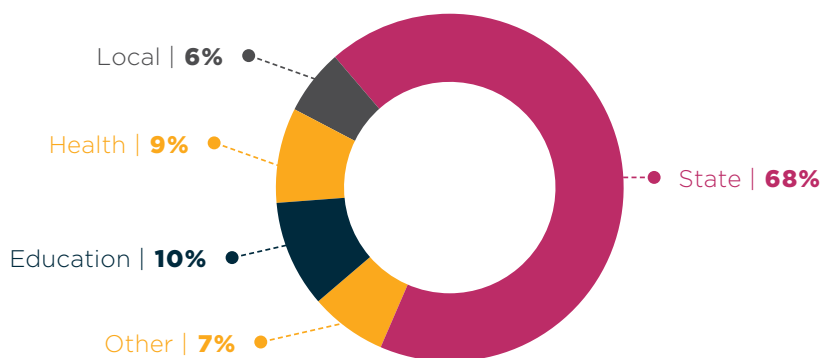
INNOVATION DATABASE

3,800+

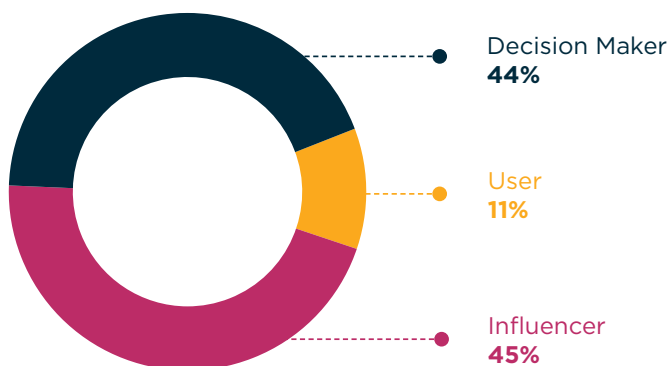
INVESTMENT TIMEFRAME



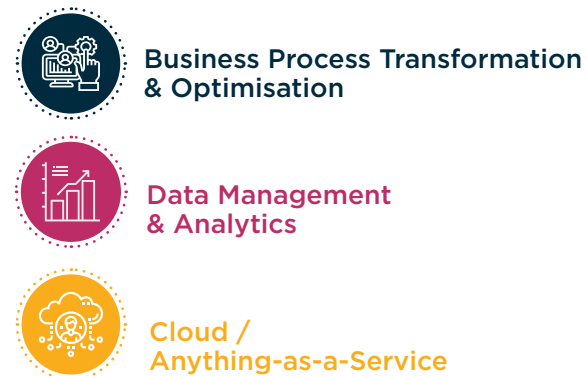
TIER OF GOVERNMENT



ATTENDEE ROLE



TOP INTERESTS



Your Inspiring Speakers



Dr Eva Balan-Vnuk

*Executive Director & Government
Chief Information Officer*
**Department of the Premier and
Cabinet**



Will Luker

*Government Chief Information
Security Officer & Director of Cyber
Security for Office of the Chief
Information Officer (OCIO)*
**Department of the Premier and
Cabinet**



Clare Huxley

Director
GovPartners



Ed Reynolds

*Director of Cloud Services, Office
of the Chief Information Officer
(OCIO)*
**Department of the Premier and
Cabinet**



Sandy Pitcher

Deputy Under Treasurer
**Department of Treasury &
Finance (DTF)**
*& Acting Chief Executive,
Department of Human Services*



Billie-Jo Barbara

Chief Human Resources Officer
Department for Child Protection



Michael Morgan

*Chief Officer and Chief
Executive*
**South Australian
Metropolitan Fire Service**



David Morris

*Executive Director, SA Virtual
Care Service*
SA Health



Arindam Chaudhuri

Executive Director, Digital Health
**Northern Adelaide Local Health
Network**



Katherine Hawkins

*Executive Director, Inclusion
and Reform*
Department of Human Services



Skye Jacobi

*Interim Deputy Chief Executive,
Strategy & Governance*
SA Health



Stuart Watt

Chief Information Officer
**Department for Primary
Industries and Regions**



Dr Katherine Enderling

*Technical Specialist, Office of the
Chief Information Officer*
**Department of the Premier and
Cabinet**



Miranda Shaw

*Director, Strategic Cyber
Program*
Australian Taxation Office



Matt Salier

Chief Executive Officer
**Australian Cyber
Collaboration Centre**



Dr Shikha Sharma

*Director Business Improvement
Technology, Chief Information
Officer & Chief Data Officer*
Department of Human Services



Neil McFarlane

*Director, Climate Change,
Coast and Marine*
**Department for Environment
and Water**



Nathan Morelli

*Head of Cyber Security and IT
Resilience*
SA Power Networks

Your Inspiring Speakers



Suhit Anantula

Director, Policy & System Reform
Department of the Premier and Cabinet



Kim Valois

Chief Information Security Officer
Flinders University



Dr Henry Pharo

Director of the Early Intervention Research Directorate
Department of Human Services



Eloise Burge

Principal Service Designer Digital Programs - Major Projects
Department of the Premier and Cabinet



Ben Bishop

EY South Australia Government and Public Sector Leader
EY



Annette Fidge

Partner, Consulting, Business and Finance Transformation
EY



James Mraz

EY South Australia Government and Public Sector Director
EY



Matthew Swinbourne

CTO
NetApp



Dirk Kotze

Automation Segment Lead
IBM Australia & NZ



Nick Kervin

Chief Executive Officer
Frisk



Paul Baptist

VP Solution Engineering APJ
Alteryx



Greg Philips

Head of Digital Solutions & Innovation, Enterprise & Government
Vocus



Carol Beth Martin

VP of Government Solutions
MTX Group



Sudeep Acharya

CEO
MTX Australia



Ben Aylett

Product Manager
Red Pirahna



Daniel Hatfield

Regional Director
Denodo



Greg Williams

Intelligence Strategy Lead
Frisk



Adam Weston

Strategic Lead - Government and IoT
TPG Telecom

8:00am	Registration and Networking Coffee	
9:00am	Welcome to Country	
9:10am	Welcome from Public Sector Network	
9:20am	Welcome from the Chair (EY): Achieving a More Agile and Innovative Public Sector Ben Bishop , <i>EY South Australia Government and Public Sector Leader, EY</i>	
9:30am	Government Keynote: Beyond Present Day Innovation – What’s Coming Next for the South Australian Government? Dr Eva Balan-Vnuk , <i>Executive Director & Government Chief Information Officer, Department of the Premier and Cabinet</i>	
9:50am	Partner Session: Building a Data-Driven Culture to Make South Australia Thrive! Data is everywhere and anywhere but with so many sources across a large portfolio of interconnected agencies and industries how do we harness it and build a Data-Driven culture that will make South Australia thrive? Denodo has been working with government organisations in SA and all over the world to enable Data-Driven Cultures that deliver outcomes and drive improvements in services for the community. This session will share insights for maximising value from Data-Driven Culture initiatives. Daniel Hatfield , <i>Sales Director, Denodo</i>	
10:10am	Panel Discussion: Cyber Resilience in Today’s Landscape – An Executive and CISO Perspective Will Luker , <i>Government Chief Information Security Officer & Director of Cyber Security for Office of the Chief Information Officer (OCIO), Department of the Premier and Cabinet</i> Nathan Morelli , <i>Head of Cyber Security and IT Resilience, SA Power Networks</i> Matt Salier , <i>Chief Executive Officer, Australian Cyber Collaboration Centre</i> Kim Valois , <i>Chief Information Security Officer, Flinders University</i> Facilitated by Annette Fidge , <i>Partner, Consulting, Business and Finance Transformation, EY</i>	
11:00am	Morning Tea and Networking Break	
Streams	DIGITAL & CX	TECHNOLOGY & DATA
11:30am	Welcome from Stream Chair: CX and Digital. Why it’s time we did things differently <ul style="list-style-type: none"> • Customer as the investor • Permission to personalise • Surveys are out and predictive analytics are in • Future workforce, a force to be reckoned with Clare Huxley , <i>Director, GovPartners</i>	Welcome from Stream Chair Ed Reynolds , <i>Director of Cloud Services, Office of the Chief Information Officer (OCIO), Department of the Premier and Cabinet</i>

<p>11:40am Government Keynote: Future-Proofing Our Services – What Needs to be Front of Mind?</p> <p>Arindam Chaudhuri, <i>Executive Director Digital Health</i>, Northern Adelaide Local Health Network</p>	<p>Government Keynote: Maximising Our Data – Integral Considerations for a Data-Informed State</p> <p>Dr Shikha Sharma, <i>Director Business Improvement Technology, Chief Information Officer & Chief Data Officer</i>, Department of Human Services</p>
<p>12:00pm Partner Session: Accelerating value from digital, while delivering on the customer-centric promise</p> <p>Joan O'Reilly, <i>Senior Director Digital Advisory</i>, Avanade</p>	<p>Partner Session: Protect Your Data, Enhance Governance, and Unlock Cloud Value: Insights from NetApp's CTO for Cloud, Matthew Swinbourne</p> <p>Join Matthew Swinbourne for an engaging session where he will discuss how NetApp assists organisations in addressing challenges that come with protecting data against cyber threats, adhering to data classification and governance frameworks, and ultimately delivering greater value from data as cloud adoption reaches critical mass. These challenges have become more pressing than ever before, and Matthew will share customer success stories to illustrate how NetApp is helping organisations overcome these obstacles. Don't miss out on this informative session and follow up roundtable</p> <p>Matthew Swinbourne, <i>Chief Technology Officer</i>, NetApp</p>
<p>12:20pm Government Keynote: Using Population Data Design and Cross-System Linkage to Develop a Self-Learning System for Better Outcomes</p> <p>Katherine Hawkins, <i>Executive Director, Inclusion and Reform</i>, Department of Human Services</p> <p>Dr Henry Pharo, <i>Director of the Early Intervention Research Directorate</i>, Department of Human Services</p>	<p>Government Keynote: Building Resilience and Improving Protection of Government Assets</p> <p>Stuart Watt, <i>Chief Information Officer</i>, Department for Primary Industries and Regions</p>

<p>12:40pm Fireside Chat: Tips for making government projects more user-centred</p> <p>Eloise Burge, <i>Principal Service Designer Digital Programs - Major Projects</i>, Department of the Premier and Cabinet</p>	<p>Partner Session: The Democratisation of Analytics - Scale the Impact of Analytics Across the Organisation</p> <p>It's no secret that smart organisations want to make more decisions fueled by data and analytics – but relatively few have breakthrough success. A recent study showed that 97% of organisations are investing in big data and AI technologies but only 23% report being data driven. What's the bottleneck? Complex disparate data silos, a lack of data and analytic talent, inefficient and manual processes, and a lack of data literacy remain top inhibitors.</p> <p>What if an organisation could upskill its workforce so all business teams and knowledge workers could use data and analytics to solve their companies most vexing challenges? There is a way – a proven method – that helps organisations with digital transformation through democratising analytics across an organisation. Join this session to understand:</p> <ul style="list-style-type: none"> • The stages of analytics maturity • The divide between people and technology • The unbalanced spending on data and analytics technologies • A better way to do things – democratise analytics <p>Paul Baptist, <i>VP Solution Engineering APJ</i>, Alteryx</p>
<p>1:00pm Panel Discussion: Making Room for the Next Generation of Exceptional Leaders in SA Government – What's Needed and How Will We Get There?</p> <p>Suhit Anantula, <i>Director, Policy & System Reform</i>, Department of the Premier and Cabinet</p> <p>Billie-Jo Barbara, <i>Chief Human Resources Officer</i>, Department for Child Protection</p> <p>Sue-Ann Charlton, <i>Executive Director People and Performance</i>, Department of Human Services</p> <p>David Morris, <i>Executive Director, SA Virtual Care Service</i>, SA Health</p>	<p>Panel Discussion: Enabling Modern Network Architecture and Capabilities – What Does It All Mean for Government?</p> <p>Dr Katherine Enderling, <i>Technical Specialist, Office of the Chief Information Officer</i>, Department of the Premier and Cabinet</p> <p>Miranda Shaw, <i>Director, Strategic Cyber Program</i>, Australian Taxation Office</p> <p>Kim Valois, <i>Chief Information Security Officer</i>, Flinders University</p> <p>Nick Kervin, <i>Chief Executive Officer</i>, Frisk</p>
<p>1:30pm Lunch and Networking Break</p>	

2:30pm

Concurrent Roundtables

Roundtable 1: How do we drive data culture improvements for better public service outcomes?

Facilitated by **Daniel Hatfield**, *Regional Director*, Denodo Technologies & **Katrina Briedis**, *Principal Product Marketing Manager, APAC*, Denodo Technologies

Roundtable 2: Security: The Essential 8

Facilitated by **Juliana Bachtold**, *Director Cyber Defence*, Avanade & **Mathew Clark**, *Manager*, Avanade

Roundtable 3: Event Driven IT Automation for the Enterprise Hybrid Cloud

Facilitated by **Jason Surendren**, *Client Executive*, Advent One & **Nick Saava**, *Head of Consulting Services*, Advent One

Roundtable 4: Platform ecosystems, scalable data integration, and implementation of medical AI

Facilitated by **Lukah Dykes**, *MD and Founder*, HeartAI & **Daniel Stojanovski**, *Solution Specialist*, Azure Applications and Infrastructure, SA Gov & **David Ripani**, *Account Solution Architect*, Red Hat

Roundtable 5: Modernizing Regulation Systems for South Australia's Future

Facilitated by **Carol Beth Martin**, *VP of Government Solutions*, MTX Group & **Sudeep Acharya**, *CEO*, MTX Australia

Roundtable 6: Protect Your Data, Enhance Governance, and Unlock Cloud Value: Insights from NetApp's CTO for Cloud, Matthew Swinbourne

Roundtable 7: Get Hands on with Analytics Automation

Facilitated by **Paul Baptist**, *VP Solution Engineering APJ*, Alteryx

Roundtable 8: What does it take to create a world-class data-led department?

Facilitated by **Greg Williams**, *Intelligence Strategy Lead*, Frisk

Roundtable 9: How can governments and public sector organisations implement Cybersecurity holistically?

Facilitated by **Ben Aylett**, *Product Manager*, Red Piranha

Roundtable 10: Using intelligent automation to bring visibility & efficiencies to your procurement

Facilitated by **Dirk Kotze**, *Automation Segment Lead Australia & NZ*, IBM & **Rupa Mathur**, *Head of Automation, Integration, and CRM*, Pernix

Roundtable 11: The dangers of Excel for producing trusted, auditable plans and budgets

Facilitated by **Alison Mather**, *Data, AI & Automation Lead*, WA & SA, IBM & **James Wakefield**, *Director, Digital Finance Transformation*, Deloitte

Roundtable 12: Beyond Penetration Testing: Continual monitoring of your attack surface

Facilitated by **Trevor Norvill**, *Brand Technical Specialist - Digital Trust*, IBM Australia & **Kelvin Heath**, *Director, Corporate Development*, Vectera

Roundtable 13: How the adoption of Internet of Things (IoT) projects can enable innovative connected communities

Facilitated by **Adam Weston**, *Strategic Lead - Government and IoT*, TPG Telecom

Roundtable 15: Digitising Procurement End-To-End - Is it Achievable In Government?

Facilitated by **Andrew Hunt**, *Head of SAP Business Network, APJ*, SAP & **Danish**, *Services Account Executive*, South Australia, Vic Gov and Tas Government, SAP

3:35pm	Welcome back from Event Chair Ben Bishop , <i>EY South Australia Government and Public Sector Leader, EY</i>
3:45pm	Government Keynote: Trust and Transparency – Putting People at the Centre of Data Collection Sandy Pitcher , <i>Deputy Under Treasurer, Department of Treasury & Finance (DTF) & Acting Chief Executive, Department of Human Services</i>
4:05pm	Partner Session: Delivering a new era of AI-augmented citizen services & government efficiency Now more than ever, governments need to adapt to changing environments. AI, Automation and modern technologies provide the opportunity to: <ul style="list-style-type: none"> • Engage to serve citizens wherever and whenever they want • Embrace automation to digitally transform workflows and operations • Plan, forecast and budget effectively in an age of disruption • Protect people, data, and critical infrastructure from cyber threats Dirk Kotze , <i>Automation Segment Lead, IBM Australia & NZ</i>
4:25pm	Panel Discussion: How Can SA Government Agencies Continually Deliver and Prove Beneficial to the South Australian Economy and Many Diverse Communities? Skye Jacobi , <i>Interim Deputy Chief Executive, Strategy & Governance, SA Health</i> Michael Morgan , <i>Chief Officer and Chief Executive, South Australian Metropolitan Fire Service</i> Neil McFarlane , <i>Director, Climate Change, Coast and Marine, Department for Environment and Water</i> Facilitated by James Mraz , <i>EY South Australia Government and Public Sector Director, EY</i>
4:55pm	Closing Remarks
5:00pm	Networking Drinks

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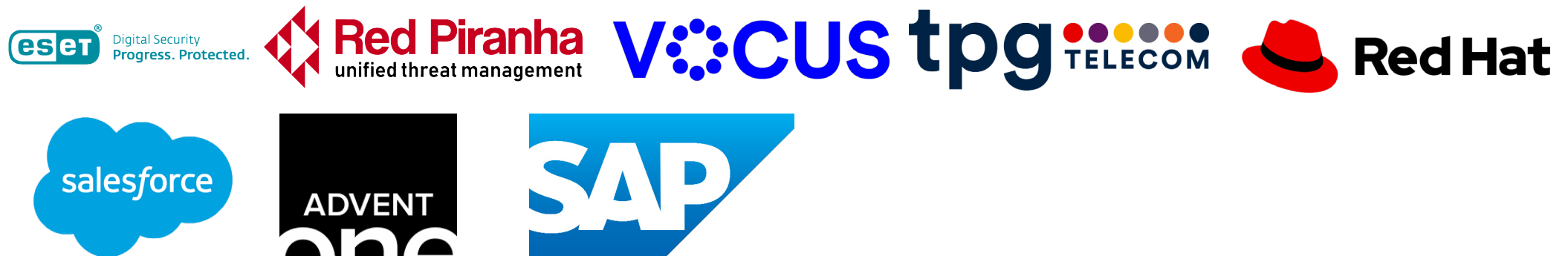
Private Breakfast



Private Lunch



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