PUBLIC SECTOR NETWORK   Certified B Corporation   **Deloitte.**

NSW Data & Analytics Showcase 2023

Democratising Public Sector Data to Empower Our People and Businesses

Tuesday, July 18 2023

Deloitte, Sydney

Agenda at a Glance

From solving long-term problems to making crucial immediate decisions, the data continuum is a valuable practice for government leaders to lean on. But where is the balance between seeing people as data and people as people? Being informed by numbers, or informed by real citizen voices?

In this year's iteration of our **NSW Data & Analytics Showcase 2023**, we will be questioning some of the paradoxical elements of our contemporary, digitally informed public sector, and how we can best maximise the potential of modern technologies such as Machine Learning and Artificial Intelligence whilst possessing an assured level of integrity and therefore keeping citizen trust firmly intact.

Together we will take a sharper look at our unique Data Strategy and the case studies currently underpinning its realisation. These gatherings also look to touch on the progressive data trends assisting public service transformation at large, and how to deliver the next phase of opportunity in your own department and across NSW. We'll also be sense-checking the latest tools, tech, processes, and ethical regulations required to democratise data and contribute towards creating a trusted, diverse, people-centric state.

Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Data and Analytics
- Information Management
- Data Governance and Privacy
- Business Intelligence
- Actionable Insights
- Digital Design
- Machine Learning and AI
- Corporate Services

Benefits of Attending

Work together with other department leaders to fine tune and bolster your state's Data Strategy

Discuss how NSW government can strengthen citizen trust with a focused data culture, leadership, and capability outcomes

Elevate your data integration / architecture and unpack current cyber risks and mitigation tools

Consider new ways of handling real-time data, and build on the ethics and regulations upholding your analytics acceleration

Your Inspiring Speakers

Alex Burrows

Partner Data and AI

Deloitte

Andrew Muir

National Lead Partner for AI and Automation Offerings

Deloitte

Jade Aitken

Director, Intelligence, Data and Evidence

Regional NSW

Ava Bargi

Senior Data Scientist

NSW Department of Planning, Industry, and

Dan Bowes

Executive Director, Taxes and Grants

Revenue NSW

Kate Carruthers

Chief Data & Insights Officer, UNSW Sydney & Head of Business Intelligence

UNSW AI Institute

Angud Chawla

Associate Director

Department of Premier and Cabinet

Frances Foster-Thorpe

Executive Director, Shaping Futures and Data Insights + Chief Data Officer

NSW Department of Premier and Cabinet

Louise Gates

Director Epidemiology and Biostatistics

NSW Health

Narelle Grayson

Acting Chief Data Officer and Executive Director, Data & Insights

Department of Customer Service

Gordius Mak

Director, Data Operations

Transport for NSW

Micah Starkis

Director, Data and Information

NSW Department of Planning, Industry and Environment

Darryn van Tonder

Director, Data Analytics, Digital Strategy and Delivery

NSW Department of Education

Domenic Brasacchio

Senior Account Executive

Cloudera

Dr Chris Hillman

Senior Data Science Director, International

Teradata

Evan Hodge

Co-Founder/Tech Teams Leader

IBT

Russell Nash

APAC Solution Lead, Data Analytics

Google Cloud

Della Zhuang

Vice President of Growth

Ataccama

8:00am **Registration and Networking Tea & Coffee**

9:00am **Welcome from Public Sector Network**

9:10am **Welcome from Chair**

Andrew Muir, *National Lead Partner for AI and Automation Offerings,* Deloitte

Alex Burrows, *Partner Data and AI,* Deloitte

9:25am **Government Keynote: Sense-Checking the Latest Tools, Tech and Regulations Required to Democratise Data and Inform a People-Centric State**

Narelle Grayson, *Acting Chief Data Officer and Executive Director, Data & Insights,* Department of Customer Service

9:45am **Government Keynote: Helping Customers By Innovating How We Use Data**

- Customers often face a data asymmetry with government: They don't always know what they need to tell us and we don't always know enough about them to make correct decisions
- This problem can be exacerbated in complex areas of law or where customers have complex arrangements to which legislation has to be applied
- Revenue NSW has a compelling story of how we have used progressively more advanced data-engineering and analytics techniques to ensure transparency for customers

Dan Bowes, *Executive Director, Taxes and Grants,* Revenue NSW

10:05am **Partner Session: Capturing real-time data to facilitate inter-departmental data exchange for efficient decision making, risk and compliance monitoring and predictive analytics**

- How are other public sector entities enhancing their enterprise data warehouses and data lakes by ingesting real-time data
- Near real-time inter-departmental data sharing for reporting and analytics
- Shared Service dissemination of data to customer departments in real-time
- Freeing data from siloed systems in real-time to utilize the best platform and tools for your use case.

Evan Hodge, *Co-Founder/Tech Teams Leader,* IBT (Integrated Business Technologies)

10:25am **Morning Tea and Networking Break**

10:55am **Government Case Study: Leveraging the Progressive Data Trends Underpinning Public Service Transformation**

Darryn van Tonder, *Director, Data Analytics, Digital Strategy and Delivery,* NSW Department of Education

11:15am **Partner Session: What is the Google Cloud approach to Analytics?**

- Break down data silos and unlock the power of your data with a unified analytics platform.
- Embrace the future of AI with generative AI and create new products, services, and experiences.
- Make data-driven decisions that improve the citizen experience

Russell Nash, *APAC Solution Lead, Data Analytics***,** Google Cloud

11:35am   **Government Keynote:** **Working with Communities from Within Government: Emerging Trends on How Data is Governed and Used**

Frances Foster-Thorpe, *Executive Director, Shaping Futures and Data Insights + Chief Data Officer,* NSW Department of Premier and Cabinet

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11:55am   **Panel Discussion:** **The Missing Data – A Re-Evaluation**

- Where might our departments/state governments be overlooking or over-shooting their approach to data?
- How well do we understand, convey, and communicate the basics of 'why' when it comes to data and why is this integral to citizen trust and cooperation?
- What recurring challenges keep coming up in our data journey - how can we best resolve these or adapt to a new way of thinking around it?

Kate Carruthers, *Chief Data & Insights Officer, UNSW Sydney & Head of Business Intelligence,* UNSW AI Institute

Angud Chawla, *Associate Director,* Department of Premier and Cabinet

Micah Starkis, *Director, Data and Information,* NSW Department of Planning, Industry and Environment

Della Zhuang, *Vice President of Growth,* Ataccama

12:35pm   **Lunch and Networking Break**

1:35pm   **Concurrent Roundtables:** **Explore Specific Topics in Depth by Joining Specialized Discussion Groups and Engaging in Thought-Provoking Conversations**

Roundtable 1: Improving analytics, compliance, and decision making using real-time data
- Are executives and managers making decisions based on "gut feel"?
- Do we have a culture where employees are comfortable challenging executives with data?
- Does our analytics platform enable open-ended questioning and free-form exploration, or are we limited to issuing queries against data that has already been structured?

Facilitated by **Evan Hodge,** *Co-Founder/Tech Teams Leader*, IBT (Integrated Business Technologies)

Roundtable 2: Improving the citizen experience with Analytics and AI

Facilitated by **Russell Nash,** *APAC Solution Lead, Data Analytics*, Google Cloud & **Karla Oliveira,** *Account Director, Public Sector - Australia,* Google Cloud

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Roundtable 3: The uplift of Data and Digital capability across Government
- How do we develop a culture of innovation and experimentation with appropriate guardrails?
- Using analytics to guide government policy and services: can we reduce lag and optimise the feedback loop?
- The ongoing need for better cross-jurisdiction Data Sharing, collaboration, and integration – can emerging technologies play a role?

Facilitated by **Nathan Green,** *Architecture Leader - APJ,* Teradata **& Simon Williams,** *Architecture Leader – Australian Federal Government,* Teradata

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Roundtable 4: Managing and Mastering Risk Through Comprehensive Data Quality

Join Ataccama as they address the role master data management plays in risk management and mitigation. Industry experts will share strategies for maintaining good data quality, and review case studies that showcased these successful data quality and master data management initiatives.

Facilitated by **Della Zhuang,** *Vice President of Growth,* Ataccama

Roundtable 5: Should you have a license to work with AI?

AI has been hailed as revolutionary and world-changing, but it's not without drawbacks. As AI grows more sophisticated and widespread, the voices warning against the potential challenges of artificial intelligence grow louder.

Today we will explore the risks and challenges that come with AI and ask whether it should be left to anyone or should it sit with those best equipped to handle it.

Facilitated by **Domenic Brasacchio,** *Senior Account Executive,* Cloudera

Roundtable 6: Practical Steps to Becoming a Data-Driven Public Sector

- Key strategies for cultivating a data-driven culture, and some of the challenges faced
- How agencies can break down data silos and improve information sharing across government organisations
- Best practices for leveraging data to improve citizen services while maintaining trust and transparency

Facilitated by **Snowflake**

2:40pm · **Government Keynote: Building Trust in Data and Unlocking Incremental Value - A Partnership-Centric Approach**

- Defining what constitutes value with your stakeholders
- Building integrity and trust into your data
- Delivering value fast
- Harnessing sustainable partnerships in your data journey

Gordius Mak, *Director, Data Operations,* Transport for NSW

3:00pm · **Partner Session: Generative AI stories from the field**

- What are businesses doing with GenAI
- Deep Dive into case studies
- Planning for game changing use cases

Dr Chris Hillman, *Senior Data Science Director, International,* Teradata

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3:20pm · **Panel Discussion: The Future of Big Data – Championing the Changes and Clarifying the Challenges**

- Where might our departments/state governments be overlooking or over-shooting their approach to data?
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- What recurring challenges keep coming up in our data journey - how can we best resolve these or adapt to a new way of thinking around it?

Jade Aitken, *Director, Intelligence, Data and Evidence,* Regional NSW
Ava Bargi, *Senior Data Scientist,* NSW Department of Planning, Industry, and Environment
Louise Gates, *Director Epidemiology and Biostatistics,* NSW Health
Domenic Brasacchio, *Senior Account Executive,* Cloudera

3:55pm · **Closing Remarks from Chair**

4:00pm · **Event Close**

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The topics were truly relevant for where I am currently. Also, the speakers were engaged and could speak with authority and knowledge which is important.

NSW Government

A good summary of data governing activities to consider for all data lifecycles. Very insightful use cases discussed.

Department of Customer Service

Worthwhile attending as I gained insight into the work being done, in government and industry, in Data & Analytics.

NSW Public Service Commission

This event provided an overview in relation to data sharing and high-level message stressing the importance of data.

Transport for NSW

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