Public Sector Network & EY Present:

Innovate QLD

Advancing Government Innovation to Better Queensland's Future

PUBLIC SECTOR NETWORK

EY Building a better working world

Thursday, 5th October 2023
Royal International Convention Centre, Brisbane

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Agenda at a Glance

The Queensland government is facing rising demands to improve citizen services, which has made modernising IT and digitising processes crucial. In an era of digital connectivity, Queensland citizens demand public services that are streamlined, accessible, trustworthy, and all-encompassing. With $142 million earmarked for an innovative technology roadmap in the lead up to the 2032 Brisbane Olympic Games, this is Queensland's opportunity to drive innovation in modern service delivery.

As digital technology continues to reshape our lives and institutions, innovations such as robotics, cloud computing, big data, the Internet of Things, artificial intelligence, and machine learning are transforming the Queensland economy. To deliver world-class citizen services, the Queensland government must act on the notions of resilience, connectivity, and innovation. By prioritising these key factors, the Queensland government can work to provide outstanding citizen services that meet the evolving needs of its customers and keep up with the demands of the modern world.

Join us for **Public Sector Network's Annual Innovate QLD Showcase** as we bring together public sector leaders and experts from Queensland and beyond, to collaborate, benchmark and share knowledge on the latest challenges and opportunities in innovation within the state.

REGISTER TODAY

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

Create an enabling environment by driving innovation in people, data, technology and CX functions

Network with other state government innovation leaders to learn how to foster better collaboration, connectivity, and trust

Learn practical steps to ground your innovative vision by the lived experience of those who are charting similar initiatives

Key Themes for 2023

Strategy: Providing the critical framework for state government innovation in 2023 and beyond

Digital & Citizen Experience: Redefining the customer experience through digital state services, prioritising the skills and capabilities needed for successful CX transformation and placing customers at the heart of Queensland's digital transformation

Technology Innovation: Leveraging innovation and transformation in business management, enterprise architecture and service delivery throughout internal and external portfolios

Data, Privacy and Consent: Collecting and utilising critical data to develop stronger regulation and compliance, improving cyber security and driving in-house analytical capabilities

Check out the 2022 Highlights

Your Inspiring **Speakers**

The Hon. Mark Bailey

Minister for Transport and Main Roads and Minister for Digital Services

Leah Kelly

Deputy Director-General, Infrastructure and Regional Strategy

Department of State Development, Infrastructure, Local Government and Planning

Mark Pozdena

General Manager Business IT

Powerlink

Allison Bambrick

A/Executive Director, Science Development

Department of Environment and Science

Dr Caroline Smith

Adjunct Fellow / Former Executive Director, Economic and Policy Futures

Centre for Work, Organisation and Wellbeing / Department of State Development, Infrastructure, Local Government and Planning

Dr Omer Yezdani

Chief Data Officer

University of the Sunshine Coast

Michael Dart

Executive General Manager - Customer

Energy Queensland

Michelle Haywood

Executive Director (Digital Licence Program) TransLink Division

Department of Transport and Main Roads

Andrew Stewart

Manager Digital Twin Project

Department of State Development, Infrastructure, Local Government and Planning

Peta Townend

Manager Digital Twin Project

Department of State Development, Infrastructure, Local Government and Planning

Max Jamwal-Girdler

Acting Director, Customer Research and Insights

Department of Transport and Main Roads

Kevin Davies

Senior Manager, ICT Enterprise Architecture

Queensland Rail

Skye Bowie

Chief Integrity and Risk Officer

Queensland Building and Construction Commission

Dr Jason Brown

Chief Digital Health Officer

Metro North Health

Raj Bortamuly

Portfolio Director QBuild

Department of Energy and Public Works

Dr Paul Mathiesen

General Manager coLab Growth Hub

City of Logan

Andrew Harris

Executive Director Business and Corporate Services

Office of Industrial Relations

Shona Cox

Director, Strategic Content Services

Queensland Fire and Emergency Services

Yas Grigaliunas

Chief Circular Entrepreneur

Circular Australia

Your Inspiring **Speakers**

Andrew Garner

Oceania Government Digital and Technology Lead

EY

James Hickey

Partner, Technology Consulting

EY

Kate Hillman

Oceania People, Place and Culture Leader, People Advisory Services QLD

EY

Anthony McGinness

Director, Policy Design

EY Future Friendly

Nigel Schmalkuche

Managing Director

Strategic Architects

Clare Huxley

Director

GovPartners

John-Paul Syriatowicz

Chairman and Founder

Squiz

Julien Lefebvre

Partner (Public Sector)

Fujitsu Digital Consulting

Deven Dhaka

CTO

MTX APAC

Katherine Petratos

State Sales Manager Government

TPG Telecom

Nicole Quinn

Head of Government Affairs APAC Australia

Fortinet

Adam Gill

General Manager, Salesforce

NRI

Jessica Rose

Director, Health and Human Services, Public Sector

Appian

Time	Session
8:00am	**Registration and Networking**
9:05am	**Welcome from Public Sector Network**
9:20am	**Welcome from EY (Event Chair)** **Andrew Garner,** *Oceania Government Digital and Technology Lead,* EY
9:30am	**Ministerial Address** **The Hon. Mark Bailey,** *Minister for Transport and Main Roads and Minister for Digital Services*
9:40am	**Government Keynote:** Achieving Dynamic Transformation of the Public Sector Through a Robust Government Strategy **Leah Kelly,** *Deputy Director-General, Infrastructure and Regional Strategy,* Department of State Development, Infrastructure, Local Government and Planning
10:00am	**Partner Session:** What is Digital Government without citizen trust? **Andrew Garner,** *Oceania Government Digital and Technology Lead,* EY
10:20am	**GovTalk:** Driving Queensland's Innovation Through Culture and the Right Talent **Allison Bambrick,** *A/Executive Director, Science Development,* Department of Environment and Science **Mark Pozdena,** *General Manager Business IT,* Powerlink **Dr Caroline Smith,** *Adjunct Fellow*, Centre for Work, Organisation and Wellbeing / *Former Executive Director, Economic and Policy Futures*, Department of State Development, Infrastructure, Local Government and Planning **Dr Omer Yezdani,** *Chief Data Officer,* University of the Sunshine Coast Moderated by **Kate Hillman,** *Oceania People, Place and Culture Leader, People Advisory Services QLD*, EY
10:50am	**Morning Tea and Networking Break**

Streams	DIGITAL & CX		TECHNOLOGY & DATA
11:20am	**Welcome from Stream Chair** **Nigel Schmalkuche,** *Managing Director,* Strategic Architects	**11:20am**	**Welcome from Stream Chair** **Clare Huxley** *Director,* GovPartners
11:30am	**Government Keynote:** Providing an Equitable Approach to Digital Connectivity and Accessibility in Queensland **Michael Dart,** *Executive General Manager - Customer,* Energy Queensland	**11:30am**	**Government Keynote:** Understanding the Role of Cyber Security in Technology Adaption **Mark Pozdena,** *General Manager Business IT,* Powerlink

Streams	DIGITAL & CX		TECHNOLOGY & DATA

11:50am

Partner Perspective: Is a consistent cross-government CX an impossible dream?

At a time when Citizen's digital experience expectations are high but internal teams are stretched creating consistent citizen experience can feel like a unicorn that doesn't exist. John-Paul Syriatowicz, Founder, Squiz will address these challenges and take you through: - What Squiz's customer research revealed about the barriers to digital transformation in government. - How you can provide a great experience without causing team burn out. - What is composability, and how can be applied to your digital transformation programs.

John-Paul Syriatowicz, *Chairman and Founder,* Squiz

11:55am

Government Keynote: Leveraging Digital Twins: Innovating Government Processes for Enhanced Efficiency

Peta Townend, *Manager Digital Twin Project,* Department of State Development, Infrastructure, Local Government and Planning

Andrew Stewart, *Manager Digital Twin Project,* Department of State Development, Infrastructure, Local Government and Planning

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12:10pm

Government Keynote: Providing a Seamless Citizen Experience with Transport's Digital Licence Expansion

Michelle Haywood, *Executive Director (Digital Licence Program)*

TransLink Division, Department of Transport and Main Roads

12:30pm

Partner Perspective: The possibilities of AI in enhancing your Citizen Experiences

Artificial Intelligence (AI) and Process Automation technologies come together to offer an exciting opportunity for streamlining government operations. This synergy can significantly enhance decision-making speed and ultimately elevate the quality of citizen services. By tapping into the power of Machine Learning, Natural Language Processing, and Generative AI, we can boost the efficiency of agency processes responsible for delivering services and delighting citizens.

We invite you to join this session and discover how AI and Process Automation can immediately enhance your service delivery and equip you for a future where AI plays an even greater role.

Greg Crowl, *Vice President, Sales Engineering,* Kofax

12:30pm

Partner Perspective: The Democratisation of Analytics – Leverage Your Top Talent for Greater Impact

Citizens expect QLD Government agencies to make more decisions fueled by data and analytics – but relatively few have breakthrough success. A recent study showed that 97% of Government are investing in data consulting 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.

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 and support the digitally-empowered citizen? There is a way – a proven method – that helps organisations with digital transformation through democratising analytics across an organisation.

Join this session to understand:
• The stages of analytics maturity
• The divide between people and technology
• The unbalanced spending on data and analytics consulting vs upskilling
• The role of Governance and Security in Democratising Analytics and Data Sharing

Dave Twohill, *Account Director,* Alteryx

12:50pm	**GovTalk:** Navigating the Evolving Realm of Human Centricity: The Key to Creating a World-Class Citizen Experience
	Max Jamwal-Girdler, *Acting Director, Customer Research and Insights,* Department of Transport and Main Roads
	Kevin Davies, *Senior Manager, ICT Enterprise Architecture,* Queensland Rail
	Francois Rizk, *Head of Public Sector,* Newgen Software Technologies

12:50pm	**GovTalk:** Finding the Right Balance Between Privacy and Data Sharing
	Dr Jason Brown, *Chief Digital Health Officer,* Metro North Health
	Skye Bowie, *Chief Integrity and Risk Officer,* Queensland Building and Construction Commission
	Julien Lefebvre, *Partner (Public Sector),* Fujitsu Digital Consulting

1:20pm	**Lunch and Networking Break**
2:20pm	**Interactive Concurrent Roundtable Discussions**
	Roundtable 1: Focusing on the human element of Cybersecurity
	Katherine Petratos, *State Sales Manager Government,* TPG Telecom & **Nicole Quinn,** *Head of Government Affairs APAC Australia,* Fortinet
	Roundtable 2: Enabling World-Class Citizen Experience Ecosystems With Innovative, Secure and Resilient Technologies
	Greg Phillips, *Head of Digital Solutions & Innovation, Enterprise & Government,* Vocus
	Roundtable 3: The Secret Sauce to Delivering Digital Innovation – Turning your Strategy into Results
	Ray Wall, *Client Engagement Director,* PM Partners & **Stephen Parry,** *Director,* PM Partners
	Roundtable 4: Enabling Digital Transformation through Strategic Architecture: Unpacking the Common Pitfalls and Strategising the Way Forward
	Nigel Schmalkuche, *Managing Director,* Strategic Architects
	Roundtable 5: Get Hands on with Analytics Automation
	Dave Twohill, *Account Director,* Alteryx & **Tanu Singh,** *Solution Engineer,* Alteryx
	Roundtable 6: Is A Consistent Cross-Government CX An Impossible Dream?
	John-Paul Syriatowicz, *Chairman and Founder,* Squiz
	Roundtable 7: The imperative of responding to the Security of Critical Infrastructure Act and the technological and digital transformation required by government agencies
	Julian Fox, *Industry CTO - Government and Healthcare,* Fujitsu Australia & **Herman Taljaard,** *Director of Advisory & Transformation – Emerging Markets,* Enable a Fujitsu Company
	Roundtable 8: Embracing the next frontier of digital services across the citizen lifecycle.
	Francois Rizk, *Head of Public Sector,* Newgen Software Technologies
	Roundtable 9: Transformative digital solutions take more than IT expertise. How can you flip the odds of executing a successful transformation from 30 to 80 percent
	Adam Gill, *NRI General Manager,* Salesforce Australia & New Zealand & **Michael Perry,** *Regional Director, Queensland,* Salesforce for Government
	Roundtable 10: How to embrace the latest satellite technologies to connect people and assets, anytime, everywhere.
	Darren Cooley, *Sales Director,* Pivotel
	Roundtable 11: Driving transformation through quality data **Presented by Ataccama**

	Roundtable 12: Modernising Regulation to Better Queensland's Future
	Deven Dhaka, *CTO,* MTX APAC
	Roundtable 13: The Need for Speed: What is Powering Agile, Responsive Government Agencies?
	Jessica Rose, *Director, Health and Human Services, Public Sector,* Appian
	Roundtable 14: The AI opportunity to enhance Government services
	Mark Hawthorne, *Government Lead*, Kofax & **Rob Stoneham,** *Government Lead*, Kofax
3:20pm	**Welcome back from EY (Event Chair)**
	Andrew Garner, *Oceania Government Digital and Technology Lead,* EY
3:30pm	**Government Keynote:** Agility at Scale in Government: Transforming Legacy
	Raj Bortamuly, *Portfolio Director QBuild,* Department of Energy and Public Works
3:50pm	**GovTalk:** The Future of Innovation in Queensland Government: Opportunities for 2023 and Beyond
	Dr Paul Mathiesen, *General Manager coLab Growth Hub,* City of Logan
	Andrew Harris, *Executive Director Business and Corporate Services,* Office of Industrial Relations
	Shona Cox, *Director, Strategic Content Services,* Queensland Fire and Emergency Services
	Yas Grigaliunas, *Chief Circular Entrepreneur,* Circular Australia
	Moderated by **James Hickey,** *Partner, Technology Consulting*, EY
4:25pm	**Closing Remarks from EY (Event Chair)**
	Andrew Garner, *Oceania Government Digital and Technology Lead,* EY
4:30pm	**Networking Drinks**

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Roundtable

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