

Public Sector Network & EY New Zealand Present:

Innovate NZ

Digital Leadership and Visionary Strategies
Transforming Service Delivery in Aotearoa



Thursday, 9 November 2023

Shed 6 & TSB Arena, Wellington



Agenda at a Glance

Every business function in the public service has undergone significant transformation in recent years, however, the key focus for New Zealand agencies has been making the right investment in emerging technologies to improve and update digital services. The Digital Government Leadership Group has led the design and implementation of a strategic digital investment roadmap to create impact and build the digital and data use and governance capabilities designed and implemented to make the changes necessary for driving citizen-centric, digitally equitable service provision.

The recent departmental efforts in the implementation of new technology and processes have highlighted the need to focus on solving a common challenge leading the strategic transformation of workplace culture and upskilling the digital workforce has never been more imperative for public service leaders.

To gain fresh insights into best practices in digital transformation as well as a unique opportunity to gain benefits from exchanging cross-departmental insights, join us at **Innovate New Zealand 2023**. Featuring the very latest in effective CX and digital transformation projects; the Digital Public Service's plan to leverage the safe, secure, and ethical use of data and AI and how to build greater privacy capability to build public trust and ensure safe data storage and governance.

Discover best practices in data and tech innovation, and learn from the experiences of digital and data leaders during the cutting-edge digital innovation initiatives that are transforming service delivery for the current and future needs of New Zealanders.



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 Architecture
- Culture and Change Management

Benefits of Attending



Analyse the results of the Privacy Maturity Assessment Framework, what the Digital Government Leadership Group believe it reveals about government privacy performance and what it all means for your next critical steps in essential capability building



Benchmark best practices and leverage emerging technologies to create a world-leading digital government in Aotearoa



Embed customer-centric approaches in service design and delivery by identifying the right methodologies and engagement strategies



Leverage data analytics to inform strategic direction, identify areas for improvement and intercept future challenges



Identify priorities for future-proof digital investment

Key Themes for 2023

- Priorities for Strategic Digital Investment
- Driving Greater Digital Equity, Inclusion and Accessibility
- Digitally Enabling the Public Service via Cultural Transformation
- Digital Leadership in Practice: Visionary Change Makers
- Empowering an Agile, Resilient and Capable Digital Workforce
- Privacy, Ethics, AI, Data and Capability Building

Check out the 2022 Highlights



Your Inspiring Speakers



Dr Craig Jones

*Deputy Government Statistician
and Deputy Chief Executive - Data
System Leadership*

Stats NZ



Katrine Evans

*Government Chief Privacy Officer,
Digital Public Service*

Department of Internal Affairs



Mary Craig

*Deputy Commissioner, Enterprise
Design and Integrity*

Department of Inland Revenue



Tracy Parsons

Chief Data Officer

Ministry of Foreign Affairs and
Trade



Prashant Bakshi

Chief Customer Officer

New Zealand Qualifications
Authority



Bill Moses

Chief Digital Officer

Public Service Commission



Milica Zivanovic

Deputy Chief Digital Officer

Public Service Commission



Jan Sheppard

Chief Data and Analytics Officer

Environmental Science Research



Heather Peacocke

*Chief Advisor, Partnerships, Public
Affairs, Climate Adaptation &
Evidence*

Ministry for the Environment



Kate King

Head of Data Operations

Ministry of Business, Innovation
and Employment



Angus Deacon

*Design Lead, Digital Transformation
Programme*

WorkSafe New Zealand



Paul Stone

*Principal Advisor Information and
Data Governance*

Kāinga Ora – Homes and
Communities



Peter Fletcher-Dobson

Digital Experience Director

Te Pukenga (NZ Institute of Skills
& Technology)



Aroha Armstrong

*Kaikōkiri - Te Tiriti Futures, Digital
Team*

Te Pukenga (NZ Institute of Skills
& Technology)



Elias Wyber

*Programme Director, Data and
Reporting*

Ministry for the Environment



Nicholas Hill

Head of Risk and Assurance

Christchurch City Council



Oliver Thompson

Data Strategy Lead

Callaghan Innovation



Evelyn Johnston

Senior Account Executive

Adobe



John Mackenney

*Practice Director - Digital Strategy
Group APAC*

Adobe



Meredith Wilmot

Partner, People Consulting

EY New Zealand



Gary Baird

Partner, Technology Consulting

EY New Zealand



Madhavan Vasudevan

Chief Technology Officer

IBM Asia Pacific



Andrew Hood

Chief Advisor Cyber Security

Te Pou Hanganga, Matihiko



Ross Kettle

Chief Technology Officer

Atomic.io

Your Inspiring Speakers



Damian Pons

Chief Executive Officer

Spectrum Consulting



Ben Pujji

CPO

Atomic.io



Lucy Morgan

Global Creative Manager

Squiz



Shane Kavanagh

Associate Director - Data & AI

Fujitsu Australia



Richie Simpson

Public Sector Principal Industry Architect

Fujitsu Australia



Brenda Banning

Vice President Industry, Value and Architecture

Oracle JAPAC



Stephen Bovis

Regional Managing Director

Oracle Australia & New Zealand

Innovate NZ 2022 **Snapshot**

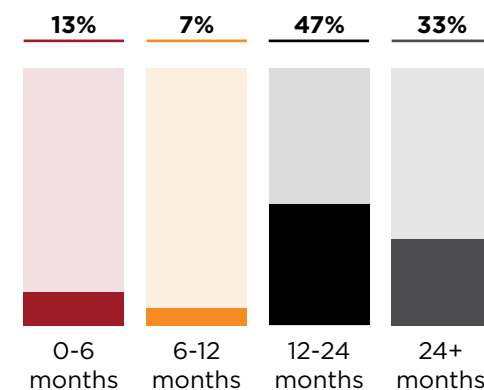
JOB FUNCTIONS

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

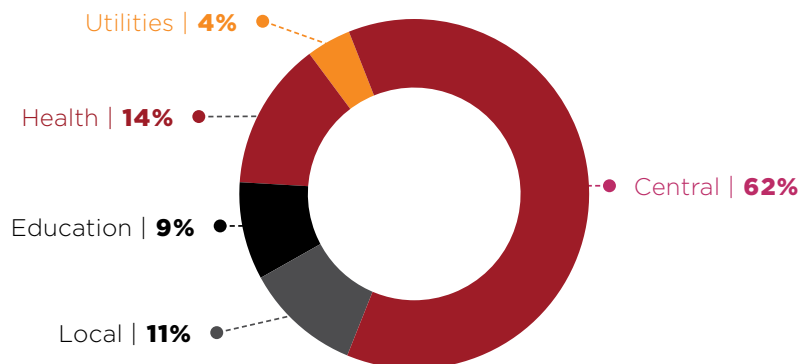
INNOVATION DATABASE

9,400+

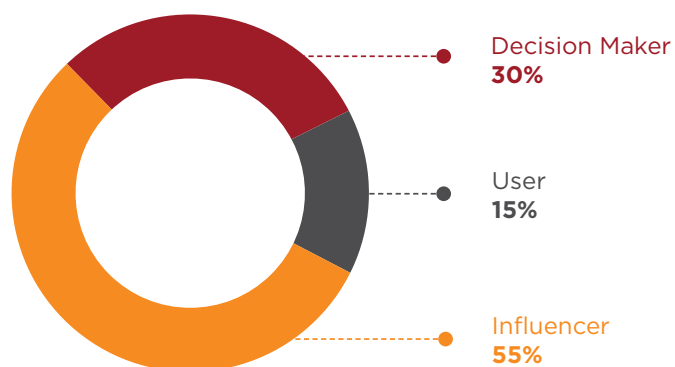
INVESTMENT TIMEFRAME



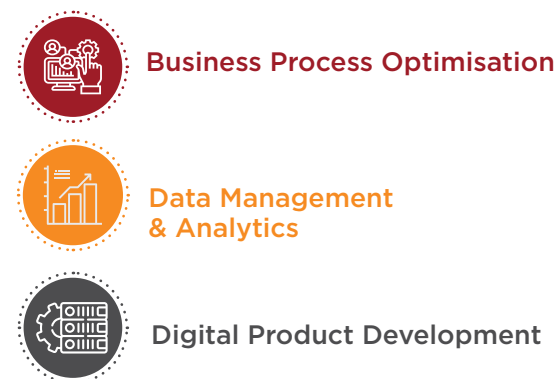
TIER OF GOVERNMENT



ATTENDEE ROLE



TOP INTERESTS



8:00am	Registration and Tea & Coffee	
8:50am	Traditional Welcome Ngati Poneke Young Maori Club Inc	
9:00am	Welcome from Public Sector Network	
9:10am	Welcome from the Chair Meredith Wilmot , <i>Partner, People Consulting</i> , EY New Zealand	
9:20am	Opening Government Keynote: Leading the Cultural Transformation of a Digital Workplace <ul style="list-style-type: none"> How to develop a clear and compelling vision that everyone buys into The criticality of building a culture from the ground up Embedding flexible work practices: how crucial it is to improving retention of the right workforce The importance of inspiring leadership Mary Craig , <i>Deputy Commissioner, Enterprise Design and Integrity</i> , Department of Inland Revenue	
9:40am	Government Keynote: Update on the Privacy Maturity Assessment Framework <ul style="list-style-type: none"> What do the latest results from the Privacy Maturity Assessment Framework say about government privacy performance? What areas do we most need to focus on next? How can we get where we need to be, especially when we are already juggling competing priorities? Katrine Evans , <i>Government Chief Privacy Officer, Digital Public Service</i> , Department of Internal Affairs	
10:00am	Panel Discussion: Cultural Transformation Leadership: Driving Digital, Data and Privacy Capabilities <ul style="list-style-type: none"> How do we effectively identify where to prioritise investment to ensure capability building in data use? How can agencies most effectively build practices and lift capabilities to meet privacy responsibilities? What is the safest approach to managing risks related to data collection, governance and the use of generative AI tools to prioritise the safety and security of our people, information and strategic interests? How can we embed trust, security, equity and ethics into our public services and digital economy? Tracy Parsons , <i>Chief Data Officer</i> , Ministry of Foreign Affairs and Trade Oliver Thompson , <i>Data Strategy Lead</i> , Callaghan Innovation Moderator: Gary Baird , <i>Partner, Technology Consulting</i> , EY New Zealand	
10:30am	Morning Tea and Networking Break	
Streams	DIGITAL & CX	TECHNOLOGY & DATA
11:10am	Welcome from Stream Chair Peter Fletcher-Dobson , <i>Digital Experiences Director</i> , Te Pukenga (NZ Institute of Skills & Technology)	Welcome from Stream Chair Kate King , <i>Head of Data Operations</i> , Ministry of Business, Innovation and Employment

<p>11:15am Case Study: WorkSafe New Zealand: “Driving Better Digital Services for All New Zealand with the Power of Storytelling”</p> <ul style="list-style-type: none"> • Sharing our ways of working as we build WorkSafe’s first self-service portal and online services • How we halved the amount of time and effort required by our frontline staff each year? • Creating a narrative that helps our people understand what we are building and why • The power of visual storytelling to bring teams together to help New Zealanders get home safely from work everyday <p>Angus Deacon, <i>Angus Deacon</i>, WorkSafe New Zealand</p>	<p>Government Fireside Chat: Leveraging Climate Data, Innovation and Public-Private Partnerships: Collaborating on Net Zero Targets and Building National Resilience to Threats from Future Disasters</p> <ul style="list-style-type: none"> • How can we use data strategically to accelerate progress across every dimension of climate action - adapting to, living with, and mitigating climate change? • What value do you see in Government and business partnerships to provide NZ (local government, business, communities) with the data to inform and enable meaningful progress in addressing climate change? • How do we use data in innovative ways to partner with communities and ensure we’re having real impact on the ground <p>Jan Sheppard, <i>Chief Data and Analytics Officer</i>, Environmental Science Research</p> <p>Heather Peacocke, <i>Chief Advisor, Partnerships, Public Affairs, Climate Adaptation & Evidence</i>, Ministry for the Environment</p>
<p>11:35am Partner Session: Bridging the Digital Divide: What’s Next for Leading Governments</p> <p>Meeting the diverse digital needs of citizens is high on the agenda, and Adobe research confirms that the NZ government has continued to lift digital inclusion and accessibility of public services.</p> <p>However, perennial challenges to the broader digital experience remain, putting the same digital performance achieved in the private sector out of reach. Citizens are still concerned about what information to trust and have trouble finding what they need.</p> <p>The emergence of new technologies, including AI tools, has the potential to transform the citizen experience, drive digital inclusivity and increase the efficiency of service delivery. It also raises new questions about the authenticity of public information and ethical considerations.</p> <p>In this session, we will explore the latest findings from Adobe’s Government Digital Performance and Inclusion Indicator and the implications of the next wave of technology-driven change for key metrics driving digital government.</p> <p>John Mackenney, <i>Practice Director - Digital Strategy Group APAC</i>, Adobe</p> <p>Evelyn Johnston, <i>Senior Account Executive</i>, Adobe</p>	<p>Partner Session: Putting the dignity back in data: sovereignty, AI and their impacts on jurisdictional risk in Aotearoa</p> <ul style="list-style-type: none"> • The evolution of sovereignty’s definition in technology and data collection • Importance of respecting data’s significance to people in Aotearoa • Key role of good data principles and practices in upholding data sovereignty • How to make informed decisions and gain reliable insights into the future leveraging the power of computing and sovereign AI <p>Damian Pons, <i>Chief Executive Officer</i>, Spectrum Consulting</p> <p>Madhavan Vasudevan, <i>Chief Technology Officer</i>, IBM Asia Pacific</p>

<p>11:55am Government Case Study: Leading NZQA's Complex Digital Channel Transformation Journey</p> <ul style="list-style-type: none"> • Defining our vision, nailing the purpose and telling a story: the epic journey involved in leading a complex transformation project • Our greatest wins and the hardest lessons learnt: website, chatbot, portals, CRM • How story telling helped keep the program momentum and singular team focus <p>Prashant Bakshi, <i>Chief Customer Officer</i>, NZQA</p>	<p>Government Keynote: Transformation of Data Culture: Why Leading an Agile, Innovative and Fearless Approach Is Critical to Effective Change</p> <ul style="list-style-type: none"> • Collaborating with the data science team on applying scientific methodology, systems thinking, a start-up mentality and agile when needed • Leading the Data Culture and Capability work stream of our "Transforming Our Analytics" programme • Drawing from cloud technology and data quality work streams to reach our destination faster and easier • Why the real transformation is in the way we think and use the data to reach new destinations <p>Paul Stone, <i>Principal Advisor Information and Data Governance</i>, Kāinga Ora – Homes and Communities</p>
<p>12:15pm Partner Session: Understanding digital trust: Navigating the path to authenticity and security</p> <ul style="list-style-type: none"> • Te Pou Hanganga, Matihikon current work in the digital space and online trust • Current Climate: the recent decline in digital trust in New Zealand and where we're at • Understanding the role technology plays in this digital trust challenge <p>Ben Pujji, <i>CPO</i>, Atomic.io Andrew Hood, <i>Chief Advisor Cyber Security</i>, Te Pou Hanganga, Matihiko</p>	<p>Partner Session: Innovative Ways to Use Data: Embracing Change to Empower Citizens and Businesses While Transforming Policy and Service Delivery</p> <ul style="list-style-type: none"> • Data Usage: How to identify innovative ways to reuse and create data • Leadership and Evaluation: How to navigate and champion change in complex transformations • Practical Applications: New ways data and technology have addressed complex policy challenges • Cyber Security Resilience: Anticipate, withstand, recover from, and adapt to a range of threats • The Next Big Thing: Modernise and innovate faster, by drawing on lessons learnt <p>Brenda Banning, <i>Vice President Industry, Value and Architecture</i>, Oracle JAPAC</p>

12:35pm	<p>Panel Discussion: Designing and Implementing Human-Centric Digital Services to Achieve People-Focused Outcomes and Mitigate the Risk of Harm</p> <ul style="list-style-type: none"> • How do we make a shift to a more customer-centric focused mode of service delivery? • How do we rethink design focus: putting the customer at the centre? • How do we rethink design focus: putting the customer at the centre? • How important is enhancing cultural alignment around the customer experience • How do we create multidisciplinary teams to develop holistic, citizen centric digital service platforms? • Which policies and strategies to achieve a citizen-centric digital culture are the most effective? <p>Prashant Bakshi, <i>Chief Customer Officer</i>, New Zealand Qualifications Authority Nicholas Hill, <i>Head of Risk and Assurance</i>, Christchurch City Council Aroha Armstrong, <i>Kaikōkiri - Te Tiriti Futures, Digital Team</i>, Te Pūkenga, New Zealand Institute of Skills & Technology Council Moderator: Simon Gillespie, <i>Senior Sales Manager, Integrated Sales-NZ, Digital Team</i>, Te Pūkenga, Fujitsu</p>	<p>Government Fireside Chat: Creating and Sustaining the Digital Ecosystem: Navigating the Realm of Effective Partnerships</p> <ul style="list-style-type: none"> • Leveraging the ecosystem's expertise and aligning strategies – what's the most effective approach to collaboration between vendors, startups and government? • Creating a vibrant digital economy within Aotearoa: how can we deliver on what is most needed? • How can we as Digital Leaders effectively communicate existing and emerging requirements? <p>Elias Wyber, <i>Programme Director, Data and Reporting</i>, Ministry for the Environment Kate King, <i>Head of Data Operations</i>, Ministry of Business, Innovation and Employment</p>
1:05pm	Lunch and Networking Break	
2:05pm	<p>Concurrent Roundtable Discussions</p> <p>Roundtable 1: Putting the dignity back in data: sovereignty, AI and their impacts on jurisdiction risk in Aotearoa Richard Schorfield, <i>GM of Cloud</i>, Spectrum Consulting & Madhavan Vasudevan, <i>Chief Technology Officer</i>, IBM Asia Pacific</p> <hr/> <p>Roundtable 2: How leading governments bridge the digital divide Evelyn Johnston, <i>Senior Account Executive, Content</i>, Adobe</p> <hr/> <p>Roundtable 3: Building Digital Trust with Customers: Proven Strategies for Data Privacy and Security Ross Kettle, <i>Chief Technology Officer</i>, Atomic.io</p> <hr/> <p>Roundtable 4: Harnessing the Potential of AI: Getting the Balance Right Brenda Banning, <i>Vice President Industry, Value and Architecture</i>, Oracle JAPAC & Stephen Bovis, <i>Regional Managing Director</i>, Oracle Australia & New Zealand</p> <hr/> <p>Roundtable 5: Planning for design systems Lucy Morgan, <i>Global Creative Manager</i>, Squiz</p> <hr/> <p>Roundtable 6: The Data opportunity and challenge in Government in the era of Generative AI Shane Kavanagh, <i>Associate Director - Data & AI</i>, Fujitsu Australia & Richie Simpson, <i>Public Sector Principal Industry Architect</i>, Fujitsu Australia</p>	

Roundtable 7: Relationships, trust and personalisation
Martin Flavell, *Experience Practice Lead*, Merkle Aotearoa

Roundtable 8: How to embrace the latest satellite technologies to connect people and assets, anytime, everywhere.
Darren Cooley, *Sales Director*, Pivotel

Roundtable 9: Creating an Elevated, Personalised and Total Experience for Citizens
Heather Wong, *Senior Account Executive*, OpenText

3:05pm **Welcome Back: Presented by EY**
Gary Baird, *Partner, Technology Consulting*, EY New Zealand

3:15pm **Government Keynote: Delivering a Safe, Trusted, Integrated and Inclusive Data System for all New Zealanders**

- Analysing New Zealand's data landscape and developing data ethics frameworks
- The future of data and ethics: taking a strategic view of the opportunities, challenges and choices available to us
- Driving positive outcomes through an equitable and inclusive data system
- Future strategic plans for the Government Chief Data Steward to ensure all New Zealanders have access to data they can trust, and are able to use it effectively

Dr Craig Jones, *Deputy Chief Executive*, Stats NZ

3:35pm **Interactive Fireside Chat: Empowering the Skillsets of Diverse Digital Leaders**

- The digital skillset challenge: how the public service can address a shortage of digital skills by fostering communities and digital awareness.
- Fostering a culture of learning: how we encourage sharing of experiences throughout the digital career pathway
- Encouraging sharing and collaboration across the public service: how a problem shared is a problem halved
- How the skillset challenge can be addressed with some specific examples of T-shaped employees and communities of purpose

Bill Moses, *Chief Digital Officer*, Public Service Commission
Milica Zivanovic, *Deputy Chief Digital Officer*, Public Service Commission
Moderator: **Meredith Wilmot**, *Partner, People Advisory Services*, EY New Zealand

3:55pm **Government Case Study: Nurturing Innovation and Creativity in a Risk-Averse Organisational Culture**

- How to gain buy-in from senior leadership and explain exactly what needs to be done: valuable lessons learned at the Ministry of Business, Innovation and Employment
- Emerging workforce management challenges for leaders in data governance: developing and leveraging the talents of neuro-divergent employees
- How do you have the difficult yet critical conversations that are required to effect meaningful change and achieve strategic objectives?
- Next strategic steps on the MBIE's data and technology literacy skills development workforce planning journey

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

4:15pm **Closing Remarks and Networking Drinks**
Gary Baird, *Partner, Technology Consulting*, EY New Zealand

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