



PUBLIC
SECTOR
NETWORK



Deloitte.

9th Annual Public Sector Digital & CX Roadshow

March 6 - 25, 2024

ACT | SA | WA | NSW

NZ | VIC | QLD

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Powering 'Digital Simplicity' to Meet Next Gen Expectations

Mediocre digital interactions, and satisfying the next generation of citizens, are opposing forces.

No longer is digital experience just a competitive advantage; excellence is now a necessity and indication of competence. But digital doesn't have to be novel; citizens want simplicity - fast, personalised, and anticipatory experiences, kept very clean, clear and intuitive to use.

With platforms like Amazon and Netflix raising the baseline standard sky-high, there is constant pressure for the public sector to become better. Pinpointing precisely how citizens are interacting digitally and building that into a personalised experience, is crucial to gaining citizen confidence and trust.

With this in mind, the 9th Annual Public Sector Digital & CX Roadshow 2024 will unveil how to navigate a new era of citizen expectations and align digital experience to deliver a next gen, inclusive service. We'll unpack how to collaborate to modernise service delivery, and how the State's public sector elite are approaching the creation of anticipatory and less repetitive, disjointed services. We'll also be exploring how to do this in a sustainable way to ensure digital services are able to keep up with constantly evolving demands.

[VIEW THE WEBSITE](#)



Who You'll Meet

This series is designed for professionals involved in:

- Digital
- Citizen Experience & Engagement
- Service Design
- Technology
- Digital Delivery
- Transformation, Improvement & Innovation
- Contact Centre/Customer Contact
- Information & Insights

Benefits of Attending



Embrace emerging digital tools technologies and strategies to enhance user experience and gain citizen confidence and trust



Accelerate your CX capabilities through leveraging data, insights and latest design methodologies to deliver a personalised service

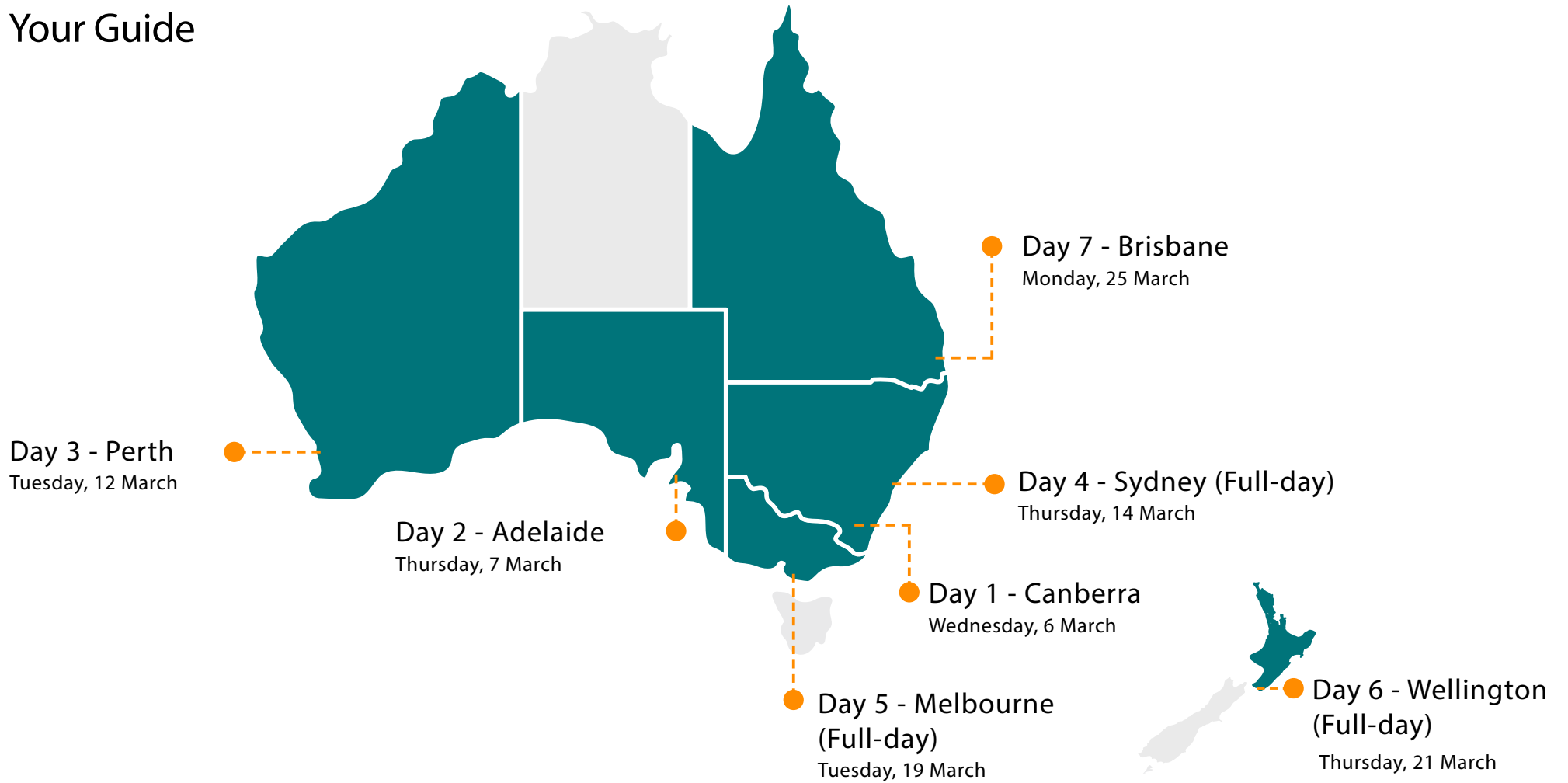


Contribute and engage in open, explorative discussion with your State's leading digital & CX executives to usher in the next phase of public service experience



Join the progressive discussion and collaborate as part of our specialist workshops: each designed specifically for Digital, CX, and Contact Centre leaders to deep delve and unpack their respective requirements, strategies and challenges

Your Guide



2023 Snapshot



358

Delegates



35

Speakers



18

Case Studies



9

Partners



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Half-Day Roadshow



March 6 - 25, 2024
Canberra | Adelaide | Perth | Brisbane

Your Inspiring Speakers - ACT



CARMEN SIMPSON

Partner – Technology,
Strategy & Transformation
Consulting

Deloitte



JANINE BENNETT

Assistant Secretary, Digital
Business and Sector
Engagement

Department of Health and
Aged Care



JADE CARSON

Chief Information Officer

National Gallery of Australia



ADAM NETTHEIM

Chief Customer Officer

Commonwealth
Superannuation Corporation



OLIVIA REEVES

Director, myGov User Audit
Response

Digital Transformation
Agency



SHANE WORTHINGTON

Chief Digital Officer

Australian Skills Quality
Authority



MATTHEW ALBA

Account Executive

Aquia



NIK JAIN

Director of Solution
Engineering, ANZ

Dynatrace



BRIAN GORMLEY

APJ Sales Engineering
Director

Riverbed



JASON HODGES

Lead Architect

Datacom



JOANA VALENTE

Partner

Deloitte



8:30am Registration and Networking Tea/Coffee

8:55am Opening from Public Sector Network

9:00am Welcome from Chair
Carmen Simpson, Partner – Technology, Strategy & Transformation Consulting, Deloitte

9:10am Scene Setter: Traversing The Digital Transformation Terrain: Keys for Successful Navigation

- Unpacking the constantly evolving digital transformation journey: key requirements for 2024-25
- The role of leadership in driving digital transformation: Creating a vision for the digital future of your organisation and aligning digital strategy with business goals
- Shifting to a customer-centric approach in the digital age and enhancing user experiences and engagement

Janine Bennett, Assistant Secretary, Digital Business and Sector Engagement, Department of Health and Aged Care

9:30am Partner Perspective: Digital Transformation - The Journey and the Destination
Joana Valente, Partner, Deloitte

9:45am Fireside Chat: Building Trust and Delivering Sophistication of Service While Keeping Experiences Simple

- Discussing all things trust
- Balancing digitisation and self service with human connection
- Delivering sophistication and maturity of service while keeping experiences 'simple.'

Adam Nettheim, Chief Customer Officer, Commonwealth Superannuation Corporation

10:00am Partner Perspective: Driving Digital Experiences with AIOps and a User Centric Approach
Supporting end users can be difficult and complex. In this session Datacom and Riverbed will discuss how to simplify these complexities leveraging deep AI enhanced insights which allow us to fundamentally enhance user experience. This supports a modern service framework while shifting from reactive to proactive with a user centric approach across Government and Enterprise.

Brian Gormley, APJ Sales Engineering Director, Riverbed & Jason Hodges, Lead Architect, Datacom

10:20am Short Break

10:25am	<p>Concurrent Roundtables: An interactive opportunity to collaborate</p>
	<p>Roundtable 1: Designing and delivering accessible and equitable digital services - how to get it right from the start to cater for all citizen needs Facilitated by Matthew Alba, Account Executive, Acquia</p>
	<p>Roundtable 2: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences Facilitated by Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p>
	<p>Roundtable 3: Mastering a proactive user centric approach to service experience Facilitated by Steve Kasic, Federal Region Sales Manager, Riverbed & Michael Bumpus, Business Development Executive, Datacom</p>
11:10am	<p>Morning Coffee and Networking Break</p>
11:30am	<p>Concurrent Roundtables: An interactive opportunity to collaborate</p>
	<p>Roundtable 1: Designing and delivering accessible and equitable digital services - how to get it right from the start to cater for all citizen needs Facilitated by Matthew Alba, Account Executive, Acquia</p>
	<p>Roundtable 2: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences Facilitated by Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p>
	<p>Roundtable 3: Mastering a proactive user centric approach to service experience Facilitated by Steve Kasic, Federal Region Sales Manager, Riverbed & Michael Bumpus, Business Development Executive, Datacom</p>
12:15pm	<p>Short Break</p>
12:20pm	<p>Fireside Chat: Digital Delivery: Incorporating the Next Realm of Digital Experience into Interaction with Citizens</p> <ul style="list-style-type: none"> • Latest technology advancements shaping the future of public service within Australia, and how we can best harness these to create an unforgettable experience • What the emerging 2024-25 user really wants from digital experiences, and the best methodologies to harness to build these experiences • Digital Simplicity – designing smart, simple and connected services • User-Centricity – harnessing co-creation and user feedback to design next gen digital experiences citizens want and need <p>Olivia Reeves, Director, myGov User Audit Response, Digital Transformation Agency</p>

12:35pm	Partner Perspective: Shifting the Narrative of Web Accessibility Matthew Alba, Account Executive, Acquia
12:55pm	<p>Panel: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust</p> <p>Citizen satisfaction is directly tied to their level of trust and advocacy in government, which is correlated with how well experiences meet expectations. As citizens become more connected, their expectations rise. When government is not equipped to meet these, trust erodes. This open and explorative discussion will assess:</p> <ul style="list-style-type: none"> • Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience? • Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier? • Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these? • How can we build a ‘simple’ experience that meets all expectations? <p>Shane Worthington, Chief Digital Officer, Australian Skills Quality Authority Jade Carson, Chief Information Officer, National Gallery of Australia Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p>
1:25pm	Closing Remarks from Chair
1:30pm	Networking Lunch

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Your Inspiring Speakers - SA



BRAD WRIGHT
Partner

Deloitte



JEFF SWAN

Deputy Chief Officer

SA Metropolitan Fire
Service



CHARLII PARKER

Digital Accessibility
Consultant
Intopia



MICHAEL BUCHAN
Chief Executive

SA Housing Authority



JULIA WADDINGTON-
POWELL

Chief Executive

SA Fire and Emergency
Services Commission



DR SHIKHA SHARMA
Director of Business
Improvement
Technology & Chief
Information Officer

Department of Human
Services



STUART WATT

Chief Information
Officer

Department of Primary
Industries and Regions



RAPHAEL SEGAL
Lead Technical
Consultant/Acting
Program Manager

Department of the
Premier and Cabinet



ANTHONY NIGRO

General Manager

Squiz



Explore the Agenda - SA

Thursday, 7 March 2024

8:30am Registration and Tea/Coffee

8:55am Opening from Public Sector Network

9:00am Welcome from Chair

Brad Wright, Partner, Deloitte & Con Mandalios, Director, Deloitte

9:10am Scene Setter: Modernising and Transforming Public Service Delivery: Driving Digital Capability Within DHS

- Keeping the finger on the pulse: Sense-checking emerging trends, citizen demands and desires to ensure the right digital initiatives are prioritised
- Aligning citizen demands with digital strategy and leveraging insights to inform investment: bolstering the focus around impactful wins and sustainable transformation
- Developing discernment: which citizen demands are long-term, and which will be replaced in another 6-12 months?

Dr Shikha Sharma, Director of Business Improvement Technology & Chief Information Officer, Department of Human Services

9:30am Partner Perspective: Designing Tomorrow: A Citizen-Centric Approach to Operations

Caleb Sawade, Partner, Deloitte

9:45am Fireside Chat: Powering a Next Gen Service Experience: Taking it From Zero to 100 to Keep Up with Citizen Expectations

- Tech alone won't cut it: unleashing service reform with human-centered design and exploring the role of technology as an enabler of change
- Assessing latest technology advancements shaping the future of public service within Australia, and how we can best harness these to create an unforgettable experience
- What the emerging 2024-25 user really wants from digital experiences, and the best methodologies to harness to build these experiences
- Digital Simplicity – designing smart, simple and connected services and practical strategies for integrating user-centric principles to set to underpin its success

Stuart Watt, Chief Information Officer, Department of Primary Industries and Regions

10:10am Short Break

10:15am Concurrent Roundtables: An interactive opportunity to collaborate

Roundtable 1: Trading evolution someday for progress every day - adapting to a new world of digital experiences.

Anthony Nigro, General Manager, Squiz

Roundtable 2: Designing and delivering accessible and equitable public services - how to get it right from the start to cater for all citizen needs.

Facilitated by Charlii Parker, Digital Accessibility Consultant, Intopia

Roundtable 3: Developing capabilities for the future: investing in people who will innovate, design, and deliver great outcomes for customers

Facilitated by Melanie Casey, Assistant Commissioner, Digital Products and Services, Australian Taxation Office

11:00am Morning Coffee and Networking Break

11:20am Concurrent Roundtables: An interactive opportunity to collaborate

Roundtable 1: Trading evolution someday for progress every day - adapting to a new world of digital experiences.

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Roundtable 3: Developing capabilities for the future: investing in people who will innovate, design, and deliver great outcomes for customers

Facilitated by Melanie Casey, Assistant Commissioner, Digital Products and Services, Australian Taxation Office

12:05pm Short Break

12:10pm Fireside Chat: Inclusive by Design, Accessible by Default – Revolutionising the Approach to ‘Noone Left Behind’

- How do we combine human centred design, co-design and universal design to create accessible customer and employee services and products from the start?
- How do we design a successful, accessible and equitable omni-channel service to bridge the digital divide?
- How can we best design and deliver a digital service to cater for personalised needs?

Raphael Segal, Lead Technical Consultant/Acting Program Manager, Department of Premier and Cabinet

Charlii Parker, Digital Accessibility Consultant, Intopia

12:30pm	<p>Partner Perspective: Supporting citizens with consumer expectations - can you keep up with the rapid pace of change?</p> <ul style="list-style-type: none">• Shift from slow-burn projects to rapid iterations for continual improvements• Uncover the ongoing trends impacting public sector digital experiences• Be more nimble and adaptable to citizen expectations through your tech stack• Learn how other public sector organizations have made the shift to an incremental, iterative approach. <p>Anthony Nigro, General Manager, Squiz</p>
12:50pm	<p>Panel: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust</p> <p>Citizen satisfaction is directly tied to their level of trust and advocacy in government, which is correlated with how well experiences meet expectations. As citizens become more connected, their expectations rise. When government is not equipped to meet these, trust erodes. This open and explorative discussion will assess:</p> <ul style="list-style-type: none">• Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience?• Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier?• Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these?• How can we build a ‘simple’ experience that meets all expectations? <p>Michael Buchan, Chief Executive, SA Housing Authority Julia Waddington-Powell, Chief Executive, SAFECOM Jeff Swann, Deputy Chief Officer, SA Metropolitan Fire Service</p> <p>Facilitated by Con Mandalios, Director, Deloitte</p>
1:20pm	<p>Closing Remarks from Chair</p>
1:25pm	<p>Networking Lunch</p>

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Your Inspiring Speakers - WA



MIKE SCOTT
Partner

Deloitte Digital



CLINT BROWNING
Executive Manager, Statewide
Services Executive

Department of Communities



LINDA DAWSON
Deputy Director-General,
Industry, Science and
Innovation
Department of Jobs,
Tourism, Science and
Innovation



GILES NUNIS
Executive General Manager,
Digital Transformation
WA Primary Health Alliance



SUE FIELDING
Director, Inclusion, Strategy
and Partnerships
Department of Communities



TIM LEEN
Executive Director,
Transformation
South Metropolitan Health
Service



ANNA PEARCE
Head of Brand & Customer
Strategy
Water Corporation



LINDA SPERRING
Executive Director Service
Delivery
Department of Mines,
Industry Regulation and
Safety



8:30am Registration and Tea/Coffee

8:55am Opening from Public Sector Network

9:00am Welcome from Chair
Mike Scott, Partner, Deloitte Digital

9:10am Scene Setter: Accelerating public connection, trust, and confidence through seamless and simple services – the how to

- Improving the Foster Carer Customer Experience: A deep delve into the success and challenges
- Improving and refreshing Foster carer visibility and citizen accessibility to information
- Reducing the length and number of actions in the Foster Carer application and assessment process

Clint Browning, Executive Manager, Statewide Services Executive, Department of Communities

9:30am Partner Perspective: Experience Led Transformations
Yvette Kenward-Egerton, Director, Customer Strategy & Design Deloitte

9:45am Fireside Chat: Inclusive by Design, Accessible by Default – Revolutionising the Approach to ‘Noone Left Behind’

- Delivering the Digital Inclusion in WA Blueprint: Powering connectivity, affordability, skills and design
- Counteracting digital exclusion amongst seniors, especially from a multicultural background, low socio-economic, Aboriginal and/or living with a disability
- Addressing the urgent need amongst seniors for greater community education on scams and digital crime
- Unpacking The Department of Communities’ digital literacy program: bridging the digital divide experienced by older Aboriginal people in regional WA.
- Leveraging effective partnerships to deliver education sessions to up to 600 older Aboriginal people in the Kimberley and the South West of Western Australia

Sue Fielding, Director, Inclusion, Strategy and Partnerships, Department of Communities

Moderator: Anita Ghose, Partner, Deloitte

10:10am Short Break

10:15am

Concurrent Roundtables: An interactive opportunity to collaborate

Roundtable 1: Cracking the Low Code/No Code

Facilitated by Mikkel Enoch, Consultant Portfolio Manager, WorkZone & Mark Greenham, Specialist BDM, WorkZone

Roundtable 2: Building Trust Through Seamless and Simple Services – Unpacking the Execution

Facilitated by Clint Browning, Executive Manager, Statewide Services Executive, Department of Communities

Roundtable 3: How to Build the Business Case for Investing in Customer Experience

Facilitated by Anna Pearce, Head of Brand & Customer Strategy, Water Corporation

11:00am

Morning Coffee and Networking Break

11:20am

Concurrent Roundtables: An interactive opportunity to collaborate

Roundtable 1: Cracking the Low Code/No Code

Facilitated by Mikkel Enoch, Consultant Portfolio Manager, WorkZone & Mark Greenham, Specialist BDM, WorkZone

Roundtable 2: Building Trust Through Seamless and Simple Services – Unpacking the Execution

Facilitated by Clint Browning, Executive Manager, Statewide Services Executive, Department of Communities

Roundtable 3: The Do's and Don'ts of Applying Artificial Intelligence in Government

Facilitated by Giles Nunis, Executive General Manager, Digital Transformation, WA Primary Health Alliance

12:05pm

Short Break

12:10pm

Fireside Chat: Digital Delivery: Taking it From Zero to 100. Unpacking the Execution for Better Speed, Accuracy and Efficiency to Keep Up with Citizen Expectations

- How can we increase speed of delivery or improve long term foresight to ensure citizen expectations don't shift before launch?
- How do we get customers and government more comfortable with iterative improvements rather than Big Bang perfect single release of services?
- How can we enable teams to rapidly prototype and validate products before agile delivery?

Giles Nunis, Executive General Manager, Digital Transformation, WA Primary Health Alliance

Tim Leen, Executive Director, Transformation, Digital Transformation, South Metropolitan Health Service

12:30pm	<p>Partner Perspective: Digital Government – Bridging the gap from customer expectation to customer experience</p> <p>The demands of the customer when it comes to a digital government experience has never been more topical</p> <p>And whilst it's been on the agenda for some time, there's some critical steps ahead of us to make digital government and identity a reality for Australian citizens</p> <p>NEC will explore how its time to move from global case studies to the essential work ahead to implement locally.</p> <p>Mark Greenham, Specialist BDM, WorkZone</p>
12:50pm	<p>Panel: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust</p> <p>Citizen satisfaction is directly tied to their level of trust and advocacy in government, which is correlated with how well experiences meet expectations. As citizens become more connected, their expectations rise. When government is not equipped to meet these, trust erodes. This open and explorative discussion will assess:</p> <ul style="list-style-type: none"> • Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience? • Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier? • Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these? • How can we build a 'simple' experience that meets all expectations? <p>Linda Dawson, Deputy Director-General, Industry, Science and Innovation, Department of Jobs, Tourism, Science and Innovation</p> <p>Anna Pearce, GM, Brand and Customer Strategy, Water Corporation</p> <p>Linda Sperring, Executive Director Service Delivery, Department of Mines, Industry Regulation and Safety</p> <p>Moderator: Michael Scott, Partner, Deloitte</p>
1:20pm	Closing Remarks from Chair
1:25pm	Networking Lunch

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Your Inspiring Speakers - QLD



JEREMY JANES

Chief Digital Information Officer
QLD Building and Construction
Commission



SHANNON COOK

Branch Manager
National Disability Insurance
Agency



MABEL ESTRELLA

Chief Digital Officer
Department of Agriculture and
Fisheries



GREG WATTS

Chief Information Officer

Public Trustee of QLD



SUSAN BROWN

Partner

Deloitte Digital



CHRISTIE PERCIVAL

Director, Digital Transformation and
Design for Public Sector and Higher
Education

Deloitte



ED BRADDOCK

Chief Customer Officer

Squiz



CHRISTOPHE DEMANGEOT

Practice Manager - Client
Innovation and Advisory

SOCO



NIK JAIN

Director of Solution Engineering,
ANZ

Dynatrace



8:30am	Registration and Networking Tea/Coffee
8:55am	Opening from Public Sector Network
9:00am	Welcome from Chair Susan Brown, Partner, Deloitte
9:10am	Fireside Chat: Digital Delivery: Taking it From Zero to 100. Unpacking the Execution for Better Speed, Accuracy and Efficiency to Keep Up with Citizen Expectations <ul style="list-style-type: none">• How can we increase speed of delivery or improve long term foresight to ensure citizen expectations don't shift before launch?• How do we get customers and government more comfortable with iterative improvements rather than Big Bang perfect single release of services?• How can we enable teams to rapidly prototype and validate products before agile delivery? Jeremy Janes, Chief Digital Information Officer, QLD Building and Construction Commission
9:30am	Partner Perspective: Supporting citizens with consumer expectations - can you keep up with the rapid pace of change? <ul style="list-style-type: none">• Shift from slow-burn projects to rapid iterations for continual improvements• Uncover the ongoing trends impacting public sector digital experiences• Be more nimble and adaptable to citizen expectations through your tech stack• Learn how other public sector organizations have made the shift to an incremental, iterative approach. Ed Braddock, Chief Customer Officer, Squiz
9:50am	Fireside Chat: Developing Capabilities for The Future: Investing in People Who Will Innovate, Design, And Deliver Great Outcomes for Customers Shannon Cook, Branch Manager, National Disability Insurance Agency
10:10am	Partner Perspective: What are the latest Government Trends telling us? A sneak peek at the Deloitte 2024 Government Trends report Susan Brown, Partner, Deloitte
10:25am	Short Break

10:30am	<p>Concurrent Roundtables: An interactive opportunity to collaborate</p> <hr/> <p>Roundtable 1: Trading evolution someday for progress every day - adapting to a new world of digital experiences Facilitated by Ed Braddock, Chief Customer Officer, Squiz</p> <hr/> <p>Roundtable 2: Improve citizen experience and security design through App Modernization (M365 & Power Platform) and Compliance (M365 Purview) Facilitated by Christophe Demangeot, Practice Manager - Client Innovation and Advisory, SOCO</p> <hr/> <p>Roundtable 3: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences Facilitated by Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p> <hr/> <p>Roundtable 4: Enhancing the CX Experience: Strategies, Challenges, and Opportunities Facilitated by Cate Hilliard, Director Health & Human Services, MTX APAC</p>
11:20am	<p>Morning Tea and Networking Break</p>
11:40am	<p>Concurrent Roundtables: An interactive opportunity to collaborate</p> <hr/> <p>Roundtable 1: Trading evolution someday for progress every day - adapting to a new world of digital experiences Facilitated by Ed Braddock, Chief Customer Officer, Squiz</p> <hr/> <p>Roundtable 2: Improve citizen experience and security design through App Modernization (M365 & Power Platform) and Compliance (M365 Purview) Facilitated by Christophe Demangeot, Practice Manager - Client Innovation and Advisory, SOCO</p> <hr/> <p>Roundtable 3: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences Facilitated by Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p> <hr/> <p>Roundtable 4: Enhancing the CX Experience: Strategies, Challenges, and Opportunities Facilitated by Cate Hilliard, Director Health & Human Services, MTX APAC</p>
12:30pm	<p>Short Break</p>

12:35pm	<p>Partner Perspective: Navigating Digital Simplicity: Enhancing Citizen Experience and Innovation without compromising on security.</p> <ul style="list-style-type: none"> • Balancing Digital Simplicity with Robustness, Security, Adaptability, and User-Centric Design to deliver improved citizen experience • Developing a culture of innovation, empowering staff to drive organizational growth while ensuring security compliance • Key takeaways: Enhance your Citizen's experience through nascent and safe technology adoption <p>Presented by Christophe Demangeot, Practice Manager - Client Innovation and Advisory, SOCO</p>
12:55pm	<p>Panel: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust</p> <p>Citizen satisfaction is directly tied to their level of trust and advocacy in government, which is correlated with how well experiences meet expectations. As citizens become more connected, their expectations rise. When government is not equipped to meet these, trust erodes. This open and explorative discussion will assess:</p> <ul style="list-style-type: none"> • Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience? • Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier? • Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these? • How can we build a 'simple' experience that meets all expectations? <p>Mabel Estrella, Chief Digital Officer, Department of Agriculture and Fisheries Greg Watts, Chief Information Officer, Public Trustee of QLD Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p>
1:25pm	Closing Remarks from Chair
1:30pm	Networking Lunch

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ALLAN MILLS

NSW Government Lead
Partner

Deloitte



ALEX SPINOLO

Director, Digital
Transformation and Design

Deloitte



DAN BOWES

Executive Director,
Customer Service – Taxes
and Grants

Revenue NSW



KURT BRISSET

Chief Technology and
Innovation Officer

Transport for NSW



SAN CHANDER

Director Digital Identity
Engagement, Identity.NSW

Department of Customer
Service



KATHERINE MCDERMOTT

Former Chief Digital Officer

Service NSW



MIKE DUDARENOK

Chief Digital & Information
Officer

NSW Education Standards
Authority



FAY FLEVARAS

First Assistant Secretary,
Digital Transformation &
Delivery

Department of Health and
Aged Care



JACKI MUIR

Director, CX Design
& Delivery, Customer
Experience Unit

Department of Customer
Service



ROBERT WALLS

Vice President, Global
Product & Solutions

Visa Government Solutions



NIK JAIN

Director of Solution
Engineering, ANZ

Dynatrace



ANDREW CORDWELL

GM – Sales, Strategy &
Planning

Datacom



BRIAN GORMLEY

APJ Sales Engineering
Director

Riverbed



CON POLKINGHORNE

Principal Consultant NEC's
Digital Government Centre
for Excellence

NEC

8:00am Registration and Networking Tea/Coffee

8:55am Opening from Public Sector Network

9:00am Welcome from Chair

Allan Mills, NSW Government Lead Partner, Deloitte & Alex Spinolo, Director, Digital Transformation and Design, Deloitte

9:10am Fireside Chat: Transforming Tech Teams: A Guide to Customer-Centricity

- The definition and importance of customer centricity in technology and digital service teams
- The challenges and barriers to achieving customer centricity in a technology team
- The key strategies and practices to drive a cultural change in a technology team to be more customer centric
- The expected outcomes and benefits of a customer-centric culture in a technology team

Bianca Jordaan, Chief Digital and Information Officer, Department of Planning, Housing and Infrastructure

9:30am Fireside Chat: Blind Spots but Bright Insights: Navigating Digital Accessibility with a Different Perspective

Katherine McDermott, Former Chief Digital Officer, Service NSW & Founder, See Me Please

Jamal Abdulrahim

9:45am Partner Perspective: Achieving the 10x

Mason Davies, Partner, Deloitte & Kale Temple, Partner, Deloitte

10:00am Panel Discussion: Developing a Next Gen, 'Simplified' Digital & CX Strategy

- The future citizen – exploring emerging trends to develop seamless digital experiences and build citizen trust
- Exploring emerging AI capabilities within the realm of CX – where do the opportunities for progression lie?
- Customer insights and personalisation – how can we continue to satisfy citizen demands when expectations are constantly evolving?
Rethinking the systemic approach
- User-Centricity – harnessing co-creation and user feedback to design next gen digital experiences citizens want and need

San Chander, Director Digital Identity Engagement, Identity.NSW, Department of Customer Service

Nik Jain, Director, Solutions Engineers, Dynatrace

10:30am	<p>Partner Perspective Driving Digital Experiences with AIOps and a User Centric Approach</p> <p>Supporting end users can be difficult and complex. In this session Datacom and Riverbed will discuss how to simplify these complexities leveraging deep AI enhanced insights which allow us to fundamentally enhance user experience. This supports a modern service framework while shifting from reactive to proactive with a user centric approach across Government and Enterprise.</p> <p>Brian Gormley, APJ Sales Engineering Director, Riverbed & Andrew Cordwell, GM – Sales, Strategy & Planning, Datacom</p>
10:50am	Morning Tea
11:20am	<p>Fireside Chat: Agile Digital Delivery: Taking it From Zero to 100. Unpacking the Execution for Better Speed, Accuracy and Efficiency to Keep Up with Citizen Expectations</p> <ul style="list-style-type: none"> • How public sector budget practices can facilitate agile continuous delivery practice? • How do you help your stakeholders transition from a fixed scope/fixed date approach to a customer/citizen value-centric approach? • How do you build team trust and culture that enable agile delivery? • How can you help your teams stop “doing agile” and instead “be agile”? <p>Mike Dudarenok, Chief Digital & Information Officer, NSW Education Standards Authority</p>
11:40am	<p>Partner Perspective: Digital Government – Bridging the gap from customer expectation to customer experience</p> <p>The demands of the customer when it comes to a digital government experience has never been more topical</p> <p>And whilst it’s been on the agenda for some time, there’s some critical steps ahead of us to make digital government and identity a reality for Australian citizens</p> <p>NEC will explore how its time to move from global case studies to the essential work ahead to implement locally.</p> <p>Con Polkinghorne, Principal Consultant NEC’s Digital Government Centre for Excellence, NEC</p>
12:00pm	Short Break
12:05pm	<p>Concurrent Roundtables: An interactive opportunity to collaborate</p> <p>Roundtable 1: Mastering a proactive user centric approach to service experience Facilitated by Malcolm Down, Director Channels & Alliances – A/NZ & Asia South, Riverbed & Alexander Judge, Senior Architect, Datacom</p> <p>Roundtable 2: Cracking the Low Code/No Code Facilitated by Katrine Kjærsgaard, Senior Business Specialist, KMD & Con Polkinghorne, Principal Consultant NEC’s Digital Government Centre for Excellence, NEC</p>

Roundtable 3: Navigating the realm of digital payment experience by mastering data and trust - leveraging insights to inform, unlock and improve outcomes

Facilitated by Anoop Jaijee, ead of Visa Government Solutions, Australia, New Zealand and South Pacific, Visa Government Solutions & Amitava Dutta, Head of Data Science, Australia, New Zealand and South Pacific, Visa Government Solutions

Roundtable 4: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences

Facilitated Nik Jain, Director, Solutions Engineers, Dynatrace

Roundtable 5: How to design for longevity

Facilitated by Cate Hilliard, Director Health & Human Services - ANZ, MTX

Roundtable 6: Breaking Barriers: Navigating Citizen Expectations vs. Experience in Government Interaction

- Understanding Shifting Citizen Expectations:
- Optimising Digital Channels for Enhanced Citizen Experience:
- The crucial role of collaboration

Felicitated by Dawn Henry, Senior Account Executive Enterprise, Sitecore

12:50pm Lunch and Networking

1:50pm Concurrent Roundtables: An interactive opportunity to collaborate

Roundtable 1: Mastering a proactive user centric approach to service experience

Facilitated by Malcolm Down, Director Channels & Alliances – A/NZ & Asia South, Riverbed & Alexander Judge, Senior Architect, Datacom

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Roundtable 3: Navigating the realm of digital payment experience by mastering data and trust - leveraging insights to inform, unlock and improve outcomes

Facilitated by Robert Walls, Vice President, Global Product & Solutions, Visa Government Solutions & Amitava Dutta, Head of Data Science, Australia, New Zealand and South Pacific, Visa Government Solutions

Roundtable 4: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences

Facilitated Nik Jain, Director of Solution Engineering, ANZ, Dynatrace

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- Understanding Shifting Citizen Expectations:
- Optimising Digital Channels for Enhanced Citizen Experience:
- The crucial role of collaboration

Felicitated by Dawn Henry, Senior Account Executive Enterprise, Sitecore

2:35pm Short Break

2:40pm Partner Perspective: A global perspective on Government Digital Transformation from an unexpected partner, Visa.

- Government Digital Transformation is a global phenomenon with countries and states at various points on their journey
- Examples of best practice
- Disasters happen. How can data and payment technology come together in your response?

Robert Walls, Vice President, Global Product & Solutions, Visa Government Solutions

3:00pm Interstate Keynote: Traversing The Digital Transformation Terrain: Keys for Successful Navigation

- Unpacking the constantly evolving digital transformation journey: key requirements for 2024-25
- The role of leadership in driving digital transformation: Creating a vision for the digital future of your organisation and aligning digital strategy with business goals
- Shifting to a customer-centric approach in the digital age and enhancing user experiences and engagement

Fay Flevaras, First Assistant Secretary Digital Transformation & Delivery - Aged Care Reform, Department of Health and Aged Care

3:20pm Panel: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust

Citizen satisfaction is directly tied to their level of trust and advocacy in government, which is correlated with how well experiences meet expectations. As citizens become more connected, their expectations rise. When government is not equipped to meet these, trust erodes. This open and explorative discussion will assess:

- Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience?
- Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier?
- Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these?
- How can we build a 'simple' experience that meets all expectations?

Kurt Brisset, Chief Technology and Innovation Officer, Transport for NSW
Dan Bowes, Executive Director, Customer Service – Taxes and Grants, Revenue NSW
Jacki Muir, Director, CX Design & Delivery, Customer Experience Unit, Department of Customer Service Representative, MTX

3:50pm Closing Remarks from Chair

4:00pm Event Close

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Your Inspiring Speakers - VIC



SUSAN BROWN

Director, Solutions Engineers

Deloitte Digital



DAMIAN KEEGHAN

Partner

Deloitte Digital



KATE BARNES

Executive Director, CX, Digital
and Delivery, Solar Victoria

Department of Energy,
Environment and Climate
Action



AMBER BENJAFIELD

Director, Customer
Experience, Solar Victoria

Department of Energy,
Environment and Climate
Action



JOHN KENYON

Director, Enterprise Projects
and Change Delivery, Solar
Victoria

Department of Energy,
Environment and Climate
Action



ANDREW LARKIN

Chief Information Officer

Department of Families,
Fairness and Housing



JORDY UGHETTI

Chief Customer Officer

Cenitex



NIK JAIN

Director of Solution
Engineering, ANZ

Dynatrace



CHRISTOPHE DEMANGEOT

Practice Manager - Client
Innovation and Advisory
SOCO



Explore the Agenda - VIC

Tuesday, 19 March 2024

8:00am	Registration and Tea/Coffee
8:55am	Opening from Public Sector Network
9:00am	Welcome from Chair Damian Keeghan, Partner, Deloitte Digital & Susan Brown, Partner, Deloitte Digital
9:10am	Partner Perspective: Deloitte
9:30am	Fireside Chat: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust <ul style="list-style-type: none">Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience?Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier?Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these?How can we build a 'simple' digital experience that meets all expectations? Andrew Larkin, Chief Information Officer, Department of Families, Fairness and Housing
9:50am	Scene Setter: Doing More with Less - Improving CX within a budget Lifting and driving positive CX – on a shoestring budget <ul style="list-style-type: none">Harnessing the power of your workforce to improve CXLeveraging innovative approaches and digital solutions to increase customer ease by 30% Powering a next-gen culture to boost employee experience and drive workforce capability Jordy Ughetti, Chief Customer Officer, Cenitex Bec Jones, Cenitx, Bec Jones, Director of Culture and Capability, Cenitex

11:00am	Morning Tea
11:20am	<p>Government Keynote: Creativity within the Contact Centre – Innovative Approaches to Delivering a Relevant and Memorable Experience to Bolster Engagement and Trust</p> <ul style="list-style-type: none"> • Exploring the success of the MCV service centre - an expanded contact centre creating connection and enhancing user experience of court process and navigating difficult pathways • Accelerating public connection, trust, and confidence through seamless and simple services – unpacking the execution • Optimising key channels through customer insights and embedding flexibility to meet fluctuating demand – the projection into 2024 and beyond <p>Melissa Martino, Executive Director, People & Innovation, Magistrates’ Court of Victoria</p>
11:40am	<p>Partner Perspective: Digital Government – Bridging the gap from customer expectation to customer experience</p> <p>The demands of the customer when it comes to a digital government experience has never been more topical And whilst it’s been on the agenda for some time, there’s some critical steps ahead of us to make digital government and identity a reality for Australian citizens NEC will explore how its time to move from global case studies to the essential work ahead to implement locally.</p> <p>Mark Greenham, Specialist BDM, Workzone</p>
12:00pm	Short Break
12:05pm	<p>Concurrent Roundtables</p> <p>Roundtable 1: Cracking the Low Code/No Code Facilitated by Andrew Soderstrom, Specialist BDM, Workzone & Ayala Domani, VP Technology and Innovation, NEC & Mark Greenham, Specialist BDM, Workzone</p> <p>Roundtable 2: Improve citizen experience and security design through App Modernization (M365 & Power Platform) and Compliance (M365 Purview) Facilitated by Soco</p> <p>Roundtable 3: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences Facilitated by Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p> <p>Roundtable 4: Augmented Agent Luke Jamieson, Solutions Consultant, Upland Panvia</p> <p>Roundtable 5: Mastering a proactive user centric approach to service experience Facilitated by Brian Gormley, APJ Sales Engineering Director, Riverbed & Bilal Abdo, GM – Endpoint Engineering, Datacom</p>
12:50pm	Lunch and Networking

1:35pm	<p>Concurrent Roundtables</p> <hr/> <p>Roundtable 1: Cracking the Low Code/No Code Facilitated by NEC</p> <hr/> <p>Roundtable 2: Improve citizen experience and security design through App Modernization (M365 & Power Platform) and Compliance (M365 Purview) Facilitated by Soco</p> <hr/> <p>Roundtable 3: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences Facilitated by Nik Jain, Director of Solution Engineering, ANZ, Dynatrace</p> <hr/> <p>Roundtable 4: Augmented Agent Luke Jamieson, Solutions Consultant, Upland Parvia</p> <hr/> <p>Roundtable 5: Mastering a proactive user centric approach to service experience Facilitated by Brian Gormley, APJ Sales Engineering Director, Riverbed & Bilal Abdo, GM – Endpoint Engineering, Datacom</p>
2:25pm	<p>Partner Perspective: Navigating Digital Simplicity: Enhancing Citizen Experience and Innovation without compromising on security.</p> <ul style="list-style-type: none"> • Balancing Digital Simplicity with Robustness, Security, Adaptability, and User-Centric Design to deliver improved citizen experience • Developing a culture of innovation, empowering staff to drive organizational growth while ensuring security compliance • Key takeaways: Enhance your Citizen’s experience through nascent and safe technology adoption <p>Presented by Christophe Demangeot, Practice Manager - Client Innovation and Advisory, SOCO</p>
2:45pm	<p>Fireside Chat: CX and Digital Delivery Within Solar Victoria: Powering the Next Phase of Energy</p> <ul style="list-style-type: none"> • Discussing all things trust, investment, mindset, and how to keep the experience ‘simple’ • Electrifying delivery: balancing speed and citizen needs at solar Victoria • Building trust and sharing knowledge to create behavioural change: the role of agents in influencing customers to electrify their homes <p>Kate Barnes, Executive Director, CX, Digital and Delivery, Solar Victoria, Department of Energy, Environment and Climate Action John Kenyon, Director, Enterprise Projects and Change Delivery, Solar Victoria, Victorian Department of Environment, Department of Energy, Environment and Climate Action Amber Benjafield, Director, Customer Experience, Solar Victoria, Victorian Department of Environment, Department of Energy, Environment and Climate Action</p>
3:15pm	<p>Interactive Panel: A collaborate opportunity for open Q&A with speakers based on the day’s discussions, insights and perspectives.</p>
3:20pm	<p>Closing Remarks</p>
3:30pm	<p>Event Close</p>

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Your Inspiring Speakers - NZ



MIKE CUNNINGTON
Deputy Commissioner,
Enterprise Services
Inland Revenue



JOHN BADDILEY
Acting Assistant Governor,
Digital Solutions and Security
Reserve Bank of New
Zealand



MARK DONALDSON
Director Operational
Products, ICT
NZ Police



BILL MOSES
Head of Corporate
Ministry for Regulation



DR EDGAR RODRIGUEZ
Programme Lead, Interaction
Design
Victoria University of
Wellington



CHRIS DENLY
Key Account Manager,
Corporate
Ministry of Social
Development



MEGHAN WHITE
General Manager, Service
Design and Implementation
Ministry of Education



JENNA WHITMAN
Chief Information Security
Officer
Callaghan Innovation



MILICA ZIVANOVIC
Chief Digital Officer
Public Service Commission



JENNY CAMERON
Chief Transformation Officer
Ministry for Primary
Industries



NIK JAIN
Director of Solution
Engineering, ANZ
Dynatrace



MATT TOWNSEND
Executive Strategy Director
AKQA



JONATHAN HALES
Executive Partner
AKQA

8:30am Registration and Networking Tea/Coffee

8:55am Opening from Public Sector Network

9:00am Welcome from Chair

Dr Edgar Rodríguez, Programme Lead, Interaction Design, Victoria University of Wellington

9:10am Scene Setter: The Personalised Experience: Do You Truly Know Your 2024 Citizen? Designing a 'Simple' Next Gen Digital Experience While Catering to Constantly Evolving Expectations

- Keeping the finger on the pulse: Sense-checking emerging trends, citizen demands and desires to ensure the right digital initiatives are prioritised
- Aligning citizen demands with digital strategy and leveraging insights to inform investment: bolstering the focus around impactful wins and sustainable transformation
- Developing discernment: which citizen demands are long-term, and which will be replaced in another 6-12 months?

Meghan White, General Manager, Service Design and Implementation, Ministry of Education

9:30am Government Keynote: Empowering the Leaders of Digital CX; Navigating Challenges, Driving Change

- Acknowledging the driving force of internal innovation that challenges the status quo, pushing the boundaries to enhance digital citizen experience.
- Gain insights and explore challenges faced and how internal teams overcome hurdles for seamless services.
- Examine personal leadership in digital transformation and how to cultivate a culture of innovation and initiative
- Adapting to change, preparing for future challenges in the digital space and empowering every team member to be a catalyst for change

Milica Zivanovic, Chief Digital Officer, Public Service Commission

9:50am Partner Perspective: Empowering Customer Experience: Leveraging Advanced Observability and AIOps for Digital Transformation

In a world where digital transformation is not just a trend but a necessity, especially for government departments, the challenge is real. The move towards cloud-native architectures, while essential, brings its own set of complexities.

Developers, security experts, and operations teams are grappling with the sheer volume, velocity, and variety of data. It's like trying to drink from a firehose! To navigate this, an AI-powered observability and application security platform isn't just nice to have; it's a game-changer.

This session focuses on how this technology is pivotal in not just managing the digital transformation but excelling at it. It's about turning data overload into actionable insights, transforming the customer experience from the ground up. Think of it as your digital transformation superhero cape!

Nik Jain, Director of Solution Engineering, ANZ, Dynatrace

10:10am	<p>Panel Discussion: Developing a Next Gen, 'Simplified' Digital & CX Strategy</p> <ul style="list-style-type: none"> • The future citizen – exploring emerging trends to develop seamless digital experiences and build citizen trust • Exploring emerging AI capabilities within the realm of CX – where do the opportunities for progression lie? • Customer insights and personalisation – how can we continue to satisfy citizen demands when expectations are constantly evolving? Rethinking the systemic approach • User-Centricity – harnessing co-creation and user feedback to design next gen digital experiences citizens want and need <p>Mark Donaldson, Director Operational Products, ICT, NZ Police John Baddiley, Acting Assistant Governor, Digital Solutions and Security, Reserve Bank of New Zealand Chris Denly, Key Account Manager, Corporate, Ministry of Social Development</p>
10:40am	Morning Tea
11:10am	<p>Government Keynote: Exploring the Realm of Digital Innovation Within Primary Industries</p> <ul style="list-style-type: none"> • Unpacking the opportunities for digital innovation to drive more value into our food and fibre sector • Leveraging digital innovation for simplicity and data interoperability to drive better outcomes on trade, sustainability and performance across the supply chain in the food and fibre sector <p>Jenny Cameron, Chief Transformation Officer, Ministry for Primary Industries</p>
11:30am	<p>Partner Perspective: Achieving better outcomes for all New Zealanders, through intelligent design</p> <ul style="list-style-type: none"> • How new thinking about technology can play a role in helping to democratise access to content and services • How rapid prototyping and lean concepts can act as an effective and efficient creator of customer value • How composable architectures can help to liberate content from the interface <p>Matt Townsend, Executive Strategy Director, AKQA Jonathan Hales, Executive Partner, AKQA</p>
11:50am	Short Break

12:00pm

Concurrent Roundtables: An interactive opportunity to collaborate

Roundtable 1: Empowering Government Innovation: Leveraging Data and Observability to Transform Citizen and Employee Experiences
Nik Jain, Director, Solutions Engineers, Dynatrace

Roundtable 2: How to Deliver Flawless & Secure Digital Interactions for NZ Public Sector
Facilitated by Dynatrace

Roundtable 3: Navigating the realm of lean concepts and iterative development to deliver transformative outcomes
Facilitated by Matt Townsend, Executive Strategy Director, AKQA

Roundtable 4: Next steps in progressing lean AI for better CX: how to successfully leverage a test & learn approach to AI to achieve rapid outcomes
Facilitated by Jonathan Hales, Executive Partner, AKQA

Roundtable 5: Future Skills Security - The 2024-2028 Workforce: Making Government an Employer of Choice and Mapping the Terrain of Anticipated Skillsets to Deliver the Digital Agenda
Facilitated by Tina MacLean, Enterprise Design and Integrity Lead, Inland Revenue

12:45pm

Lunch and Networking

1:45pm

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2:40pm	<p>Fireside Chat: Digital Delivery: Taking it From Zero to 100. Unpacking the Execution for Better Speed, Accuracy and Efficiency to Keep Up with Citizen Expectations</p> <ul style="list-style-type: none"> • How can we increase speed of delivery or improve long term foresight to ensure citizen expectations don't shift before launch? • How do we get customers and government more comfortable with iterative improvements rather than Big Bang perfect single release of services? • How can we enable teams to rapidly prototype and validate products before agile delivery? <p>Mike Cunningham, Deputy Commissioner, Enterprise Services, Inland Revenue</p>
3:00pm	<p>Panel: The Trust Trifecta: Simplicity, Security & Serviceability – Assessing How to Hit the Pinnacle of CX Through Meeting the Foundational Human Need of Trust</p> <p>Citizen satisfaction is directly tied to their level of trust and advocacy in government, which is correlated with how well experiences meet expectations. As citizens become more connected, their expectations rise. When government is not equipped to meet these, trust erodes. This open and explorative discussion will assess:</p> <ul style="list-style-type: none"> • Meeting needs = trust. How do we build and retain a solid connection with the citizen via service experience? • Trust: Innovation and delivery vs privacy and security. Are they opposed forces? And how do we handle them together, where trust in government is an inherent barrier? • Sense-checking serviceability: How can we become better equipped to understand emerging citizen needs and promptly cater to these? • How can we build a 'simple' experience that meets all expectations? <p>Bill Moses, Head of Corporate, Ministry for Regulation</p> <p>Jenna Whitman, Chief Information Security Officer, Callaghan Innovation</p>
3:30pm	Closing Remarks from Chair
3:35pm	Close

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Event Schedule

FEBRUARY

Innovate WA Showcase	WA
Cyber WA Showcase	WA
HR & Future of Work Roadshow	NSW WA QLD SA VIC QLD NZ
Future Series: Future Services	Virtual

MARCH

Future Series: Health	Virtual
Digital & CX Roadshow	NSW WA QLD SA VIC QLD NZ
Future Series: Future AI	Virtual
Future Series: Future Workforce	Virtual
Appian Roadshow	VIC
Future Series: Future Mobility	Virtual

APRIL

Innovate SA Showcase	SA
Cyber SA Showcase	SA
Local Gov Showcase	NSW WA QLD SA VIC QLD NZ
Appian Roadshow	NSW ACT

MAY

Innovate Australia Showcase	ACT
Cyber Federal Showcase	ACT

JUNE

Data and Analytics Roadshow	NSW WA QLD SA VIC QLD NZ
Innovate NSW Showcase	NSW

JULY

Health Innovation Roadshow	NSW WA QLD SA VIC QLD NZ
Cyber VIC Showcase	VIC
Innovate VIC Showcase	VIC

AUGUST

Operational Excellence Roadshow	NSW WA QLD SA VIC QLD NZ
Australian Security Showcase	ACT

SEPTEMBER

Safer Cities Roadshow	NZ VIC ACT WA SA NSW
Innovate QLD Showcase	QLD

OCTOBER

Cyber NSW Showcase	NSW
ICT & Cloud Roadshow	QLD VIC WA SA ACT NSW
Health NZ Roadshow	NZ

NOVEMBER

Innovate NZ Showcase	NZ
Cyber NZ Showcase	NZ
Smart Cities and Municipalities Showcase	NSW

Digital.NSW Showcase	NSW
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DECEMBER

Data and AI Showcase	ACT
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