Innovate SA 2024

The Drive Forward for a Digital and Secure
South Australian Public Sector

Thursday, April 4 2024
Adelaide Convention Centre, South Australia

Agenda at a Glance

The **4th annual Innovate SA showcase**, in partnership with the South Australian Department of the Premier and Cabinet, will review strategies for a secure digital government in the state. There has been accelerated business transformation in recent times, and this will be your opportunity to get up to date with South Australia's digital innovation, cyber security, and citizen-centric engagement.

As South Australia continues to digitally transform, there is more of an imperative to get acquainted with innovative technologies and their utilisation in delivering improved services for the citizens. As cyber-attacks continue to rise, there is a need to learn more about more sophisticated systems to mitigate vulnerabilities.

The one-day showcase will provide insights into key discussions such as the talent shortage, digital equity, digital leadership, citizen-centric engagement, and data. Join thought leaders, and experts from both the public and private sectors and hear about the drive forward for a digital and secure South Australia.

VIEW THE WEBSITE

Be a part of the Innovation Series

Click to Explore

Innovate WA - 13 Feb →

Innovate SA - 4 Apr →

Innovate Aus - 29 May →

Innovate NSW - 20 Jun →

Innovate VIC - 25 Jul →

Innovate QLD - 10 Sep →

Innovate NZ - 5 Nov →

Check out last year's highlight reel!

Why Exhibit at Innovate SA?

8.5 Average Rating
from our exhibitors

83% of Attendees
rated the event as excellent

100% of Our Partners
said their experience was positive and valuable

92% of Attendees
said they will definitely be returning next year

43% of Attendees
were Chiefs, Heads, Directors or Senior Leaders

"Connecting with fellow government employees was a fantastic experience. I enjoyed learning about their primary focuses in the realms of AI and cybersecurity."

Australian Government
Australian Taxation Office

Who You'll Meet

This series is designed for professionals involved in:

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

Benefits of Attending

Hear from the Department of the Premier and Cabinet on their progress of the 2020 – 2025 strategy plan

Learn about EdChat – a generative AI chatbot championed by the Department of Education from Daniel Hughes, Chief Information Officer

Engage in the key discussion on the talent shortage and how the education systems and industry collaborate and strategise to encourage more talent into technology and digital roles

Hear from David Mazzone, Chief Operating Officer, Legal Services Commission on amica – a digital tool assisting citizens of South Australia to resolve marriage disputes amicably

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

Key Themes for 2024

Digital and CX: The government is prioritizing citizen-focused outcomes through digital transformation, emphasising digital equity and inclusive leadership for those with limited access to technology.

Technology and Data: In our digital era, data is crucial for South Australia's government decisions, requiring an integrated strategy and agile technology practices to enhance online services, inform operations, and achieve citizen-centric outcomes through cross-government collaboration

Cyber: In the face of growing cybersecurity challenges in South Australia's digital landscape, collaboration, a proactive approach, continuous monitoring, and public-private partnerships are essential to strengthen the government's cybersecurity

Innovate SA 2023 Snapshot
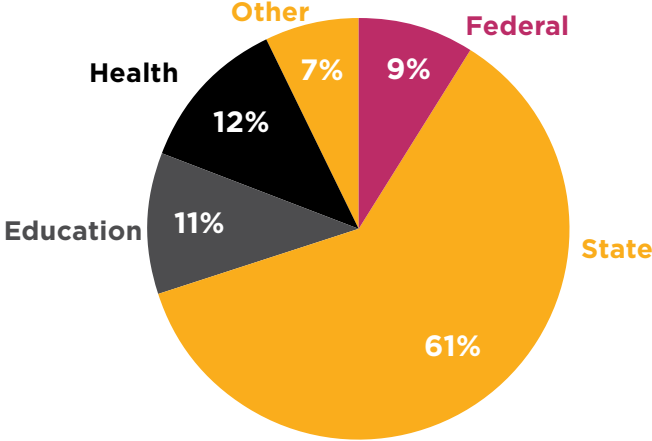
DATABASE SIZE

7,700+

KEY JOB TITLES

- Business Management
- Engagement
- Digital Government
- Digital Services
- ICT Capabilities
- Service Design
- Transformation / Innovation
- HR / Workforce Management
- Communications / Marketing
- Customer Experience

TOP FIVE ORGANISATIONS

1. SA Health
2. Department of the Premier and Cabinet
3. Department of Human Services
4. Northern Adelaide Local Health Network
5. Central Adelaide Local Health Network

KEY SECTORS

- Other 7%
- Federal 9%
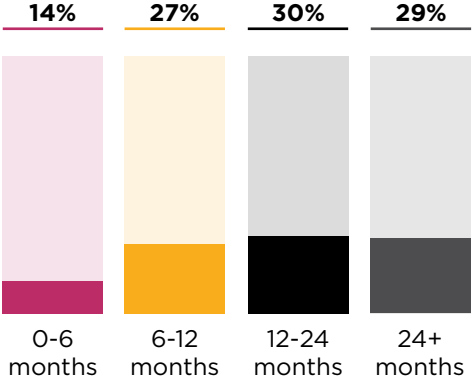- Health 12%
- Education 11%
- State 61%

TOP INTEREST AREAS

- **Cyber Security**
- **Business Process Transformation and Optimization**
- Digital Product Development

INVESTMENT TIMEFRAME

14%	27%	30%	29%
0-6 months	6-12 months	12-24 months	24+ months

DECISION MAKING ROLES

14% Users

41% Decision Makers

45% Influencers

Your Inspiring Speakers

Hon Andrea Michaels MP

Minister for Consumer and Business Affairs, the Arts, and Small and Family Business

Plenary

Dr. Eva Balan-Vnuk

Executive Director | Government Chief Information Officer, Office of the Chief Information Officer (OCIO)

Department of the Premier and Cabinet

Plenary

Laura Christie

Deputy Secretary

NSW Department of Customer Service

Plenary

Professor Romy Lawson

Deputy Vice Chancellor (Students)

Flinders University

Plenary

Linda Abrams-South

Executive Director Corporate Services

Courts Administration Authority

Plenary

Jeff Swann

Deputy Chief Officer

South Australian Metropolitan Fire Service

Plenary

Kim Valois

Chief Information Security Officer

SA Water

Plenary

Catherine Grace

Director

South Australian Space Industry Centre

Digital & CX Stream

Tina Hardin

Executive Director, Clinical Informatics

The Commission on Excellence and Innovation in Health

Technology & Data Stream

David Mazzone

Chief Operating Officer

Legal Services Commission of South Australia

Digital & CX Stream

Ben Taylor

Assistant Commissioner, Data Insights

Australian Taxation Office

Technology & Data Stream

Marcel Althoff

Chief Information Officer

City of Marion

Digital & CX Stream

Madhumita Mazumdar

General Manager Information & Communications Technology

Journey Beyond

Digital & CX Stream

Nick May

Chief Customer Officer

Beyond Bank

Digital & CX Stream

Michael Hoffmann

General Manager Technology

Disaster Relief Australia

Technology & Data Stream

Dr Henry Pharo

Director Early Intervention Research Directorate | Inclusion and Reform

Department of Human Services

Technology & Data Stream

Kim Weimer

Director, Digital Transformation

Essential Services Commission of South Australia

Technology & Data Stream

Daniel Hughes

Chief Information Officer

South Australian Department of Education

Technology & Data Stream

Professor Joy Rathjen

Director, Research & Innovation

SA Pathology

Technology & Data Stream

Dr Shikha Sharma

CIO/ Director Business Improvement and Technology

Department of Human Services

Technology & Data Stream

Stuart Watt

Chief Information Officer

Department for Primary Industries and Regions

Technology & Data Stream

Andrew Corrigan

Executive Director (Data and Technology)

Auditor-General's Department of South Australia

[Cyber Security Stream](#)

Will Luker

Government Chief Information Security Officer

Department of Premier and Cabinet

[Cyber Security Stream](#)

Peter Worthington-Eyre

Chief Data Officer/ Executive Director, Officer for Data Analytics

Department of the Premier and Cabinet

[Cyber Security Stream](#)

Mamello Thinyane

Optus Chair of Cybersecurity and Data Science UniSA STEM

University of South Australia

[Cyber Security Stream](#)

Anne-Louise Brown

Director of Policy

Cyber Security Cooperative Research Centre

[Cyber Security Stream](#)

Fern Hillyard

Senior Manager Cyber Policy & Risk, Cyber Strategy & Policy Cyber Security Directorate, Office of the Chief Information Officer

Department of the Premier and Cabinet

[Cyber Security Stream](#)

Rosalie Martin

Director, Cyber Security Outreach

National Office of Cyber Security

[Cyber Security Stream](#)

Philip Crawford

Head of Engineering and Assets Manager

Ventia

[Technology & Data Stream](#)

Dr Jade Aitken

GM Data & AI

Ventia

[Technology & Data Stream](#)

Agenda at a Glance

8:00am	**Registration and Coffee**
9:00am	**Welcome from Public Sector Network and Acknowledgement of Country**
9:10am	**Welcome from the Chair**
9:20am	**Ministerial Address** **Hon Andrea Michaels MP,** *Minister for Consumer and Business Affairs, the Arts, and Small and Family Business*
9:30am	**Government Keynote: South Australian Government's Digital Strategy Update | Where are We Now and What is The Way Forward** • Understanding the path ahead, and moving away from focusing just on a COVID-19 recovery process • Highlighting South Australian Government's digital transformation journey • Discussing the challenges and opportunities for South Australian Government • Showcasing the blueprint for digital equity for South Australian citizens **Dr. Eva Balan-Vnuk,** *Executive Director | Government Chief Information Officer, Office of the Chief Information Officer (OCIO),* Department of the Premier and Cabinet
9:40am	**Interstate Government Keynote: NSW Digital Journey - Where To From Here and What We've learnt So Far.** **Laura Christie,** *Deputy Secretary,* NSW Department of Customer Service
10:00am	**Partner Session**
10:20am	**Panel Discussion: Unpacking the Talent Shortage Within Tech Roles in South Australia** • Developing learning pathways to increase the talent pipeline – how can the education system and public sector collaborate to develop and certify new talent? • Creating flexible opportunities to attract (new) talent and retain current talent – how can this be achieved effectively? • The reality of the talent shortage in South Australia compared to other Australian states **Professor Romy Lawson,** *Deputy Vice Chancellor (Students),* Flinders University **Linda Abrams-South,** *Executive Director Corporate Services,* Courts Administration Authority **Jeff Swann,** *Deputy Chief Officer,* South Australian Metropolitan Fire Service **Kim Valois,** *Chief Information Security Officer,* SA Water
10:50am	**Morning Tea and Networking Break**

Streams	DIGITAL & CX	TECHNOLOGY & DATA	CYBER
11:20am	**Welcome from Stream Chair**	**Welcome from Stream Chair**	**Welcome from Stream Chair**
11:30am	**Government Keynote: Insights from the South Australian Space Industry Centre | Space and Space Technology and Innovation from a Benefit-to-Humanity Perspective** • Providing an insight into South Australia's role in the global space industry • Examining the practical applications of space technology for the betterment of society • Encouraging public sector collaboration in space technology and innovation **Catherine Grace,** *Director,* South Australian Space Industry Centre	**Government Case Study: Supporting Front Line Decision-Making Through Machine Learning | The Commission on Excellence and Innovation in Health** • Developing strategies for improved and efficient patient care in South Australia – how are data and Machine Learning assisting with this outcome? • Scalability of technology to achieve efficient patient care • Collaborating to create innovative opportunities for better results for South Australian patients **Tina Hardin,** *Executive Director, Clinical Informatics,* The Commission on Excellence and Innovation in Health	**Government Keynote: Driving Digital Trust with Cyber Security Audits** • Discussing the significance of digital trust in government operations • Exploring the impact of cyber security on citizen confidence • Highlighting the benefits of regular audits for public sector entities **Andrew Corrigan,** *Executive Director (Data and Technology),* Auditor-General's Department of South Australia
11:50am	**Partner Session**	**Partner Session: Navigating the Future: Achieving a Modern Workplace with Data and AI Excellence** • Explore the dynamic changes in modern workplaces and the challenges and opportunities for organisations in this rapidly transforming landscape • Delve into the transformative impact of AI on data utilisation, collaboration and communication, driving enhance productivity, innovation and creativity in the workplace • Gain insights into implementing comprehensive security practices, from identity and access management to threat detection and response to ensure a resilient and secure modern workplace environment **Presented by Avanade Australia**	**Partner Session**

12:10pm	**Government Case Study: Driving Citizen-Centric Outcomes Through Digital Transformation | amica | Legal Services Commission of South Australia** • Empowering Citizens – how amica is empowering people to resolve their own disputes • Client Centric Design – putting citizens at the heart of transforming the way Government delivers services • How technology such as Artificial Intelligence can improve access to justice **David Mazzone,** *Chief Operating Officer,* Legal Services Commission of South Australia	**Fireside Chat: Elevating Government Operations: The Power of Data Analytics in Government** • The role of data analytics in transforming government operations • Providing the big picture perspective – how is data driving a digital South Australian government? • Addressing challenges faced in implementing data analytics and the solutions to overcome them **Ben Taylor,** *Assistant Commissioner, Data Insights,* Australian Taxation Office	**Unlocking Shared Cyber Capability: Building a Secure Future Together** • Discussing the importance of building a secure and resilient cyber ecosystem in the South Australian public sector • Assessing the current cyber landscape – what are the challenges, opportunities, threats and vulnerabilities? • Enhancing information sharing and collaboration among public sector organisations **Will Luker,** *Government Chief Information Security Officer,* Department of Premier and Cabinet
12:30pm	**Partner Perspective**	**Partner Perspective: Digitally Enabled Asset Management** Across Ventia we are focussing on a digital and data driven approach to asset and facilities maintenance. We are enabling an enhanced approach to infrastructure management and essential services, combining the power of Data, GIS, IOT and image analysis to make data-driven decisions. This presentation will focus on our approach from an enterprise level and drill down to looking at how we enable these approaches on the South Australian Across Government Facilities Management Arrangements (AGFMA) contract. **Dr Jade Aitken,** *GM Data & AI,* Ventia **Philip Crawford,** *Head of Engineering and Assets Manager,* Ventia	**Partner Perspective**

12:50pm	**Panel: Digital Leadership: Navigating the Future of Government in South Australia** • Setting a vision and strategy for digital leadership • Aligning government goals with citizen-centric outcomes • KPIs for digital leadership **Marcel Althoff,** *Chief Information Officer,* City of Marion **Madhumita Mazumdar,** *General Manager Information & Communications Technology,* Journey Beyond **Nick May,** *Chief Customer Officer,* Beyond Bank	**Panel: Data-Driven Decision-Making for Government Agencies** • Utilisation of data across agencies • Promoting data literacy within organisations • Implementing data governance frameworks **Michael Hoffmann,** *General Manager Technology,* Disaster Relief Australia **Dr Henry Pharo,** *Director Early Intervention Research Directorate	Inclusion and Reform,* Department of Human Services **Kim Weimer,** *Director, Digital Transformation,* Essential Services Commission of South Australia	**Panel: Privacy vs Security: Exploring the Differences and Relationships** • Exploring the fundamental differences between privacy and security • Discussing legal and regulatory Frameworks that address each aspect • Exploring data protection laws and privacy regulations in South Australia **Peter Worthington-Eyre,** *Chief Data Officer/ Executive Director, Officer for Data Analytics,* Department of the Premier and Cabinet **Mamello Thinyane,** *Optus Chair of Cybersecurity and Data Science UniSA STEM,* University of South Australia **Anne-Louise Brown,** *Director of Policy,* Cyber Security Cooperative Research Centre

1:20pm	**Lunch and Networking Break**
2:20pm	**Concurrent Roundtables**

Roundtable 1: Unlocking Public Sector Data: Strategies for Enhanced Access and Utilization

Presented by Denodo

Roundtable 2: GenAI - friend or foe

Juliana Bachtold, *Director, A&I Security Lead,* Avanade Australia

Roundtable 3: How do you choose between Quality, Cost or Customer Experience?

Joel Deutscher, *Executive General Manager of Technology & Innovation,* Planit

Roundtable 4: Unlocking citizen-centric service through effective processes and tools

Robert Thompson, *Enterprise Manager,* Area9 IT Solutions & **Warren Jones,** *Senior Solutions Engineer,* Atlassian

Roundtable 5: 2024 HR Trends: The Year of AI

Carl Hubbard, *SAP SuccessFactors Executive HR Value Advisor* & **Dex Brumby,** *South Australian SuccessFactors Account Executive* & **Nick Harris,** *South Australian Public Sector Account Executive,* SAP

Roundtable 6: TBC

Roundtable 7: TBC

Roundtable 8: Navigating the complexities of real-time inter-agency data sharing by establishing data sharing as a program
DJ Munuswamy, *Partner* & **Rupa Mathur,** *Associate Director,* KPMG

Roundtable 9: Get Hands on with Analytics Automation
Presented by Alteryx

Streams	Innovate SA	Cyber
3:20pm	**Welcome Back From Event Chair**	**Welcome Back From Event Chair**
3:30pm	**Government Case Study: Diving Into the Success of Project EdChat | Department of Education** • Discussing the roadmap in creating and delivering Project EdChat • Providing initial feedback on the pilot • Keeping students secure on the platform – how is this achieved? **Daniel Hughes,** *Chief Information Officer,* South Australian Department of Education	**Government Keynote: Threat Intelligence Sharing – Providing Early Warnings Against Emerging Threats** • Discussing the advantage of threat intelligence sharing and collaborating on strategies to overcome challenges • Insights into the role of Government agencies in facilitating threat intelligence sharing • Engaging private sector partners and industry collaboration
3:50pm	**Partner Session: The role of a Data Fabric to improve South Australian Government service delivery and innovation** • What is a data fabric for Government departments and how it significantly improves data sharing in a finely controlled and governed way. • Examples within SA Government and other government agencies • Pragmatic strategies to apply this approach and expected improvements **Presented by Denodo**	**Partner Session**

4:10pm	**Panel Discussion: Putting the Focus on Digital Equity for South Australian Citizens** • Highlighting government strategies and innovations for fostering digital equity • Looking into industry initiatives that have successfully promoted digital inclusion • Discussing the role of policy and government commitment in sustaining and scaling digital equity efforts **Professor Joy Rathjen,** *Director, Research & Innovation,* SA Pathology **Dr Shikha Sharma,** *CIO/ Director Business Improvement and Technology,* Department of Human Services **Stuart Watt,** *Chief Information Officer,* Department for Primary Industries and Regions	**Panel: We Need to Talk About Third-Party Risk Management** • Discussing common challenges faced in managing third-party risks • Identifying vulnerabilities and threats posed by external partners • Emphasising the role of due diligence and continuous monitoring **Fern Hillyard,** *Senior Manager Cyber Policy & Risk, Cyber Strategy & Policy Cyber Security Directorate, Office of the Chief Information Officer,* Department of the Premier and Cabinet **Rosalie Martin,** *Director, Cyber Security Outreach,* National Office of Cyber Security
4:40pm	**Closing Remarks**	**Closing Remarks**
4:50pm	**Drinks & Networking**	

2024 Sponsors

Platinum Partners

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**Branding Partner &
Private Lunch**

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Exhibition

Comunet

Floor Plan

REGISTRATION

CY14   CY13   CY12   COF1   CY11   CY10   CY09

PSN

CY01 CY02   CY03 CY04   CY05 CY06   CY07 CY08
IN01 IN02   IN03 IN04   IN05 IN06   IN07 IN08

COF2

IN24   IN09

IN23   IN19 IN18   IN15 IN14   IN10
            IN20 IN17   IN16 IN13

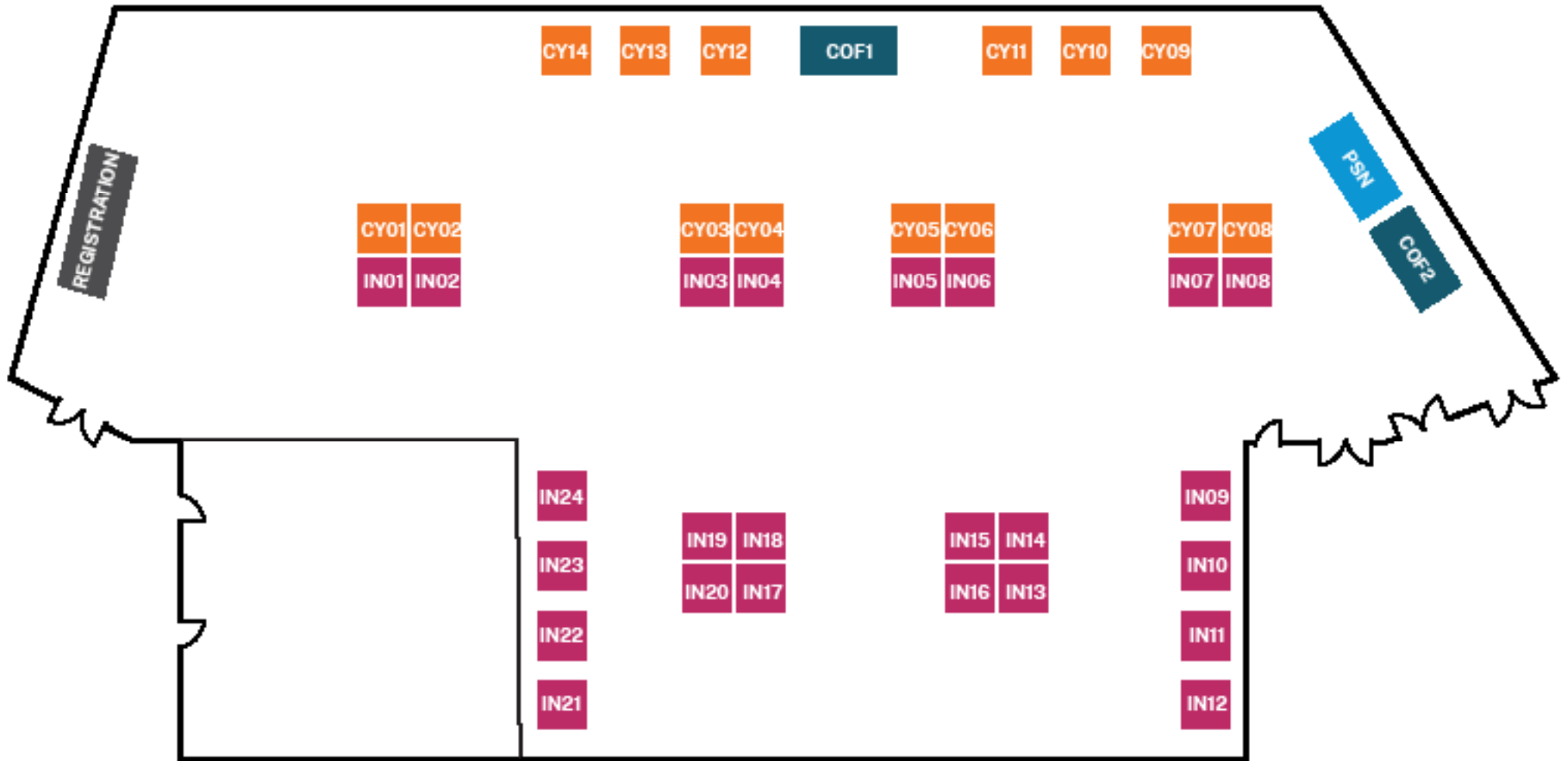IN22   IN11

IN21   IN12

Exhibition floor plan, stand locations, orientation and approx. dimensions is subject to change without prior notice. The event organiser reserves the right to change the layout at anytime pending final event numbers and in accordance with venue restrictions. Relevant updates will be provided to exhibitors should this occur

Testimonials

"Brilliant day. I enjoyed the range of speakers and topics across the public sector, it was extremely valuable to hear from them all and what is relatable to our agency."

SA Department for Infrastructure and Transport

"I found all the presentations to be informative and interesting, it was a great networking opportunity."

SA Department of the Premier and Cabinet

"I thoroughly enjoyed networking with individuals from various government levels, with the indigenous speaker at the event providing valuable insights, and the catering and exhibitor freebies adding to the overall positive experience."

Services Australia

"Offered valuable insights into key concepts like innovation in reporting, treating performance areas as professional units that add value, and emphasising the importance of a mature data capability in an organisation."

Department for Child Protection

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
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 | VIC

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

DECEMBER

Data and AI Showcase	ACT

CONNECTING GOVERNMENT
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