



8th Annual

Digital.NSW 2023

Building a Better Future with
Digital

Wednesday, 22nd November 2023

Queen Elizabeth II Grandstand, Royal Randwick Racecourse

Event **Statistics**



1549

Registrations



35

Speakers



81

Partners



4

Streams

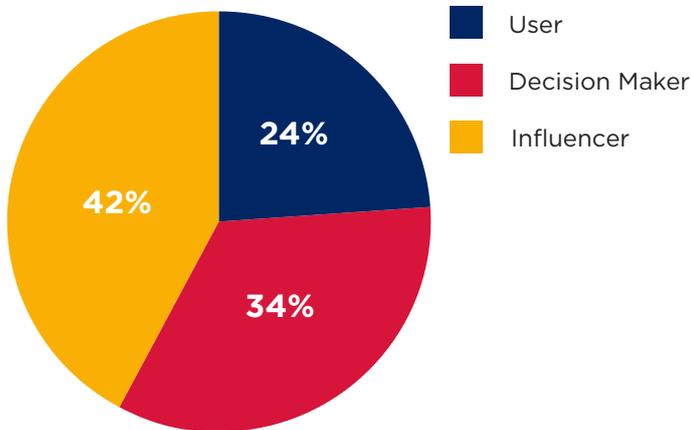


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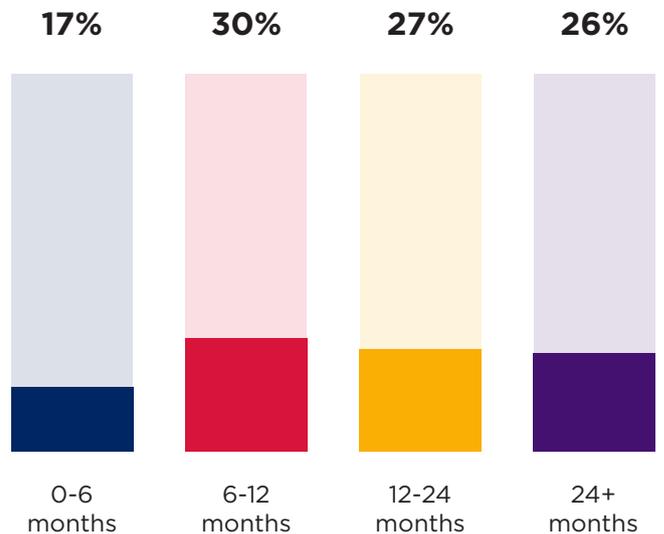
Day

Delegate **Profile**

Attendee Role



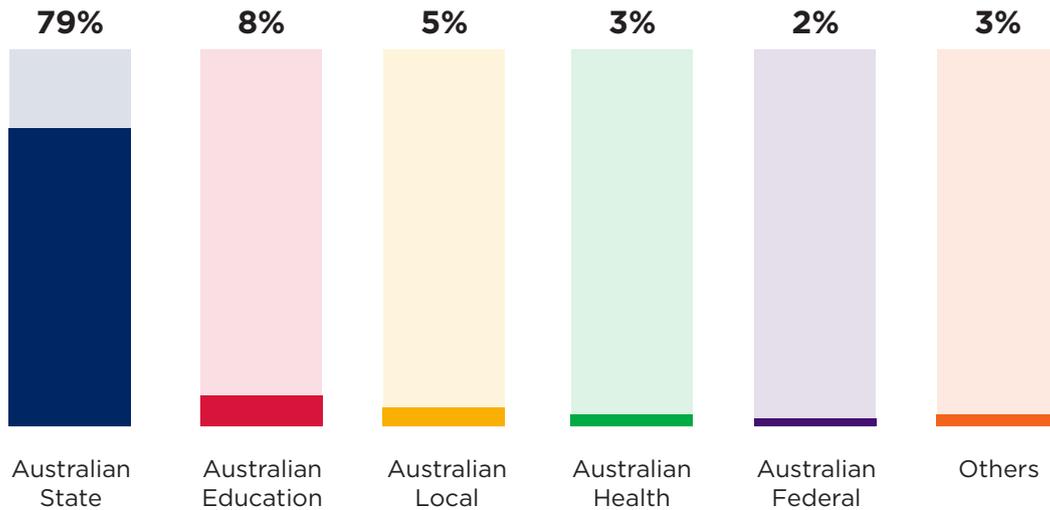
Investment Timeframe



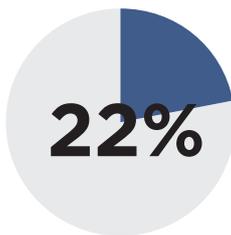
2023 Survey

A snapshot of trends happening in the Australian Public Sector

1549 ATTENDEES PARTICIPATED IN THIS SURVEY

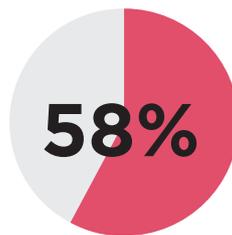


What is your organisation, department or function's top priority over the next 12-24 months?



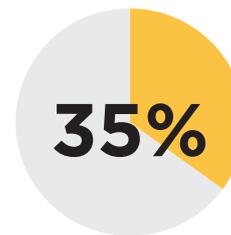
said Becoming more data driven in decision making

What are the biggest barriers to building a culture of continuous innovation within your agency/department?



said Budget Constraints

What do you see as the biggest challenge facing the Public Sector in NSW?



said Economic - budgets & competing priorities

TOP 3 FOCUS AREAS



Digital Product Development - service design, mobile, web, content delivery/management, etc



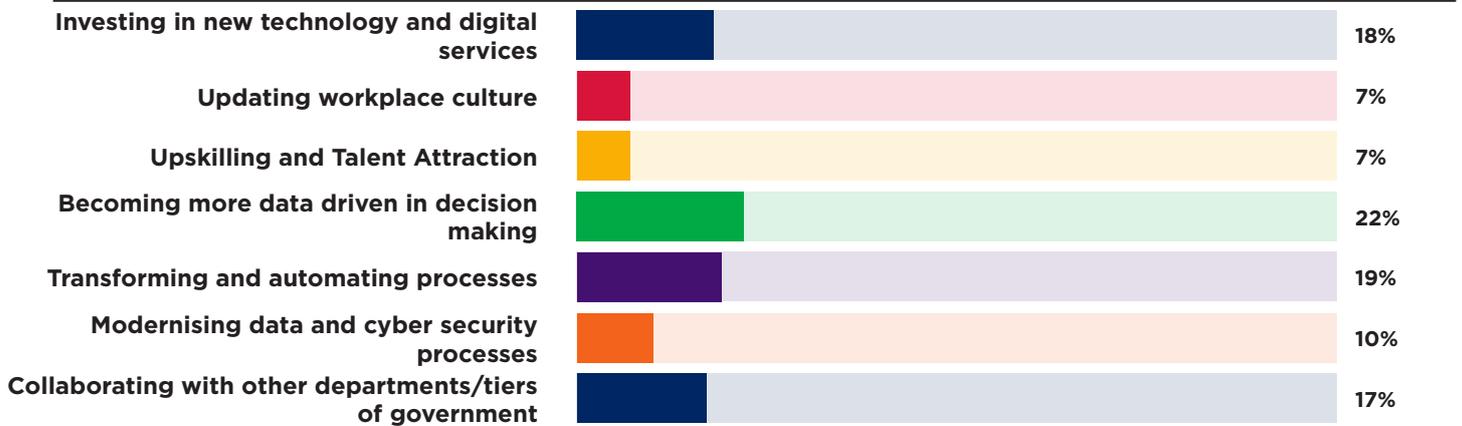
Business Process Transformation and Optimisation



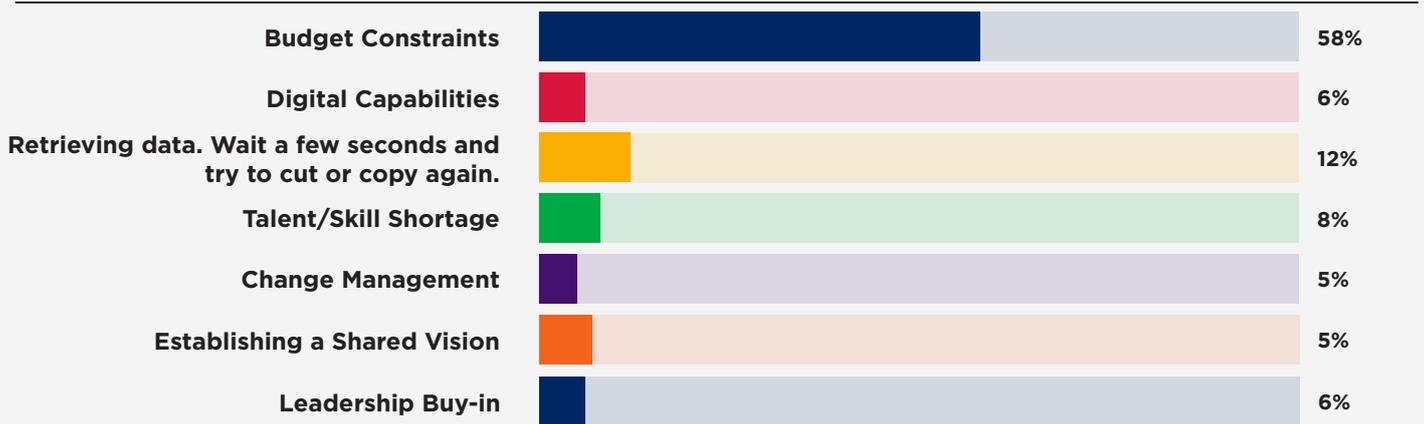
Data Management & Analytics

2023 Survey

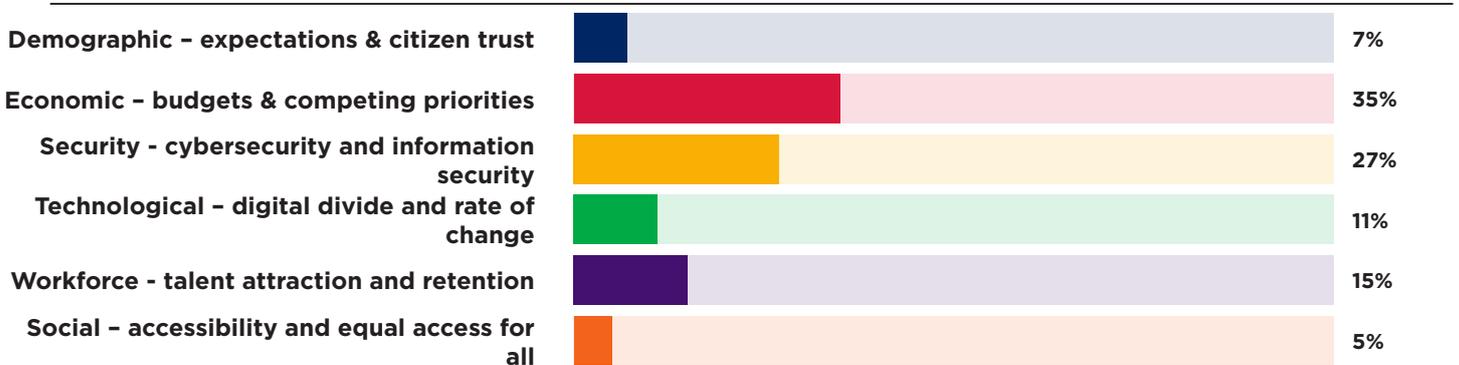
What is your organisation, department or function's top priority over the next 12-24 months?



What are the biggest barriers to building a culture of continuous innovation within your agency/department?



What do you see as the biggest challenge facing the Public Sector in NSW?



2023 Survey

In 1 or 2 words, what topics do you think will shape public sector discourse across NSW in 2024?



“I got to touch and feel the amazing work that NSW Government is doing for its citizens, making it easier for us to access their services and interact with them. NSW is at the forefront and leading innovation in Australia and becoming a world leader too!”

Attended

Job Titles

Acting Privacy Commissioner	Commercial Analyst	Director Data Analytics and Performance
Advisor	Communications and Engagement Officer	Director Digital Policing Systems
Analyst	Consultant	Director Digital Strategy
Architect	Content Advisor	Director ICT
Archivist	Content Officer	Director Information Security
Associate Director	Customer Category Planner	Director IT Operations
Associate Director Business Analysis	Customer Service Delivery Manager	Director, Integration Services
Associate Director Digital Publishing and Distribution	CX Designer	Director, Life Journeys
Associate Director Fullstack Dev	Cyber Security	Director, Shared Equity
Associate Director Innovation and Strategic Partnerships	Data Analyst	Director, Strategy and Engagement
Associate Director, Marketing	Data and Analytics Officer	Engineer
Business Analyst	Data Collections Quality Support Officer	Enterprise Architect and IT Portfolio Coordinator
Business Application Support, NSWCR	Data Engineer	Enterprise Risk Manager
Business Development Manager (DSI)	Data Governance	EPMO Analyst
Business Manager	Data Quality and Clinical Collections Manager	Event Manager
Business Relationship Manager	Delivery Manager	Executive Officer
Cancer Notifications Manager	Detective Senior Constable	Governance Consultant
Chief Digital and Technology Officer	Digital Graduate	Graduate
Chief Information Security Officer (Interim)	Digital Marketing Coordinator	Group Product Director
CIO (at NSW Parliament until June 2023)	Digital Officer	Head of Innovation
Clinical Informatics Officer	Digital Product Officer	ICT Category Manager
Commander, Transformation Program Implementation and Change Management	Digital Project Manager	ID Support Advisor
	Director	Integrated Solutions Designer
	Director City Future	Interface Manager
	Director Customer Engagement and Integration	IT Graduate
		IT Security Governance and Risk Manager

Attended

Job Titles

IT Support Analyst	Policy Officer	Product Management Consultant
IT Support Coordinator	Portfolio Cluster Manager	Product Manager
ITSM Consultant	Principal Accessibility Specialist	Product Owner
ITSM Manager	Principal Advisor	Product Owner - Cloud Platform Team
Lead Developer	Principal Customer Experience Advisor	Professor
Leader Business Intelligence	Principal Design Strategist	Program Director HGEN
Manager	Principal designer	Program Manager
Manager - Executive Operations	Principal Network and Place Analyst	Program Manager - Life Journeys
Manager Audit	Principal Partnership Manager	Program Services Coordinator
Manager Data Enablement	Principal Policy Officer	Project Delivery Manager
Manager Digital Products	Principal Product Designer	Project Manager
Manager PSMB	Principal Product Engineer	Project Officer
Manager, Audit	Principal Product Manager	Release Train Engineer
Manager, Dam Data and Insights	Principal Project Manager	Risk Manager
Manager, Internal Audit	Principal Service Designer	Security Specialist
Manager, Security Architecture	Principal Software Engineer	Senior Advisor
Manager, Strategy	Principle Service Designer	Senior Advisor Strategy and Analysis
Marketing Services Officer	Privacy Advisor	Senior Advisor, Privacy
Multi-Channel Initiatives Manager	PRMS Systems Support Manager	Senior AR/VR Unity Developer
NSW Treasury CISO	Procurement Analyst	Senior Business Analyst
Partnership Manager	Procurement and Contract Manager-Acting	Senior Business Performance Analyst
PhD Student	Procurement Officer	Senior Communications Adviser
Planning Analyst	Product Designer	Senior Communications Adviser
Planning and Standards Manager	Product Lead	Senior Content Advisor
Platform Salesforce Administrator		
Policy Manager		

Attended

Job Titles

Senior Content Designer	Senior Project Manager
Senior Coordinator, Cyber Security, Systems and Networks	Senior Project Officer
Senior Data Analyst	Senior Records Management Officer
Senior Designer	Senior Service Designer
Senior Digital Designer	Senior Stakeholder Engagement Advisor
Senior Engineer	Senior Strategy Advisor
Senior Enterprise Risk Partner	Senior Strategy Consultant
Senior Functional Specialist	Senior System Administrator
Senior Implementation Officer	Service Delivery Manager
Senior Infrastructure Engineer	Service Designer
Senior Insights Advisor	Single Digital Patient Record
Senior Manager Content	Stakeholder Engagement Advisor
Senior Manager Data Capability	Stakeholder Engagement Manager
Senior Manager- IT Commercial	Strategic Programs Lead
Senior Manager Network and Place Analysis	Strategy Analyst
Senior Manager, Analytics and Insights	Strategy and Org Development Advisor
Senior Manager, Customer Financial Services	Supplier Relations Manager
Senior Media Advisor	Systems Support Officer
Senior Performance Analyst	Transformation Advisor
Senior Policy Advisor	Video, Content Producer
Senior Policy Officer	Web stuff
Senior Product Engineer	Workforce Analyst
Senior Program Office	
Senior Project and Change Officer	

Attended

Organisations

AARNet	Department of Communities and Justice	Greater Cities Commission
Australian Bureau of Statistics	Department of Customer Service	Health Practitioner Commission Australia
Australian Industrial Chemicals Introduction Scheme	Department of Customer Service - ICT/Digital Sourcing	Health Professional Councils Authority
Australian Public Service Commission	Department of Customer Service - ID Support NSW	Housing Australia
Australian Securities and Investments Commission	Department of Customer Service - NSW Government	ICT and Digital Government
Bayside Council	Department of Customer Service Digital NSW	ICT Digital Sourcing
Blacktown City Council	Department of Customer Service Government Technology Platforms - Knowledge Management	ID Support NSW
Bureau of Meteorology	Department of Customer Service NSW Telco Authority	ID Support NSW Digital NSW
buy.nsw	Department of Education	Independent Commission Against Corruption
Camden Council	Department of Education NSW	Independent Pricing and Regulatory Tribunal
Cancer Institute NSW	Department of Enterprise, Investment and Trade	Industrial Relations, Department of Premier and Cabinet
Canterbury Bankstown Council	Department of Enterprise, Investment and Trade - Digital	Information and Privacy Commission NSW
CBCity	Department of Finance	Infrastructure Australia
CDS ICT	Department of Planning and Environment	Infrastructure NSW
Centre for Education Statistics and Evaluation	Department of Primary Industries	Inner West Council
City of Stirling	Department of Regional NSW	Insurance and Care NSW
City of Sydney	Destination NSW	Investment NSW
Coal LSL	Digital Strategy, Investment and Assurance	Lake Macquarie City Council
Coal Mining Industry (Long Service Leave Funding) Corporation	Digital.NSW	Land Cove Council
Commonwealth Scientific and Industrial Research Organisation	eHealth NSW	Legal Aid NSW
Communities and Justice	Elevare You	Macquarie University
CP - NSW Procurement	FCC Australia	Metropolitan Memorial Parks
Crown Lands and Public Spaces	Fire and Rescue NSW	Mining, Exploration and Geoscience
CtG	Government Technology Platform	Ministry of Health
Cumberland Council		Museums of History NSW
Cyber Security NSW		National Parks and Wildlife Service
DARE, University of Sydney		North Sydney Council
DCS Telco Authority		

Attended

Organisations

NSW Civil and Administrative Tribunal	NSW Trustee and Guardian	Taronga Conservation Society Australia
NSW Education Standards Authority	Office of Energy and Climate Change	The Cabinet Office
NSW Education Standards Authority	OneCX	The Hills Shire Council
NSW Electoral Commission	OOS	The Parks
NSW Environmental Protection Authority	Parliament of NSW	The University of Sydney
NSW Government	Personal Injury Commission	Transport for NSW
NSW Health	Property and Development NSW	Tresillian
NSW Health - Agency for Clinical Innovation	Public Service Commission	University of New South Wales
NSW Information and Privacy Commission	Regional NSW	University of Newcastle
NSW Institute of Sport	Reserve Bank of Australia	University of Sydney
NSW ODP	Revenue NSW	University of Technology Sydney
NSW Office of Sport	SafeWork NSW	UNSW / Edara Consulting
NSW Ombudsman's Office	Security of Payments Act	WaterNSW
NSW Parliament	SNSW	Western Sydney University
NSW Police Force	Spatial Services NSW	Willoughby City Council
NSW Police Force - Child Exploitation Internet Unit	St Vincent's Health Australia D&T	
NSW Public Service Commission	State Insurance Regulatory Authority	
NSW Reconstruction Authority	State Records NSW	
NSW Rural Fire Service	Strathfield Council	
NSW Sheriff's Office	Stronger Communities	
NSW State Insurance Regulatory Authority	Surf Life Saving NSW	
NSW TelCo Authority	Sutherland Shire Council	
NSW Touch Football	Sydney Local Health District	
NSW Treasury	Sydney Metro	
	Sydney Olympic Park Authority	
	Sydney Opera House	
	Sydney Trains	
	TAFE NSW	

Audience Testimonials

“Seeing the best of NSW technology and services and hearing directly from the Secretaries the direction they are going.”

“Understanding the work and initiatives in NSW Government to improve the accessibility and inclusion of its services to the public. Well done NSW, proud to be living here!”

“The range of speakers from both government and private organisations and the frankness with which they spoke about current issues.”

“Worthwhile attending to hear great talks and see that senior people in NSW Govt are well on trend and knowledgeable about current issues. I felt very optimistic that we are in good hands.”

Our Speakers



The Hon. Jihad Dib, MP

Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice



Emma Hogan

Secretary



Chris Lamb

Deputy Commissioner



Jody Grima

Deputy Secretary, Chief People Officer



Laura Christie

Deputy Secretary

NSW Department of Customer Service

NSW Public Service Commission

NSW Department of Customer Service

Digital.NSW, Department of Customer Service



Sarah Cruickshank

Deputy Secretary, Customer Delivery and Transformation

NSW Department of Customer Service



Simon Draper

Secretary

Premier's Department NSW



Josh Murray

Secretary

Transport for NSW



Lenka Bradovkova

Executive Director

Identity. NSW, NSW Department of Customer Service



Dr Kate Harrington

Head of Strategic Digital Initiatives

NSW Department of Customer Service



Reece Clementi

Executive Director, Government Technology Platforms

NSW Department of Customer Service



Mark Lenzner

Executive Director, Digital & ICT Sourcing

NSW Department of Customer Service



Charlotte Davidson

Director of Policy, Awareness & Research

Cyber Security NSW



Rachel Maiden

Director

Accessibility NSW, NSW Department of Customer Service



Belgin Tran

Executive Director, Customer Experience Unit

NSW Department of Customer Service



Narelle Grayson

A/Chief Data Officer & Executive Director, Data and Insights

NSW Department of Customer Service



Imma Chippendale

Chief Data Officer

Regional NSW



Simone Roberts

Executive Director, Advanced Analytics & Insights

Transport for NSW



Stephen Brady

Managing Director

TAFE NSW



Bianca Jordan

Chief Digital and Information Officer

NSW Department of Planning and Environment

Our Speakers



Angela Donohoe
Chief Information Officer

NSW Department of Enterprise, Investment and Trade



Julie Whitfield
Chief Information Officer

NSW Treasury



Mark Howard
Executive Director, Digital Strategy, Investment and Assurance

digital.nsw



Elizabeth Tydd
Information Commissioner

NSW Information and Privacy Commission



Greg Wells
Chief Executive Officer

Service NSW



James Blakely
Director

IDSsupport NSW, Digital.NSW, NSW Department of Customer Service



Katie Irvine
Director Data Insights & Reform + CtG PR4

The Cabinet Office



David Ranasinghe
Chief Digital Officer

Revenue NSW



Kylie De Courteney
Managing Director

NSW Telco Authority



Kristin Bamford
Digital Frontline Services Product Director

Service NSW



Susan Slocum
Head of Innovation

Reserve Bank of Australia



Melissa Clemens
Chief Security Officer

Service NSW



Nicholas Davis
Industry Professor, Emerging Technology and Codirector, Human Technology Institute

University of Technology Sydney



Dr Ian Oppermann
NSW Chief Data Scientist

NSW Department of Customer Service



Charlie Farah
Senior Director, Solutions & Value Engineering

Qlik



John Mackenney
Practice Director - Digital Strategy Group APAC
Adobe



Christopher Kaszelik
Director & Co-Founder
Bluetree Solutions



Chris Ellis
Director, Solutions Engineering
Nintex



Peter Jones
Public Sector Lead
GitLab



Angelo Lo Certo
Head of Professional Services and Product
imei Pty Ltd

Our Speakers



Grant Orchard
Field CTO APJ

HashiCorp



Tal Nathan
Vice President - Vice President: Digital

NTT



Reece Harrison
Product Manager - IPS

Infor



Jason Duerden
Regional Director, ANZ

SentinelOne



Michael de Hennin
Regional Vice President - Public Sector

Salesforce



Chris 'Gonzo' Gondek
Manager, Solutions Engineering, ANZ Technical Solutions Specialists

NetApp



Luisa Genovese
Consulting Director, Unit 42, Japan & Asia Pacific

Palo Alto Networks



Scott Euston
Senior Director, Product and Solution Consulting

UKG



Jacqui Nelson
CEO

DekkoSecure



Mohammed Khan
Strategic Engagement Manager, Global Services and Solutions

HP



Greg Crowl
VP Sales Engineering

Kofax Australia



Simon Cooper
Partner, Public Sector & Customer Strategy

Deloitte



Steve Parsonage
Co-Founder & CEO

Canary IT



Jae Jung
Staff Sales Engineer

Splunk



Kate Linton
Global Design Lead

Thoughtworks



Toby Knight
APAC Lead Architect

New Relic



Laxmi Narayana Piska
Global Director, CloudSMART Industry Consulting and Strategy

HCLTech



Ben Fuller
Senior Sales Engineer

Commvault



Nik Jain
Director, Solutions Engineers

Dynatrace



Mark Williams
Senior Client Partner

Publicis Sapient



Peter Bradd
Principal Product Evangelist

Miro



Colleen Hebbert
Cybersecurity Advisor

SAP



Leah Pinto
Customer Engagement Lead, Cyber Intelligence

CyberCX

2023 Partners

Diamond



Branding Partner



Platinum



Gold



2023 Partners

Silver



Bronze



2023 Partners

SME



Branding Partner



Coffee Lounges



Coffee Carts



Private Lunch



Private Breakfast



Networking Drinks



GovHub



About Us

Public Sector Network is a social learning platform that exists to help government around the globe break down silos, collaborate, and work together for better outcomes for citizens.

PSN's growing community spans across federal, state, and local government departments, healthcare, and education, allowing members to share information, access the latest in government innovation, and engage with other like-minded individuals on a secure and closed-door network.

Become a Supplier

We understand that government need to partner with private sector, but this can often be a crowded, noisy market.

Our network is designed for public sector professionals only as it maintains the credibility of our content for our government members.

In order to help our members connect with private sector, we have created Public Sector Network's Marketplace where solution and service providers can create free profiles showcasing their business. Our members can easily search for any requirement and connect directly with you.

If you want to get exposure to our ever-growing membership, then start your free page today.

→ [Set up a Supplier page here](#)





CONNECTING GOVERNMENT
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