

04 / AGENDA - SYDNEY - 13 NOVEMBER

8:15am	Registration
9:00am	Chairperson: Innovating Public Sector Service Ursula Brennan , Lead Partner, NSW Public Sector, Deloitte
9:20am	Keynote Opening: What does the citizen of the future expect from your service delivery? And how can we meet those expectations... Damon Rees , CEO, Service NSW
9:40 am	Partner Session: Understanding your Citizens needs before Transforming your Service Delivery Presented By: SAP
10:00am	Embedding an innovation culture to drive service excellence Arvind Tyagi , Executive Director, Portfolio Transformation Office, Secretary's Office, Department of Planning & Environment NSW
10:20am	TBC Frances Gobel , Business Transformation Director, ATO
10:40am	Morning Tea and Networking
11:00am	Digitally Transforming Service Delivery Jo-Ann Pass , Head of Digital Operations, Sydney Water
11:20am	Think Tank Sessions (60 minute sessions) <ol style="list-style-type: none"> 1. Engaging and collaborating with citizens in new ways through omnichannel, personalised interactions 2. Effectively using big data to segment your service delivery 3. Linking Design Thinking with your strategic and policy objectives to enable human centred service design 4. Running an effective Robotic Process Automation program
12:20pm	Panel Discussion: Innovative strategies for enabling greater service integration Jeremy Harris , Director, Social Investment & Innovation, Department of Premier and Cabinet NSW Gerard Gan , Director Governance and Service Strategy, Business Information Services, Department of Planning & Environment NSW Ann Turner , Program Director Information Management Modernisation & Line of Business Strategy, Department of Family and Community Services NSW Lisa Alonso Love , Executive Director, Learning and Wellbeing, NSW Department of Education and Training Matthew James , Deputy Director and Senior Executive Housing and Specialised Services Group, Australian Institute of Health and Welfare Evan Walker , Director Smart Innovation Centre, Transport for NSW Thea Knill , Director Innovation, Department of Finance, Services and Innovation
12:55pm	Closing remarks
1:00pm	Conference adjourns



EVENT PARTNERS

