

# MELBOURNE AGENDA | WEDNESDAY 8 MAY



8:30am	Registration
9:00am	<p><b>Welcome and Opening Remarks - Public Sector Network and KPMG</b>  <b>Toni Jones</b>, Partner, <b>KPMG Enterprise</b>          National Sector Lead, Local Government</p>
9:20am	<p><b>Government Keynote: Achieving a digital, sustainable and interconnected council</b></p> <ul style="list-style-type: none"> <li>Undergoing back and front office transformation to create a truly interconnected council</li> <li>Changing the operating model to be based around digital transformation</li> <li>Identifying how to best achieve a whole business transformation</li> <li>Overcoming financial constraints by doing more with less</li> </ul> <p><b>Phillip Storer</b>, Chief Executive Officer, <b>City of Boroondara</b></p>
9:40am	<p><b>Government Keynote: The workforce of tomorrow - upskilling, automation and social values</b></p> <ul style="list-style-type: none"> <li>Catering for changing and agile roles within existing workplace requirements and structures</li> <li>Exploring different recruitment mechanisms to attract different skills and backgrounds</li> <li>Upskilling staff on new automated processes and systems to complement new technology and existing skills</li> <li>Creating a culture fostering change, innovation and teamwork</li> </ul> <p><b>Justine Linley</b>, Chief Executive Officer, <b>City of Ballarat</b></p>
10:00am	<p><b>Gold Partner Session: Engaging and Enabling the Workforce of the Future</b></p> <ul style="list-style-type: none"> <li>How do we better engage and manage resources</li> <li>Manage employees goals through a complete HR Business process</li> <li>How to manage outcomes which the employees wants v's the business</li> <li>How do we enable them with collaboration and information when they need it</li> </ul> <p><b>Marie Phillip</b>, Industry and Strategy Director, Public Sector – APAC, <b>Infor</b></p>
10:20am	Networking Break

10:50am	<p><b>Government Keynote: Embarking on a whole of business digital transformation</b></p> <ul style="list-style-type: none"> <li>Ensuring transformation includes technical improvements at the backend as well as front end</li> <li>Assessing available solutions and picking the best option for your customers and staffs needs</li> <li>Embedding new technology such as cloud and AI to improve service and backend efficiency</li> <li>Facilitating a transformation and change journey that involves staff</li> </ul> <p><b>Robyn Borley</b>, Manager Organisational Performance, <b>City of Casey</b></p>
11:10am	<p><b>Government Keynote: Streamlining processes to translate the transformation map into a real journey</b></p> <ul style="list-style-type: none"> <li>Automating processes in the front and back office</li> <li>Keeping the customer at the centre of everything we do</li> <li>Leveraging advanced data analytics to deliver more intuitive services and create smarter communities</li> <li>Implementing a continuous improvement framework</li> </ul> <p><b>Mick Cummins</b>, Chief Executive Officer, <b>Bayside City Council</b></p>
11:30am	<p><b>Gold Partner Session: Transforming Local Government Services with Integration</b></p> <p><b>Nathan Gower</b>, Enterprise Account Executive, <b>Dell Boomi</b></p>

11:50am	<p><b>Interactive Think Tank Sessions</b></p> <p>The think tank sessions are a great opportunity for attendees to have a more in-depth discussion with their peers about a topic of their choice from the below three options. The sessions are facilitated by a PSN partner and will include a structured discussion to stimulate cross-fertilisation of ideas and to allow for participants to problem-solve approaches to shared challenges. Participating in the think tank sessions is a great way to understand what your peers are doing in similar situations, how they are tracking on their journey and what has worked and hasn't worked.</p> <ul style="list-style-type: none"> <li>• <b>Think Tank 1: Offering a better citizen service experience with a single view. How you can do more with less</b> - Facilitated by Anza Hashmi, Account Manager – Public Sector, Pitney Bowes</li> <li>• <b>Think Tank 2: Transitioning to a digital culture and mindset to foster innovation and collaboration</b> - Facilitated by Oracle</li> <li>• <b>Think Tank 3: Evolved operations for the 'new' digital local council</b> Facilitated by Hardeep Randhava, Director VIC, Automation Anywhere</li> </ul>	<p><b>KPMG Workshop: Bringing it all together</b></p> <p>Over the course of the interactive two hour workshop, senior members of KPMG's local government team will share with attendees some of the key steps and learnings involved in designing, planning and standing up a transformation program of work in local government.</p> <p>We will explore three separate topics, where attendees will have the opportunity to discuss and share some of the key activities required to transform local government organisations. Attendees will have the opportunity to participate, share ideas and ask questions relating to their specific journey.</p> <p>We will focus on the following topics:</p> <p><b>Strategy &amp; Design</b></p> <ul style="list-style-type: none"> <li>• Evolving Council's integrated Strategic Planning Framework</li> <li>• Reviewing Council's Program and Project Portfolio</li> <li>• Developing Customer and IT Strategie</li> </ul> <p><b>Transformation Program Plan &amp; Business Case</b></p> <ul style="list-style-type: none"> <li>• Performing detailed financial benefits and costs analysis</li> <li>• Outlining and communicating the case for change</li> <li>• Developing a program delivery roadmap, resource model and governance structure</li> </ul> <p><b>Program Mobilisation &amp; Implementation</b></p> <ul style="list-style-type: none"> <li>• Detailed resource planning &amp; mobilisation</li> <li>• Planning for the procurement of IT systems</li> <li>• Undertaking key change management activities</li> </ul>
12:50pm	Lunch	
1:20pm	<p><b>Panel Discussion: How to achieve council-wide transformation</b></p> <ul style="list-style-type: none"> <li>• How to create an effective transformation roadmap and business case</li> <li>• Getting senior executive level sponsorship</li> <li>• Upskilling existing staff and attracting new skills</li> <li>• Overcoming limited technical capability and infrastructure</li> <li>• How to do all of this with shrinking budgets</li> </ul> <p>Panellists:  <b>Carol Jeffs</b>, Chief Executive Officer, <b>Cardinia Shire Council</b>  <b>Vaughan Williams</b>, Director Corporate Services, <b>Northern Grampians Shire Council</b>  <b>Michelle Fitzgerald</b>, Chief Digital Officer and Smart City Office Manager, <b>City of Melbourne</b></p>	
2:00pm	Short Break	
4:15pm	Event Close	

