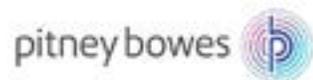PUBLIC SECTOR NETWORK

KPMG

LOCAL GOVERNMENT
TRANSFORMATION SERIES 2019

Creating interconnected councils

Adelaide 7th May • **Melbourne** 8th May • **Brisbane** 9th May
Wellington 21st May • **Sydney** 22nd May • **Perth** 23rd May

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Governments face many complex issues: we are constantly challenged to solve society's greatest challenges, serve citizens better, and support the more productive use of public resources. The digital age brings new opportunities to innovate for optimised outcomes.

Local councils in Australia and New Zealand recognise the need to digitally transform their organisations. Most councils have started the journey to successfully transition to a citizen-centric digital local government. However reduced levels of funding and staffing, cost of resourcing, resistance to change, limited technical capability and infrastructure and lack of leadership and strategy make this journey difficult for most councils.

Achieving a holistic transformation is another key challenge, to ensure front and back office processes and systems get upgraded. Whilst good progress has been made in delivering efficiency savings, the need to transform has never been more pressing.

The 2nd annual Local Government Transformation Series will bring together local government senior executives focused on customer, business, ICT and digital transformation, and technology providers, to network and discuss how to make the most of these challenges.

The series is organised in partnership with KPMG and will head to 6 cities across Australia and New Zealand to benchmark the key challenges faced by LGAs in each state and country, and develop a comprehensive report on the findings.

The report will be created using a combination of interviews and surveys, as well as expert opinions, and released later in the year, in partnership with KPMG.

Join your peers to identify opportunities to collaborate across councils for greater efficiencies.

WHO WILL ATTEND?

- ▶ CIO/CTO/IT Directors
- ▶ CEOs, CDOs, COOs
- ▶ IT Infrastructure Managers
- ▶ ICT Managers
- ▶ General Managers of Information Management, Business Transformation and Improvement
- ▶ Heads of Corporate Services
- ▶ Heads of Customer Service, Customer Experience and Customer Insights
- ▶ Heads of Community Engagement
- ▶ Heads of Business Units

8:30am	Registration
9:00am	Welcome and Opening Remarks - Public Sector Network and KPMG
9:20am	**Government Keynote: Achieving a digital, sustainable and interconnected council** • Undergoing back and front office transformation to create a truly interconnected council • Changing the operating model to be based around digital transformation • Identifying how to best achieve a whole business transformation • Overcoming financial constraints by doing more with less **Morven Cameron**, Chief Executive Officer, **Lake Macquarie City Council**
9:40am	**Government Keynote: The workforce of tomorrow - upskilling, automation and social values** • Catering for changing and agile roles within existing workplace requirements and structures • Exploring different recruitment mechanisms to attract different skills and backgrounds • Upskilling staff on new automated processes and systems to complement new technology and existing skills • Creating a culture fostering change, innovation and teamwork **Anna Rizos**, Manager Customer Experience, **Liverpool City Council**
10:00am	**Gold Partner Session: Engaging and Enabling the Workforce of the Future** • How do we better engage and manage resources • Manage employees goals through a complete HR Business process • How to manage outcomes which the employees wants v's the busines • How do we enable them with collaboration and information when they need it **Marie Phillips,** Industry and Strategy Director, Public Sector – APAC, **Infor**
10:20am	Networking Break

10:50am	**Government Keynote: Embarking on a whole of business digital transformation** • Ensuring transformation includes technical improvements at the backend as well as front end • Assessing available solutions and picking the best option for your customers and staffs needs • Embedding new technology such as cloud and AI to improve service and backend efficiency • Facilitating a transformation and change journey that involves staff **Peter Auhl**, Chief Information Officer, **Central Coast Council**
11:10am	**Government Keynote: Streamlining processes to translate the transformation map into a real journey** • Automating processes in the front and back office • Keeping the customer at the centre of everything we do • Leveraging advanced data analytics to deliver more intuitive services and create smarter communities • Implementing a continuous improvement framework
11:30am	**Gold Partner Session: Transforming Local Government Services with Integration** **David Flaks,** Enterprise Account Executive, **Dell Boomi**

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11:50am	**Interactive Think Tank Sessions (3 x Partner co-led sessions with Government)** 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. • **Is Industrial IoT ready for the mainstream, and can we make the hype real and deliver value for government, operators and citizens?** Facilitated by Pitney Bowes • **Offering a better citizen service experience with a single view. How you can do more with less** Facilitated by AVEVA • **Selecting the right technology solutions, tools and processes**
12:50pm	Lunch
1:20pm	**Panel Discussion: How to achieve council-wide transformation** • How to create an effective transformation roadmap and business case • Getting senior executive level sponsorship • Upskilling existing staff and attracting new skills • Overcoming limited technical capability and infrastructure • How to do all of this with shrinking budgets Panellists: **Michael Mamo**, Director City Performance, **Bayside Council** **Debra Just**, General Manager, **Willoughby City Council** **Nathan Rogers**, Chief Information Officer, **Northern Beaches Council** **Angus Witherby**, Director Planning and Development, **Moree Plains Shire Council**
2:00pm	Short Break

2:15pm	**KPMG Workshop: Bringing it all together** 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. 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. The trade show stalls will focus on the following topics: **Strategy & Design** • Evolving Council's integrated Strategic Planning Framework • Reviewing Council's Program and Project Portfolio • Developing Customer and IT Strategie **Transformation Program Plan & Business Case** • Performing detailed financial benefits and costs analysis • Outlining and communicating the case for change • Developing a program delivery roadmap, resource model and governance structure **Program Mobilisation & Implementation** • Detailed resource planning & mobilisation • Planning for the procurement of IT systems • Undertaking key change management activities
4:15pm	Event Close

About us

Public Sector Network is a young, diverse company that exists to help government break down silos, collaborate, and work together for better outcomes for citizens. We believe that public sector is forced to be one of the most innovative and resourceful industries in the world. Rather than constantly solving the same problem, government can improve citizen services whilst saving time - and money - by sharing and learning from other agencies, departments and councils.

PSN Events Pty Ltd
A Subsidiary of Public Sector Network Holdings Pty Ltd

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Sydney NSW 2010

"
Great event from beginning (planning) to end. One of the best events we have sponsored in terms of conversations had at booth, opportunity to promote our brand. PSN did an amazing job of event management. Well done.
"

"
Excellent event, great conversations & a platform to interact with the right government contacts & partner community.
"

"
A very relaxed ambience… customers really letting down their guards not feeling as threatened by industry and vendors.
"

"
The roadshow was a great way to see what others are up to and provides invaluable networking opportunities to further our learning.
"

BOOK NOW: EVENTS.PUBLICSECTORNETWORK.CO