Dear colleague

In NSW, the Government are committed to using digital to put more power in the hands of citizens and deliver better services. To do so, Government must focus on 3 key areas, Customer Experience, Data, and Digital on the Inside. The Public Sector Innovation show will explore these themes in detail on the 28 May 2019...

People and Processes
Underpinning all positive change to government administration, process transformation and innovation will be at the forefront of the Public Sector Show agenda. Topics to be explored will be around achieving citizen centric service delivery, policy making and service design, leadership fundamentals, agile and rapid approaches to new government service design, and progress towards empowering innovation in government workforces.

Tools and Technologies
Technology has a critical role in the positive transformation of government; from the upgrading of legacy IT systems, to transitioning of government policy making and service delivery towards digital models, transferring data and services to the cloud and front edge leading advances like automation and machine learning. Latest developments in ICT and digital government will be showcased throughout the Public Sector Innovation Show conference program.

We look forward to meeting you there in May.

Charlie Hamer
Co-founder & Director
Public Sector Network
Benefits from attending

Reap the rewards as you become a part of the largest community of public sector decision makers in ANZ.

**LEARN**
about the latest developments in government transformation from our high-level presenter line-up.

**NETWORK**
and benchmark with a broad range of over 800 public sector leaders from across Australia and abroad - in the biggest transformation and innovation focused gathering of public administrators in the southern hemisphere.

**STAY ABREAST**
of policy changes impacting public sector governance at a federal and state level.

**UNECOVER**
tangible and practical tools and strategies to improve the performance of your government department on the ground.

**DISCOVER**
the latest leading-edge technology innovations through case studies, life demonstrations and on the exhibition floor.

**PARTICIPATE**
in interactive thought leadership discussion rounds with your peers.

**EXPLORE**
the future of the Australian Public Sector.
Who will you meet?

Connect and share innovative ideas with over 800 public sector leaders from a broad spectrum of sectors, including:

- Administrative Services and Contestability
- Customer Experience and Citizen Centric Service Design
- ICT and Technology
- Finance and Procurement
- Business Transformation, Innovation and Process Improvement
- Shared Services, Corporate Services and Business Services
- Operations and Strategy
- Digital Transformation
- Human Resources and Workforce Planning and Management
- Information and Data Management and Analytics
Speakers

Listen to in-depth talks lead by industry-leading experts as they share insight and refresh your knowledge.

Hilary Hartley
Chief Digital Officer and Deputy Minister
Digital Government
Ontario Public Service
(Canada)

William Murphy
A/Deputy Secretary
Customer, Delivery & Transformation,
NSW Department of Finance Services and Innovation

Maria Robertson
Deputy Chief Executive, Service Delivery and Operations,
Department of Internal Affairs, New Zealand (NZ)

Pia Andrews
Executive Director - Digital Government Policy & Innovation
NSW Department of Finance, Services and Innovation

Thea Knill
Director Innovation, Digital Government Policy and Innovation
NSW Department of Finance, Services and Innovation

Susan Pearce
Deputy Secretary, Patient Experience and System Performance
NSW Ministry of Health

David Backley
Chief Information Officer
TAFE NSW

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A/Deputy Secretary, Strategy and Delivery
NSW Department of Education

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Director - Social Investment & Innovation,
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Executive Director - Portfolio Transformation Office
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## Agenda Morning Plenary

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00am</td>
<td>REGISTRATION AND BREAKFAST</td>
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<tr>
<td>8:55am</td>
<td>WELCOME FROM PUBLIC SECTOR NETWORK</td>
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<tr>
<td>9:05am</td>
<td>OPENING REMARKS FROM THE CHAIR</td>
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<tr>
<td></td>
<td>The future is now: how the public sector can embrace advanced analytics</td>
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<td>- Advanced analytical technology is driving a fundamental shift in culture and decision-making processes</td>
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<td>- Agencies need to design a delivery model for analytics which allows them to make the most out of these technologies</td>
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<td>- They also need to consider where analytics will deliver the most value, how to acquire or grow the capabilities to deliver that value, and how to engender a ‘data-led’ culture</td>
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<td>- Hackett will frame the opportunities and challenges for the public sector in embracing analytics and provide insight from global best practice about the mistakes to avoid</td>
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<td>Elizabeth Watts, Senior Director, The Hackett Group</td>
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<tr>
<td>9:20am</td>
<td>KEYNOTE ADDRESS</td>
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<tr>
<td></td>
<td>Building citizen centric digital services</td>
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<td>William Murphy, A/Deputy Secretary Customer, Delivery &amp; Transformation, NSW Department of Finance, Service and Innovation</td>
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<tr>
<td>9:45am</td>
<td>INTERNATIONAL KEYNOTE ADDRESS</td>
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<tr>
<td></td>
<td>Leading ICT and digital transformation in the public sector</td>
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<td></td>
<td>Hilary Hartley, Chief Digital Officer and Deputy Minister, Consumer Services Ontario Government (Canada)</td>
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<tr>
<td>10:10am</td>
<td>PARTNER SESSION</td>
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<td>The network has left the building: a strategic response to security across the public sector</td>
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<td>Martin Stewart-Weeks, Principal, Public Purpose Pty Ltd</td>
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<tr>
<td>10:30am</td>
<td>MORNING TEA AND NETWORKING BREAK</td>
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<tr>
<td>Time</td>
<td>Tools and Technology Stream</td>
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<tr>
<td>11:00am</td>
<td>OPENING REMARKS FROM THE CHAIR: Digital and ICT are already at the core of what we do, now what's next?</td>
</tr>
<tr>
<td>11:15am</td>
<td>GOVERNMENT KEYNOTE: Transforming the NSW Data Analytics Centre</td>
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<tr>
<td>11:35am</td>
<td>GOVERNMENT KEYNOTE: Driving Innovation to achieve a fit for purpose public sector</td>
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**Panellists:**
- Simon Herbert, Director Data Analytics Centre, NSW Treasury
- Pia Andrews, Executive Director, Digital Government Policy and Innovation, NSW Department of Finance, Service and Innovation

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<tr>
<td>11:55am</td>
<td>PARTNER SESSION: Foundations for the success of government digital services</td>
<td>PARTNER SESSION: Diversity and Inclusion – From Talk to Action</td>
</tr>
<tr>
<td>12:35pm</td>
<td>GOVERNMENT KEYNOTE: Delivering citizen centred digital services with data at the core</td>
<td>GOVERNMENT KEYNOTE: Design thinking for innovation to create a more flexible and agile workforce</td>
</tr>
<tr>
<td>12:35pm</td>
<td>PANEL SESSION: How can we make the most of digital technologies to transform the way government works?</td>
<td>PANEL SESSION: Innovation in the Public Sector</td>
</tr>
</tbody>
</table>

**Panellists:**
- Dayle Wilson, Chief Product and Operating Officer, Macquarie Government
- Isabella Wallington, Acting Director Innovation, DPI Research Excellence, NSW Department of Primary Industries
- Richard Robinson, ITX Innovation Lab Director, ATO

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>12:50pm</td>
<td>LUNCH AND NETWORKING BREAK</td>
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<tr>
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<tr>
<td>1:15pm</td>
<td>2. Promoting Diversity and Inclusion in the Public Sector Facilitated by: Nicola Laver, Client Training Manager, SEEK</td>
<td>7. How can you accelerate a culture of co-creation and collaboration?</td>
</tr>
<tr>
<td>1:20pm</td>
<td>3. Digital Transformation - Beyond Buzzwords Facilitated by: David Alexander, Principal Sales Engineer, APJ Region, Puppet</td>
<td>8. Creating a more flexible and agile workforce</td>
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<tr>
<td>1:25pm</td>
<td>4. Topic Coming Soon! Facilitated by: ASG Group</td>
<td>9. Placing customers at the center of your decisions</td>
</tr>
<tr>
<td>1:30pm</td>
<td>5. Delivering a strategic response to security across the public sector Facilitated by: Martin Stewart-Weeks, Principal, Public Purpose Pty Ltd</td>
<td>10. Design thinking for innovation</td>
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<td>2:00pm</td>
<td>GOVERNMENT KEYNOTE: Innovation Session with Clare Toufexis, Manager, Customer Design and Uptake, Department of Internal Affairs, (New Zealand)</td>
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<tr>
<td>3:25pm</td>
<td>PARTNER SESSION: Managing, leading and delivering core public services with the latest technology</td>
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<tr>
<td>3:45pm</td>
<td>CLOSING KEYNOTE PANEL SESSION: Public Sector Transformation and Leadership</td>
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<tr>
<td>4:15pm</td>
<td>Closing remarks from conference chair</td>
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<tr>
<td>4:20pm</td>
<td>CLOSE OF CONFERENCE / NETWORKING DRINKS</td>
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A little bit about us

Let’s get to know each other.

Public Sector Network is a research company that supports public sector professionals across Australia, New Zealand, Canada and USA, developing roundtables, seminars, and conferences to suit current areas of interest.

Our growing online community spans across Federal, State, and Local government departments, healthcare, and education, allowing members to share information, access the latest in government news and innovation, and engage with other like-minded individuals on a secure and closed-door network.

Events
Public Sector Network Events connect Federal, State and Local government departments, healthcare and education to discuss national and global trends taking place in the public sector.

Training
Developing your skills is vital to remain competitive in an ever-changing working environment. Check out our current training available or contact us for tailor made in-house training requirements.

Marketplace
With so much noise in the market it can be hard to find the right vendor to match your organisational needs. Search our online directory to find out more about vendors doing great things in your sector.

PSN TV
This online streaming service from Public Sector Network is designed to give you top quality content sourced from our Summits and Roadshows to keep you up-to-date and informed.