



PUBLIC
SECTOR
NETWORK



DIGITAL GOVERNMENT SERIES

EMBEDDING DIGITAL TO DELIVER SIMPLE, CLEAR AND FAST PUBLIC SERVICES

17 SEPT
SYDNEY

18 SEPT
CANBERRA

24 SEPT
MELBOURNE

25 SEPT
BRISBANE

26 SEPT
ADELAIDE



2019

Welcome

There's been huge pressure on the public sector to compete with the private sector in delivering an ace digital experience.

But we believe this is limiting a world of potential to the confines of superficiality.

Not only does Government have the chance to leverage digital to up its game in service and speed, but also to engage, empower and effect change for its citizens, clients and customers.

That's why we've set out the Series to cover the tools, tech and tricks of the trade to embed the best digital capability, followed by the real 'why' behind it all...leveraging these to inform the public, become more transparent and improve the two-way conversation.

People have found their voices through digital... it's time to listen, collaborate, and gain public trust.

The Digital Government Series will explore the latest technology and trends to shape customer service in

the public sector, how the sector is going about developing the roadmap, selecting the right fit applications, deploying and embedding the changes and the benefits that are being reaped in customer service and CX.

What will be answered:

- How can we best leverage digital to improve service?
- How can we embed digital transformations with minimal disruption to business?
- How can we map and execute the most effective path to the Federal Government's goal of a top 3 digital country by 2025?

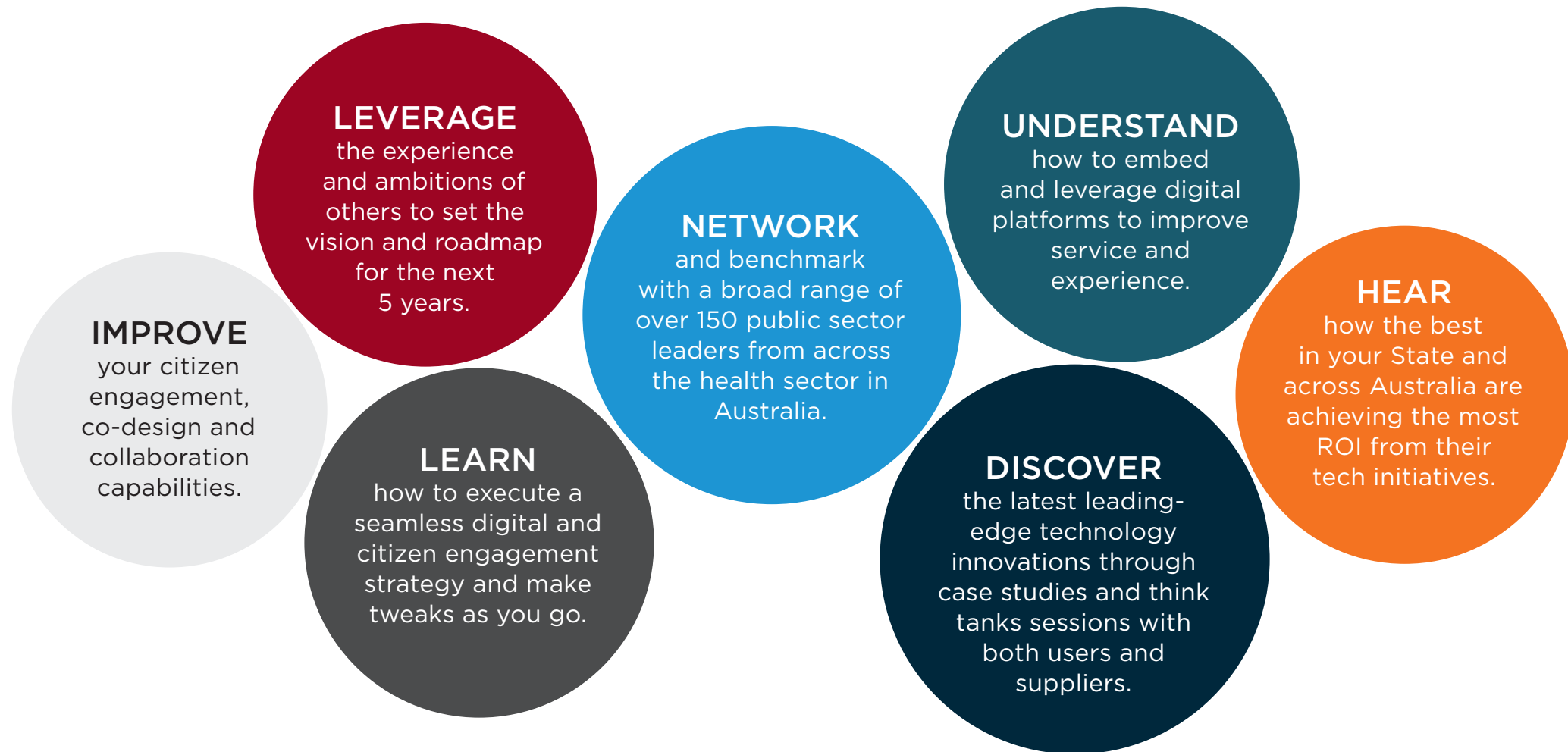


Charlie Hamer
Co-founder & Director
Public Sector Network



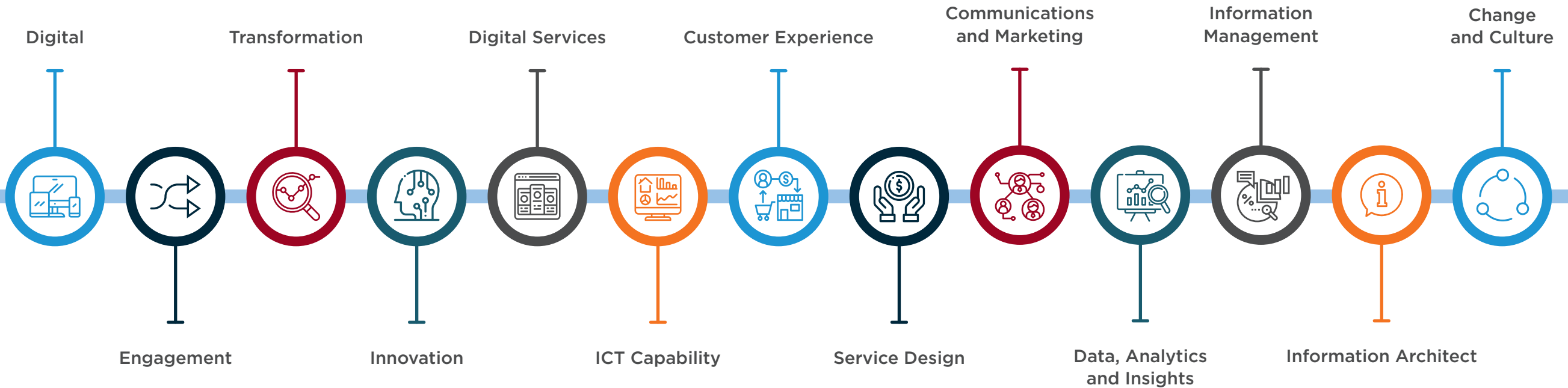
Benefits from attending

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



Who will you meet?

Connect and share innovative ideas with leaders from a broad spectrum of roles, including:



Speakers

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



Pauline Diano
Program Director, Digital Transformation, **Supreme Court of Victoria**



Jen Bednar
Director Customer & Business Transformation, **City of Casey**



Misha Kaur
Strategy Director, Technology and Major Capability Group, **Department of Home Affairs**



Fabio Oliviera
Innovation Centre Director, **WorkSafe Victoria**



Patrick Dillon
Digital Program Coordinator, **Glen Eira City Council**



Deborah Weiss
CIO/CISO, **Victorian Ombudsman**



Sally Curtain
Executive Director, Customer and Technology, **VicRoads**



Michael Berndt
Chief CX Officer, **eHealth Queensland**



Phil Grech
Program Lead, Digital Products Group, **National Heavy Vehicle**



Alicia Lillington
Change Management Lead, **Department of Prime Minister and Cabinet**



Karen Jarman
Director Development and System Transition, **Public Safety Business Agency**



Berin Denham
Innovation Lead, **Department of Education**



Rowan Dollar
CIO, **Department of Human Services SA**



Craig Frost
Director Modernisation Innovation and Transformation, **Department of Human Services**



Linda South
Director Corporate Services, **Essential Services Commission**



Stephanie Ebel
Acting Manager Business Partnerships, Department of Planning, **Transport and Infrastructure**



Matt Dorfstaetter
Director, Digital, Intelligence and Operational Transformation, **Queensland Fire and Emergency Services**



Rahul Dutta
Product Director, Digital, **Service NSW**



Jordan Hatch
Chief Digital Officer, **Austrade**



Angkana Wiley
Manager, Digital Strategy and Business Transformation, **Department of Industry, Innovation and Science**



Paul Cahill
Head of Customer Strategy and Experience, **Ausgrid**



Anastasia Nishnianidze
Deputy General Manager, Strategy and Business Transformation, **Austrade**





DIGITAL GOVERNMENT SERIES CONFERENCE

AGENDA



Agenda

8:15am	CONFERENCE REGISTRATION
8:45am	WELCOME FROM CONFERENCE CHAIR
9:00am	<p>Setting the Vision, Strategy, and Developing the Business Case to Gain Support</p> <p>Going about significant transformation is far easier when the entire business is onboard and has bought into the vision. But how do you convince your department/agency of the ROI and manage the communication to gain the necessary support, not only from leaders, but all levels of staff and then go about achieving key deliverables?</p> <ul style="list-style-type: none">• Getting clear on your Department/Agency's digital vision and developing the right strategy to support it• Developing the business case: proving the benefits to gain support• Creating and executing an effective digital roadmap• Ensuring all staff understand and are onboard with the vision during and post-transformation
9:20am	<p>PARTNER SESSION</p> <p>Australia has committed to being one of the world's top 3 digital governments by 2025. To reach this, it must accelerate the pace and effectiveness of the public sector's transformation to reach the next level of digital maturity. This session will highlight exactly what needs to be done to reach the ambitious target.</p> <ul style="list-style-type: none">• Sustaining the momentum of digital maturity and pace of innovation to reach the 2025 target• Taking digital readiness to the next level to maintain a competitive edge• Looking to the Cloud: touching all aspects of modern digital ecosystems to reimagine the allocation of ICT resources
9:40am	<p>MODERNISING GOVERNMENT: Creating a Smooth Multi-Channel Experience and Access to Services 'On the Go'</p> <p>Using agile development, artificial intelligence and other technology to improve citizen/client and government interaction across multiple channels is fast spreading to become a common key focus across all departments & agencies. But linking A to B isn't always that easy; this session will look into the most effective technologies being deployed to create a smooth multi-channel operation and the benefits being realised.</p> <ul style="list-style-type: none">• Making progress in the right direction step by step to ensure all channels link and communicate seamlessly• Tailoring digital services for the mobile user and interacting on any device at any time• Understanding real user-needs and embedding the right tools to deliver intelligent and efficient digital services



Agenda

10:00am	<p>Developing the Right Transition Methodology and Techniques to Roll out and Embed Digital Initiatives</p> <p>Executing a strategic roadmap and getting all stakeholders/staff on board is no easy feat. This session will delve into the most effective approaches that have seen digital initiatives successfully embedded, and how best to align the execution strategy within existing business frameworks.</p> <ul style="list-style-type: none">• Expanding the Agile framework to incorporate change and benefits• Benefits? Who should own it and how to ensure there is accountability in the realisation of those benefits• Testing and fine-tuning your initiative to make any improvements and upgrades• Working within the confines of existing frameworks and structures
10:20am	MORNING TEA AND NETWORKING BREAK
10:40am	<p>THINK TANK</p> <p>Choice 1: Creating Robust Cyber Security</p> <p>Choice 2: Leveraging Data for Personalisation</p> <p>Choice 3: Chatbots and the World of AI</p> <p>Choice 4: Securing the Right Digital Talent</p>
11:40am	<p>PANEL DISCUSSION: Creating the Right Environment to Sustain Digital Service and Engagement to Improve CX</p> <p>So many factors influence a person's experience, including whether they found the information they were after to whether it was seamless and easy to navigate. This session will look at everything from digital leadership and culture to how to improve uptake and manage the change associated with digital initiatives to drive CX and satisfaction.</p> <ul style="list-style-type: none">• Agility within the confines of red-tape: how to work around the barriers and integrate change within the organisation• Creating a culture of continuous improvement and mastering change management and communication• It starts internally: redefining digital leadership within government and environment to ask questions and challenge assumptions• Putting yourself in the shoes of the user: making every decision based on becoming more responsive, open and efficient and embedding a user-needs focus and agile mindset to iterate based on those needs
12:20am	CLOSING REMARKS FROM CONFERENCE CHAIR





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AND INFLUENCE
PUBLIC SECTOR
DECISION MAKERS**

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The details at a glance.

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A little bit about us

Let's get to know each other.

Public Sector Network is a research company that represents 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.





CONNECTING GOVERNMENT

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