



## INTERACTIVE DAY ONE AGENDA - PLENARY

- 8:00 am - 8:20 am Registration and show floor
- 8:25 am - 8:35 am Opening Remark, Conference Chair  
Elizabeth Watts, Senior Director, The Hackett Group
- 8:35 am - 8:45 am VIDEO: Transforming and Innovating the way NASA Delivers ICT and Services  
Kenneth Newton, Director Service Delivery Directorate, NASA (Video Link)
- 8:45 am - 9:10 am INTERNATIONAL KEYNOTE: Realising the Opportunity for Shared Services at Shared Services Canada  
John Glowacki, COO, Shared Services Canada (Canada)
- 9:10 am - 9:30 am KEYNOTE: Leading Transformational Change  
Dan Hunter, CEO, Healthshare NSW
- 9:30 am - 9:50 am The Perfect Storm – Digital Disruption and the Unstructured Era  
Marie Johnson, Head of Technology Authority, National Disability Insurance Authority
- 9:50 am - 10:10 am LEAD PARTNER: Innovation and Transformation in The Public Sector  
Aidan Tudehope, Managing Director, Macquarie Telecom  
Craig Fox, Deputy Commissioner, Australian Taxation Office
- 10:10 am - 10:30 am LEAD PARTNER: Workforce Mobility in the Public Sector  
Daniel Iversen, Solutions Architect, Dropbox Enterprise
- 10:30 am - 11:00 am PANEL DISCUSSION: What's the Best Service Delivery Model for Public Sector Organisations? Outsourcing? Shared Services? Contingent Workforce? Commissioning? Others?  
Elizabeth Watts, Senior Director, The Hackett Group  
John Hubby, Deputy Secretary, Corporate Services, NSW Department of Finance, Services and Innovation  
Graham Tanton, Executive Director, Shared Services, ACT Government  
Michael Vanderheide, CEO, CenITex  
Jane Olsen, Director, Shared Service Provider, VIC Department of Treasury and Finance
- 11:00 am - 11:25 am *Morning Tea & Show Floor*

## STREAM SESSIONS BEGIN

11:25 am - 11:25 am	HR Transformation	Finance Transformation	Procurement Transformation	ICT Transformation
11:25 am - 11:35 am	HR STREAM: Opening Remarks Mark Souter, HR Service Management Specialist, ServiceNow	FINANCE STREAM: Opening Remarks Ben Mair, Director, Charterpoint	PROCUREMENT TRANSFORMATION STREAM: Opening Remarks Grant Johnstone, Commercial Payment Solutions, Mastercard	ICT TRANSFORMATION STREAM: Opening Remarks Rodney Hobbs, Chief Technology Officer GIS & UXC Connect , CSC Australia Andrew Fox, Director of End-User Computing, VMWare Australia and New Zealand
11:35 am - 11:55 am	HR as a Value Creator For The Organisation To Achieve Its Strategic Objectives for Performance and Growth a Different Tomorrow Bronwen Overton-Clarke, Deputy Director General, Workforce Capability and Governance and ACT Public Sector Standards Commissioner, ACT Government	KEYNOTE: WPIT Payments Transformation Program John Murphy, Deputy Secretary, Department of Human Services	Guide To Transforming Government Procurement Practice Fiona Wright, A/Assistant Director-General Queensland Government Procurement, Department of Housing and Public Works	Delivering Flexible and Contemporary paths to the Digital Workplace Rodney Hobbs, Chief Technology Officer GIS & UXC Connect , CSC Australia
11:55 am - 12:15 pm	Transforming Human Capital Management: A New Model To Integrate Areer Development, Performance Erma Ranieri, Commissioner for Public Sector Employment, SA Government	Re-Evaluating Existing Models and Identifying Kpis And Metrics That are a True Measure Of Success Rina Bruinsma, First Assistant Secretary, Finance Transformation & People and Projects Office, Department of Finance	Innovative Procurement Thinking And Processes To Create Huge Financial Savings - Transforming Procurement Across The Department Of Immigration And Border Protection Ian Laverock, Assistant Secretary, Procurement and Contracts Branch, Department of Immigration and Boarder Protection	Harnessing New Technologies To Deliver Better Services For Queensland Andrew Mills, QLD Government Chief Information Office, Department of Science, Information Technology and Innovation
12:15 pm - 12:35 pm		Driving Improved and Efficent Public Services Through Shared Services Andrew Closey, Assistant Commissioner, Risk and Assurance, Australian Taxation Office	Innovation, ICT & IPP (from Myths to Innovation and Value) Mark O'Flaherty, Executive Mentor, Gulanga Group	Using an Analytics Driven Approach to provide a Faster, Better, Cheaper ways to Deliver Integrated Citizen-Centric Services Steve Hodgkinson, CIO, VIC DHHS

## INTERACTIVE ROUNDTABLE DISCUSSIONS

12:40 pm - 1:25 pm	1: Using actionable insights to make the right decisions – operations management	2: Modernising HR Service Delivery for the Digital Workforce Mark Souter, HR Service Management	3: Is your organisation prepared for a crisis? Brian Tait, Technical Solutions	4: RPA for Compliance and Governance – is this possible, needed and how could it benefit the
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Paula Thomas, Operations  
Management and Planning Manager |  
Performance and Optimisation, Inland  
Revenue NZ  
Darren Hauschild, Managing Director  
Asia Pacific, ActiveOps

Specialist, ServiceNow

Manager for Federal Government ANZ, organisation.  
Blackberry  
Gavin Steinberg, Managing Director,  
Satori Group

12:40 pm - 1:25 pm

6: The Robots are coming!  
Roy Barden, Practice Lead APAC, The  
Hackett Group

7: The Use of ICT to Drive Innovation  
and Modernisation Targets: a Cloud  
Solution  
John Swords, Industry Manager,  
Government, TechnologyOne

8: Transformation through Process  
Innovation  
Sonya Sherman, Industry Solutions  
Principal, Objective

12:40 pm - 1:25 pm 9: How to give Government employees  
what they want, while maintaining  
security, control and visibility?  
Daniel Iversen, Solutions Architect,  
Dropbox Enterprise

10: The Future of Procurement: The  
Network Economy  
Steve Forgeson, eProcurement  
Strategy and Enablement Consultant,  
Ferguson Consulting

11: Digital Government – Applying the  
Digital Balance Sheet to Government  
Grant Hawksworth, General Manager  
Public Sector,, Dimension Data  
David Hanrahan, General Manager –  
Cloud Services, Dimension Data

12: The Future of Learning in the Public  
Sector

12:40 pm - 1:25 pm 13: Artificial Intelligence & the Future of  
Work  
Kevin Terrey-Ocock, Senior Principal,  
Infosys Consulting

14: Drive your Agency Transformation  
with Data  
Stephen Fitzsimmons, Account  
Executive ANZ Government, Cloudera  
Craig Fox, Deputy Commissioner,  
Australian Taxation Office

15: Leveraging Procurement  
Efficiencies with Commercial Payments  
Michelle Dritmanis, Commercial  
Payment Solutions I Australia and New  
Zealand, Mastercard

16: Leadership Led Transformation  
Don Holley, Managing Director,  
Mindset Group

1.25pm - 2:15 pm *Lunch & Show Floor*

## STREAM SESSIONS CONTINUE

2:15 pm - 2:15 pm **HR Transformation**

**Finance Transformation**

**Procurement Transformation**

**ICT Transformation**

2:15 pm - 2:35 pm RIPPLE CASE STUDY: Effective  
Human Capital Management  
(HCM)/Making Best Use of Public  
Sector Data to Improve Employment  
Services  
Caroline Walsh, Group Manager for  
APS Reform, APSC

Improving Service Delivery and  
Functional Efficiency at the Department  
of Foreign Affairs and Trade (DFAT)  
Paul Wood, CFO, DFAT

How procurement transformation is  
helping to drive local content, better  
value for money and northern  
development  
Jason Howe, A/Executive Director  
Procurement NT | Department of Trade  
Business and Innovation, Northern  
Territory Government

The Role Of ICT In Transformation The  
Way We Deliver Services To Our  
Citizens  
Russell Cooke, Director Relationship  
Management, The Department of  
Internal Affairs Te Tari Taiwhenua,  
New Zealand

2:35 pm - 2:55 pm Intersection of Digital Workplace  
Technology, Culture and the Physical  
Environment/the Consumerisation of  
HR: Applying Technology to Re-  
Imagine an Engaged Workplace

CFO: The Strategic Business Partner  
Adam Summons, Executive Director &  
Chief Financial Officer , Fire & Rescue  
NSW

Establishing and Maintaining Robust  
Procurement Governance Frameworks  
Andy Cochrane, Programme Director,  
NZ Government Procurement and  
Property Group, Ministry for Business,

Leveraging new ICT delivery models  
and technologies for improved service  
delivery in the Victorian Government  
Geoff Beggs, A/Executive Director  
Enterprise Solutions, VIC Department

	Greg Hill, Director - Strategy, Innovation and Delivery, La Trobe University		Innovation and Employment (NZ)	of Premier and Cabinet
2:55 pm - 3:15 pm	Using evidence and research to support HR Transformation Leanne Gill, Executive Director, Applied Research, QLD Public Service Commission	Optimising BI: Unlocking the Intelligence in Your Data Savita Cooke, CFO & CIO, National Capital Authority	PANEL: SKILLS: Panel Discussion: Transforming Procurement into a Powerhouse Victoria Bergmann, A/First Assistant Secretary Procurement and Contracting, Capability Acquisition and Sustainment Group, Department of Defence	Getting the Culture Right, to Ensure your Transformation Projects go to Plan John Cox, CIO, AusPost
3:15 pm - 3:45 pm	PANEL DISCUSSION: HR Transformation: Where are we heading and what do we need to do now to prepare for change as it happens? Tim Reddan, Senior Advisor - People, Australian Office of Financial Management Vanessa Graham, Chief Finance and Human Resources Officer, Geoscience Australia Rachael Jackson, Head of HR , Commonwealth Department of Finance Elizabeth McPherson, Chief Cultural Officer, Future Fund	PANEL DISCUSSION: Is Public Sector Finance and Agility an Oxymoron, or can Public Sector Finance Executives Learn from Global Agility Leaders? Vicki Williams, Deputy Vice-Chancellor and Vice President Finance and Infrastructure, University of Canberra Adam Summons, Executive Director & Chief Financial Officer , Fire & Rescue NSW	Jane Olsen, Director, Shared Service Provider, VIC Department of Treasury and Finance	PANEL DISCUSSION: Overcoming the Challenges of ICT Transformation Jon Cumming, CDO, Chief Minister, Treasury and Economic Development Directorate, ACT Lesley Seebeck, Deputy Director (Information Systems and Services) and CIO , Bureau of Meteorology Lynn White, Assistant Secretary, Corporate and Case Systems, Department of Immigration
3:45 pm - 4:00 pm	<i>Afternoon Tea &amp; Show Floor</i>			

## FINAL PLENARY SESSIONS

4:00 pm - 4:20 pm	LEAD PARTNER: Government Services - The Threshold of Digital Innovation Allen Koehn, Assoc. VP and General Manager Australian Public Sector, Infosys Greg Miller, Executive Director, Navegar Institute
4:20 pm - 4:45 pm	Creating a Smarter Australian Defence Force through Innovation Mohan Aiyaswami, CTO, Department of Defence
4:45 pm - 5:10 pm	Fostering Innovation in the Public Sector David Hazlehurst, Deputy Secretary, Department of Industry, Innovation and Science
5:10 pm - 5:40 pm	PANEL DISCUSSION: Digitally Transforming the Public Sector Michelle Narracott, Executive Director Strategy, Innovation & Customer Service, ACT Government Catherine Thompson, Head of Marketplace, Digital Transformation Agency
5:40 pm	Closing Remarks, Conference Chair Elizabeth Watts, Senior Director, The Hackett Group
5:40 pm - 6:40 pm	Networking Drinks