

# LOCAL GOVERNMENT TECHNOLOGY SUMMIT NSW

PUSHING COMMUNITIES FORWARD WITH TECHNOLOGY AND INNOVATION

WEDNESDAY, JUNE 12TH 2024

DOLTONE HOUSE DARLING ISLAND, SYDNEY, AUSTRALIA



## SPEAKERS



Ingrid McAlpin

Chief Digital & Information Officer



Michael Mamo

General Manager



Alicia Lopez

Chief Information Officer



Hailie Ryzak

Director of Strategy & Corporate Services



Jane Howard

Head of ICT



Luke Harvey

Director of Corporate

## KEY TOPICS

- Assessing the importance of corporate & technology leadership strategies in local government
- Technology as a tool to transform local government services & citizen experience
- Effectively managing digital transformation in local government
- Maximising cyber defence capabilities in local government

## WHO WILL ATTEND?

- CIO/CTO
- Directors of Corporate Services
- Heads of Information Technology
- Heads of Community Experience
- Heads of Digital
- Heads of Business Transformation/Strategy
- Heads of Operations

# SUMMIT AGENDA

WEDNESDAY, JUNE 12TH

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## 8:30 REGISTRATION, COFFEE & NETWORKING

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## 9:00 WELCOME REMARKS FROM CHAIRPERSON

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### 9:10 ATTENDEE SPOTLIGHT

DISCUSSING STRATEGIES TO IMPROVE COLLABORATION IN LOCAL GOVERNMENT

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## 9:40 PANEL DISCUSSION: ASSESSING THE IMPORTANCE OF CORPORATE & TECHNOLOGY LEADERSHIP STRATEGIES IN LOCAL GOVERNMENT LEADERSHIP STRATEGIES IN LOCAL GOVERNMENT

- Unpacking good practice in IT Governance
- Communicating the value of technology to key stakeholders
- Managing expanding portfolios with limited resources
- Balancing internal IT projects and managing digital service delivery

**Alicia Lopez**, Chief Information Officer, City of Newcastle

**Hailie Ryzak**, Director of Strategy & Corporate Services, Blue Mountains City Council

**Michael Mamo**, General Manager, Strathfield Council

**Ingrid McAlpin**, Chief Digital & Information Officer, City of Wollongong

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## 10:20 PRESENTATION: WHAT IS THE IQ OF A SMART CITY?

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## 10:50 SPEED NETWORKING

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## 11:00 MORNING TEA & NETWORKING

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## 11:30 PANEL DISCUSSION: MAXIMISING CYBER DEFENCE CAPABILITIES IN LOCAL GOVERNMENT

- Enhancing network security with spend prioritisation
- Ensuring a well informed and cyber conscious council and community
- Exploring opportunities for knowledge sharing and collective cyber defence

**Jane Howard**, Head of ICT, Penrith City Council

**Peter John**, Manager Digital, Queanbeyan-Palerang Regional Council

**Vince O'Carroll**, IT Operations Manager, Central Coast Council

**Anthony Collis**, Information Management and Technology Manager, Randwick City Council

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## 12:10 CASE STUDY: LESSONS FROM THE TRENCHES: PARTNERING ON A NEW ERP

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## 12:40 LUNCH & NETWORKING

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### 1:30 INTERACTIVE WORKSHOPS

- Streamlining Revenue Management, Direct Debit Payments and Ratepayer Interactions
- How to deliver a Total Experience (TX) from the inside out
- Building New Age Contact Centres with Conversational AI
- Simplifying the growing connectivity needs
- Doing more with less, consolidating cyber tools for improved visibility and efficiency
- Tailoring office 365 to the unique demands of your council and it's workforce

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## 2:10 PANEL DISCUSSION: TECHNOLOGY AS A TOOL TO TRANSFORM LOCAL GOVERNMENT SERVICES & CITIZEN EXPERIENCE

- Transforming cloud strategies to enhance IT delivery
- Evaluating SaaS and its impact on councils
- Changing the expectations and outcomes for citizens through digital technology

**Luke Harvey**, Director Corporate, North Sydney Council

**Daniel Thoroughgood**, Group Manager Governance & Information Services, Kempsey Shire Council

**Shaun Correy**, Manager Business Systems and Solutions, Tamworth Regional Council

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## 2:50 CASE STUDY: TRANSCENDING SECURITY: CYBERSECURITY AS THE BACKBONE OF BUSINESS REINVENTION AND RESILIENCE

**Prashanth Sree**, Head of Enablement APJ, Zscaler

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## 3:20 AFTERNOON TEA & NETWORKING

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## 3:40 KEYNOTE: EFFECTIVELY MANAGING DIGITAL TRANSFORMATION IN LOCAL GOVERNMENT

**Tom Gao**, Chief Technology & Digital Services Officer, City of Sydney

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## 4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

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## 5:00 END OF EVENT

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