LOCAL GOVERNMENT TECHNOLOGY SUMMIT VIC

PUSHING COMMUNITIES FORWARD WITH TECHNOLOGY AND INNOVATION

TUESDAY, NOVEMBER 12TH, 2024

MARVEL STADIUM
MELBOURNE, AUSTRALIA

FOREFRONT EVENTS

SPEAKERS

SHWETA BABBAR
Director Customer, Innovation and Arts
Frankston City

BRENDAN CLIFFORD
Chief Information Officer
HUME CITY COUNCIL

TAMMY SMITH
Chief Executive Officer
Yarriambiack SHIRE COUNCIL

ANTOINE ACKLIN
Chief Information Officer
WHITEHORSE CITY COUNCIL

PATRICK DILLON
Manager, Customer & Transformation
MORNINGTON PENINSULA Shire

AJAY RAVINDRAN
Chief Information Officer
CITY OF MELTON

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?

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

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON

9:10 ATTENDEE SPOTLIGHT
In your tables, respond to the activity on the screen

9:40 PANEL DISCUSSION: ASSESSING THE IMPORTANCE OF CORPORATE & TECHNOLOGY 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

Shweta Babbar, Director Customer Innovation & Arts, Frankston City Council
Brendan Clifford, Chief Information Officer, Hume City Council
Antoine Acklin, Chief Information Officer, Whitehorse City Council
Sonny Shah, Chief Information Officer, City of Ballarat
Moderator: **Lalitha Koya,** Chief Information Officer, City of Darebin

10:20 CASE STUDY: DATA MANAGEMENT – THE BACKBONE TO YOUR AI JOURNEY

Peter Kafegellis, Account Executive, & **Bryan Fraser**, Solutions Specialist, Lenovo

10:50 SPEED NETWORKING

11:00 MORNING TEA & NETWORKING

11:30 PANEL DISCUSSION: TECHNOLOGY AS A TOOL TO TRANSFORM LOCAL GOVERNMENT SERVICES & CITIZEN EXPERIENCES

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

Ajay Ravindran, Chief Information Officer, Melton City Council
Tammy Smith, CEO, Yarriambiack Shire Council
Patrick Dillon, Customer Transformation Manager, Mornington Peninsula Shire
Moderator: **Tim Branagan,** National Manager, Key Accounts, Aussie Broadband

12:10 CASE STUDY: OVERHAULING LEGACY IT, REDUCING COSTS & SIMPLIFYING SECURITY WITH ZERO TRUST & AI

Heng Mok, CISO APJ, Zscaler

12:40 LUNCH & NETWORKING

1:30 INTERACTIVE WORKSHOPS

- A unified digital experience for all: Consolidating platforms for customer & employee engagement
- Leveraging AI to enhance services, streamline operations & improve reliability in Local Gov IT
- Streamlining revenue management, direct debit payments and ratepayer interactions
- Contact centre excellence: Harnessing AI to uplift customer and employee experiences

2:10 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

Jan Spinder, Chief Information Officer, Yarra Ranges Council
Julian Adler, Chief Information Officer, Bayside City Council
Winston Fernando, Head of Cyber Security, City of Darebin
Tim Syratt, Head of Cyber Security, Knox City Council
Moderator: **Robin Long,** Director, Regional CTO, APAC, Rapid7

2:50 AFTERNOON BREAK & NETWORKING

3:10 KEYNOTE PRESENTATION: LEVERAGING TECHNOLOGY FOR STRATEGIC PLANNING AND COMMUNITY ENGAGEMENT IN LOCAL GOVERNMENT

Tim Dawson, Head of Innovation Practice, City of Melbourne

3:40 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

4:40 EVENT END

FOREFRONT
EVENTS