Great event … well done! Lots of topics covered and an engaging group of people.

Overall I took a lot away from the sharing of experience and the round tables…

Enjoyed the forum and would love to assist with roundtables or presenting in the future.

PUBLIC SECTOR INNOVATION SUMMIT 2017

REGISTER BEFORE 4TH OCTOBER
& GET ‘2 FOR 1’ TICKETS

28 & 29 MARCH 2017
HOTEL REALM, CANBERRA
UNLOCKING THE POTENTIAL OF THE PUBLIC SECTOR

CONFERENCE OVERVIEW

Transforming any organisation to deliver better services, products, experiences for the end users is critical to stay relevant and keep pace with the exponential technological change that all sectors are facing. The Public Sector is no different.

Changing the way government operates has always been a challenge, and it is not getting any easier. Adapting to what customers expect, not just want, is fraught with obstacles, but the public sector is learning and adapting fast to meet these goals.

Innovation methodologies are being used and developed across the public sector in many different ways, to improve the way government operates and delivers products and services, and the Public Sector Innovation Summit is here to highlight and discuss these great achievements.

On the 28-29 March 2017, the Public Sector Network will be bringing together key stakeholders from across all levels of government to focus on a number of key areas to enable those involved in service delivery, HR, Finance, Procurement, ICT, Digital and Innovation, to deliver improved services, and has been divided into 4 streams on the 28 March, and an innovation focus day on the 29 March.

The Public Sector Network is committed to supporting the Public Sector to enhance the sector’s capacity to innovate.

We are looking forward to meeting you there in March.

PLENARY SPEAKERS

- John Glowacki: Chief Operating Officer, Shared Services Canada (Canada)
- Kenneth Newton: Director, Service Delivery Directorate, NASA (USA) (video)
- David Bray: CIO Federal Communications Commission (USA)
- Daniel Hunter: Chief Executive Officer, HealthShare NSW
- Mohan Aiyaswami: Chief Technology Officer, Department of Defence
- John Hubby: Deputy Secretary, Corporate Services, NSW DFSI
- Graham Tanton: Executive Director, Shared Services, ACT Government
- Jane Olsen: Director, Shared Service Provider. DTF, VIC
- David Hazlehurst: Deputy Secretary, Department of Industry, Innovation and Science
- Phil McMahon: Chief Operating Officer, SA Government
- Michael Vanderheide: Chief Executive Officer, CenITex
- Elizabeth Watts: Senior Director, The Hackett Group (Chairperson)

PUBLIC SECTOR NETWORK | info@publicsectornetwork.com.au | www.publicsectornetwork.com.au | 02 9008 7676
HR TRANSFORMATION

Behind the product design and technological innovations that catapult organizations into well-respected industry leaders are managements' investments in the assets that create tomorrow: people. Today, talent truly differentiates organisations, and drives the public sector forward. HR makes significant contributions reducing costs and improving operating effectiveness through HR system and process improvements, shared services, outsourcing and employee self-service. But that's just part of the value that HR Transformation can deliver. The next big step for HR is to help the business achieve its strategic objectives for performance and growth.

FINANCE TRANSFORMATION

Today's finance executives need to align the finance function with their organisations strategy to manage through the expected recovery by creating a more flexible, cost efficient agile organization. Tools that assist with assessing their finance strategy and vision, and helps design and implement change to their finance organisation, process and systems to improve the overall value of finance are key. The public sector needs to follow the private sector to become more proactive rather than reactive.
A new era is changing the procurement function, creating broader and deeper roles where buyers also need to be value brokers, and capture, retain and manage talent (Supply Management). Although the specific nuances of implementing change within the procurement function differ from change management initiatives in other functions, the underlying principles determining the success or failure of changing processes, practices and behaviours remain similar. Procurement transformation will address key strategies to transform the function to achieve business success.

The Government ICT landscape is changing with Federal and State Government agencies transforming the way they deliver services. Technology forms one part of puzzle, but change management and skills, is just as important to any transformation project. The ICT transformation stream will look to cover topics such as, ICT Transformation and Innovation for Effective Government Service Delivery, Transitioning your organisation to the Cloud to Drive Innovation and Improve Service Delivery, Driving whole of Government cloud adoption, Harnessing new Technologies to Deliver Better Services for Queensland, Leveraging new ICT delivery models and technologies for improved service delivery in the Victorian Government, Getting the culture right, to ensure your transformation projects go to plan.
Dear attendees,

It gives me great pleasure to welcome you to the 2nd Annual Public Sector Innovation Summit 2017.

Last year we received fantastic support from over 250 public sector officials, and hope to build on the success of last year in 2017. We have received fantastic support while developing this summit, and are very much looking forward to hearing our speakers discuss HR, Finance, Procurement and ICT Transformation strategies.

We have also developed an innovation focus day on the second day, which is something that should not be missed.

Finally, we would like to welcome our international speakers from the US, UK, and NZ, to Australia, and hope to learn from their experiences in their respective countries.

We look forward to seeing you in Canberra next March.

Charlie Hamer
Co-Founder & Director, Public Sector Network
+61 422 005 601
charlie@publicsectornetwork.com.au
www.publicsectornetwork.com.au
08:25 - 08:30  WELCOME FROM PSN  
Charlie Hamer, Co-Founder & Director, Public Sector Network

08:30 - 08:45  OPENING REMARKS FROM CONFERENCE CHAIR  
Elizabeth Watts, Senior Director, The Hackett Group

08:45 - 09:00  INTERNATIONAL KEYNOTE: REALISING THE OPPORTUNITY FOR SHARED SERVICES AT SHARED SERVICES CANADA  
John Glowacki, Chief Operating Officer, Shared Services Canada (Canada)

09:00 - 09:25  KEYNOTE: LEADING TRANSFORMATIONAL CHANGE  
Daniel Hunter, Chief Executive Officer, HealthShare NSW

09:25 - 09:50  TRANSFORMING AND INNOVATING THE WAY NASA DELIVERS ICT AND SERVICES  
Kenneth Newton, Director Service Delivery Directorate, NASA (USA) (video link)

This panel will come together to evaluate the different service delivery models available for government and identify which model works best to deliver efficient and effective citizen services. Some key points that could be discussed are:  
• What are the current challenges facing the future delivery of Government services?  
• What are the best service delivery methods for the public sector?  
• What services and processes should government retain primary control over and what can be outsourced?  
• Is contestability here to stay in the public sector?  
• What are the key challenges with shared services within Government and how can they be addressed?  
• Is outsourcing the future of government service provision?

PANELLISTS:  
John Hubby, Deputy Secretary Corporate Services, NSW Department of Finance, Services, and Innovation  
Graham Tanton, Executive Director, Shared Services, ACT Government  
Michael Vanderheide, Chief Executive Officer, CenTex  
Jane Olsen, Director, Shared Service Provider, Department of Treasury & Finance, VIC  
Phil McMahon, Chief Operating Officer, SA Department of Premier and Cabinet

10:20 - 10:50  MORNING TEA & NETWORKING
## HR TRANSFORMATION

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>10:50-11:00</td>
<td>OPENING REMARKS FROM STREAM CHAIR</td>
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<tr>
<td>11:00-11:20</td>
<td>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</td>
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<tr>
<td>11:25-11:45</td>
<td>TRANSFORMING HUMAN CAPITAL MANAGEMENT: A NEW MODEL TO INTEGRATE CAREER DEVELOPMENT, PERFORMANCE MANAGEMENT AND ANALYTICS Erma Ranieri, Commissioner for Public Sector Employment, South Australian Government</td>
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<tr>
<td>11:50-12:15</td>
<td>THE CONSUMERISATION OF HR: APPLYING TECHNOLOGY TO RE-IMAGINE AN ENGAGED WORKPLACE Connor O'Keefe, Manager Interactive Learning, Australian Government Shared Services</td>
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<tr>
<td>12:15-13:00</td>
<td>ROUNDTABLE SESSIONS</td>
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## FINANCE TRANSFORMATION

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<tr>
<td>10:50-11:00</td>
<td>OPENING REMARKS FROM STREAM CHAIR</td>
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<tr>
<td>11:00-11:20</td>
<td>KEYNOTE: WPIT PAYMENTS TRANSFORMATION PROGRAM John Murphy, Deputy Secretary, Department of Human Services</td>
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<tr>
<td>11:25-11:45</td>
<td>RE-EVALUATING EXISTING MODELS AND IDENTIFYING KPIs AND METRICS THAT ARE A TRUE MEASURE OF SUCCESS Rina Bruinsma, Assistant Secretary, Finance Transformation, Department of Finance, Australian Government</td>
</tr>
<tr>
<td>11:50-12:15</td>
<td>DRIVING IMPROVED AND EFFICIENT PUBLIC SERVICES THROUGH SHARED SERVICES Frances Cawthra, Acting Second Commissioner People, Systems and Services, ATO</td>
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<tr>
<td>12:15-13:00</td>
<td>ROUNDTABLE SESSIONS</td>
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## PROCUREMENT TRANSFORMATION

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<tr>
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<th>Session</th>
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<tbody>
<tr>
<td>10:50-11:00</td>
<td>OPENING REMARKS FROM STREAM CHAIR</td>
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<tr>
<td>11:00-11:20</td>
<td>A GUIDE TO TRANSFORMING GOVERNMENT PROCUREMENT PRACTICE Fiona Wright, A/Assistant Director-General Queensland Government Procurement, Department of Housing and Public Works</td>
</tr>
<tr>
<td>11:25-11:45</td>
<td>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, Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>11:50-12:15</td>
<td>PROCUREMENT: SECURING YOUR SEAT AT THE STRATEGIC TABLE Shane Lamont, Head of Procurement and Supply Chain, Sydney Water</td>
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<tr>
<td>12:15-13:00</td>
<td>ROUNDTABLE SESSIONS</td>
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## ICT TRANSFORMATION

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<tr>
<td>10:50-11:00</td>
<td>OPENING REMARKS FROM STREAM CHAIR</td>
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<tr>
<td>11:00-11:20</td>
<td>ICT TRANSFORMATION AND INNOVATION FOR EFFECTIVE GOVERNMENT SERVICE DELIVERY Damon Rees, CIO &amp; CDO, NSW Department of Finance, Services and Innovation</td>
</tr>
<tr>
<td>11:25-11:45</td>
<td>TRANSITIONING YOUR ORGANISATION TO THE CLOUD TO DRIVE INNOVATION AND IMPROVE SERVICE DELIVERY, Craig Fox, Deputy Commissioner, ATO</td>
</tr>
<tr>
<td>11:50-12:15</td>
<td>DRIVING WHOLE OF GOVERNMENT CLOUD ADOPTION Tim Occleshaw, CTO, DEpartment of Internal Affairs (NZ)</td>
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<tr>
<td>12:15-13:00</td>
<td>ROUNDTABLE SESSIONS</td>
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</tbody>
</table>

## LUNCH & NETWORKING

13:00-14:00
ROUNDTABLE SESSIONS

The roundtable sessions run for 45 minutes and are run by strategic partners and industry analysts and professionals. The roundtables will be discussions around critical issues and strategies that project leaders may currently face at their organisations. Delegates must select 1 roundtable topic.

ROUNDTABLE SESSION: 12:15 – 13:00
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker(s)</th>
<th>Organisation/Role</th>
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</thead>
<tbody>
<tr>
<td>14:00</td>
<td>RIPPING CASE STUDY: EFFECTIVE HUMAN CAPITAL MANAGEMENT (HCM) / MAKING BEST USE OF PUBLIC SECTOR DATA TO IMPROVE EMPLOYMENT SERVICES</td>
<td>Lucy Poole and Alana Walsh, Group Manager for APS Reform, APSC</td>
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<tr>
<td>14:20</td>
<td>INTERSECTION OF DIGITAL WORKPLACE TECHNOLOGY, CULTURE AND THE PHYSICAL ENVIRONMENT / THE CONSUMERISATION OF HR: APPLYING TECHNOLOGY TO RE-IMAGINE AN ENGAGED WORKPLACE</td>
<td>Peter Nikoletatos, Executive Director and Chief Information Officer, La Trobe University</td>
<td></td>
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<tr>
<td>14:40</td>
<td>USING EVIDENCE AND RESEARCH TO SUPPORT HR TRANSFORMATION</td>
<td>Leanne Gill, Executive Director, Performance and Capability Development, Public Service Commission, Queensland Government</td>
<td></td>
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<tr>
<td>15:00</td>
<td>PANEL DISCUSSION: TRANSFORMING HUMAN RESOURCES IN THE PUBLIC SECTOR</td>
<td>TBC</td>
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<td>15:30</td>
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<td>TBC</td>
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<tr>
<td>16:00</td>
<td>CREATING A SMARTER AUSTRALIAN DEFENCE FORCE THROUGH ICT INNOVATION</td>
<td>Mohan Aiyaswami, Chief Technology Officer, Department of Defence</td>
<td></td>
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<tr>
<td>16:25</td>
<td>FOSTERING INNOVATION IN THE PUBLIC SECTOR</td>
<td>David Hazlehurst, Deputy Secretary, Department of Industry, Innovation and Science</td>
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<tr>
<td>16:50</td>
<td>PANEL: DIGITALLY TRANSFORMING THE PUBLIC SECTOR</td>
<td>David Bray, Chief Information Officer, Federal Communications Commission (USA)</td>
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<tr>
<td>17:20</td>
<td>CLOSING REMARKS &amp; NETWORKING DRINKS</td>
<td>TBC</td>
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<td>17:25</td>
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</table>
AGENDA

AM SESSION: 9AM - 12PM

DESIGN THINKING AS A STRATEGY FOR INNOVATION

How do you create a strategy for guaranteeing that innovation and creativity flourish in your organisation?

Design thinking can be used to equip governments with innovative approaches to face contemporary challenges such as inter-connected and diffused economic and social patterns, more complex problems, blurred governance boundaries, and reduced trust in public action.

Design thinking is an explicit human and user-centred approach. It leads to solutions that are progressively refined through an iterative process of providing voice to end-users and engaging them in shaping decisions (professional empathy and co-creation); of considering multiple causes of and diversified perspectives to the problems at hand (scaling); and experimenting initial ideas (prototyping and testing). As such, it is most promising when innovation rather than adaptation is needed.

Design thinking involves learning by doing
Explore the strategic dimensions of design thinking and learn practical tools and techniques that integrate right-brain imagination, artistry and intuition with left-brain logic, analysis, and planning. Methods for thinking like a designer include observing, interviewing, creating personas, empathy mapping, storyboards, associational thinking, creating low-tech prototypes, and decision-making analysis. In other words, design is a whole-brain creative thinking process.

This workshop will cover the following topics:
- Develop the mindsets, skillsets, and toolsets of designers, artists, and innovators
- How to connect more deeply with customers to discover opportunities for innovation
- Break through barriers that have kept you stuck
- Experiment with idea generation, critical thinking, aesthetic ways of knowing, problem-solving and rapid-prototyping
- Foster a culture that enhances creativity and innovation
- Generate ideas to seed your innovation ecosystem

PM SESSION 12:30PM - 3:30PM

WICKED PROBLEM SOLVING IN THE PUBLIC SECTOR

Given the wicked (complex) problems of today, there is a need for an overt process of problem solving that is disciplined and systematic yet sufficiently thorough and quick.

This workshop will cover the following topics:
- Clearly define the purpose, goal, and/or objective of your (others’) thinking.
- Raise vital questions and problems (formulating them clearly and precisely).
- Gather and assess relevant information.
- Come to well-reasoned conclusions and solutions (testing them against relevant criteria and standards).
- Recognise and assess, as need be, your own and others’ assumptions.
- Understand the implications and practical consequences of your (others) thinking, the implications and practical consequences.

Who should attend?
This workshop will be valuable for those facing complex work problems in an environment of increasing uncertainty and instability.

OUTCOMES
As a result of this session, you will have the opportunity to determine, in your own words, the elements and standards of critical thinking. You will have the occasion to carefully consider what traits effective critical thinkers exhibit. In addition, you will have the chance to assess areas for improvement in your own ability to think critically and create a plan and/or system to help others on your team improve their ability to think critically.
Public Sector Network (PSN)

PSN is the peak industry body for public sector professionals throughout Australia.

PSN is a free platform for anyone with an active, official government, education or healthcare email address within Australia.

To ensure that you receive discounts to attend, please register for a free membership on our site at http://www.publicsectornetwork.com.au

To register your organisation as a supporter of the event, please email us at info@publicsectornetwork.com.au to get the best discounts available for your staff.

Sponsorship Opportunities:
If your organisation is interested in connecting with our senior delegation on-site then please contact us ASAP.

We only have limited sponsorship opportunities to demonstrate thought-leadership, network and build the brand on-site - please email info@publicsectornetwork.com.au to explore opportunities within your budget.

Note: Vendors are unable to register for “ticket only” access to this event.

* All Super Saver and Early Bird discounts require payment at time of registration and before the cut-off date in order to receive any discount.

* Discounts do not apply to vendors/solution providers. PSN reserves the right to determine who is a vendor.

* Any discounts offered (including super saver and early bird and team discounts) are subject to availability and require payment at the time of registration.

* All discount offers cannot be combined with any other offer.

WHERE?
Hotel Realm, Canberra

WHEN?
28-29 MARCH 2017

TEAM DISCOUNTS
There are different rates for supporting organisations and PSN member - enquire now to find out more.

Buy 2 get 1 free until 4th October 2016

ACCOMMODATION
Hotel Realm, Canberra

REGISTRATION INFORMATION
Website: www.publicsectorinnovation.com.au
email: info@publicsectornetwork.com.au

NOTE: PAYMENT IS DUE WITHIN 7 DAYS FROM REGISTRATION TO SECURE YOUR PLACE. Registrations received without payment or a Government PO will incur a processing fee of $99 + GST = $108.90 per registration. Payment prior to the conference is mandatory for attendance. Payment includes lunches, refreshments, a copy of conference presentations via FTP website or workbook and all meeting materials. If payment has not been received two weeks before the conference, a credit card hold will be taken and processed. This card will be refunded once alternate payment has been received.

Any information provided by you in registering for this conference is being collected by PSN and will be held in the strictest confidence. It will be added to our database and will be used primarily to provide you with further information about PSN events and services. By supplying your email address and mobile telephone number you are agreeing to PSN contacting you by these means to provide you further information about PSN products and services. From time to time PSN may share information from our database with other professional organisations (including our event sponsors) to promote similar products and services. Please tick the box below if you do NOT want us to pass on your details.

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