2nd Annual
Cloud Services in Local Government Summit

Strengthening council performance through strategic integration
26th – 28th July 2016, Novotel Darling Harbour, Sydney

Key Speakers:

Mark Stone, Director of Transformation & IT, Enfield Council UK

Channa Jayasinha, Chief Information Officer, Wellington City Council NZ

Colin Fairweather, Chief Information Officer, City of Melbourne

Richard McManus, Chief Information Officer, Warringah Council

Fresia Segovia, Chief Information Officer, Hurstville City Council

Nabil Saleh, Chief Information Officer, Woollahra Council

Jim Barclay, Chief Information Officer, Logan City Council

Peter Auhl, Chief Information Officer, Adelaide City Council

Brian Beswick, Chief Information Officer, Sunshine Coast Council

David Brooker, Chief Operation Officer, Mackay Regional Council

Dr Suresh Hungenahally, Former Chief Information Security Officer, Department of State Development, Business and Innovation VIC

Peter Brooks, General Manager, Glenorchy City Council

Ben Dornier, Director – Corporate and Community Services, City of Palmerston

Stephen Fernando, Acting Director – Organisational Services, Mackay Regional Council

Rahul Dutta, Technology Head – OneGov, Department of State Development, Business and Innovation VIC

Carlos Loureiro, Head of ICT, Marrickville City Council

David Bellchambers, Head of IT, City of Boroondara

Matthew O’Sullivan, Head of IT, Snowy River Shire Council

Malcolm Lewis, Head of Finance, Baw Baw Shire Council

Jeff Tendoro, Manager – ICT Strategy and Architecture, Brisbane City Council

Trevor Brewty, Manager – Information Services, Auburn City Council

Chris Weber, Manager – Business Systems and Solutions, Tamworth Regional Council

Doris Hajszan, ICT Manager, Mount Barker District Council

David Jackson, Manager – Information Services, Cardinia Shire Council

Colin Price, Manager – Information Services, Scenic Rim Regional Council

Brian Dollery, Director, Centre for Local Government

Gold Sponsors:

Silver Sponsor:

Proudly Supported by:

Media Partners:
Dear friends and colleagues,

Each year, two competing demands are required of us - to tighten our belts, and to deliver innovative technology solutions which meet the needs of staff and constituents. This is unlikely this will change in the near term, and with aging legacy systems and infrastructure across our sector we are not well situated to deliver the apps, real time information and social innovations our residents expect, let alone the big data analytics and smart city solutions many of us wish we could.

In this context, it is my pleasure to invite you to the 2016 Cloud Services in Local Government Conference. While each of our councils is unique, the strength of the local government industry in Australia has long been the willingness to share and gather experience to the benefit of us all. This conference will be no different, as we explore themes designed to assist us in leveraging cloud technology to deliver better outcomes for our staff and residents. We are excited to provide quality speakers, and are certain that the presentations, networking and discussions will engage participants long after the final speaker.

Come learn more about how cloud adoption, within your organisation can be the tool necessary to break the deadlock between increasing expectations and dwindling budget. I look forward to great conversations, ‘ah-hah’ moments and meeting new and old colleagues. I hope to see you there!

Best regards,
Ben Dornier
City of Palmerston

“Helping agencies make the move to cloud services is another way we are making sure the Government can provide high quality services in the most efficient ways.”

– The Hon. Dominic Perrottet, NSW Minister for Finance and Services

OVERVIEW

Akolade’s 2nd Annual Cloud Services in Local Government Summit will provide insightful case studies on the potential benefits of switching to a cloud by default service. It will also explore pertinent topics surrounding how to integrate and consolidate systems, governance and compliance, security and data sovereignty, business continuity processes and change management.

Previously local government have been slow adopters of cloud computing due to three barriers; limited budget, having the right systems and infrastructure in place and lack of skilled staff to manage the system. However due to the changing expectations of community and new operational demands, local councils are turning to cloud technology as an alternative to help deliver services.

Advisory Panel:

Richard Host, Group Chief Information Officer, Department of Finance and Services, NSW

Matthew O’Sullivan, Head of IT, Snowy River Shire Council

Ben Dornier, Director – Corporate and Community Services, City of Palmerston

David Belichambers, Head of IT, City of Boroondara

This conference will address:

- Driving transformational change in amalgamated councils
- Consolidate systems to drive efficiency
- Choosing the right systems to fit your organisation
- Leveraging cloud services to improve ROI
- Assessing data sovereignty and security risks
- Future-proofing your business continuity and disaster recovery plans

This conference will bring together organisational leaders from local councils in the following roles:

- Corporate Services Directors
- Chief Information Officers
- General Managers – IT/ICT/IS
- Business Improvement Manager
- Head of Business Transformation
- Head of Information Management
- Technical Services Managers
- GIS Managers/Officers
- Enterprise Architect Managers
- Records Managers

Produced by: AKOLADE
8:50 Opening remarks from the Chair
Ben Dornier, Director – Corporate and Community Services, City of Palmerston

THE FUTURE OF LOCAL GOVERNMENT IN THE DIGITAL AGE

9:00 Accelerating cloud innovation in government
- Building a community app cloud
- Helping businesses create and deliver digital services
- Sustaining and growing the modern digital platform
- Defining success for public services in the digital age
Rahul Dutta, Technology Head – OneGov, Department of Finance, Services & Innovation NSW

9:30 INTERNATIONAL CASE STUDY
Creating the 6th largest single tier council in England
- Integrating 5 councils as a new ‘one council’ approach
- Achieving performance improvement and cost reduction
- Developing council’s operational design and integrated delivery within communities
- Migrating Enfield’s IT to the Microsoft Azure Cloud platform
Mark Stone, Director of Transformation & IT, Enfield Council UK

LESSONS LEARNT FROM AMALGAMATIONS

10:00 CASE STUDY
Lessons learnt from an amalgamated council
- How to ensure financial sustainability in an amalgamated organisation
- Creating cost-savings in delivery while maintaining, or improving, the quality of service
- What to do both before and after the fact
Chris Weber, Manager - Business Systems and Solutions, Tamworth Regional Council

10:30 Morning tea

11:00 PANEL DISCUSSION
How an integrated IT system would work within amalgamated councils
- How will the issues of information management and data security be managed
- Knowing what data to keep
- Where is the system going to run from?
- How do we access the data?
- Who is going to work the system?
- How do we consolidate the data and systems?
Panellists:
Richard McManus, Chief Information Officer, Warringah City Council
Fresia Segovia, Chief Information Officer, Hurstville City Council
Carlos Loureiro, Head of ICT, Marrickville City Council
Trevor Brewty, Manager – Information Services, Auburn City Council

11:40 Municipal mergers in Australian local government: common processes and common outcomes
- Australian forced merger programs follow a common pattern
- Evidential basis for mergers improving council efficiency, effectiveness and financial viability is weak
- Outcomes of forced merger programs have not met expectations
Brian Dollery, Director, Centre for Local Government

ICT STRATEGY INTEGRATION

12:10 CASE STUDY
Using cloud services to improve sustainable service delivery for communities
- Maintaining and improving services using cloud systems
- Preparing for change and process improvements
- Embedding an ICT strategy into organisational practice
Colin Fairweather, Chief Information Officer, City of Melbourne

12:40 CASE STUDY
Transitioning to the cloud to drive business performance
- Developing a comprehensive roadmap for delivering ICT shared services
- Gaining buy-in from councils around Wellington, all over a 2 year period
- Moving core applications and data to an offshore cloud
Channa Jayasinha, Chief Information Officer, Wellington City Council NZ

1:10 Lunch

2:10 PANEL DISCUSSION
How to align systems and processes to meet reform standards
- How the council consolidated systems down to a single platform
- Designing organisational processes to align with reforms
- Using standard software to avoid expensive upgrades
Panellists:
Peter Auhl, Chief Information Officer, Adelaide City Council
Malcolm Lewis, Head of Finance, Baw Baw Shire Council
Mark Stone, Director of Transformation & IT, Enfield Council UK
Chris Weber, Manager - Business Systems and Solutions, Tamworth Regional Council

CHOOSING THE RIGHT SYSTEMS TO DELIVER SERVICES

4:00 CASE STUDY
Delivering innovative solutions across council
- Technical leadership within the data and technology team
- Customer centric integrated business systems
- Engaging the business partners to provide better value and efficient services to the community
Peter Auhl, Chief Information Officer, Adelaide City Council

4:30 CASE STUDY
Delivering better services and enabling the agile and mobile organisation through cloud
- The digital age and mobile organisation through cloud
- Enabling field staff to deliver timely service via cloud systems
- Encouraging transparency through open communication and data
Brian Bearewick, Chief Information Officer, Sunshine Coast Regional Council

5:00 End of conference day one

5:05 Cocktails networking function
BUSINESS CONTINUITY, RISK MANAGEMENT AND DISASTER RECOVERY PROCESSES

9:00 CASE STUDY
Transforming work practices through the digital delivery of services
- Increasing efficiency, transparency and flexibility for users
- Realising the benefits of cloud technologies including data retrieval and storage
- Developing mobile field capture applications
Jim Barclay, Chief Information Officer, Logan City Council

9:30 CASE STUDY
Migration, business expansion and disaster recovery within cloud based systems
- Overcoming challenges involved with enterprise disaster recovery
- Discovering new cost effective disaster recovery coverage
- Migrating to the cloud
Ben Dornier, Director – Corporate and Community Services, City of Palmerston NT

10:00 CASE STUDY
Transitioning to the cloud and beyond
- Determining your support structure through strategy and culture
- Improving service delivery and understand what needs to change
- Ensuring business continuity when using cloud services
Colin Price, Manager – Information Services, Scenic Rim Regional Council

INTEGRATING SYSTEMS FOR SUSTAINABLE SERVICE DELIVERY

11:20 CASE STUDY
Aligning local government processes in the new system
- Implementing a default version of a complete single vendor-based local business systems
- Reviewing current business activities to save time and money
- Defining a standard local government corporate system
Matthew O’Sullivan, Head of IT, Snowy River Shire Council

11:50 CASE STUDY
Upgrading IT systems and stripping inefficiencies out of internal processes
- Business process mapping
- Embracing cloud systems and winning buy in through open communication
- Driving cultural change
David Bellchambers, Head of IT, City of Boroondara

SHARED SERVICES

12:20 CASE STUDY
Integrating shared services as an alternative model
- Creating cost savings in service delivery
- Using technology to maintain and improve the quality of service delivery
- Shared services for financial sustainability
Malcolm Lewis, Head of Finance, Baw Baw Shire Council

12:50 Lunch

1:50 WORLD CAFÉ
How to sell the need for change and gain executive buy in
Facilitator: Ben Dornier, Director – Corporate and Community Services, City of Palmerston
Assessing the risks in outsources IT contracts
Facilitator: David Bellchambers, Head of IT, City of Boroondara

2:20 CASE STUDY
Consolidating systems and shared services to drive efficiency
- How the council consolidated systems down to a single platform
- Designing organisational processes according to the system to maximise its impact
- Using standard software to avoid expensive upgrades
Nabil Saleh, Chief Information Officer, Wooloowara Municipal Council

2:50 Afternoon tea

CLOUD ANALYTICS

3:10 CASE STUDY
Facilitating Big Data and analytics in the cloud
- Estimating your Big Data & analytics projects
- Servicing the needs of your existing infrastructure
- Delivering flexibility, scalability and speed of response required for your projects
Stephen Fernando, Acting Director – Organisational Services, Mackay Regional Council
David Brooker, Chief Operation Officer, Mackay Regional Council

CHANGE AND TRANSFORMATION MANAGEMENT

3:40 CASE STUDY
The future role of the Chief Information Officer and team in an as-a-service world
- Lessons and thoughts on the transformation from a service provider to a service broker and integrator
- What are the impacts on staff and skills
- How might the role of the Chief Information Officer change
Jeff Tendero, Manager – ICT Strategy and Architecture, Brisbane City Council

4:10 CASE STUDY
Investing in preparation – be careful of the hype
- Undertaking a cloud readiness project
- Implementing a strategic and structured approach to long term sustainability and transformation
- Examining an organisation’s capabilities and resources to ensure a successful cloud transition
- Understanding the benefits and aspirations of a move to Cloud
David Jackson, Manager – Information Services, Cardinia Shire Council

DATA STORAGE WITHIN CLOUD

4:40 CASE STUDY
How to store sensitive information on an external cloud
- Delving into the council’s adoption of the public cloud
- Discovering the potential of cloud services
- Gaining executive buy in towards cloud services implementation
Dr Suresh Hungenanahally, Former Chief Information Security Officer, Department of State Development, Business and Innovation VIC

5:10 End of conference day two
9:00AM – 12:00PM

How to assess beyond your ICT business strategy implementation

Success or failure of government ICT depends on greater business preparedness, competency in change management and effective process re-engineering. This workshop will delve into the importance of using ICT that enables delegates to deliver change and strengthen governance.

In this workshop, delegates will learn:
- Using digital channels to interact with key stakeholders to improve service
- Improving the ability of government to efficiently share and analyse information between councils
- Leveraging up to date information about the financial, service and business performance to drive improved decision making and effective and efficient service delivery

Facilitated by:
Mark Stone, Director of Transformation & IT, Enfield Council UK

Mark has successfully led customer focused transformation programmes across central and local government as well as the Police. He has also delivered several unitary transition programmes – creating new councils that better respond to customer demand and improve efficiency.

1:00PM – 4:00PM

How to successfully embed new processes into your organisation’s culture and change management

In today’s business environment, change is an imperative. A change management approach such as this can help companies enhance their overall transformation capability, increase the speed of implementation, and improve the probability of success.

In this workshop, delegates will learn:
- The importance of defining the change vision from the outset and having the end result in mind
- How to develop a structured change management program
- Identifying who the change will affect and communicating the change to the key stakeholders
- Reinforcing the processes and coaching management to support and on-board the change

Facilitated by:
Chris Fripp, Director, Relevancy Consulting

Chris is the Director Records and Information Management with Relevancy Pty Ltd and is offering fresh insight and a passion for innovation and encouraging professionalism within the industry.

WHO SHOULD ATTEND:

TESTIMONIALS:

“Very good; great networking opportunity; always good to hear how others are addressing the issues we all face.”

– Manager, Information Services, Scenic Rim Regional Council

“I found the conference to be informative, interactive and ultimately very useful for my role. The facilities were great and I would not hesitate to attend another conference run in the same manner.”

– Information Manager, City of Albany
REGISTRATION FORM – GOV24

REGISTRATION FEE
ALL PRICES ARE EXCLUDING GST

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Only</td>
<td>$1,299</td>
<td>$1,399</td>
<td>$1,499</td>
<td>$1,599</td>
<td>$1,699</td>
</tr>
<tr>
<td>Conference Plus 1 Workshop</td>
<td>$1,899</td>
<td>$1,999</td>
<td>$2,099</td>
<td>$2,199</td>
<td>$2,299</td>
</tr>
<tr>
<td>Conference Plus 2 Workshops</td>
<td>$2,199</td>
<td>$2,299</td>
<td>$2,399</td>
<td>$2,499</td>
<td>$2,599</td>
</tr>
</tbody>
</table>

EARLY BIRD DISCOUNTS
Register & book before

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Only</td>
<td>$899</td>
<td>$999</td>
<td>$1,099</td>
<td>$1,199</td>
<td>$1,299</td>
</tr>
<tr>
<td>Conference Plus 1 Workshop</td>
<td>$1,499</td>
<td>$1,599</td>
<td>$1,699</td>
<td>$1,799</td>
<td>$1,899</td>
</tr>
<tr>
<td>Conference Plus 2 Workshops</td>
<td>$1,799</td>
<td>$1,899</td>
<td>$1,999</td>
<td>$2,099</td>
<td>$2,199</td>
</tr>
</tbody>
</table>

STANDARD PRICE

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Only</td>
<td>$1,299</td>
<td>$1,399</td>
<td>$1,499</td>
<td>$1,599</td>
<td>$1,699</td>
</tr>
<tr>
<td>Conference Plus 1 Workshop</td>
<td>$1,899</td>
<td>$1,999</td>
<td>$2,099</td>
<td>$2,199</td>
<td>$2,299</td>
</tr>
<tr>
<td>Conference Plus 2 Workshops</td>
<td>$2,199</td>
<td>$2,299</td>
<td>$2,399</td>
<td>$2,499</td>
<td>$2,599</td>
</tr>
</tbody>
</table>

SOLUTION PROVIDER RATES:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Only</td>
<td>$3,899</td>
<td>$3,899</td>
<td>$3,899</td>
<td>$3,899</td>
<td>$3,899</td>
</tr>
</tbody>
</table>

5 EASY WAYS TO REGISTER

Phone: 61 2 9247 6000
Fax: 61 2 9247 6333
Email: registration@akolade.com.au
Online: www.akolade.com.au

Mail:
Akolade Pty Ltd
Suite 3.02, Level 3, 20 Loftus St.
SYDNEY, NSW, 2000
Australia

+61 2 9934 0000

EASY PAYMENT OPTIONS

☐ EFT: Transfer your payments to Akolade Pty Limited at
Commonwealth Bank of Australia BSB 062 099 Account No. 1068 5915. Please quote GOV24 on the EFT.
☐ CHEQUE: Please make out cheque to Akolade Pty Limited.
Please quote GOV24 on the cheque.
☐ CREDIT CARD: Please charge my ☐ VISA ☐ DINERS ☐ MASTERCARD ☐ AMEX
* A credit card fee of 2.5% will apply for Diners or Amex in the amount of $_____
Card No: ___________ ___________ ___________ ___________ Expiry Date: __/____

Card holder’s Name: __________________________________________ Signature: __________________

IMPORTANT NOTICE: Attendance will only be permitted upon receipt of full payment. Please note that the programme and speakers are subject to change without notice. If the venue changes, you will be notified. Akolade will not be responsible for any event re-scheduled or cancelled.
CANCELLATION POLICY: Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Akolade regrets that no cancellations will be refunded, conference documents, however, will be sent to the delegates. For an event cancelled by Akolade, registration fees are fully refundable. Akolade will not be responsible for any event alterations, re-schedules, or cancellations.
PRIVACY POLICY: Please note that a portion of the data for this mailing was supplied by third party sources. If you would no longer like to receive promotional mail from Akolade, please opt-out by confirming in writing and forwarding your letter to marketing@akolade.com.au. Please note all opt-out requests will be processed within 30 business days from the date of receipt.

DELEGATE DETAILS (Please complete in black letters)

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELEGATE 1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELEGATE 2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELEGATE 3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Company
Postal Address
PO BOX/STREET ADDRESS
CITY
STATE
POSTCODE

ABN 96 149 066 991

26th – 28th July 2016,
Novotel Darling Harbour,
Sydney
100 Murray Street,
Pyrmont, NSW 2009
Australia

VIP CODE
WPXG1