



# DIGITAL.NSW

*Driving growth and delivering improved outcomes for NSW*

Wednesday, 24th November 2021 | Royal Randwick Racecourse

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## Dear Colleagues,

After a disrupted 2020, the future is bright in NSW – particularly in the public sector.

Record amounts of ICT and Infrastructure spend, along with new strategies and policies, means the NSW Government is in a strong position to lead the state out of the current recession.

New ICT purchasing framework - replacing Procure IT - is expected to significantly simplify the existing contractual model; reducing paperwork, minimising complexity and make it simpler and more efficient for the private sector to do business with the NSW Government.

Public Sector Network is excited to play our part in helping NSW 'build back, better' by continuing to provide public servants with tools and platforms to benchmark, upskill, network and collaborate – and access to best-in-breed Suppliers.

In 2021 we plan to deepen our relationship with the NSW Government by providing an increased number of touchpoints for both current and future leaders.

These include:

- Monthly industry briefings highlighting key government initiatives;
- Closed door, intimate and interactive luncheons designed to connect NSW Government's most influential stakeholders;
- An improved Digital.NSW Showcase at Randwick Racecourse on Tuesday 24th November, including a full exhibition, show floor theatres and much more.

We deeply appreciate your ongoing support, and look forward to working closely with you and your team in 2021.



**Charlie Hamer**

Chief Operating Officer & Co-Founder

# Agenda at a glance

This year, the Digital.NSW Showcase returns to an in-person format to showcase how the NSW Government continue to move 'beyond digital' to improve CX and services. Throughout everchanging conditions and uncertain futures, the NSW public service continues to collaborate, ideate and innovate services for their citizens

## Plenary

The Strategy session will take a look at the challenges and opportunities faced by a range of agencies and departments across the NSW Government. It will provide attendees with insights into the current focus and future directions being taken to aid the recovery and restoration efforts in our State.

### Stream 1 Digital

**Digital reform plays a critical role in improved service delivery across NSW government.**

Emerging technologies and digitalised processes have made it easier for citizens to engage with government, improving access and inclusion. By driving further front and back-end digital transformation, the Digital stream will showcase how government can continue leveraging emerging technologies to create world-leading, citizen-centric services.

### Stream 2 Data

**Data must be utilised to inform decision making and deliver better outcomes to communities.**

Furthermore, the safe and secure sharing of information encourages collaboration between agencies, supporting better customer service, policy development, responsiveness and innovation. By focusing on privacy, accountability and transparency, the Data stream will explore how government can share information to improve service design and delivery.

### Stream 3 ICT Infrastructure

**Innovation in ICT infrastructure is helping to optimise business functions across NSW government.**

Emerging technologies can enable the redesign of ineffective processes and drive increased productivity across corporate operations. Join the ICT Infrastructure stream to explore how advancements across cloud, cybersecurity, digital identity and IT are optimising business processes across NSW government.

### Stream 4 Smart Places

**Smart Places create a better quality of life for citizens by using technology and information to open up economic, social and cultural opportunities.**

By embedding technology in places, government can empower citizens to improve the productivity, liveability and resilience of their communities. The Smart Places stream will explore how a range of agencies are using place-based technologies to build the future cities of NSW.design and delivery.



**It was great to hear what's going on in the digital space in NSW government - some surprising and encouraging insights.**

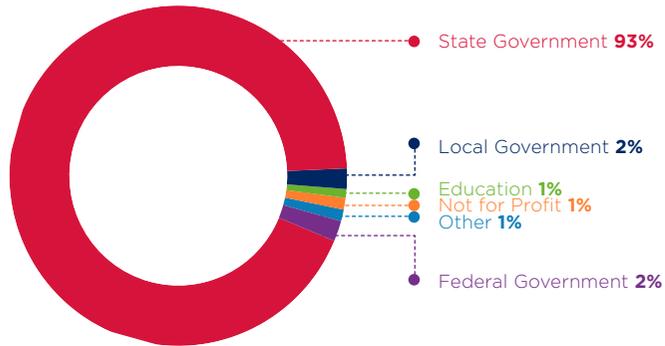
Transport.NSW

# Digital.NSW Event Snapshot 2020

## DATABASE SIZE

# 8,000 +

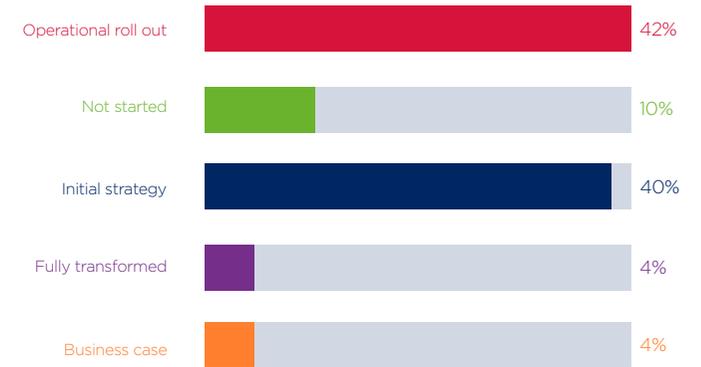
### TIER OF GOVERNMENT



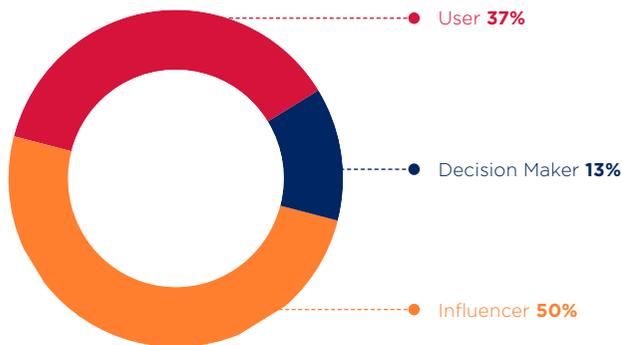
### TOP 5 PARTICIPATING ORGANISATIONS



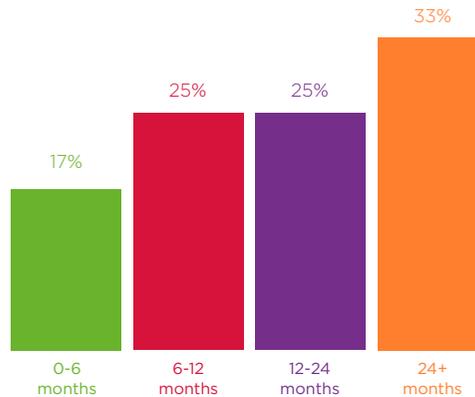
### DIGITAL TRANSFORMATION JOURNEY STATUS



### ATTENDEE ROLE



### INVESTMENT TIMEFRAME



### BIGGEST BARRIER TO ACHIEVING TRANSFORMATION GOAL



## 2021 SHOWCASE SPEAKER LINE-UP



**The Hon. Victor Dominello MP**  
*Minister of Customer Service, and Minister for Digital*



**Emma Hogan**  
*Secretary, NSW Department of Customer Service*



**Greg Wells**  
*Chief Information and Digital Officer, NSW Department of Customer Service*



**William Murphy**  
*Deputy Secretary, Customer, Delivery and Transformation, NSW Department of Customer Service*



**Rose Webb**  
*Deputy Secretary, Better Regulation Division, NSW Department of Customer Service*



**David Chandler OAM**  
*NSW Building Commissioner, Office of the NSW Building Commissioner*



**Kylie De Courteney**  
*Chief Executive Officer, NSW Telco Authority*



**Kate Harrington**  
*Head of Strategic Digital Initiatives, NSW Department of Customer Service*



**Kerrie Burgess**  
*Director, Digital and Program Delivery, Better Regulation Division, NSW Department of Customer Service*



**Alex O'Mara**  
*Group Deputy Secretary, Place Design and Public Spaces, NSW Department of Planning, Industry and Environment*



**Scott Johnston**  
*Chief Commissioner of State Revenue; Commissioner of Fines Administration; Deputy Secretary, Revenue NSW*



**Michelle Price**  
*Chief Executive Officer, AustCyber*



**Simon Geraghty**  
*Executive Director, Government Technology Platforms, NSW Department of Customer Service*



**Glenn Lewis**  
*Program Manager, Digital, NSW Department of Customer Service*



**Simon Hunter**  
*Executive Director, Smart Places & Cluster Infrastructure Priorities, NSW Department of Planning, Industry and Environment*



**Tony Chapman**  
*NSW Chief Cyber Security Officer, Executive Director | Cyber Security NSW, NSW Department of Customer Service*



**Mark Lenzner**  
*Executive Director, ICT and Digital Sourcing, Digital, NSW Department of Customer Service*



**Damon Rees**  
*Chief Executive Officer, Service NSW*



**Joost de Kock**  
*Deputy Secretary, Customer Strategy and Technology, Transport for NSW (pending confirmation)*



**Simon Herbert**  
*Executive Director, Data, Insights and Innovation, NSW Department of Customer Service (pending confirmation)*



**Amy Brown**  
*Chief Executive Officer, Investment NSW*



**Brett Newman**  
*Chief Executive Officer, City of Parramatta*



**Daniel Hunter**  
*Chief Executive Officer, Business NSW*



**Sandie Matthews**  
*A/Chief Technology Officer, NSW Department of Education*

# Digital.NSW

## Royal Randwick Racecourse

→ 24th November 2021

### Agenda Overview

At the end of 2019, Digital.NSW released Beyond Digital; a bold customer and digital strategy for the citizens of NSW. Outlining six key customer commitments, the Beyond Digital strategy combined holistic policy and community consultation to deliver outcomes-focused services across NSW.

Last year's [Digital.NSW Virtual Showcase 2020](#) showcased how Beyond Digital helped the NSW public service to deliver agile and responsive services throughout the pandemic. This year, the Digital.NSW Showcase returns to an in-person format to showcase how the NSW Government continue to move 'beyond digital' to improve CX and services. Throughout everchanging conditions and uncertain futures, the NSW public service continues to collaborate, ideate and innovate services for their citizens.

### Who should attend?

These programs are designed for senior executives from major agencies and departments with active projects who are seeking solutions.

### Reasons to Attend



Explore how digital and data are transforming government services and helping to deliver positive outcomes to citizens



Discover emerging technologies enabling faster, safer and more efficient operations across the NSW public sector



Network with 1000+ attendees

# Agenda

## Morning Plenary

08:00am	Registration and Networking Breakfast
09:00am	Welcome to country and PSN address
09:10am	Opening remarks from Chair
09:20am	Ministerial keynote: <b>From conception to customer: Manifesting citizen-centric design and delivery to make government easier</b> <ul style="list-style-type: none"> <li>Realising the power of digital to deliver efficient and accessible services across all areas of government</li> <li>Improving social, economic and environmental outcomes by harnessing digital transformation in back-end systems and customer facing operations</li> </ul> <b>Hon Victor Dominello MP, Minister for Customer Service; Minister for Digital, NSW Department of Customer Service</b>
09:35am	Keynote address: <b>Digital Restart Fund 2.0: Transforming government by using real-time data to measure digital investments</b> <ul style="list-style-type: none"> <li>Exploring current and upcoming projects funded by the DRF, and how Digital.NSW is using data to review funding sources, fiscal allocation and project measurement</li> <li>Using modern methodology to foster customer-driven business transformation and drive digital capability uplift across the whole of NSW government</li> </ul> <b>Greg Wells, Chief Information and Digital Officer, NSW Department of Customer Service</b>
09:55am	Diamond partner session
10:15am	Keynote address: <b>Driving back-office digital transformation to deliver better outcomes to citizens</b> <ul style="list-style-type: none"> <li>Discovering how Digital.NSW frameworks, projects and products are supporting citizen-centric service delivery in other NSW government agencies</li> <li>Collaborating on digital projects across the public sector to deliver shared outcomes to citizens</li> </ul>
10:35am	Diamond partner session
10:55am	Networking break + expert insight theatre sessions

## Expert insight theatres on the show floor

	BADU THEATRE	GUWING THEATRE	WARATAH THEATRE
11:00am	Gold partner	Gold partner	Gold partner
11:15am	Gold partner	Gold partner	Gold partner

Concurrent stream sessions

	STREAM ONE Digital	STREAM TWO Data	STREAM THREE ICT Infrastructure	STREAM FOUR Smart Places
11.30am	<b>Welcome from chair</b>	<b>Welcome from chair</b>	<b>Welcome from chair</b>	<b>Welcome from chair</b>
11:40am	<p>Government case study: <b>Converging physical and digital CX to improve citizen access, inclusion and engagement</b></p> <ul style="list-style-type: none"> <li>Leveraging Human Centred Design (HCD) to improve the digitalisation and integration of life journeys</li> <li>Providing citizens with a simple and seamless experience as they transition between in-person, telephone and online services</li> </ul>	<p>Government case study: <b>Enabling better data usage and security through Artificial Intelligence (AI)</b></p> <ul style="list-style-type: none"> <li>Using emerging AI technologies (such as smart assistants, robotics, facial recognition and smart devices) to solve problems related to privacy and safety</li> <li>Automating decision making and machine learning to achieve ethical and equitable outcomes for the people of NSW</li> </ul> <p><b>Scott Johnston</b>, <i>Chief Commissioner of State Revenue; Commissioner of Fines Administration; Deputy Secretary, Revenue NSW</i></p>	<p>Government case study: <b>Strategising cloud consumption to transform and accelerate digital service delivery</b></p> <ul style="list-style-type: none"> <li>Enabling the NSW Government to make a strategic shift to cloud consumption through the use of public and private cloud services</li> <li>Providing all agencies with a common vision, direction and approach for consuming cloud services, transforming and accelerating digital service delivery</li> </ul> <p><b>Simon Geraghty</b>, <i>Executive Director, Government Technology Platforms, NSW Department of Customer Service</i></p>	<p>Government case study: <b>eConstruction: Leveraging the ePlanning portal to create a system of digital regulatory information</b></p> <ul style="list-style-type: none"> <li>Leading the development of digital platforms that allow the building sector to move from analogue record keeping into a digitised quality assurance framework</li> <li>Creating digital systems to capture regulatory information throughout the entire building lifecycle, from approval through construction and into an occupation phase</li> </ul> <p><b>David Chandler OAM</b>, <i>NSW Building Commissioner, Office of the NSW Building Commissioner</i></p>
12:00pm	<b>Platinum partner session</b>	<b>Platinum partner session</b>	<b>Platinum partner session</b> <b>Potential Topic: Cloud</b>	<b>Platinum partner session</b> <b>Potential Topic: Digital Twins</b>
12:20pm	<p>Government case study: <b>Digitalising licensing and credentials to safeguard citizen identity</b></p> <ul style="list-style-type: none"> <li>Using robust privacy strategies to safeguard critical documents and enable secure information sharing across agencies</li> <li>Bypassing repetitive administrative tasks to deliver faster and more efficient services</li> </ul> <p><b>Damon Rees</b>, <i>Chief Executive Officer, Service NSW</i></p>	<p>Government case study: <b>Enhancing privacy and trust through ethical data design and management</b></p> <ul style="list-style-type: none"> <li>Building customer trust and confidence by creating transparent and ethical data management strategies</li> <li>Embedding privacy into projects by complying with legislation, principles and de-identifying datasets from the offset</li> </ul>	<p>Government case study: <b>Collaborating across clusters to strengthen whole-of-government cyber security</b></p> <ul style="list-style-type: none"> <li>Preventing and responding to cyber security threats across NSW, safeguarding our information, assets and services</li> <li>Equipping NSW agencies with intelligence reports, delivering actionable information to protect digital systems and services</li> </ul> <p><b>Tony Chapman</b>, <i>Chief Cyber Security Officer, NSW Department of Customer Service</i></p>	<p>Government case study: <b>Strata Hub: Transforming the building and construction sector into a transparent, consumer-centric industry</b></p> <ul style="list-style-type: none"> <li>Creating a centralised digital strata hub to allow stakeholders to access critical property information</li> <li>Consolidating core information about NSW's strata schemes in one place, making property management easier for communities</li> </ul> <p><b>Kerrie Burgess</b>, <i>Director, Digital and Program Delivery, Better Regulation Division, NSW Department of Customer Service</i></p>

12:40pm	Platinum partner session	Platinum partner session	Platinum partner session	Platinum partner session
1:00pm	<p>Government case study: <b>Using connectivity to create safe and cohesive communities</b></p> <ul style="list-style-type: none"> <li>Developing the NSW State Connectivity Strategy to deliver significant socio-economic and safety outcomes to citizens</li> <li>Reviewing the impact of other connectivity projects across NSW, including the Critical Communications Enhancement Program (CCEP), Public Safety Mobile Broadband initiative and Regional Digital Connectivity strategy</li> </ul> <p><b>Kylie De Courteney</b>, <i>Chief Executive Officer</i>, NSW Telco Authority</p>	<p>Government case study: <b>Developing regulatory data and information strategies through the Single View e-Regulation project</b></p> <ul style="list-style-type: none"> <li>Using a consolidated data platform to equip regulatory bodies with high-level data insights</li> <li>Mitigating risk and improving compliance by allowing customers and businesses to better understand all of their regulatory obligations</li> </ul> <p><b>Rose Webb</b>, <i>Deputy Secretary, Better Regulation Division</i>, NSW Department of Customer Service</p>	<p>Government case study: <b>Digital Identity: Prioritising privacy, security and customer service when implementing identity products, processes and technology</b></p> <p><b>Glenn Lewis</b>, <i>Program Manager, Digital</i>, NSW, NSW Department of Customer Service</p>	<p>Government case study: <b>Using data and digital to build a stronger planning system and great public spaces</b></p> <ul style="list-style-type: none"> <li>Exploring how data is allowing policy makers to better understand how people are using our cities and public spaces across NSW</li> <li>Using digital tools to transform and optimise strategic planning, including the development of regional and district plans, precincts, and the e-mapping of public spaces</li> </ul> <p><b>Alex O'Mara</b>, <i>Group Deputy Secretary, Place Design and Public Spaces</i>, NSW Department of Planning, Industry and Environment</p>
1:20pm	<p>Panel discussion: <b>Government made easy: Improving customer experience across citizen services</b></p> <ul style="list-style-type: none"> <li>Tracking the progress of the NSW government target to increase the number of services where citizens only need to 'Tell Us Once'</li> <li>Identifying areas of focus and key actions to ensure the goal to deliver 60 services is reached by 2023</li> </ul> <p><b>Kate Harrington</b>, <i>Head of Strategic Digital Initiatives</i>, NSW Department of Customer Service  <b>William Murphy</b>, <i>Deputy Secretary, Customer, Delivery and Transformation</i>, NSW Department of Customer Service  <b>Joost de Kock</b>, <i>Deputy Secretary, Customer Strategy and Technology</i>, Transport for NSW (pending confirmation)</p>	<p>Panel discussion: <b>Increasing data sharing and accessibility</b></p> <ul style="list-style-type: none"> <li>Ideating better data sharing strategies between and within NSW government agencies</li> <li>Exploring how emerging technologies are helping to mitigate sensitive data breaches and heighten information security</li> </ul>	<p>Panel discussion: <b>Establishing ICT architecture priorities for 2022</b></p> <ul style="list-style-type: none"> <li>Identifying future focus areas across ICT infrastructure and technology platforms</li> <li>Maintaining transformative, secure, scalable and customer centric digital solutions for NSW government</li> </ul> <p><b>Sandie Matthews</b>, <i>Chief Technology Officer</i>, NSW Department of Education</p>	<p>Panel discussion: <b>Partnering across agencies to accelerate smart technologies and capabilities</b></p> <ul style="list-style-type: none"> <li>Discussing how the Smart Places Acceleration Program has inspired better use of infrastructure, service delivery and community outcomes</li> <li>Supporting economic and community recovery from COVID-19 by encouraging partnerships and co-investment from local councils and industry to deliver smart place initiatives</li> </ul> <p><b>Simon Hunter</b>, <i>Executive Director, Smart Places &amp; Cluster Infrastructure Priorities</i>, NSW Department of Planning, Industry and Environment  <b>Brett Newman</b>, <i>Chief Executive Officer</i>, City of Parramatta</p>
1:45pm	Networking & executive lunch + expert insight theatre sessions			

Expert insight theatres on the show floor

	BADU THEATRE	GUWING THEATRE	WARATAH THEATRE
2:20pm	Bronze partner	Bronze partner	Bronze partner
2:35pm	Bronze partner	Bronze partner	Bronze partner
2:50pm	Bronze partner	Bronze partner	Bronze partner
<b>Afternoon Plenary</b>			
3:05pm	<b>Welcome back from Chair</b>		
3:10pm	<p>Panel discussion: <b>Driving ICT procurement to develop local industry and grow technology platforms</b></p> <ul style="list-style-type: none"> <li>Exploring strategies underway to drive ICT procurement in NSW, including the ICT/Digital Sovereign Procurement Taskforce</li> <li>Guiding the buying power of government to create a world-leading tech sector in NSW</li> </ul> <p><b>Michelle Price</b>, <i>Chief Executive Officer, AustCyber</i>  <b>Daniel Hunter</b>, <i>Chief Executive Officer, Business NSW</i>  <b>Mark Lenzner</b>, <i>Executive Director, ICT Digital Sourcing, Digital.NSW, NSW Department of Customer Service</i></p>		
3:40pm	<b>Diamond partner session</b>		
4:00pm	<p>Closing panel discussion: <b>Creating critical partnerships to accelerate NSW's economic recovery</b></p> <ul style="list-style-type: none"> <li>Driving economic development by investing in local digital economies, technology industries and IT talent</li> <li>Producing policy, reform and strategies that can transform the future of government service delivery and enable industry partnerships and local economic investment</li> </ul> <p><b>Emma Hogan</b>, <i>Secretary, NSW Department of Customer Service</i>  <b>Amy Brown</b>, <i>Chief Executive Officer, Investment NSW</i></p>		
4:35pm	<b>Closing remarks and networking drinks</b>		