

Virtual Evolve Government

Digital Nations: Citizen Journeys | Operational Efficiency | Scalability
Empowering governments to effectively service the needs of their citizens

Online → Thursday 25th February 2021 | 12pm AEDT | 2pm NZT | 9am SGT



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Agenda Overview

Connected, consistent and continuous e-services can be lifelines for citizens. They transform living standards by providing citizens with greater access to essential services, all while nurturing renewed trust in government. Indeed, the COVID-19 crisis has presented the global public service with a once-in-a-century opportunity to modernise enterprise architecture to meet the fluctuating needs of citizens. The pivotal importance of digital transformation, in service delivery and internal operations, cannot be undermined.

Pega's **Evolve Government** will empower the public sector to leverage AI and intelligent automation technology to service the needs of their citizens. Complex operational and digital challenges can be overcome, but government need to be equipped with the right tools to make meaningful and measurable impact.

In its Asia-Pacific inauguration, **Evolve Government** builds on a range of global expertise (showcased at the successful US event) to inspire the government to develop their digital service capabilities. Exploring an array of data, CX, RPA and IA case studies, **Evolve Government** is an intersectional review of innovation in digital civil service delivery.

Speakers



The Hon. Victor Dominello

Minister for Customer Service



Kiersten Fishburn

Coordinator General, Planning Delivery Unit (PDU),
NSW Department of Planning, Industry and Environment



Lewis Clark

Executive Director of Customer Payment Services,
Transport for New South Wales



Paul Dulfer

Chief Technology Officer, VMIA
The Victorian Government's Insurer and Risk Adviser



Elizabeth McNamara MHA

Digital Transformation Program Director,
FDA Center for Devices and Radiological



Justin Lewis Abold-LaBreche

Co-Director, Enterprise Digitisation & Case Management
Internal Revenue Service



Adrian Jacobs

Senior Director, Business Engagement &
Systems, Innovation & Technology Group,
IP Australia



Luke McCormack

Vice President, Managing Director - Asia Pacific
Pegasystems



Rob Bollard

Director, Industry Principal
Pegasystems



Doug Averill

Global Industry Market Leader, Government
Pega



Monique Hitter

Deputy CEO,
Legal Aid NSW

Reasons to Attend

Hear first-hand how powerful AI and intelligent automation technology is delivering value designed around the citizen



Learn how featured agencies have addressed complex operational and digital engagement challenges to deliver measurable results



Discover new approaches to providing secure and trusted digital success in a reusable and connected manner.



Harness the insights from industry leaders who are driving innovation by adopting the citizens' perspective in their decision making



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Agenda

12:00pm

Opening remarks:

Conference Chair

Rowan Dollar, *Chief Innovation Officer, Public Sector Network*

12:05pm

Keynote address:

Crushing complexity in a dynamic world

The demand for citizen services has undergone profound change, preparing for uncertainty and complexity will be the new 'norm'. Hear the challenges facing the public sector and how new approaches are forming to crushing complexity which in turn, makes monumental impact to citizen services and efficiency. Learn how technology is reshaping the citizen experience and delivering better services, designed around the citizen and through a centre out approach.

Luke McCormack, *Vice President, Managing Director,*

Asia Pacific | Pegasystems

Rob Bollard, *Director, Industry Principal, Pegasystems*

12:15pm

Ministerial address:

Tell government once: reducing complexity to deliver citizen-centric services

- Allowing citizens to access critical information and services anywhere, anytime
- Cutting red-tape to facilitate better citizen engagement, delivering positive outcomes and outstanding user experiences
- Embracing intelligent automation to drive efficiency and streamline processes while maintaining sufficient governance
- Addressing a range of upcoming digital initiatives driven by the NSW Department of Customer Service

The Hon. Victor Dominello *Minister for Customer Service*

12:25pm

Keynote:

ePlanning phase 4: delivering positive outcomes for customers through ePlanning technology

- Exploring the development of the NSW Planning Portal, DPIE's online environment where citizens can access planning services and information from anywhere at any time
- Fostering citizen engagement and delivering exceptional customer services by streamlining and enhancing existing processes in order to improve planning outcomes for all stakeholders
- Using intelligent technology to enhance transparency and access to information through providing Open Data in a variety of digital formats

Kiersten Fishburn, *Coordinator General, Planning Delivery Unit, NSW Department of Planning, Industry and Environment*

12:40pm

International presentation:

Agency modernisation to improve the customer experience

- Discovering how agencies such as the IRS and FDA are growing their current IT capabilities to improve civil service delivery
- Streamlining numerous back office systems to help automate forward-facing applications, in turn delivering outstanding end-user experiences
- Learning to take an incremental approach to issue resolution in a digital environment, and seeing how this approach provides immediate benefits to citizens

Justin Lewis Abold-LaBreche, *Co-Director, Enterprise Digitisation & Case Management, Internal Revenue Service*

Elizabeth McNamara MHA, *Digital Transformation Program Director, FDA Center for Devices and Radiological Health*

Doug Averill, *Vice President, Global Industry Market Leader, Government, Pega*

12:55pm

Keynote:

Building a world class IP rights platform to deliver outstanding organisational and customer success

IP Australia has undertaken an incredible transformation to become one of the first fully digital Federal Government agencies. Gain some insights of the journey and the powerful outcomes achieved through leveraging technology in an agile mindset. Learn how IP Australia has built trust and supercharged its delivery through a comprehensive approach to delivering success. Hear the next steps on their journey as they reimagine the future for their customers.

Adrian Jacobs, *Senior Director, Business Engagement & Systems, Innovation & Technology Group, IP Australia*

1:10pm

Executive panel discussion:

Designing services that respond to life journeys and deliver citizen-centered value

Lewis Clark, *Executive Director of Customer Payment Services, Transport for New South Wales*

Paul Dulfer, *Chief Technology Officer, VMIA, The Victorian Government's Insurer and Risk Adviser*

Monique Hitter, *Deputy CEO, Legal Aid NSW*

1:40pm

Closing Remarks

Partner →

