

Virtual Process Excellence and RPA in Local Government

Achieving continuous improvement of operational efficiency and customer experience with RPA

Online → Tuesday, 6 April 2021 | 11:00am AEST

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Agenda Overview

Due to growing customer expectations, reduced funding and technological advancements, a lot of councils are looking at Robotic Process Automation (RPA) to streamline their processes and operations.

RPA can help improve customer experience and internal processes managing finance, assets, systems, revenue, development, regulatory requirements, development applications, reporting and more – efficiently and effectively. It means council staff can deliver services to customers faster with less cost and waste - both of which can be reinvested in further improvements to services.

Public Sector Networks **Process Excellence and RPA in Local Government Virtual Event** will equip attendees with new ideas and strategies on how to best implement process automation to increase efficiency, cost effectiveness and improve customer service delivery.

Who Attends?

Chief Executive Officers | Chief Operating Officers |
Councillors | Mayors and Executives |
Leaders and Technical Staff from Local Councils in charge of Business Excellence |
Strategy & Operations | ICT | Innovation | Automation |
Customer Experience |
Governance | Corporate Services | Finance and HR

Speakers



Dharshun Sridharan
Associate Director
KPMG



Kelly Linton
Mayor, Centre Wellington
Warden, Wellington Council



Alexis Hill
Chief Information Officer
Lake Macquarie City Council



Jenny Dahlstrom
Acting Transformation Manager - Change/Lean
Knox City Council



Tim Allen
ICT Manager
Rous County Council



Simona Dimovski
Chief Information Officer
Sutherland Shire Council



Fintan Diviney
Director (APAC)
Trintech



Chris Ellis
Director Pre Sales
Nintex

Reasons to Attend

Identify how to transform your council by implementing process automation



Learn how to eliminate manual work processes to save time and effort



Find out how to understand customers' needs, supplier's requirements and to identify efficiencies in the processes



Understand how to reduce red tape while bringing your staff and customers along on the automation journey



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11:00am	PSN Welcome	12:05am	Case Study: Improving customer experience through robotics <ul style="list-style-type: none"> Automating customer service request processes to generate operational efficiencies and improved customer experience Creating an end-to-end innovation and continuous improvement focus and culture Inviting: Mustafa Ghulam, Head of Business Improvement and Customer Experience, Willoughby City Council Jenny Dahlstrom, Acting Transformation Manager - Change/Lean, Knox City Council
11:10am	Chair Opening Successfully automating processes at local councils <ul style="list-style-type: none"> Achieving cost efficiencies and improving handling times Increasing agility and responsiveness to create future-proof councils Dharshan Sridharan, Associate Director, KPMG	12:20am	Refreshment Break
11:20am	International Keynote: Strategic Transformation that Makes Operational Sense <ul style="list-style-type: none"> This project represents a strategic transformation in how the two tiers of municipal government can work together to achieve positive operational results This was the first time the County of Wellington had ever conducted a cross-County Operational Efficiency Review The project was a collaborative approach that has led to widespread support/buy-in among all member municipalities resulting in an immediate transition from recommendations to implementation Kelly Linton, Mayor, Centre Wellington, Warden, Wellington County	12:25am	Panel Session: How to make the most of RPA at Council? <ul style="list-style-type: none"> How to create a strong governance structure for RPA to be an efficiency driver rather than a cost cutting exercise? How to ensure staff understand the value and intent of implementing RPA processes to get their buy-in? How to implement to free up staff and focus on customer-centric activities? What are your top tips in regards to effective RPA use by councils? Tim Allen, ICT Manager, Rous County Council Simona Dimovski, Chief Information Officer, Sutherland Shire Council Chris Ellis, Director, Pre-Sales, Nintex
11:35am	Case Study: Streamlining processes across all of council <ul style="list-style-type: none"> Removing silos and improving visibility of information to deliver superior customer service Implementing RPA to remove the non-value add tasks and replace them with value-add tasks Alexis Hill, Chief Information Officer, Lake Macquarie City Council	01:10pm	End of Conference
11:50am	Partner Session: Reduce Time and Cost Spent on Your Financial Close Fintan Diviney, Director (APAC), Trintech		

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