



# Hitting Digital Transformation Targets across the Public Sector

Part of the Digital Government & CX National Insights Series

Online → Thursday, 26 May 2022 | 11am - 1:10pm AEST

## Your Inspiring Speakers



**KELLY WOOD**

*a/g Assistant Secretary, Office of the National Data Commissioner*

**Department of Prime Minister and Cabinet**



**JONAS PETERSEN**

*Chief Digital Officer, Office of Digital Government*

**Department of Premier and Cabinet WA**



**LEE MIEZIS**

*Chief Executive Officer*

**Environment Protection Authority Victoria**



**ANET REDMER**

*Lead Service Design and Human-Centred Design*

**Department of Agriculture, Water and the Environment**



**NASIR DAVID**

*Director, Data and Information Systems*

**Department of Health (WA)**



**MARY AMIRIDIS**

*Chief Executive Officer*

**Victorian Civil and Administrative Tribunal (VCAT)**

## Benefits of Attending



**Gain insights into the future of digital government across Australia**

by hearing about priority projects outlined in new budgets from across states and jurisdictions



**Apply citizen-centric methodologies to service design and delivery**

to create more positive and personalised interactions with government



**Foster a data-driven digital culture**

by leveraging technologies that provide critical insights and inform decision making



**Improve back-office systems and accelerate business functions**

to provide fast, reliable and efficient services both internally and externally

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# Forecasting the Next Phase of Digital Transformation

Over the last year, almost every state and federal agency has made digital transformation a priority. Most recently, the Digital Transformation Agency (DTA) released the Digital Government Strategy (DGS) - the latest iteration of the 2018 Digital Transformation Strategy which outlines an ambitious vision for the Australian public sector to become one of the top 3 digital governments in the world by 2025.

With just a few years to meet this target, digital and ICT investments are being prioritised across jurisdictions. As the 2022-23 budgets are released, it's important that all public sector agencies maintain a unified approach to digital transformation aligned with the DGS. The next few years will see state and federal agencies transform, becoming digital by design and using cutting-edge technology to provide personalised experiences that are stable, secure, reliable, and anticipate the needs of users.

Join Public Sector Network's **Digital Government & CX National Insights – Autumn Edition** virtual event to gain insights into future projects supporting whole of government digital transformation across state and federal jurisdictions. Explore case studies from agencies who continue to iterate and improve pandemic-born products, and learn more about future states of digital transformation outlined in upcoming budgets across state and federal governments. Gain insights from digital transformation leaders across state and federal governments and strategise how your agency can deliver digital experiences that meet and exceed the expectations of citizens.



## Who You'll Meet

### Chiefs/Directors/Heads/Managers of:

- Digital Transformation
- Service Design & Delivery
- Innovation
- Enabling Technology
- Business Technology
- User Experience (UX)
- Customer Experience (CX)
- Digital Channels
- Digital Engagement
- Digital Products
- Online Services
- Strategy

# Explore the Agenda

**11:00am** PSN Welcome

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**11:10am** **Welcome from Chair**  
Presented by Publicis Sapient

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**11:20am** **Government Keynote: Achieving Digital Transformation across the Australian Public Service by 2025**

- Driving agile and flexible digital capability through better investment, stronger security, robust policy and a greater use of data
- Harnessing improvements in technology to unlock the full potential of digital transformation
- Uplifting digital capabilities across the whole of government, at depth and scale

**Kelly Wood**, *a/g Assistant Secretary, Office of the National Data Commissioner, Department of Prime Minister and Cabinet*

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**11:35am** **Partner Session:**  
Presented by Qualtrics

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**11:50am** **Government Case Study: Building Whole-of-Government (WoG) Capability by Driving Strategic Digital Investments**

- Reviewing the role of the Office of Digital Government (DGOV) in administering WA's Digital Capability Fund, including forward planning, strategic oversight and assurance functions
- Enabling agencies to improve government service delivery, enhance cyber security and address legacy by upgrading systems through strategic investment

**Jonas Petersen**, *Chief Digital Officer, Office of Digital Government, Department of Premier and Cabinet WA*

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**12:05pm** **Partner Session: eInvoicing: Accelerating Business Functions with Faster and More Secure Payments**

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**12:20pm** **Government Keynote & Case-Study: Providing More Citizen-Centric Services through Technological Transformation**

- Exploring EPA's Waste Tracker which allows EPA to see the handling of waste around the state in real time
- Deep-diving into how the EPA overhauled its air quality and monitoring app and website to meet citizen demands during the Black Summer Bushfires
- Providing strategies and advice to help agencies meet and exceed consumer needs in periods of fluctuating demand

**Lee Miezis**, *Chief Executive Officer, Environmental Protection Authority Victoria*

12:35pm Break

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12:40pm Panel Discussion

**Streamlining Back-End Processes to Support Citizens' Life Journeys**

- Empowering interdisciplinary teams to deliver seamless services by streamlining and automating processes
- Harnessing process to drive personalised service delivery and improve interactions with government
- Creating workflows to enable better CX across digital platforms, in turn increasing public participation and trust
- Considering the role of process transformation across workforce, customer, and service delivery

Mary Amiridis, *Chief Executive Officer, Victorian Civil and Administrative Tribunal (VCAT)*

Nasir David, *Director, Data and Information Systems, Department of Health (WA)*

Anet Redmer, *Lead Service Design and Human-Centred Design, Department of Agriculture, Water and the Environment*

Nintex Panellist

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1:10pm Close

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Event **Partners**

publicis  
sapient

qualtrics<sup>XM</sup>

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