



Local Government Information Technology South Australia

**Thursday 2 May 2019**  
**Pullman Hotel Adelaide**  
CONFERENCE & DINNER

# Blinded by the Light

WITH KEYNOTE SPEAKER **Anna Lee**

Register online at [www.lgitsa.com.au/events](http://www.lgitsa.com.au/events)



# Blinded by the Light

Thursday 2 May 2019

Pullman Hotel Adelaide –  
16 Hindmarsh Square, Adelaide

**Anna Lee** After a diverse career spanning the higher education, publishing and entertainment industries, Anna established Anna Lee Consulting (ALC) in 2008. In 2014, ALC merged with Leed Consulting. This move saw Anna partnering with her brother Diarmid, a specialist in organisational culture. Anna's understanding of how unconscious biases underpin human behaviour frequently sees her working with executive teams to maximise effectiveness and make better decisions.



8:30 REGISTRATIONS

9:00 Welcome and Introduction

*Presenter: Chris James, President, LGITSA*

9:10 Keynote Presenter –  
Who's in and who's out:  
is the in-group in your workplace  
killing innovation?

*Presenter: Anna Lee, Leed Consulting*

**Description:** It's great when all your colleagues think as you do, right? Wrong. Success in the digital age requires innovation and innovation requires diversity of thought. To address the challenges of the 21st Century we need to overcome our innate tendency to divide the world into 'us' and 'them', and start seeking opportunities to become 'we'.

10:10 The Importance of Data in Records

*Presenter: Peter Worthington-Eyre, Chief Data Officer, Department of the Premier and Cabinet*

**Description:** With tools promising to read and process all of our unstructured data, why do we need records management? This session will discuss how records management supports data analytics and citizen service delivery. How can we drive records management through providing immense insight and value?

10:50 Platinum Sponsor

**DATA COM**

11:05 MORNING TEA

11:35 Gawler Business Innovation  
Hub Provides the Catalyst for  
Smart Communities

*Presenter: David Barrett, Manager Business Enterprises and Communications, Town of Gawler*

**Description:** Town of Gawler's Business Innovation Hub is now open and already this central element of Gawler's Smart Cities Strategy is providing the catalyst for delivering higher quality services more efficiently, realising significant operational cost savings and effecting behaviour change in workers, businesses and the community as a whole.

12:15 Ethics and Policy Implications  
of AI and New Technologies

*Presenter: Ania Karzek, Manager Digital and Customer Engagement, People and Corporate Support Division, SA Housing Authority*

**Description:** AI and other new technologies like blockchain, CRISPR and quantum computing open exciting doors to possibilities once only imagined. For governments, technology holds the promise of greater efficiencies, improved decision-making, better quality resource allocations and happier citizens. More data can yield better decision making and technologies such as AI can improve the ability to assess, diagnose and treat a range of issues. While there is enormous potential and lots of cool stuff happening, there are shadow traits and dark sides to these technologies that policy makers need to be aware of, and correct for. Join in this discussion about whether we should just because we can, and where we should or might draw lines around ends and means.

12:55 LUNCH

### 1:55 Panel Session: Connected Cities

**Panellists:** *Chris Hannaford*, Director of Business and Innovation, City of Prospect, *Shayan De Silva*, Acting Senior Manager Service Improvement, City of Playford, *David Jury*, Burnside Team Leader Information Management, City of Burnside

**Description:** This session will discuss the Connected Cities Project, a smart cities initiative involving five Councils.

### 2:35 Customer Journey Mapping

**Presenters:** *Melanie Lambert*, Consultant, ThinkHuman, *Christine Inkster*, Service Centre Team Leader, City of West Torrens

**Description:** Customer journey mapping is used to orientate and align people and businesses based on the customer experience. As our businesses are transforming from 9-5 to 24x7 customer journey mapping can be a key ingredient for councils, including the digital experience.

3:15 AFTERNOON TEA

### 3:40 Prize Draws

### 3:50 Panel Session: ePlanning

**Facilitator:** *Chris Horsell*, Manager Knowledge and Technology Services, The Barossa Council

**Panelists:** *Chad King*, Consultant, Yup Yup, *Janine Silvestri*, Team Leader Government Support and Engagement, State Records of SA, *Troy Fountain*, Senior Planning Officer - ePlanning, Department of Planning, Transport and Infrastructure

**Description:** What does the new world look like post implementation of the planning portal? This panel session will examine the implementation and progress to date from a variety of perspectives.

### 4:30 Digital Service Design – Thinking Outside the Government Box

**Presenter:** *Nick Condon*, Head of Digital Citizen Services, Office for Digital Government, Department of the Premier and Cabinet

**Description:** Citizens and business are getting the best experiences of their lives from businesses like Amazon, Uber & Netflix. Government needs to find new ways of delivering services – more efficient, cheaper, customised, personalised and on demand. To deliver this citizen centric approach might just mean looking outside of the traditional government box.

5:10 CLOSE

### 6:30 Pre-Dinner Drinks

### 7:00 Dinner



# LGITSA

Catch up with your peers  
and our Sponsors at our  
networking dinner!

Put on  
your dancing shoes  
and wear something  
Silver and White for  
a bright night!

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## REGISTRATIONS

Register online at [www.lgitsa.com.au/events](http://www.lgitsa.com.au/events).  
For further information, contact the Event Coordinator  
on 0408 801 026 or [events@lgitsa.com.au](mailto:events@lgitsa.com.au).

## REGIONAL SUBSIDY

Member Councils outside of a 100km radius (from principal Council office) of the Adelaide CBD may be eligible for a \$100 subsidy (per participant and excluding GST) to assist with travel and accommodation. For further information and to apply for this subsidy, please email [treasurer@lgitsa.com.au](mailto:treasurer@lgitsa.com.au) at the same time as registration.

## CANCELLATION POLICY

Cancellation must be received in writing five (5) working days prior to date of the conference or registration fees still apply. Substitutes are welcome.

## COSTS (INCLUDING GST)

Conference, Workshop & Dinner Member	\$555
Conference & Workshop (no dinner) Member	\$480
Conference Only Member	\$290
Conference Only Non Member	\$390
Conference Dinner Only Member	\$99
Conference Dinner Only Non Member	\$154
Conference with Dinner Member	\$389
Conference with Dinner Non Member	\$489

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