



LGITSA

Local Government Information Technology South Australia

**CONFERENCE, DINNER &
MEMBERS ONLY WORKSHOP**

Thursday 6 & Friday 7 May 2021

Festival Function Centre - 292 Findon Rd, Findon

The Black Swan

The Impact of the Highly Improbable

With keynote speaker **Dr. Adam Fraser**

Register online at www.lgitsa.com.au/events



DRAFT PROGRAM

Local Government Information Technology SA Conference
‘The Black Swan – the impact of the highly improbable’
Thursday, 6 May 2021

TIME	SESSION
8:30am	Registrations
9:00am	Welcome & Introduction <u>Presenter:</u> Lisa McAskill, MC
9:05am	President’s Address <u>Presenter:</u> Karin Swiatnik, President, LGITSA
9:10am	Keynote Presenter: Third Space <u>Presenter:</u> Dr Adam Fraser <u>Description:</u> Dr Adam’s cutting edge research with Deakin University explored hundreds of people with demanding jobs, ranging from palliative care nurses to sales people to surgeons to leaders to special forces soldiers to elite athletes. What the high performers all had in common was that they used the Third Space to overcome setbacks and assume a mindset to get the most out of what is coming next. The Third Space is the transitional gap between “what the hell just happened?” and “what’s next?”. High performers use this space to decompress, jettison the negative and bring new focus and energy to the next task at hand. In outlining The Third Space, Adam will bring to life his leading edge research and you’ll learn: <ul style="list-style-type: none">• How to use the Third Space to transition effectively between the different roles/environments and tasks that make up our day to get the maximum value from each.• How to access your own Third Space to be resilient to any challenges just encountered. To reset and get back in an optimal state for high performance to take on the next task with a freshly focused and optimistic mindset.• How to empower groups with tools to “Show up” at work fully responsible for the energy they bring to positively affect the behaviour and culture of the organisation.• A simple three step process to perform on the way home from work to dramatically improve work life balance and overall happiness.
10:10am	Transforming the Community Experience <u>Presenter:</u> Jo Cooper, Manager Community Capacity and Learning, City of Salisbury <u>Description:</u> The Community Capacity and Learning Division provides programs and services that support learning and social outcomes across City of Salisbury’s 5 library sites. The sudden onset of COVID-19 resulted in the need to close down libraries to the public however Council had strong concerns that their community would now be at further risk of increased levels of isolation and poor health and wellbeing. Operating in a region already experiencing a high level of disadvantage, Council needed to identify innovative ways to utilise technology in order to transform their programs and services to a digital offering that would have a positive impact, particularly for vulnerable groups. This session will discuss this award winning project and its success.

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TIME	SESSION
10:50am	Morning Tea
11:10am	Panel Session: Service Desk Collaboration <u>Facilitator:</u> Lisa McAskill MC <u>Panelists:</u> Janice Delaney and Irene Tsoukalas, City of Charles Sturt Peter Kiley and Wayne Prideaux, City of Port Adelaide Enfield <u>Description:</u> The Cities of Port Adelaide Enfield (PAE) and Charles Sturt (CCS) had approval to replace their aging IT Service Desk systems to enable improved IT service delivery and communications to employees and elected members. Recognising the value of delivering shared projects once and together for our communities, PAE and CCS agreed to implement a modern Service Desk system together, and in collaboration with the City of Marion (CoM). In 2019 CoM had implemented a new Service Desk system, and this provided the perfect opportunity to galvanise their collaboration principles to deliver the first cross-council project with resources across the three councils. In this session, the panel will share their experiences and perspectives on the collaboration, project delivery and outcomes, and future plans.
11:50am	2020 Award Winning Projects <u>Presenter:</u> Talitha McDougall and Helen Nikitenko, City of Burnside <u>Description:</u> This session will provide further detail on City of Burnside’s award winning projects from the 2020 LGITSA Awards and in particular the New Business Classification Scheme and Project Sasquatch (COVID-19 Tactical Response).
12:30pm	Regional Connectivity / Possible Use Case <u>Presenter:</u> Josh Helbig, Beam Internet <u>Description:</u> In this session Beam will provide their story and how they assisted in the Kangaroo Island bushfires recovery by deploying high speed internet to the regions.
1:10pm	Lunch
2:00pm	Adaptive Leadership <u>Presenter:</u> Marina Pullin, Managing Director, MCBI Learning & Development
2:40pm	To be confirmed
3:20pm	Afternoon Tea
3:45pm	Prize Draws

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3:55pm	<p>Permission to Play</p> <p><u>Description:</u></p> <p>This session introduces the LEGO® Serious Play® method as a way to enrich strategic and creative discussions to surface all of the ideas in your team. LEGO bricks are used as a tool, like 3 dimensional sticky notes, to allow all participants to 'think with their hands'. The result is a surprisingly rich multi-dimensional discussion that you would not expect from the little bright coloured bricks. This is serious play.</p> <p><u>Facilitators:</u></p> <p>Frank Buechele, Convivial Ideas</p> <p><i>With 15 years' experience in leadership roles, and over a decade in team building and transformation, Frank is passionate about laying the foundations for successful teams. A systems thinker, formally trained in engineering, teaching and computing, he has worked in educational institutions, as well as startups, in technology related leadership roles. He founded Convivial Ideas in Jan 2021 to provide services that help teams to be better aligned through creative interaction and the thoughtful use of technology.</i></p>
4:55pm	<p>Close</p> <p>Lisa McAskill MC</p>
6:30pm	<p>Pre-Dinner Drinks</p>
7:00pm	<p>Networking Dinner</p> <p><i>Dress up! Show us your moody side or go all out steam punk!</i></p> <p>Don't miss out on this networking opportunity while you sit back and enjoy our musical acts.</p>

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Friday 7 May 2021

TIME	CONCURRENT SESSION	CONCURRENT SESSION
8:40am	Registrations	
9:00am	Buffet Breakfast	
9:55am	Welcome <u>Presenter:</u> Karin Swiatnik, LGITSA President	
10:00am	Black Swans – Let’s Get Normal <u>Description:</u> This session will discuss: <ul style="list-style-type: none">• The underlying logic which drives people’s actions• How Covid allowed everyone to temporarily treat IT normally• The ‘planned organic’ change method• Introducing the Jeeves Strategy• Conversations that land• Bringing it home <u>Panel Members/Facilitators:</u> Adam Thompson, Thompson Organisations <i>With over 20 years of organisational leadership experience, including 9 years as an organisational consultant and founder, the trademark of Adam's work is engaging expertise that is tailored for every situation and delivered with a touch of humour (because real change needs it!) He brings together a vast and evolving knowledge of strategic, organisational, systems and people models to create insight and understandings that are bespoke for each situation. This then leads to personal, strategic and organisational changes that just make sense. And work.</i>	
11:30am	Morning Tea	
11:55am	LGITSA Initiatives Update & Special General Meeting <u>Presenters:</u> LGITSA Board Members	
12:25pm	Session 1 – Cirrus Cloud Project <u>Facilitators:</u> Karin (Mahoney) Swiatnik, Manager Information Services, City of Charles Sturt Franca Zganec, Senior Project Manager, City of Charles Sturt Marc O’Conaill, Cloud & Solutions Architect, City of Charles Sturt <u>Description:</u> City of Charles Sturt (CCS) had significant on-premise IT infrastructure approaching replacement, and the imminent re-investment of \$0.4M prompted a review of the way IT infrastructure services were	Session 1 – State Records Update and the New Planning, Development and Infrastructure Act 2016 <u>Facilitators:</u> TBC, State Records SA <u>Description:</u> This session will outline how State Records currently manage Information Management requirements in accordance with the new Planning, Development and Infrastructure Act 2016, this will also include Q&A.

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	provided. Public cloud was viewed as a strategic direction to “enhance government operations and support it in overcoming the challenges it faces in an increasingly complicated environment.” (Deloitte Access Economics 2019) Specialists were engaged to assess the various cloud services, associated costs, risks and benefits. The team also independently sought to improve their understanding of cloud technology, risks, services and pricing and critically reviewed the advice to arrive at a direction. Learn more about the LGITSA award-winning Cirrus cloud project, and the team’s experiences with the migration of IT infrastructure to AWS public cloud from strategic, project and technical perspectives.	
1:15pm	Lunch	

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2:00pm	<p>Session 2 – Cyber Security</p> <p><u>Facilitators:</u></p> <p>Andrew Corrigan, Attorney General’s Department</p> <p>Karin Swiatnik, LGITSA President</p> <p><u>Description:</u></p> <p>In 2019/2020 the Auditor-General’s Department undertook an examination of cyber security management within local government. The examination reports for three councils (City of Port Adelaide Enfield, City of Prospect, and Port Augusta City Council) were tabled in Parliament on 2 February 2021, identifying important lessons to ensure protection of Council and ratepayer data. Learn more about the Auditor-General’s examination process and its findings, and LGITSA’s collaborative initiative to improve cyber security practices throughout the local government sector.</p>	<p>Session 2 – Records & COVID – Lessons Learnt and Innovation</p> <p><u>Facilitators:</u></p> <p>Jody Atkins, Team Leader, Information Management, Adelaide Hills Council</p> <p>Dana Slessor-Cobb, Knowledge Management Officer, The Barossa Council</p> <p><u>Description:</u></p> <p>With challenging and changing times it has been important that Information Management stays ahead of the game. This session will include the Barossa Council outlining their COVID learnings which assisted them with strategies to innovate new practices. It will also enable open floor discussions on how other Council’s manage during COVID (including mail handling and working from home).</p>
2:50pm	<p>Afternoon Tea</p>	
3:15pm	<p>Session 3 IT – Panel Session: Cyber Security</p> <p><u>Panelists:</u></p> <p>Rick Maudlay, City of Port Augusta</p> <p>George Pajak, City of Prospect</p> <p>Peter Kiley, City of Port Adelaide Enfield</p> <p><u>Description:</u></p> <p>City of Port Adelaide Enfield, City of Prospect and Port Augusta City Council were the subjects of the Auditor-General’s cyber security examinations.</p> <p>Hear the three Council’s perspectives and learnings from the audit process, and gain insights into the resulting actions which were taken to address the recommendations for improvement in cyber security practices.</p>	<p>Session 3 – Panel Session: Different Approaches to Records Management</p> <p><u>Panelists:</u></p> <p>Council representatives from both metropolitan and regional Councils</p> <p><u>Minute Taker/Assistant Facilitator</u></p> <p>Danna Slessor-Cobb</p> <p><u>Description:</u></p> <p>The panel will discuss (with attendees) different approaches to Records Management, including how metropolitan and regional Council’s manage records, including some insight into how some State Government agencies manage their records. This session will provide a brief update on the progress of the <i>Freedom of Information Act</i>.</p>
4:05pm	<p>Performance Measurement and Reporting Framework</p> <p><u>Presenter:</u></p> <p>Nathan Petrus, LGA</p>	
4:55pm	<p>Close</p>	