



**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**

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**Program – The Black Swan – the Impact of the Highly Improbable  
Conference and Networking Dinner – 6 May 2021**



TIME	SESSION
8:30am	Registrations
9:00am	<p><b>Welcome &amp; Introduction</b></p> <p><u>Presenter:</u> Lisa McAskill, MC</p>
9:05am	<p><b>President's Address</b></p> <p><u>Presenter:</u> Karin Swiatnik, President, LGITSA</p>
9:10am	<p><b>What has been seen cannot be unseen</b></p> <p><u>Description:</u></p> <p>2020 and COVID showed us far more than merely a glimpse future changes; it displayed our collective capacity to adapt, our refusal to accept defeat and willingness to take new pathways to succeed.</p> <p>For many, we re-found our lost work stamina and without the convenient excuses, we built new workplaces and methods of engagement that can never be unseen. 'Need' has always been the mother of invention, but the results grew off the back of our shared talent.</p> <p>Join us for this session as we grasp with the concept of fighting our 'old familiar' and instead replace our mindset with our new recent experiences and continue to grow and build better communities for all.</p> <p><u>Presenter:</u></p> <p>Marina Pullin, Managing Director, MCBI Learning &amp; Development</p> <p><i>Marina is an accomplished management consultant with broad international work experience and specialises in complex organisational redesign with technology integration. She has worked in China, United States, Europe and New Zealand and brings a clear focus on globally orientated embedded solutions. She has worked directly for or consulted to over 50 blue chip companies including ASC, Westpac, AWD, IBM, Hewlett Packard, Commonwealth Bank, Raytheon, ATO, Commonwealth Government and AT Kearny to name but a few. Throughout her 25-year career, she has held a variety of senior roles leading workplace transformations including the Australian defence and the financial services sectors. In these roles she has been entrusted by clients to plan and assist in the delivery of highly complex change, quite often whilst still operating large scale teams. She brings extensive knowledge of organisational design, operational excellence and technology reengineering. Her specific areas of skill are in strategy, enterprise architectural design and innovation.</i></p>

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TIME	SESSION
10:00am	<p><b>Transforming the Community Experience</b></p> <p><u>Description:</u></p> <p>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.</p> <p><u>Presenter:</u></p> <p>Claudine Spinner, Team Leader - Community Learning &amp; Development, City of Salisbury</p> <p><i>Claudine is a community development specialist currently working at the City of Salisbury as the Team Leader of Community Learning &amp; Development within the Community Capacity &amp; Learning Division. With under and post graduate qualifications in business management including an MBA, her current role involves developing strategic partnerships that provide integrated learning and engagement opportunities for the wider community including those experiencing barriers to participating fully in life. With a passion for learning and having extensive experience in both the private and public sectors, she leads multidisciplinary teams across multiple sites to plan, implement and evaluate programs that support the building of digital, critical and functional literacies and create effective communication strategies to drive their success.</i></p>
10:40am	<b>Morning Tea</b>
11:05am	<p><b>Panel Session: Service Desk Collaboration</b></p> <p><u>Description:</u></p> <p>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.</p> <p>In this session, the panel will share their experiences and perspectives on the collaboration, project delivery and outcomes, and future plans.</p> <p><u>Facilitator:</u></p> <p>Lisa McAskill MC</p>

TIME	SESSION
	<p><u>Panelists:</u></p> <p>Janice Delaney and Irene Tsoukalas, City of Charles Sturt Peter Kiley and Wayne Prideaux, City of Port Adelaide Enfield</p> <p><i>Janice Delaney</i></p> <p><i>Janice works at City Charles Sturt as a Senior Business Analyst/Project Manager in IT. Has been working in Local Government for 2.5 years. Previously worked in utilities and also various state government offices. Is passionate about delivering and implementing IT projects that make a real difference to the end business users. Janice was the Project Manager that worked across Port Adelaide Enfield and also Charles Sturt councils for the implementation of the new Service Desk solution Freshservice.</i></p> <p><i>Irene Tsoukalas</i></p> <p><i>Irene works at City Charles Sturt and has worked in Local Government for all her career, which spans 35 years. She has had various roles over this period and has knowledge of the whole of Local Government. Over the past 20 years she has worked on the Service Desk her current role is Service Desk Leader. She enjoys helping the business end users, to receive an exemplary customer service experience. Irene enjoys managing the day to day running of the service desk, especially using the new Fresh service which has aided the team to manage tickets through automated workflows.</i></p> <p><i>Peter Kiley</i></p> <p><i>Peter has been in the IT industry for over 40 years, starting his IT career as a COBOL programmer. He has been supporting the IT team at the City of Port Adelaide Enfield for 20 years. He particularly enjoys the application/software side of IT. Outside of work he enjoys most sports and has minor Kayo Sports addiction!</i></p> <p><i>Wayne Prideaux</i></p> <p><i>Wayne is Team Leader IT Operations at the City of Port Adelaide Enfield and coordinates the Service Desk Team functions as part of his role. He has worked in Local Government for 50 years initially at the City of Port Adelaide and then the amalgamated City of Port Adelaide Enfield. Wayne has broad understanding of the functions of Council and the services and facilities it delivers to the community and staff. He enjoys the day-to-day interaction with the customers and his team. Wayne has been key in the implementation of the Service Desk product at City of Port Adelaide Enfield and progressing what it can be used for.</i></p>

TIME	SESSION
11:45am	<p><b>2020 Award Winning Projects</b></p> <p><u>Description:</u></p> <p>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).</p> <p><u>Presenters:</u></p> <p>Talitha McDougall and Helen Nikitenko, City of Burnside</p> <p><i>Helen Nikitenko (Team Leader Innovation and Technology):</i></p> <p><i>Helen started her career in IT working with BAE Systems for 5 years supporting ERP applications like Oracle, Kronos and Aveva. She worked closely with the Maritime business unit as an applications analyst, automating their processes plus training and supporting employees with managing the change. This project work took place all over Australia including Henderson in WA, Williamstown in Victoria and Garden Island in NSW. Helen moved to Local Government in late 2015, starting as an applications support officer and progressed to Team Leader Innovation and Technology after only 1 year of working at the City of Burnside. She is passionate about maintaining the awesome team culture she walked into at Burnside, ensuring that everyone feels empowered and supported within their roles. In the IT space, she enjoys analysing corporate processes and finding efficiencies through change or using technology, scheduling and project managing the move off legacy systems and leading the budget and asset management planning.</i></p> <p><i>Talitha McDougall (Team Leader Information Management):</i></p> <p><i>Talitha has been in the Information Management industry for over 10 years. She has spent her career at the City of Burnside where she started out as a Trainee and later made her move up the corporate ladder becoming the Team Leader. Combined with her records management experience, customer focused attitude and problem solving approach to process, Talitha has become responsible for being the bridge between Information Management and rest of the Council.</i></p> <p><i>She has further developed her skills through extended study and obtained a Diploma in Project Management. This opened up new opportunities with project managing the Electronic Approvals project consisting of development of internal online forms, workflows and introducing DocuSign into the organisation. Talitha was integral with coordinating all the tasks required to be completed ready for PlanSA going live in March; she kept logs of the risks, outstanding items and followed up with the Transition Team consisting of Planning, Building, Customer Service, IT, Community Engagement and Planning Policy team members.</i></p>

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TIME	SESSION
12:25pm	<p><b>Regional Connectivity / Possible Use Case</b></p> <p><u>Description:</u></p> <p>Beam Internet are working with a number of South Australian Councils to provide high speed internet access in the region areas. In this session, Josh will discuss where they found a gap, how they've been able to respond and scale up regional business in technology, as well as innovative approaches to other technology solutions with Councils from solar power to street furniture.</p> <p><u>Presenter:</u></p> <p>Josh Helbig, Beam Internet</p> <p><i>Josh is a founder and co-owner of multiple technology focused companies based in the Barossa Valley. Starting with the launch of Kodo Technologies in 2014 providing business computer support services and followed by the inception of Beam Internet in 2015 as a marketing exercise to hopefully connect 100 customers with fast internet. Beam Internet has far exceeded initial expectations and is now the largest privately owned fixed wireless Internet provider in South Australia with coverage in excess of 20,000 square kilometres across the state.</i></p>
1:05pm	<b>Lunch</b>
1:55pm	<p><b>Keynote Presenter: Third Space</b></p> <p><u>Description:</u></p> <p>Dr Fraser'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.</p> <p>In outlining The Third Space, Adam will bring to life his leading edge research and you'll learn:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• A simple three step process to perform on the way home from work to dramatically improve work life balance and overall happiness.</li> </ul>

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	<p><u>Presenter:</u></p> <p>Dr Adam Fraser</p> <p><i>Dr Adam Fraser is a human performance researcher and consultant who studies how organisations adopt a high performance culture to thrive in this challenging and evolving business landscape. While other speakers talk about research, he does the research, partnering with various Universities through Asia Pacific. He is at the forefront of how neuroscience and positive psychology can be used to improve work place performance. In fact he is thought to be the only keynote speaker in the world to have had the impact of his keynote presentation measured in a University study (It improved the behaviour of attendees by 41%). He has worked with elite level athletes, the armed forces and business professionals of all levels. Dr Fraser is regularly featured in the media. Having appeared in the Australian Financial Review, CEO magazine, Business Review Weekly (BRW), Fast Thinking, Readers Digest, Human Capitol magazine and Management Today. He has held regular radio spots on ABC 702 and his own slot on Sky Business. He is also regularly on Channel 7's Sunrise &amp; The Morning Show, Kochie's Business Builders, Channel 9's Today show and Mornings, What's good for you and Close Up in Auckland.</i></p>
2:55pm	<p><b>LGA Procurement Presents the Aggregated ICT Buying Opportunity for the Sector</b></p> <p><u>Description</u></p> <p>This session will provide details on the new ICT panel for all Councils.</p> <p><u>Presenters</u></p> <p>Jane Vergou, Vicky Newton and Keith Barber, LGA Procurement</p> <p>David Carroll, City of Adelaide</p> <p><i>Jane Vergou, LGA Procurement</i></p> <p><i>Jane has worked in Local Government for over 20 years across various service delivery areas, including community development, infrastructure, public art and procurement. As Client Relationships Manager Jane works with Councils to support them with their procurement planning and implementation with the various offerings from LGA Procurement.</i></p> <p><i>Vicky Newton, LGA Procurement</i></p> <p><i>Vicky has worked with the sector at the LGA across policy, professional development and procurement for over a decade. Currently Vicky manages our prequalified suppliers and contracts and is a specialist for the state-wide electricity contract.</i></p>



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	<p><i>Keith Barber, LGA Procurement</i></p> <p><i>Keith Barber has over with over 20 years' experience in procurement both in Local and State Government with majority of his experience in procuring a wide range of goods, works and services for a number of SA Councils. Keith is a procurement specialist and oversees the five professional development modules that are offered to local government.</i></p> <p><i>David Carroll, City of Adelaide</i></p> <p><i>David has over 30 years experience within Local Government across various disciplines including Finance, ICT Infrastructure, IT operations and business software applications delivering quality outcomes through leadership, project management, business process improvement and advanced communication. David is joining LGA Procurement to talk about Directions of Microsoft.</i></p>
3:35pm	Afternoon Tea
3:55pm	Prize Draws
4:05pm	<p><b>Permission to Play</b></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>
5:05pm	<p>Close</p> <p>Lisa McAskill MC</p>
6:30pm	Pre-Dinner Drinks
7:00pm	<p><b>Networking Dinner</b></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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TIME	SESSION
	<p><u>Cellist Jennifer Cowley</u></p> <p>Jennifer is a professional cellist who has performed nationally and internationally as a soloist and ensemble musician for almost three decades. She has played a wide range of genres from folk to free jazz to classical and tango. She hopes you enjoy her selection of music for the LGITSA dinner 2021.</p> <p><u>Music by 'All About Her'</u></p> <p>All About Her is one of Adelaide's leading cover bands with strong local ties in the Adelaide music scene, and a trustworthy name around town.</p>

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### DISCOUNTS & REGIONAL SUBSIDY

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Full Event Package – Register 4 or more Member participants for the full program (excluding dinner) in one order and a discount of \$110 incl. GST will be applied.

### 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)

#### MEMBERS

Conference, Workshop & Dinner – Member	\$550
Conference & Workshop – Member	\$495
Conference & Dinner – Member	\$396
Workshop & Dinner – Member	\$297
Conference – Member	\$297
Workshop – Member	\$198
Dinner – Member	\$99

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**NON-MEMBERS**

Conference & Dinner – Non-Member	\$550
Conference – Non-Member	\$396
Dinner – Non-Member	\$154

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**Program – The Black Swan – the Impact of the Highly Improbable  
Members Only Workshop – 7 May 2021**



TIME	CONCURRENT SESSION	CONCURRENT SESSION
8:40am	Registrations	
9:00am	Buffet Breakfast	
9:55am	<b>Welcome</b> <u>Presenter:</u> Karin Swiatnik, LGITSA President	
10:00am	<b>Black Swans – Let's Get Normal</b> <u>Description:</u> This session will discuss: <ul style="list-style-type: none"> <li>• The underlying logic which drives people's actions</li> <li>• How Covid allowed everyone to temporarily treat IT normally</li> <li>• The 'planned organic' change method</li> <li>• Introducing the Jeeves Strategy</li> <li>• Conversations that land</li> <li>• Bringing it home</li> </ul> <u>Facilitator:</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	<b>Special General Meeting and LGITSA Initiatives Update</b> <u>Presenters:</u> LGITSA Board Members	
12:25pm	<b>Session 1 – Cirrus Cloud Project</b> <u>Facilitators:</u> Karin 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-	<b>Session 1 – State Records Update</b> <u>Facilitators:</u> Simon Froude, Director and State Archivist, State Records SA <u>Description:</u> This session will provide a State Records update particularly in relation to information management policy reform.



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	<p>investment of \$0.4M prompted a review of the way IT infrastructure services were 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)</p> <p>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.</p>	
1:15pm	Lunch	
2:00pm	<p><b>Session 2 – Cyber Security</b></p> <p><u>Facilitators:</u></p> <p>Andrew Corrigan, Assistant Auditor-General (Specialist Reviews and Analytics), Auditor-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><b>Session 2 – Information Management and FOI – the new planning system</b></p> <p><u>Facilitators:</u></p> <p>Felice D’Agostino, Principal, Norman Waterhouse</p> <p>Nathaniel Mason, Business Solutions Team Leader, City of Tea Tree Gully</p> <p><u>Description:</u></p> <p>This session will discuss Information Management / FOI and the Plan SA changes and how we, as a sector, will approach it.</p>

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2:50pm	Afternoon Tea	
3:15pm	<p><b>Session 3 – Panel Session: Cyber Security</b></p> <p><u>Panelists:</u></p> <p>Rick Maudlay, City of Port Augusta George Pajak, City of Prospect 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><b>Session 3 – Panel Session: Different Approaches to Records Management</b></p> <p><u>Panelists:</u></p> <p>Jody Atkins, Team Leader, Information Management, Adelaide Hills Council</p> <p>Danna Slessor-Cobb, Knowledge Management Officer, The Barossa Council</p> <p>Katrina Windebank, Team Leader Information Management, City of Unley</p> <p>Julie Darling, Senior Records Officer, Yorke Peninsula Council</p> <p><u>Description:</u></p> <p>The panel will discuss (with attendees):</p> <ul style="list-style-type: none"> <li>• different approaches to Records Management, including how metropolitan and regional Council's manage records and some insight into how some State Government agencies manage their records.</li> <li>• a brief update on the progress of the <i>Freedom of Information Act</i>.</li> <li>• Information Management innovation and business continuity</li> <li>• COVID learnings including mail handling and working from home</li> </ul>
4:05pm	<p><b>Driving Innovation and Improved Community Outcomes</b></p> <p><u>Facilitators:</u></p> <p>Nathan Petrus, Executive Director, Member Services, Local Government Association of SA</p> <p>Nathaniel Mason, Business Solutions Team Leader, City of Tea Tree Gully</p> <p><u>Description:</u></p> <p>A key recommendation of the 2019 Productivity Commission Report was to establish a broad information framework, with a range of indicators published</p>	

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	<p>online, enabling high level comparisons of councils, and supporting decision-making and continuous improvement. There are two components of the framework:</p> <ul style="list-style-type: none"><li>• A public website that will report the performance of South Australian councils in order to provide the community with transparent performance information (to be developed in conjunction with the SA Government); and</li><li>• An information system and program of workshops, to enable councils to share and analyse detailed cost data to promote greater efficiency in councils' services and operations.</li></ul> <p>Hear the latest LGA update on development of the framework, and join a facilitated discussion about how our expertise in IT and information management can support this important sector-wide initiative.</p>	
4:55pm	Close	

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