



**LGITSA**

Local Government Information Technology South Australia

**CONFERENCE, GALA AWARDS DINNER  
& MEMBERS ONLY WORKSHOP**

**Thursday 21 & Friday 22 October 2021**

Adelaide Convention Centre - North Tce, Adelaide



# Crossroads

Paving the Way

With keynote speaker **Dr David Cropley**

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






**Program – ‘Crossroads – Paving the Way’  
Conference and Gala Awards Dinner – 21 October 2021**



TIME	SESSION
8:30am	Registrations
9:00am	<p>Welcome &amp; Introduction</p> <p><u>Presenter:</u> Lisa McAskill, MC</p> <p><i>Lisa is best known for her role as a presenter on Channel 9's Postcards program, a role she enjoyed for 14 years. Lisa also appeared on Postcards Australia which aired nationally on the Win Network and internationally on the Discovery Channel. Lisa has had on camera crash courses in all manner of extreme sports. All in the name of a good story. Her enduring TV career includes more than 70 local, national and international TV commercials and numerous tourism, corporate and training documentaries. In 2011, Lisa established Lisa McAskill Presenting with a focus on the training of presenters and media mentoring. The business has evolved to include a production arm that includes writing, producing and directing online video content for individuals and businesses, social impact video content and TV commercials.</i></p>
9:05am	<p>President's Address</p> <p><u>Presenter:</u> Karin Swiatnik, President, LGITSA</p>
9:10am	<p>Keynote Presenter: Creativity, Innovation and AI – The Future of Work in Local Government IT</p> <p><u>Description:</u></p> <p>The growth of Artificial Intelligence (AI) and Robotics is having a profound impact on jobs and organizations. These technologies now have the capacity to perform many jobs previously carried out by people. Predictable, algorithmic tasks ranging from routine manual labor (e.g., bricklaying) to customer service, bookkeeping and even legal services are now within the capabilities of AI and robots. Local Government will be no exception, with AI and robotics offering higher productivity, greater efficiency, and better service delivery to rate payers. However, the impact on Local Government IT departments will be intense. The responsibility for not only the implementation of these new technologies, but also for their maintenance, support and stewardship, will fall on Local Government IT.</p> <p>AI and robotics represent a massive technological change for Local Governments. The particular impact of change is that it creates new problems that can only be tackled with new solutions. New solutions, in the end, can only be found with highly developed skills in creativity and innovation. To be ready to meet the challenge of AI and robotics, Local Government IT must be ready for a wave of creativity, innovation and problem solving.</p>



TIME	SESSION
	<p>This keynote will explore the issues of AI and robotics, and their impact on Local Government IT, explaining how creativity and innovation will underpin this important transition. What cross-functional skills, attitudes and capabilities do Local Government IT departments need to develop now to be ready for the Future of Work?</p> <p><u>Presenter:</u></p> <p>Dr David Cropley, Professor of Engineering Innovation, University of SA</p> <p><i>David Cropley is the Professor of Engineering Innovation at the University of South Australia. He specialises in helping people and organisations become better, more effective, problem solvers. Dr Cropley is the author / co-author of nine books including Creativity and Crime: A Psychological Analysis; Creativity in Engineering: Novel Solutions to Complex Problems; The Psychology of Innovation in Organizations, and Femina Problematis Solvendis – Problem-Solving Woman: A History of the Creativity of Women. A creative problem solving and innovation expert, Dr David Cropley was a scientific consultant and on-screen expert for the Australian ABC TV Documentaries Redesign My Brain, Life at 9 and Redesign My Brain, Series 2. For more than 20 years, he has helped schools and organisations in Australia, the US, and Europe develop more effective, creative problem solvers.</i></p>
10:10am	<p><b>Innovation and Entrepreneurship – what does our future look like?</b></p> <p><u>Description:</u></p> <p>The future of our economic stability comes from entrepreneurship and innovation. Professional speaker and coach, Sanja Jovanovic has navigated many crossroads in her journey as a performer, entrepreneur, business owners, mentor and facilitator. Drawing from her experience working with government, startup business and everything in between, Sanja will share her experiences, tips and tricks to navigate the challenges and complexity of business from a different perspective.</p> <p><u>Presenter:</u></p> <p>Sanja Jovanovic, CEO, Talent Academy</p> <p><i>Sanja is the Founder and CEO of Talent Academy, an award winning public speaking coaching agency based in Adelaide. Recognised as Mentor of the Year in 2017 by Startup Adelaide as well as taking the role of Head of Events and PR for the Startup community in Adelaide, Sanja has experience and insight to share. Passionate about the future of entrepreneurship and innovation in the state, Sanja delivers workshops, keynotes and board advice to break barriers and support growth in the sector.</i></p> 
10:40am	<p><b>Platinum Sponsor – Convergence of Local Government, Citizens and Technology</b></p> <p><u>Presenter:</u></p> <p>Ian Falconer, Senior Solutions Architect, Amazon Web Services,</p> 

TIME	SESSION
10:55am	Morning Tea
11:20am	<p><b>The Future of Local Government</b></p> <p><u>Description:</u></p> <p>Local Government organisations worldwide are setting their sights on creating digitally enabled and data-driven organisations that are designed to serve their ‘customers’ in revolutionary new ways. Today’s hyper-connected digital world is about the customer experience and local authorities everywhere now have a historic opportunity to transform how they meet the needs and expectations of their own customers – the citizens, businesses, partners, leaders and stakeholders across the diverse cities and communities they serve. The future of local government organisations – driven by digital capabilities, data integration and customer centricity – is unmistakably upon us and as the KPMG global research reveals, there is not much time to lose on this inevitable and exciting journey as the remarkable pace of change accelerates in today’s hyper-connected new reality.</p> <p><u>Presenter:</u></p> <p>Kathryn Murray, Customer, Brand &amp; Marketing Lead SA, KPMG</p> <p><i>With a background in behavioural science and cognitive psychology, Kathryn brings more than 20 years experience as a Marketing and Customer Experience (CX) leader and innovator. Kathryn had worked with many of the world’s leading brands globally in both consulting and executive roles to assist organisations to realise the benefits of a customer-driven culture supported by digitally enabled customer, brand and employee experience strategies to drive enhanced commercial outcomes. Kathryn works with clients to enable them to truly understand their customers and their people to drive insights driven decision making to embed operational excellence and deliver on their brand promise.</i></p>
12:00pm	<p><b>Platinum Sponsor</b></p> <p><u>Presenter:</u></p> <p>Nick Hart, Business Development Manager, CompNow</p>
12:15pm	<p><b>Hot Topic Power Sessions</b></p> <p><u>Description:</u></p> <p>This session will allow participants to ‘speed date’ with current topics and key initiatives relevant to information technology and information management professionals in Local Government.</p> <p><u>Facilitator:</u></p> <p>Lisa McAskill MC and Members of the LGITSA Committee</p>



TIME	SESSION
1:15pm	Lunch
2:15pm	<p><b>Platinum Sponsor</b></p> <p><u>Presenter:</u>  Jane Vergou  Client Relationship Manager, LGA Procurement</p>  <p><b>Procurement</b>  <b>Local Government Association</b>  of South Australia</p>
2:30pm	<p><b>Emerging Technology – what are the trends?</b></p> <p><u>Description:</u>  At all tiers of government, we are striving for innovation and entrepreneurship to solve wicked problems. The Office of the South Australian Chief Entrepreneur hold a unique position to connect State Government with emerging technology, business and talent. Looking to align opportunities and benefits with Local Government, this session will explore and discuss trends and observations from a variety of perspectives, share information about what’s happening inside Lot 14 and what’s coming next.</p> <p><u>Facilitator:</u>  Nathaniel Mason, Team Leader, Business Services, City of Tea Tree Gully</p> <p><u>Presenter:</u>  Dr Judy Halliday, Chief Operating Officer, OSACE, Innovation and Science Directorate, Department for Innovation and Skills  Aron Hausler, Department for Innovation and Skills</p> <p><i>Judy is responsible for supporting the Chief Entrepreneur and the Entrepreneurship Advisory Board, as well as delivering on the Government’s commitment to growing entrepreneurship and supporting start-up and scale up business in South Australia. In this role, she is also responsible for delivering the Startup Hub at Lot Fourteen. Judy has more than 25 years’ executive and management experience in entrepreneurship and innovation as an inventor, founder, investor, academic and industry professional in the private and public sectors. She has published in academic peer reviewed journals and has been a successful applicant in competitive grant programs as both an academic researcher and as an industry partner. She is an inventor on granted patents and has been involved in raising millions of dollars for multiple start-up companies. She has negotiated multi-million-dollar licensing transactions and collaboration agreements in the development of early stage technologies. Judy has extensive experience in strategy development and implementation and been a non-executive director of 7 start-up companies and is currently a member of several Advisory Boards. She has been a member of venture fund investment committees for the Medical Research Commercialisation Fund and Uniseed.</i></p> 

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TIME	SESSION
3:10pm	<b>LGITSA Initiatives</b> <u>Description:</u> This session will provide an update on key initiatives that LGITSA are currently working on including the Cyber Security Initiative. <u>Presenters:</u> LGITSA Committee Members and Richard Tyrcha, CyberCX
3:30pm	<b>Afternoon Tea</b>
3:50pm	<b>Prize Draws</b>
4:00pm	<b>Escape Room!</b> <u>Description:</u> You and your team have been framed for an art heist and you are currently locked in an office. The police have been called and they will be arriving soon. Your goal is to escape and expose the real art thief before the authorities arrive! <u>Facilitator:</u> Darren Brady, Total Team Building <i>Established in 2011, Total Team Building operates Australia wide creating and delivering fun, engaging events. Their aim is to bring a well balanced program that will enhance leadership, communication and overall team cohesion by using a very strong focus on the FUN factor!</i>
5:15pm	<b>Close</b> Lisa McAskill MC
6:30pm	<b>Pre-Dinner Drinks</b>
7:00pm	<b>Gala Awards Dinner</b> Entertainment; DJ JSTR

## 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).

## DISCOUNTS & 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. This subsidy is applicable for the full event (conference, dinner and workshop) and can be selected on the registration form.

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.

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**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

**NON-MEMBERS**

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



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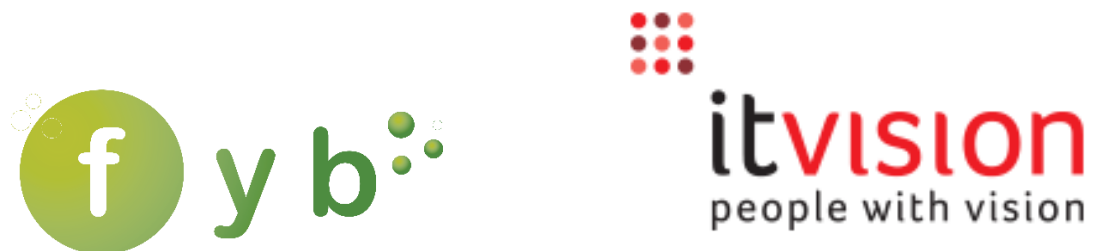
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**Program – ‘Crossroads – Paving the Way’  
Members Only Workshop – 22 October 2021**



TIME	SESSION
8:40am	Registrations
9:00am	Buffet Breakfast
9:55am	Welcome <u>Presenter:</u> Karin Swiatnik, LGITSA President
10:00am	LGITSA AGM <u>Presenters:</u> LGITSA Committee Members
10:15am	Session 1
12:15pm	Lunch
1:00pm	Session 2
3:00pm	Afternoon Tea
3:15pm	Session 3
5:00pm	Close

Workshop Facilitators:

Steph Jeuken, EAI Projects

*Steph is a principal consultant at EAI Projects. She has worked in the field of ICT and Consulting for more than 20 years. She successfully collaborated with Local Government, the Dog and Cat Management Board and industry groups over the past 5 years to design, build and implement Dogs and Cats Online (DACO). Steph has also been engaged by the LGITSA Board to assist in the implementation of the ePlanning project. Steph's work is not limited to system development and implementations. In addition to facilitating training and strategic workshops for organisations, she was also engaged by Marion Council to provide training and guidance in the mentoring aspects of their LEAD program for emerging leaders and has been teaching Design Thinking principles at Flinders University's New Venture Institute for the past 5 years.*



Adam Thompson, Thompson Organisations

*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.*



TIME	SESSION
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Routine and habit... they're often presented in such a positive light – especially when we talk about exercise and health. But sometimes it takes us down a dark and dreary path. When? Well, often it's in the workplace – you have a constant stream of things to do – recurring meetings, emails, phone calls, work queues etc.

As draining as that all sounds, for many of us it's also comfortable. Like working at Wendy's – clock in, take an order, make a sundae, take some money, take an order, scoop a cone and repeat until clock out. You know what to do because it's part of your routine and someone else is putting the demand on you. You don't have to think too deeply about why, what, or how. It's all baked (or frozen) into the daily, albeit grinding, routine.

You don't get time to think about why it is grinding or if it should be grinding or if some other way might be easier. You can only keep doing what you are doing. You need the space of a workshop or conference to bond with your fellow compatriots at other councils about the pain of inefficient, ineffective and endlessly busy days, weeks and months.

But this is a path to a dark place. A place where we don't remain curious and interested in our workplace, and start to forget our purpose and miss the opportunity to make it better. We accidentally become like these guys:





TIME	SESSION
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Is it possible you might be accidentally doing this? Or that you may be inadvertently adhering to false complexities and dogmatic routines of work? Wouldn't it be great to get up above the traffic for a day and see what's going on? W. Ross Ashby tells us that we need to fight variety with variety. Notice he didn't recommend fighting variety with routine? But what does this mean? Conveniently there is an answer....we need to get good at getting connected.

Getting connected means we get many unique angles onto the one problem. Getting connected means we get curious about the totality of our work as a whole and make better decisions. And getting connected means we can respond to the latest things faster, better...or not at all. And with information and technology being the area of every organisation that determines the pace at which it can move...the onus is on us.

Join Steph Jeuken and Adam Thompson for a day in which you will experience new ways of thinking to enable you to not only better understand complexity and connection but also provide you with the tools to do something about it. To recognise when to break from routine and cast your vision broader so that we better leverage all the talents within our organisations. Together, Steph and Adam bring over four decades of experience in facilitating workshops on organisational management, information technology, design and human development, they have designed a workshop specifically for LGITSA that will let us learn, observe and experience different ideas and angles on managing work, managing ourselves and handling complexity that will leave you with the tools and ideas you need to create a more valuable technology service in your workplace.

Why? So we can all get closer to doing what we want to do - provide the business with the information and technology solutions that folks value.

Our agenda will be to go through:

- Working with complexity
- Getting connected to each other
- Thinking through complex problems (design thinking)
- Managing work and workload in today's environment

And for those looking for further development and understanding on these key areas, we will also provide the opportunity for follow-up workshops to provide deeper knowledge and the space to work through real-life examples.

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