



**LGITSA**

# LGITSA FORUM

Welcome to the 2023 LGITSA Forum – Join us for our first event of the year at the May LGITSA members only forum. This event takes us back to our roots in a loosely structured forum for networking and sharing ideas. There will be room for lots of discussion and connecting with each other to discuss the challenges and opportunities we are all working through.

## Topics:

Effective Technology Teams | Apps / Helpdesk

Data Governance | Information Management

**ARC Campbelltown**

**4<sup>th</sup> May 2023**

**City of Tea Tree Gully**

**5<sup>th</sup> May 2023**

**Register online – [www.lgitsa.com.au](http://www.lgitsa.com.au)**

**PROGRAM**  
**LGITSA Forum – 4 & 5 May 2023**



**Day One – 4 May 2023 – ARC Campbelltown**  
**‘Cyber, Apps, Helpdesk (Strategy)’**

TIME	SESSION
8:40am	Arrival
8:55am	<p><b>Welcome</b></p> <p><u>Presenter:</u></p> <p>Nathaniel Mason, LGITSA President</p> <p>This is an informal and interactive networking event that provides a platform for discussion and knowledge sharing on best practices and strategies for IT and IM professionals in the local government sector.</p> <p>There is no formal agenda for this forum, but we encourage you to actively participate in the discussion and share your own experiences and insights from your organization and experience. You may also wish to ask questions, seek advice, or provide feedback to other attendees.</p> <p>We believe that by bringing together our community LGITSA professionals in the local government sector, we can help to build a stronger and more resilient industry, and ensure that our communities have access to the best possible services and information.</p>
	<p><b><u>Effective Technology Teams</u></b></p> <p>Effective and functional IT teams are critical to the success of all Councils in today's digital age. In an industry that's constantly evolving, it feels like there's a new tool, app or way of working released every day.</p> <p>Modern IT teams are now accountable for data management, cybersecurity, integration, driving digital transformation and being partners to the business to lead change and innovation.</p> <p>In this session we'll have a conversation to share some of the tools, tips and techniques which teams have implemented to improve the way we work.</p>
9:00am	<p>Let's chat about what you are working on, including:</p> <ul style="list-style-type: none"><li>• Where are you keeping your data?</li><li>• Digital Literacy and Services – what's the future focus and strategies</li><li>• Documentation Tips and Tools</li><li>• API and Integration Tools</li><li>• What are your key projects in the next 3-5 years</li><li>• Cyber Security – penetration testing (are you doing it, who is doing it, what tools are you using?), asset management, essential eight etc</li></ul> <p>Facilitators / Note Takers:</p> <ul style="list-style-type: none"><li>• James Roberts (Facilitation)</li><li>• Daniel Brinkworth (Notes)</li><li>• James Sinden (Notes)</li></ul>

**PROGRAM**  
**LGITSA Forum – 4 & 5 May 2023**



TIME	SESSION
10:40am	Morning Tea
11:10am	Technical (How we work) continued...
12:50pm	Lunch

[Apps / Helpdesk](#)

Helpdesk, applications and systems maintenance is a perpetual task for many. While the projects come and go staff need support and applications need to be managed to get the most out of them and make sure people can use them. In this session we'll have a conversation about methods and challenges that different teams have overcome or can share with others.

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| 1:50pm | Let's chat about what you are working on, including: <ul style="list-style-type: none"><li>• Workflow and Automation – how do you digitise your workflow?</li><li>• Identity Management – what are you doing in this space?</li><li>• ERP – challenges and success stories</li><li>• Service Desk Management</li><li>• Documentation – what are you using for it, do you automate any of it?</li><li>• Where do you keep your data – what systems and why?</li></ul> |
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Facilitators / Note Takers:

- Doris Hajszan (Facilitation)
- Naomi Molloy (Notes)
- Wayne Simes (Notes)

3:50pm	Close and Afternoon Tea
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**Day Two – 5 May 2023 – City of Tea Tree Gully**  
**‘IM and Data (Strategy)’**

TIME	SESSION
8:40am	Arrival
8:55am	<b>Welcome and Day 1 Recap</b> <u>Presenter:</u> Nathaniel Mason, LGITSA President
<u><b>Data Governance</b></u> <p>Data is a critical asset, and effective data governance is essential for ensuring that data is accurate, secure, and accessible to the right people at the right time.</p> <p>This session will cover a range of topics related to data governance, including data quality, data privacy, data security, and data sharing. This session is designed to provide a platform for discussion and knowledge sharing on best practices and strategies for managing data in the local government sector.</p>	
9:15am	<p>A forum discussion about all things IM and what you are working on, including:</p> <ul style="list-style-type: none"><li>• Data Governance Maturity – where to start building a plan, road map, strategy</li><li>• Establishing a formal structure for Data Governance and Ownership</li><li>• Data Quality – where to start?</li><li>• Open Data – what are you sharing? Should we standardise across the sector?</li><li>• Managing data in systems other than a records management system – governing the what, when and for how long</li><li>• Security Classifications – is a standardised approach enough</li></ul> <p>Facilitators / Note Takers:</p> <ul style="list-style-type: none"><li>• Ben Cowley (Facilitation)</li><li>• Nathaniel Mason (Notes)</li><li>• Jody Atkins (Notes)</li></ul>
10:40am	Morning Tea
11:10am	Data Governance continued...
12:50pm	Lunch

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### Information Management

Changing ways of working, places where information is stored and growing communication channels continue to be a focus for information management professionals. Add to that the balance of being compliant, budget restraints and creating efficiencies. In this session we'll have a conversation about various challenges, ideas and learnings on how people are approaching activities and knowledge sharing support each other.

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- 1:50pm      Let's chat about all things IM and what you are working on, including:
- Electronic Destruction – if Optus and Medibank have taught us anything, it's the importance of not holding onto data for any longer than we have to
  - FOI vs request for access to development documents
  - Training and Education – delivering training to staff, Elected Members and everyone in between
  - How can we ensure staff are more accountable for their Records Management
  - Capturing Social Media Records
  - LGAP Records Management Panel Update
  - Managing Data in Other Systems – let's talk about locations for documents
- Facilitators / Note Takers:
- Jody Atkins (Facilitation)
  - Dannielle Lovell (Joint Facilitator / Notes)
  - Zoey Squires (Notes)

3:30pm      Afternoon Tea

4:00pm      Information Management continued...

5:00pm      Networking

## 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).

## 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)

Day One Only	\$55
Day Two Only	\$55
Both Days	\$99