



CTRL + ALT + ADAPT

Thursday 19 & Friday 20 September 2024
Adelaide Convention Centre

Agenda at a Glance

Local government today is in a constant state of flux. Rapid and constant change has become the norm, with shifting priorities, expectations, and requirements, from both management and customers alike.

Information Technology (IT) and Information Management (IM) teams play a critical role in helping their organisations adapt to these evolving circumstances, facing the wave of constant change and continuing to meet the needs of our communities.

So how can we adapt to this inevitable force of transformation and set ourselves up for success?

CTRL+

Take control of the changing circumstances

ALT+

Prepare ourselves and our organisations

ADAPT

Get involved and embrace the change

This year's Annual Conference 'CTRL + ALT + ADAPT' will bring together leaders from across Australia to discuss the importance of adaptability and embracing change for growth.

It will cover the importance of embedding change-ready processes, steps to build an adaptability mindset, and the possibilities that change affords us. It will consider the role of the individual in supporting our organisations and communities to meet change head on, taking risks and embracing the unknown.

Local Government Information Technology South Australia (LGITSA) is committed to supporting IT and IM teams to meet the challenges faced by local government and finding solutions to deliver long-term success. Across two days of presentations, facilitated discussions, collaboration, and networking, we will learn how to be adaptable in the face of relentless change.



DAY 1 - Morning

We will start our Conference by reflecting on the scale of change that we as individuals and societies are currently facing. We will consider the fact that these changes are not confined to our workplaces or communities, but instead constitute shifting global social, political, and environmental tides.

In the face of this unrelenting change, we ask ourselves: How do we approach change? How can we position ourselves to thrive in uncertainty? How can we adapt? In our first session, we will discuss how to build a change-ready mindset. We will contemplate our unique motivations, challenges, values, and perspectives in meeting and responding to transformation, and how these can be leveraged to create a culture that is ready to adapt.

DAY 1 - Afternoon

In the afternoon we will investigate the necessary tension facilitated by changing conditions; while change can make room for the novel and unexpected, it also requires us to work hard and lock in change-ready practices, processes, and systems.

The first stream will open our eyes to the possibilities created by our changing circumstances. With new technologies like artificial intelligence (AI), we can dream big and pursue things we might never have previously conceived. We will revel in the excitement and the potential.

The second stream will consider the hard skills necessary to enable change, such as information and vendor management. As part of this stream, we will hear from our Member Councils as they share their experiences and case studies, sharing practical strategies and actions to build change-ready organisations.

DAY 2 - Morning

In the morning of Day 2, we will consider the fact that adaptability is multi-dimensional. Adapting to change requires us to consider our own readiness for changing circumstances as much as it requires us to consider the capabilities of our team and organisation. How can we ensure we are ready to meet the ever-evolving expectations of our customers, advancements in technology, and upheaval in our political environments?

On Friday morning, we will launch our Data Governance Framework. The Framework is a LGITSA initiative, to guide the way South Australian councils collect, manage, and protect data. In the face of change, the Data Governance Framework is a critical tool for strengthening local government data management practices and establishing systems that facilitate long-term success.

DAY 2 - Afternoon

The final session of our Annual Conference will see us discuss – across two concurrent streams – practical and actionable steps to prepare for change. In the first stream, we will share knowledge and experience through real life case studies with a focusing on technical debt and cyber security.

In the other, we will discuss tactics for creating a change-ready culture and setting our people up for success. We will consider the role that we, as individuals, can play in helping our team and organisation be prepared and adaptable, including accepting the risks and uncertainty change undoubtedly instigates. Our presenters will share actionable steps to create people, teams, and cultures that are equipped for success, building confidence and skills to embrace transformation.

Day 1 - Keynote Speakers



Nathaniel Mason

President
LGITSA

Re-elected as President of the LGITSA Board, Nathaniel returns to continue his outstanding work in 24-2023. With over five years on the Board, Nathaniel is no stranger to the inner workings of LGITSA.

Team Leader of Business Solutions at the City of Tea Tree Gully, Nathaniel delivers internal IT and IM project leadership, digital transformation, and business engagement.

Nathaniel was also a part of the CTTG IT Solutions Team, which took out this year's LGITSA IT/IM Team of the Year Award.



Victor Dominello

Co-Founder
ServiceGen

Victor Dominello is a former senior NSW Government minister, serving prominently as the Former Minister for Customer Service and Digital. Recognised by The Australian in July 2022 as one of Australia's top 100 innovators, he made history in 2019 as the world's first Customer Service Minister. During his -12year cabinet career, he led diverse portfolios including Digital Government, Innovation, Finance, and Aboriginal Affairs, garnering global acclaim for transforming NSW public service delivery through initiatives like the Department of Customer Service, Service NSW and the Digital Restart Fund.

Before politics, Victor practiced law as a partner in a commercial firm for over a decade. In September 2023, he co-founded ServiceGen, advising governments and organisations on innovative service delivery strategies.

Currently, Victor holds the following roles: Chair of the Federal Ministerial Digital ID Expert Panel and the Services Australia Independent Advisory Board, Strategic Advisor and Luminary at Accenture, and Professor at the University of New South Wales. He also serves on several boards, including Director of the UNSW-UTS Trustworthy Digital Society Hub and Board Director of the Tech Council of Australia since 2023.



Jessica Watton
OAM

Australian Sailor

At age 16, Jessica Watton became the youngest person to sail solo non-stop and unassisted around the world. Defying criticism from those who said her task was destined to fail, after 210 days at sea navigating some of the world's most challenging stretches of oceans and surviving seven knockdowns, Jessica sailed back into Sydney Harbour on 15 May, 2010, with over 100,000 people on the foreshore to greet her.

Within 3 months of her return, Jessica finished writing her book called "True Spirit" which told the story of her epic voyage. The book went straight to number 1 in Australia and has been published in 18 countries – another extraordinary achievement from the girl who suffers badly from dyslexia!

Jessica also filmed a documentary, 210 Days, which was narrated by Sir Richard Branson. She was named Young Australian of the Year 2011. In December, 2011, Jessica skipped the youngest crew ever to compete in the iconic Sydney to Hobart yacht race, finishing second in their category. In January 2012, Jessica was announced in the Australia Day Honours list, receiving an OAM (Order of Australia Medal) for services to sailing and being a role model for the youth of Australia.

In 2022, Jessica was inducted into Australian Sailing's Hall of Fame. Now aged 31, Jessica has completed an MBA, authored a second book - a middle-grade novel titled Indigo Blue and works as a management consultant within Deloitte's Human Capital Practice. True Spirit, a film adaptation of her incredible story based on her best selling book, was released by Netflix in February, 2023.

Day 1 - Guest Speakers



Lisa McAskill

Production Manager
South Australian
Tourism Commission

Lisa McAskill is an experienced presenter/reporter with a media career spanning 30 years and is probably best known for her 14 years on Channel 9's travel and lifestyle program "Postcards".

Lisa began coaching budding TV and online presenters in her business - Lisa McAskill Presenting – and has now developed a diverse clientele offering courses, workshops and one-on-one coaching in video presenting, public speaking and media training.

Lisa's video production company Fever Pitch Films used her years of industry knowledge to create and deliver compelling and engaging video content, TV commercials and social impact documentary. She was a producer/director for Tourism Australia's National Experience Content Initiative, creating video and photographic assets for 49 tourism operators across South Australia and is now in a similar role as Production Manager Marketing at the South Australian Tourism Commission.



Fabrice Marre

Senior Earth Observation
Specialist
SmartSat CRC

Fabrice Marre is a geospatial professional with over two decades of experience in Australia and overseas. Fabrice holds a Master's degree in Remote-Sensing and image processing from Paul Sabatier University in France and a Bachelor of Science in Electronic and Computer Science. He has been involved with Earth Observation research projects with European Spatial Agency (ESA) and Centre national d'études spatiales (CNES).

Fabrice was also head of Research and Development for a listed geospatial tech company and has been involved in the research, development and commercialisation of innovative 3D and AI derived geospatial products. His expertise includes GIS, remote-sensing, digital twin, and computer vision and product development.

Fabrice has been involved in several environmental and sustainability projects and volunteering missions for indigenous community empowerment, illegal logging prevention and monitoring using Earth Observation as well as large scale post-disaster remote-sensing managements project.

His purpose is to contribute to the building of a sustainable future by leveraging advanced Earth Observation technologies and connecting people.



Dr Ana Kuusk

Senior Advisor -
Engineering Asset
Management Technologies
Secora

Ana specializes in optimizing asset management across mining, defense, manufacturing, construction, and utilities. She leverages data to enhance maintenance, risk, and investment decisions. As an expert in engineering asset management, technology, and data frameworks, Ana streamlines operations by integrating and visualizing complex data sets.

Recognized for reducing inefficiencies in data practices and enhancing decision-making processes, she connects people, data, and technology, leading technical teams to drive data-driven strategies. Her expertise spans Industry 5.0, program management, data architecture, AI integration, IIoT, SCADA production systems, and OT/IT data convergence.

Ana's accolades include Fellowships of the Australian Computer Society and the International Society of Engineering Asset Management. She chairs The Asset Institute's Virtual Twin Committee and contributes to academia as an Adjunct Fellow at the Industrial AI Research Centre at the University of South Australia.



Janine Silvestri

Manager, Information
Governance
*State Records of South
Australia*

Janine is Manager, Information Governance at State Records of South Australia, a role focussed on improving outcomes for government through robust, practical and forward thinking information management.

With almost 25 years of experience in the public sector, Janine is passionate about the role governments can play in improving society. Her current role allows her to engage with agencies, professional bodies, industry and other stakeholders to improve integrity, accountability and transparency.



Melissa Chapman

Executive Officer
*State Records of South
Australia*

Melissa has worked in state government for over 25 years. Currently, working in State Records of South Australia as Senior Policy Officer.

Melissa's role focusses on the provision of advice to agencies, local governments and organisations on Freedom of Information, privacy and information management. Mel is also the Executive Officer to the Privacy Committee of South Australia.



Di Colls

Team Leader Information
Management
City of West Torrens

Di is a seasoned professional in the information management sector, with over 20 years of experience, including the past 18 years at the City of West Torrens.

Her expertise encompasses administration and support for a diverse array of information management and related applications, with a strong emphasis on digital transformation and innovation.

Di is adept at tackling the numerous challenges faced by the local government sector, particularly in records management and data governance practices and systems. She is passionate about her work and is enthusiastic about sharing her expertise and knowledge with information management communities and networks and her role as RIMPA Global Ambassador and Mentor.



Justin Sara

Director, South Australia &
State/Federal Government
ArcBlue

Justin is Director, South Australia and Public Sector Lead for ArcBlue, Asia Pacific's leading Procurement Advisory and Consulting provider. Since joining ArcBlue in 2019, Justin has worked with Local, State and Federal Government clients across Australia.

Justin is an experienced procurement leader who has led the establishment and management of a range of high value and highly complex procurement projects, including currently as Procurement Lead for the Government of South Australia's Hydrogen Project at Whyalla in South Australia which is due for delivery in 2026. Justin holds an Executive Master of Public Administration from Flinders University. He also holds a Bachelor of Management and a Bachelor of Applied Science, both from the University of South Australia. Justin is also a Member of the Chartered Institute of Procurement and Supply (MCIPS) and currently holds Chartered Status in recognition of his commitment to professional development, Fellow of the Governance of Institute of Australia and Member of the Australian Institute of Company Directors. In 2018, Justin was the procurement lead for Australia's largest energy storage battery located near Jamestown which won the CIPS Award for Best Public Sector procurement project.



Dale Drechsler

Team Leader Digital
Services
City of West Torrens

Dale has over 30 years of experience in creating interactive content as a full-stack developer, working across the entire technology stack from databases to user interfaces. Recently, he has been focusing on AI-based solutions to improve customer experiences, applying his skills to develop practical and effective digital solutions.

In this presentation, Dale will cover two AI solutions aimed at enhancing both public and internal engagement. The first is a public-facing digital assistant that integrates multiple layers of information to provide comprehensive answers, using a combination of OpenAI, Python, Dialogflow, Algolia, and OpenCities. The second solution is an internal chatbot that leverages the OpenAI Assistant model to answer general questions and also access a predetermined set of corporate data, offering tailored support for staff. These solutions highlight how AI can be customised to address distinct user needs by integrating diverse technologies and data sources.



Stephen Yates

Spatial & Business
Intelligence Analyst
City of Unley

Steve is a seasoned data and spatial professional with over 20 years of experience. He likes to leverage data and spatial analytics to drive innovation and resolve complex problems and ideas.

He has a track record of translating complex data problems into actionable insights, helping the organisation make informed decisions and improve efficiency. Steve is an advocate for the power of data and memes in local government and beyond!

Program

Day 1 - Thursday, 19 September 2024

8:45am - 9:15am	Arrivals and Registration
9:15am - 9:30am	Welcome and President's Address <i>Nathaniel Mason, LGITSA President</i>
9:30am - 10:30am	Government in the Digital Age <i>Victor Dominello, ServiceGen</i> Victor will discuss some of the upcoming changes with the Digital ID/MyGov platforms, and how these might impact and affect South Australian councils. He will also explore the potential opportunities for local governments in South Australia, sharing insights from the Service NSW story.
10:30am - 11:00am	Morning Tea
11:00am - 11:45am	Adapting to Adversity <i>Jessica Watson OAM, Austlian Sailor</i> At age 16, Jessica Watson became the youngest person to sail solo non-stop and unassisted around the world. She spent 210 days at sea, navigating some of the world's most challenging oceans and surviving seven knockdowns. However, Jessica overcame criticisms and adversity, sailing back into Sydney Harbour on 15 May 2010. Jessica will discuss her world-famous journey, how she overcame the challenges faced during the voyage, and the importance of embracing adaptability.
11:45am - 12:15pm	Informing Adaptation and Innovation: Earth Observation Research Supporting Local and State Governments in Australia <i>Fabrice Marre, SmartSat CRC</i> Earth observation (EO) research is crucial for Australian governments to help address climate change, urbanisation, and environmental degradation. While EO research may not provide immediate solutions, its long-term benefits are significant. Examples include seagrass mapping for coastal management, bushfire monitoring for early warnings, heat island analysis for urban planning, and canopy mapping for forest management. This presentation showcases EO research projects supporting decision-making and policy development at local and state levels. It discusses challenges and opportunities of integrating EO into government processes and emphasises the need for long-term investment in EO research for adaptation and innovation.
12:15pm - 12:30pm	Platinum Sponsor Presentation - Box
12:30pm - 1:30pm	Lunch
1:30pm - 1:45pm	Platinum Sponsor Presentation - CompNow
1:45pm - 2:00pm	LGITSA AGM

2:00pm - 2:30pm	Resilient Strategies for Connecting People, Assets and Technology Through Data <i>Dr Ana Kuusk, Secora</i> <p>Ana will explore how local councils can cost-effectively and resiliently meet expectations of connecting and managing people, data, and engineered assets in an ever-changing technological world through the deployment of digital twin and AI use cases.</p>	Information Governance <i>Janine Silvestri & Melissa Chapman, State Records of South Australia</i> <p>Janine and Mel will be talking about the latest State Records SA initiatives relating to Information Governance which will include the recent across government Information Management Maturity Survey, the Privacy Strategy and Fundamentals and the concept of data minimisation particularly around the personal information space and the impacts this has on local government in relation to how to keep this information safe and secure.</p>
2:30pm - 3:00pm	IT Roundtables <p>Join us for a series of facilitated roundtable discussions on topics including digital and service transformation, people and culture, and data strategy.</p>	Synergy and Integration: A Roadmap for Successful Information Management <i>Di Colls, City of West Torrens</i> <p>This presentation offers an overview of various processes implemented at the City of West Torrens, which have enhanced the efficiency of information management by leveraging existing systems and resources. These processes make use of several applications to deliver a practical and simplified experience for end users, significantly reducing the turnaround time for information gathering.</p>
3:00pm - 3:30pm Afternoon Tea		
3:30pm - 3:45pm Platinum Sponsor Presentation - AWS		
3:45pm - 4:30pm	Stakeholder Engagement Supporting Growth <i>Justin Sara, ArcBlue</i> <p>Justin will share some learnings from past ICT procurements and other case studies to emphasise the importance of stakeholder engagement, the use of traditional tender processes versus interactive and agile procurement strategies, the role of Proofs of Concepts and ultimately how best the secure value for money from your ICT procurement processes.</p>	Shaping Unley - AI: The Awesome and the Idiotic <i>Stephen Yates, City of Unley</i> <p>The results from Unley's tree canopy analysis from 2018 to the present day highlighted an issue of declining tree canopy on private land. In 2023, Unley Council commissioned Shaping Unley, a 5 stage community engagement project to empower our community to participate in problem-solving this issue. The overwhelming community response to this engagement required council to use modern data analytics to understand how the community felt, what themes were raised and what ideas they have to combat the decline. We will cover the AI and machine learning techniques used to parse the community's views into actionable items for endorsement by the elected members. We will also touch on other AI adventures Unley is undertaking!</p> Case Study <i>Dale Drechsler, City of West Torrens</i>
4:30pm - 4:45pm Wrap Up and Close <i>Nathaniel Mason, LGITSA President</i>		
4:45pm - 6:00pm Pre Dinner Networking		
6:00pm - 7:00pm Pre Dinner Nibbles and Drinks		
7:00pm - 11:30pm Gala Awards Dinner		

Day 2 - Keynote Speakers



Katie Iles

Consultant
Hello Clarity

Katie is a communications specialist, speaker and leadership coach who brings a wealth of wisdom in multi-generational leadership, team building, change and culture.

With qualifications in journalism, and well over a decade's experience in strategic communications, culture change and leadership development, Katie is adept at keynote presenting and facilitating workshops.

Day 2 - Guest Speakers



Tim Goswell

Data Governance Lead
Robinson Ryan

When it comes to risks around data, Tim takes your approach from reactive to proactive.

He brings business and IT leads together to clarify data decision-making authority; by creating the frameworks, processes and policies you need for robust and tangible data governance.

Tim has more than 20 years' experience driving transformation, technology and data initiatives across business, government, defence and education.



Emily Wingard

Manager, Cyber Capability
& Engagement
*Department of Treasury
and Finance, Government
of South Australia*

Emily is a passionate leader with 18 years' experience across information technology and cyber security in the Government of South Australia. In her current role as the Manager, Cyber Capability and Engagement in the governments lead agency for cyber security, Emily focuses on enhancing cyber security awareness, capability and collaboration across South Australia to safeguard the community against ever-changing cyber threats.

In addition, as the South Australian Branch Chair for the Australian Information Security Association (AISA), Emily actively fosters knowledge sharing and skills development, contributing to increased collaboration within South Australia and nationally.

Emily's significant contributions to the cyber security industry have been recognised with prestigious awards, including the Department of the Premier and Cabinet's 'Making a Difference' award and the AISA 'Branch Executive of the Year' award in 2021.



Temi Ogunlusi

Town of Gawler

Temi is an experienced Business Improvement Officer and value enabling Business Analyst, Process Analyst, and Market Analyst.

With a knack for innovations, creativity, cultural adaptation, continuous improvement, and continuous learning Temi manages agile projects that include Business Process Optimization, Financial Process Improvement, Database Migration, Digitized Advertisement and Strategic Marketing for Focused Market Demography.



Ben Cowley

Business & Strategic
Analyst
City of Tea Tree Gully

Ben has over 20 years' experience in IT, initially he focused on cool things like networks and servers. However it wasn't until working as IT Manager in a regional council that he saw the point of all the business analyst modules he was forced to do at uni.

Realising a passion for helping the business overcome process limitations imposed by poor system design and implementation, he seized the opportunity to hone this art as a Business Analyst at the City of Tea Tree Gully, where he has lead strategic projects on data governance and business process automation.



Chris Long

Manager Technology
& Customer
Communication
City of Mitcham

Chris has spent most of his career in IT on the dark side, working for global telecommunications providers, integrators, and IT advisory firms.

Now, he's using that knowledge for good, and has the unusual role of managing both the Technology and Customer Communications teams at the City of Mitcham.



Chris Tansell

Solutions Engineer, Digital
Transformation,
*Department of Health,
WA Health*

Chris has more than 25 years' experience in the healthcare industry, implementing impactful technologies and innovative systems to deliver enhanced patient outcomes. Passionate about innovation, Chris is no stranger to tackling complex challenges and collaborating to deliver strategically beneficial solutions.

Chris is Solutions Engineer – Digital Engagement & Transformation at the Child and Adolescent Health Service (CAHS) in Western Australia, Department of Health (WA Health), Co-founder at Telehealth Futures, as well as working with the Visionflex team on the deployment and implementation of Telehealth technology across Western Australia.



Dr Kristin Alford

Director
MOD

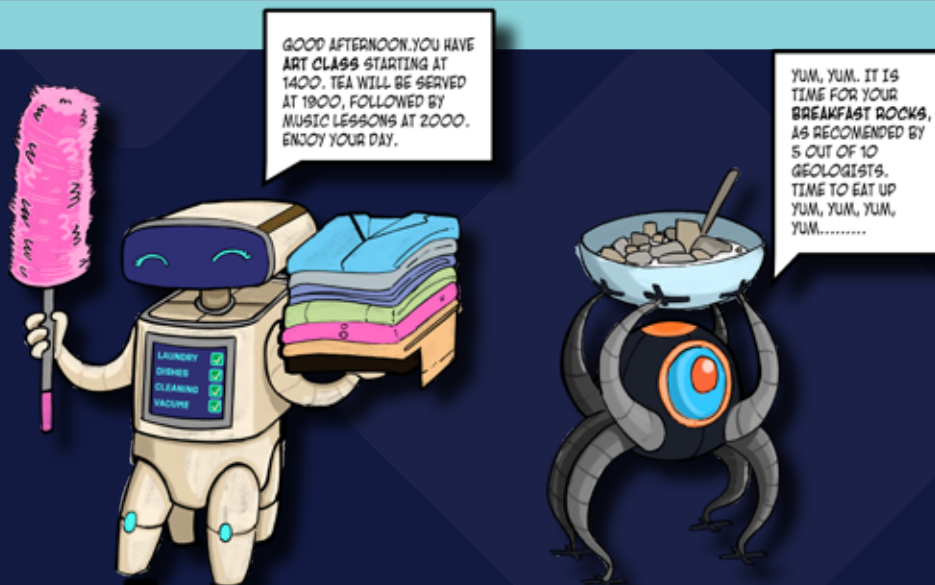
Dr Kristin Alford is a globally recognised futurist and the inaugural Director of future-focused museum MOD. at the University of South Australia.

Dr Kristin Alford set the vision for MOD. and now leads a team of science communicators and designers developing immersive experiences that showcase research and innovation to young adults. Exhibitions have received awards from the Asia-Pacific Network of Science Centres, The Design Institute of Australia and the Australian Museums and Galleries Association.

Program

Day 2 - Friday, 20 September 2024

8:30am - 9:00am	Arrivals and Registration
9:00am - 10:00am	Breakfast and Welcome
10:00am - 11:00am	Intergenerational Tech-Spectations <i>Katie Iles, Hello Clarity</i> <p>Workplaces into the future will be populated by at least four generations – all that have been shaped and formed differently. What does do we need to learn about each other – and emerging generations - to create future-proof workplace culture. In this presentation, demographic and qualitative analysis will present a compelling picture of the intergenerational workplace.</p>
11:00am - 11:30am	Morning Tea
11:30am - 12:15pm	Launch of Data Governance Framework <i>Tim Goswell, Robinson Ryan</i> <p>Join us as we launch the LGITSA Data Governance Framework and Toolkit, which has been developed in partnership with Robinson Ryan. The Framework, which has been developed for the unique context within which local governments operate, intends to provide councils with practical, free, and effective tools to assist in the governance, management, and quality of data, working to reduce data-related risks and lift maturity and provide a common frame of reference across the sector.</p>
12:15pm - 1:00pm	<div> Roundtable Discussions <p>Following the launch of the LGITSA Data Governance Framework and Toolkit, join us for a series of facilitated roundtable discussions on data governance, including differing perspectives, approaches, and opportunities.</p> </div> <div> Enhancing Cyber Capability and Awareness <i>Emily Wingard, Department of Treasury & Finance, Government of South Australia</i> <p>Emily will share insights and learnings on building cyber security capability and awareness programs, including exercise management, simulated phishing, community of practice and awareness campaigns.</p> <p>She will delve into how to develop an effective cyber security awareness program and the resources that are readily available.</p> </div>
1:00pm - 2:00pm	Lunch



2:00pm - 2:30pm	Community Scorecard for the Gawler Region <i>Temí Ogunlusi, Town of Gawler</i> The Gawler Community Scorecard is an advanced tool that presents community insight by providing interactive, up-to-date statistics about the Gawler region. This innovative platform enhances decision-making, promotes transparency, and fosters community engagement. By aggregating data on health, education, safety, and sustainability, the Scorecard enables residents and leaders to identify needs, track progress, and drive continuous improvement.	Growing Your Own Cyber Program <i>Chris Long, City of Mitcham</i> Cyber is a priority, but where do you begin without a roadmap, a team, or even a budget? How do you choose the right path among so many options, and where should you best invest your precious time and resources most effectively? In this session, I'll talk through some practical steps to strengthening your cybersecurity strategy, even if you're still in the early stages.
	Citizen Development <i>Ben Cowley, City of Tea Tree Gully</i> Based on observations of the real workplace, it's clear that average, non-IT users have developed technical skills allowing them to do things traditionally within the domain of IT, such as making online forms in significant volumes. This presents an opportunity to further enhance capabilities, increase output, and drive automation through improved tools and training. Ben will briefly outline the need, ideas, and concepts behind a citizen development strategy aimed at boosting productivity (mostly) using the resources we already have.	
2:30pm - 3:15pm	Business Aikido – Harnessing the Force of Monumental Change to Work for Us, Rather than Against Us <i>Chris Tansell, Telehealth Futures</i> Chris will discuss the human side of adaptation including how to set people up to manage oncoming change, to embrace the unknown, and understand the mindsets we need to foster to thrive.	
3:15pm - 4pm	Adaptive Skills to Innovate <i>Dr Kristin Alford, MOD</i> Adapting to change in an accelerating and uncertain environment requires leadership skills to deliver solutions, and manage transformation with people to meet strategic business goals. Drawing on futures and design thinking, Kristin will share insights about individual capability, collaboration and the global context, drawing on her experiences in emerging technologies, the cultural sector, education and city futures.	
4:00pm - 5:00pm	Conference Close and Networking	

Sponsors

Platinum



Gold



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