1. Discover a Better Way to Meet the Needs of the Modern Workforce*

- How do we and our teams embrace remote work with confidence?
- What steps will modernise IT security in this environment?
- How do we transform the employee experience at the same time?
- Can and how do you move to the Cloud on your own terms?

Aaron Robinson, Head of Pre Sales A/NZ, **Citrix**
Gov cohost: **Catherine Ellis**, Executive Director, Risk, Strategy & Performance, **Service NSW (P2P 3)**

citrix

2. Driving Public Sector Digital Transformation Through Data and Analytics

- How do we use Analytics to drive economic recovery?
- What are the challenges and barriers to operationalising analytics to affect outcomes?
- What should we consider when adopting cloud in the Analytics journey?

Kroshlen Moodley, Head of State Government, **SAS**
Ray Greenwood, Domain Lead – Artificial Intelligence and Machine Learning, **SAS**

SAS

3. Accelerating Digital Transformation in Public Sector: 2021 & Beyond

- Should digital transformation in the back office get as much importance as customer-facing initiatives?
- What does right-sizing your IT Service Management in 2021 & beyond mean for public sector organisations?
- What is the one thing that you wish your technology vendor understood to help you achieve your key result areas?
- Examples of digital transformation projects that have helped both the citizens as well as agents and employees win

Matthew Fernandes, Public Sector Team Lead (A/NZ), **Freshworks**
Vijay Shankar, Co-Founder & Director Solutions Engineering**, Freshworks**
Gov cohost: **Steve Longhurst**, Manager Executive Operations, **Department of Customer Service**

freshworks

4. Building a Connected Government Enterprise*

- How do people who have repeatable tasks to perform get things done and respond to customer needs?
- What are the challenges with current approaches in a hybrid work environment and how can these be resolved?
- This session will explore what has been learned in the past year and how connecting people and processes using digital workflows delivers better outcomes

John Asquith, Head of Innovation, Government, **ServiceNow**
Gov cohost: **Ian Schrader,** Program Director, Virtual Care Accelerator, **eHealth NSW**

servicenow

5. Security, Simplified. Protecting the New Perimeter by Reducing Password Related Risks

- What are the emerging security risks the government and organisations are facing today, and what are the optimal ways to mitigate and prevent the impact of these risks?
- The human factor behind implementing a secure workforce?
- The future of identity access management (shift to passwordless)

Nick Finnegan, Account Executive, **LastPass**

LastPass
by LogMeIn

6. Improving the Citizen Experience with Process Excellence

- The key role of continuous process improvement for a strong process excellence culture
- Streamlining processes for effective organisation-wide collaboration and better delivery of community services
- Leveraging business process management technology to ensure governance and compliance

Thomas Kohlenbach, Senior Product Specialist, **Nintex**
Gov cohost: **Rose Webb**, Deputy Secretary- Better Regulation Division, **Department of Customer Service (P2P 1)**

nintex

7. Preparing for a Secure & Rapid Digital Transformation

- The importance of visibility into your IT ecosystem as an IT leader
- Benefits of cleaning up your estate before you set off on your transformation
- How to understand system dependencies before it's too late
- How do we move to the cloud in sensible phases?

Chris Cruz, Chief Information Officer (State,Local, Education), **Tanium**
Melissa Fox, Director, Strategic Accounts, **Tanium (P2P 1, 2)**
David Lodge, Director, Strategic Accounts, **Tanium (P2P 3, 4)**

TANIUM

8. Citizen-Centric Observability - Reading the pulse of your digital citizen

- How do you identify exactly where, what and when problems are being experienced by your constituents within the heart of your digital process/ systems in real-time?
- What examples of citizen insights would be ideal to demonstrate the ongoing success of your digital efforts; to secure further funding in subsequent funding gates via Digital Restart Fund?
- What opportunities and risks do you see are involved in your cloud transformation today?
- What impact and further opportunities would arise if you had end-to-end visibility into your citizen journey linking all your digital applications through to SAP (ERP)?

Nik Hinduja, State Government Account Director, **AppDynamics**
Gov cohost: **Emma Dahms**, Director, Design and Technical Governance, **Revenue NSW (P2P 1)**
Eric Pona, Director- Budget Systems, **NSW Treasury (P2P 2,3,4)**

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9. Cyber Resilience and Compliance to the NSW Cyber Security Policy 2021 v4.0

- How ransomware and 3rd party breaches are driving a need for cyber resilience?
- Understand the requirements to be cyber resilient and how the NSW Cyber Security Policy 2021 v4.0 facilitates this
- Where to start the process?
- Common challenges for cyber resilience projects and how to navigate these

Ashwin Pal, Director Cybersecurity, **Unisys Asia Pacific**
Gov cohost: **Graeme Dunn**, Former Chief Information Officer, **Emergency Services Telecommunications Authority (P2P 1, 4)**

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10. Digital Skilling of the Public Sector Workforce

- Addressing the technology skills gap in government agencies
- Elements of an effective and efficient digital transformation strategy
- Creating a culture of learning by empowering the workforce

Mike Featherstone, Managing Director, **Pluralsight**
Amarilla Simon, Enterprise Director, **Pluralsight**
Gov cohost: **Dan Roelink**, Director of Digital Strategy, Investment & Architecture, **Department of Customer Service (P2P 1,2)**

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* Our trusted research partner Intermedium will be listening in to this roundtable for the creation of an anonymous editorial piece that summarises key takeaways post-event. This article will offer general insight to our broader audience of Government executives and will not feature any direct quotes or mention of specific attendees or departments.