

@ E-Government

15 & 16 June 2009 – Marque Hotel, Canberra

Day One: Monday 15 June 2009

- 8.30** Conference Registration and Arrival Coffee
- 9.00** Opening Remarks from the Conference Chair
Lyndon Sharp, Manager Information Services,
BOARD OF STUDIES NSW
- 9.10** Australia Post: Adopting Technology to Deliver Identity and Verification Services
Leanne Stevenson, Manager Identity Services
AUSTRALIA POST
- 9.50** OneStopGreenShop: Changing Consumer Behaviour and Gaining Local, State and Federal Departments and Agency Support
Bronwyn Pollock, Director- Online Portal Team
DEPARTMENT OF ENVIRONMENT, HERITAGE AND THE ARTS
- 10.30** Morning Tea
- 11.00** Bangladesh Case Study: Effective Strategies and Capacity Building for eGovernment Implementation in Least Developed Countries
Prof Shirley Gregor, AO of ANU & **Ahmed Imran**, Information System Researcher and Practitioner
AUSTRALIAN COMPUTER SOCIETY
- 11.40** Using Web 2.0 to Increase Services: Transparency, Responsiveness and Accessibility
Peter Alexander, Branch Manager, Online Services Branch
AGIMO
- 12.20** Lunch
- 1.30** ROCKDALE CITY COUNCIL CASE STUDY: Analysing the Success of SmartForms: An Initiative Funded by AusIndustry
Greg Smith, Director of City Services
ROCKDALE CITY COUNCIL
- 2.10** **PANEL DISCUSSION: Delivering Complex Projects Across Multiple Levels of Government**
- Opening lines of communication across government: How best to achieve the results you desire from your stakeholders
 - Developing a collaborative project: What you need to know to set yourself up for success
 - Choosing your partnerships with technology providers: How best to mitigate issues that may come out of the tender process
- Panellists include:
Greg Smith, **ROCKDALE CITY COUNCIL**
Peter Alexander, **AGIMO**
Craig Thomler, **CHILD SUPPORT AGENCY**
- 2.40** Afternoon Tea
- 3.20** CRIMTRAC: Maximising the Use of Valuable Information: National Police Reference System (NPRS)
Luan Nguyen, ICT Advisor & **Gerard Kelly**, Business Manager
CRIMTRAC
- 4.00** CHILD SUPPORT AGENCY (CSA): Highlighting the Newer Technologies CSA are Using to Connect with Their Client Base
Craig Thomler, Online Communications Manager
CHILD SUPPORT AGENCY
- 4.40** Close of Conference Day One
- 5.00** Workshop A to commence

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Day Two: Tuesday, 16 June 2009

- 8.30** Arrival Coffee
- 9.00** Opening Remarks from the Conference Chair
Lyndon Sharp, Manager Information Services,
BOARD OF STUDIES NSW
- 9.10** AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE (AIHW): Storing Sensitive Data Meaningfully and Securely
Julie Roediger, Deputy Director, Innovation and Strategy Group
AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE
- 9.50** ABN Business Names Project: A Whole of Government Example
Ann Bray, General Manager A/g – Business Registration and Licensing, Industry and Small Business Policy
DEPARTMENT OF INNOVATION, INDUSTRY, SCIENCE AND RESEARCH
- 10.30** Morning Tea
- 11.00** CENTRELINK: E-Government in Delivering Social Services
Sarbjit Sidhu, National Manager Services and Payment Options Strategy Branch
CENTRELINK
- 11.40** BOARD OF STUDIES NSW: Providing Teachers with an Essential Tool to Assist the Department move Forward:
The Assessment Resource Centre
Lyndon Sharp, Manager Information Services,
BOARD OF STUDIES NSW
- 12.20** Lunch
- 1.20** Standardising Data: When Efficiency is Essential
Heather Grain, Chair
STANDARDS AUSTRALIA IT14 – HEALTH INFORMATICS COMMITTEE
- 2.00** The Electronic Billionaire: Implementing Online Solutions to Manage Public Sector Expenditure
Luke Kenny, General Manager – Client Services
DEPARTMENT OF COMMERCE, NSW
- 2.40** Afternoon Tea
- 3.10** Integration of State and Federal Services: Identifying the Challenges Faced and How they Have Been Resolved
Yvette Carlsson, eBusiness Manager
DEPARTMENT OF TRANSPORT ENERGY AND INFRASTRUCTURE, SA
- 3.50** **PANEL DISCUSSION:** Driving Success through Change: Identifying the Need to Change and Understanding the Capacity that your Department/Agency Has to Change
- Identifying what the core users need from your services: How best to accumulate the required information
 - Building strategies around new initiatives: Gaining ownership from all stakeholders
 - Maximising the communication flow between the administrative/ policy and the operational teams: Mitigating potential issues to maximise outputs
- Panelists include:
Ann Bray, **DEPARTMENT OF INNOVATION, INDUSTRY, SCIENCE AND RESEARCH**
Julie Roediger, **AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE**
Luke Kenny, **DEPARTMENT OF COMMERCE, NSW**
- 4.30** Close of Conference Day Two
- 4.50** Workshop B to commence