4 December 2012

Welcome to FutureGov Forum Queensland 2012.

This forum has been developed to provide Queensland government agencies with a platform to discuss some of the key challenges that they are facing in transforming government at all levels across the state. FutureGov's unique IDT format will enable you to actively participate and collaborate on the latest developments in ICT in government.

We are honoured to have the Honourable Ros Bates, Minister for Science, Innovation, ICT and the Arts, and Member for Mudgeeraba, joining us to officially launch FutureGov Forum Queensland; and Mr Ray Stevens, Assistant Minister to the Premier on e-Government, and Member for Mermaid Beach, to share the Queensland State Government's clear intentions regarding open government.

I would also like to thank Queensland Government Chief Information Officer, Adjunct Professor Peter Grant, for being with us today, to share some of the landmark changes to the role of the state chief information officer, and discuss how to collectively work to capitalise on what ICT can do to drive improvement in Queensland Government.

In the last few months, I have been privileged to work and collaborate with Queensland Government ICT executives and the ICT industry, to develop today's programme. I would like to thank all our speakers, representing international, national and local governments, for their time and participation, without which this event could not have been possible.

Thank you to all our sponsors for supporting FutureGov Forum Queensland and for their continued efforts to provide Queensland Government with innovative ICT solutions that will enable them in their mission to lead, drive and deliver smart government services to citizens.

I hope that you will take advantage of this unique format to re-group and re-evaluate with your peers and colleagues today, and continue on the journey of collaboration, working together as a group towards building sustainable and resilient ICT government policies and strategies to enhance future government services delivery to the citizens of Queensland.

Thank you once again for attending and supporting the launch of FutureGov Forum Queensland.

Raida Hicks
Senior Conference Producer - FutureGov ANZ
TUESDAY, 4 DECEMBER 2012

8.00 am
Registration And Morning Refreshments

8.45 am
Welcome and Opening Remarks from the Chairman

9.00 am
Minister’s Official Opening

9.10 am
Opening Keynote Address

QUEENSLAND GOVERNMENT’S FOCUS ON ICT
Application of whole-of-government leadership in ICT delivery
➤ Taking responsibility for success
➤ Impact of ICT on service delivery and community
➤ Challenges in how ICT is applied to transforming work and community

9.30 am
INTERACTIVE DISCUSSION TABLE ROTATION 1

10.00 am
Rotation and Polling

10.10 am
INTERACTIVE DISCUSSION TABLE ROTATION 2

10.40 am
Rotation and Polling

10.50 am
Morning networking break

11.20 am
Case Study Presentation
ENGAGING IN THE DIGITAL SPACE

How to engage citizens with digital technology and social media?
➤ Release of library data and national mashup and app competition
➤ The establishment of The Edge a digital culture centre
➤ Journalism 3.0 focus on citizen journalism

11.40 am
INTERACTIVE DISCUSSION TABLE ROTATION 3

12.10 pm
Rotation and Polling

12.20 pm
INTERACTIVE DISCUSSION TABLE ROTATION 4

12.50 pm
Rotation and Polling

1.00 pm
Networking Luncheon

2.00 pm
Panel Discussion
EFFICIENT GOVERNMENT
Building Queensland Government’s ICT capabilities
➤ Adopt a one government approach to ICT investment and development
➤ Connect state and local governments
➤ How the NBN will transform the delivery of government services

Moderator

GLENN ASHE
Former Chief Information Officer
The Australian Federal Government
Editor-at-Large
FutureGov Magazine, Australia

Panellists

PAUL RUSSELL
General Manager
Department of Science Information Technology, Innovation and the Arts, Queensland, Australia

DUNCAN BREMNER
Stakeholder Relations
NBN Co Limited, Australia
2.40 pm
INTERACTIVE DISCUSSION TABLE ROTATION 5

3.10 pm
Rotation and Polling

3.20 pm
INTERACTIVE DISCUSSION TABLE ROTATION 6

3.50 pm
Polling

4.00 pm
Afternoon Networking Break

4.30 pm
Panel Discussion
GOVERNMENT CLOUD STRATEGIES
The whole-of-government policy position on cloud computing
► The benefits, risks and issues associated with cloud computing
► The whole-of-government approach to the cloud strategy
► Proposed procurement arrangements

Moderator
GLENN ASHE
Former Chief Information Officer
The Australian Federal Government
Editor-at-Large
FutureGov Magazine, Australia

Panellists

DAVID ELKIN
Chief Information Officer
Queensland Audit Office, Queensland, Australia

CRAG HUMPHREY
Executive Director, Business Online Solutions
Department of Tourism, Major Events, Small Business and the
Commonwealth Games, Queensland, Australia

JIM BARCLAY
Chief Information Officer
Logan City Council, Queensland, Australia

JEFF TENDER
Manager ICT Strategy and Architecture
Brisbane City Council, Queensland, Australia

GLENN WALKER
Chief Information Officer
Department of Community Safety, Queensland, Australia

5.10 pm
Closing Keynote
OPEN GOVERNMENT
How to make government information accessible to citizens?
► How to engage the community in new ways?
► How to become open and transparent government?
► How to invest in emerging technologies to enable the business of government?

RAY STEVENS MP
Assistant Minister to the Premier on e-Government, Leader of
the House/Manager of Government Business
State Member for Mermaid Beach, Queensland, Australia

5.30 pm
Closing remarks from the Chairman and close of the forum

“ I’m looking forward to being involved in FutureGOV Forum Queensland because the Queensland Government has made some landmark changes to the role of the state chief information officer, and I’m keen for people to understand what we are here to do. My role, and the role of my office, is unique in Australia in terms of jurisdictional responsibilities, and it’s important for me to be able to share that with the information and communication technology (ICT) community in Queensland so we can work together to capitalise on what ICT can do to drive improvement in our state.”

Adjunct Professor Peter Grant
Queensland Government Chief Information Officer, Queensland Government, Australia

“The ‘Open Data Revolution’ is a major priority for the Hon Campbell Newman, The Premier of Queensland. I am excited to be able to present to the FutureGOV Forum the Queensland Government’s direction of open information accessibility that will stimulate business, community and non-government organisations to become involved with the dissemination of Government information.”

Ray Stevens MP
Assistant Minister, Premier on e-Government,
Leader of the House/Manager of Government Business,
State Member, Mermaid Beach
## INTERACTIVE DISCUSSION TABLES TOPICS

### GOVERNMENT ANALYTICS
Using analytics to improve government performance
- How do you filter through huge volumes of data (from multiple sources) and gain insights?
- How do you measure performance for government? Can analytics enable soft outcomes to be used within payments by results contracts?
- Examples of how governments are using analytics to drive performance, transparency and efficiency

**IDT LEADER**

**WARWICK GRACO**  
Senior Director Operational Analytics  
Australian Taxation Office, Canberra, Australia

**MODERATOR**

**JOYER MASCARENHAS**  
Director, Smarter Planet Solutions, Growth Markets Unit  
IBM Software Group

### ANALYTICS IN GOVERNMENT
How the use of true evidence-based decision making through the application of advanced analytics is enabling the full range of available data?
- Understanding the effect and impact of service delivery changes and the opportunities for optimisation through analytic modeling, forecasting and what-if scenarios
- Gaining a thorough understanding of citizen behaviour to allow for more effective interaction between the citizen and government
- Shifting from post-fact management of fraud and debt to real-time preventative strategies

**IDT LEADER**

**GAVIN CHARLTON**  
Director Technology and Business Intelligence  
Insurance Commission, Queensland, Australia

**MODERATOR**

**PETER KOKINAKOS**  
General Manager  
SAS Technology

### CONNECTED GOVERNMENT
A paradigm shift in connecting government
- Connecting government agencies — The potential improvements in both policy development and service delivery
- Overcoming barriers — Structure and culture of government, and the cost of integrating technology platforms
- Aligning structures to outcomes — New approaches to information and process sharing offer a real opportunity to finally realise the dream of connecting government

**IDT LEADER**

**JULIAN CARVER**  
Establishment Chief Information Officer  
Canterbury Earthquake Recovery Authority, New Zealand

**MODERATOR**

**MURRAY BOOTH**  
Principal Enterprise Architect  
TIBCO

### MOBILE GOVERNMENT
How mobile intelligence is transforming government departments thinking
- Develop deeper integration with government back end systems
- Sharpen government services in time of disaster through mobile services
- Review mobile government innovation “iPhone applications” used in delivering government services

**IDT LEADER**

**DR ARKADY ZASLAVSKY**  
Science Leader in Semantic Data Management, Information Engineering Laboratory  
CSIRO, Canberra, Australia

**MODERATOR**

**TROY LANDRY**  
Director, NCITE Australia  
Lockheed Martin Information Systems and Global Solutions (IS&GS)

## I’ll be sharing with the audience and the panel my thoughts on the impact of mobility and IoT on how future governments will function.”

Dr Arkady Zaslavsky, Science Leader in Semantic Data Management, Information Engineering Laboratory, CSIRO, Canberra, Australia
GOVT 3.0
Citizen centric services—democratising data and participatory democracy
▲ How can new digital marketing capabilities assist with citizen centric services?
▲ How can accessibility to information be simplified and democratised?
▲ How do you make citizen engagement compelling in a cross channel digital world

MOBILE GOVERNMENT
Provide services anywhere any time
▲ Transact to enable in-field data collection, request processing, order management, approvals, edits, updates and execute actions.
▲ What are the implications for the incorporation of rich multimedia content on devices to better serve staff and citizens?
▲ Addressing the security challenges of various risks around data access, data transmission, and data storage for BI architecture and mobile devices

ADAPTIVE INFORMATION MANAGEMENT
How do government departments successfully transform information delivery through people, process and technology?
▲ Addressing the entire information workflow across the organisation, including input (the creation of information), throughput (how information moves around a business), and output (processing of information).
▲ Making critical information—in all forms—available in a secure way to a remote or mobile workforce.
▲ Change management programs that enable information management investments to realise their potential

INTERACTIVE DISCUSSION TABLES TOPICS

IDT LEADER
PAUL STOREY
Director, PBI Information Management
Department of Health and Ageing, Canberra, Australia

MODERATOR
GREG BAXTER
Director of Business Optimisation
Sitecore

IDT LEADER
KATINA MICHAEL
Associate Professor, Institute for Innovation in Business and Social Research
University of Wollongong, NSW, Australia

MODERATOR
ERICA FENSON
Director, Government Relations
Research in Motion

IDT LEADER
CHARLES PALMER
Lecturer Information Management
The University of Canberra, Canberra, Australia

MODERATOR
DAMON EGGLETON
Managed Document Services Specialist
Ricoh Australia

IDT LEADER
DR RICHARD LUCAS
Head of Discipline, Information Management
The University of Canberra, Canberra, Australia

MODERATOR
GEOFFREY DENGATE
IT Consultant
Queensland Cyber Infrastructure Foundation, Queensland, Australia

MODERATOR
DEAN EVANS
Cloud Computing Executive
IBM Global Technology Services, Australia and New Zealand

“
I will be sharing the last 10 years of my research on emerging technologies, especially government mobile offerings, lessons from the past, and a future vision on how to move forward.”
Katina Michael, Associate Professor, Institute for Innovation in Business and Social Research, University of Wollongong, NSW, Australia
Interactive Discussion Tables Topics

**Cyber-Attacks and the Privileged Connection**
Exploring privacy and the changing threat landscape
- Analysing the sophisticated security incidents in Australia and around the world
- Identifying the trends and how privileged accounts play a significant role
- Presenting effective mitigation and defence techniques

**IDT Leader**

**Dr Bruno Baesiswyl**
Manager, Knowledge Management
Health Services Information Agency (HSIA), Queensland Health, Australia

**Moderator**

**Yariv Oren**
Regional Professional Services Manager AIRC
Cyber-Ark Software

**Social Media**
- Use of social media and the opportunities for government
- The identified risks of government departments that don’t engage in social media
- Improve workforce efficiency by having an engaged and collaborative environment through social media

**IDT Leader**

**Fergus Hogarth**
Manager, Knowledge Management
Health Services Information Agency (HSIA), Queensland Health, Australia

**Managed Print Services**
Harnessing the power of your print devices to drive true business improvement
- The importance of a vendor independent approach to managing print device fleets
- Cost recovery and secure print technologies – reduce your overall print volumes by 20% whilst controlling colour volumes
- Leveraging decentralised capture, workflow, document composition and document management to drive business process efficiency and complete the document lifecycle

**IDT Leader**

**Prof Peter Bernus**
Head of School, School of Information and Communication Technology
Griffith University, Queensland, Australia

**Moderator**

**Mark Davies**
General Manager
CSG Enterprise Print Services

**Infrastructure and Network Security**
Protect government critical infrastructure—improve the detection, analysis, mitigation and response to sophisticated cyber threats
- The trend and defence of advanced persistent threat
- Maintain capabilities for continuous, real-time monitoring of the online threat environment
- Develop an updated cyber security crisis management plan

**IDT Leader**

**Eric Hall**
General Manager, Information Security Institute
Queensland University of Technology, Queensland, Australia

**Moderator**

**Patrick Devlin**
Regional Director
WatchGuard, Australia and New Zealand

“...I’d like to explore the role of social media, including the challenges and opportunities that arise as the tools become more mainstream.”

Fergus Hogarth, Manager, Knowledge Management, Health Services Information Agency (HSIA), Queensland Health, Australia
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