

THE NEW WAY OF WORKING



Monday 30 October 2017

Optional dinner meet-up at **RACV Inverloch Resort**, 70 Cape Paterson-Inverloch Rd, Inverloch – From 6pm (Bookings advised)
Discounted accommodation options available via event registration page. Go to www.mav.asn.au/events

Tuesday 31 October 2017

The New Way of Working Forum 9am - 4.30pm
RACV Inverloch Resort, 70 Cape Paterson-Inverloch Rd, Inverloch, Victoria



WHO SHOULD ATTEND?

Councillors, Corporate Services Directors,
Business Transformation leaders, Customer Experience teams;
and of course, Information Management, GIS and ICT leaders.

This FREE EVENT for MAV member councils is proudly brought to you by:



Forum Agenda

- 9.00am** **REGISTRATION** - TEA, COFFEE, SNACKS
- 9.30am** **Welcome**
Mayor Cr Pamela Rothfield, Bass Coast Shire Council
- 9.35am** **Introduction**
Lisa Bennetto, MAV Technology
- 9.45am** **MAVHack – Could it be a driver of change?**
*Chris O'Connor, City of Casey & Matt Swards, City of Ballarat
Angela Robertson, City of Brimbank & Mara Robinson, VicRoads
Jerome Jerome, City of Moreland & Liz Nedic, City of Knox*
- 10.15am** **MAV Tech International Annual Conference preview**
Carolynne Roberts, Christine Wright, Justine Resta & Lisa Bennetto
- 10.35am** **MORNING TEA**
- 11.10am** **Gippsland Water – Our Agile Journey**
Mark Heffernan, ICT Manager, Gippsland Water
- 11.30am** **CX Transformation – Our story so far**
Jane Tyzack, Wyndham City Council
- 11.50am** **Presentation title to be confirmed**
Adam Maloney, Senior Manager, Strategic Customer Success, DocuSign
- 12.10pm** **The road to digital services**
Michael Woods, Portfolio Manager, Service Management Practice, CSA
- 12.30pm** **IT Strategy at Bass Coast**
Juliet Viney, Coordinator IT Operations, Bass Coast Shire Council
- 12.50pm** **Welcome to the networking lunch**
*Cecil Triegaardt, Business Development Manager – Government & Education
Victorian Education & Research Network*
- 12.55pm** **LUNCH & NETWORKING**
- 2.00pm** **Activity Based Working at a new site**
*Chris O'Connor, City of Casey
David Jackson, Cardinia Shire Council*
- 2.30pm** **Activity Based Working at a retrospective site**
*Neill McQuinn, Surf Coast Shire Council
Vaughan Williams, Northern Grampians Shire Council*
- 3.00pm** **Presentation title to be confirmed**
Speaker name & title to be confirmed, Thomas Duryea Logicalis
- 3.20pm** **Lessons from Australia Post's transformation journey**
Saif Hazarika, Head of Digital Engagement Solutions, Australia Post
- 3.50pm** **Local Laws Mobility Project**
*Cassy Siddle, Project Lead & Administration Officer Local Laws,
Latrobe City Council*
- 4.10pm** **New tools, resources & awards opportunities**
Michael Smyth, City of Greater Bendigo & Chair, MAV Technology
- 4.30pm** **CLOSE**



Note: This program is subject to change.