



# 2022 Awards for Excellence How to Apply Guide

As the sector is constantly evolving and our customer and employee expectations increasingly shift, we have reimagined this year's award categories to align with the National Conference theme; *Xperience the Evolution - Leveraging the best technology to bring people together.*

These awards are open to all Victorian MAV Technology members.

The Awards for Excellence categories for 2022 are as follows:

1. **Customer Experience**

Customer Experience in this category has several variations and definitions. This award category covers customer experience (CX), User Experience (UX), User Interface (UI) – looking for *customer* centric activities - people at the centre. Are we delivering something that people want and can use? A good digital customer experience could require a totally new approach to service delivery. It demands new business processes and cultural change within council.

2. **Employee Experience**

This award category covers our employee experience (EX), User Experience (UX), User Interface (UI) – looking for *employee* centric activities - people at the centre. Are we delivering something that our staff want and can use? A good digital employee experience could require a totally new approach to how we work internally within our organisations. It also demands new business processes and cultural change within council.

3. **Collaboration or Partnership**

Working together to achieve better, faster, simpler and more cost effective outcomes for our communities. Collaboration or partnerships between council business areas; between councils; or between councils and external service providers, other levels of government, research organisations or community groups are all eligible.

4. **Emerging Technologies**

Using information communication technologies and data to be more efficient, solve challenges, and provide new opportunities. Smart communities advocate for the integration of technology and data infrastructure, promote digital technologies to increase the capability of existing infrastructure and services, and champion citizen involvement and citizen-focused service delivery. Has your organisation implemented something that no one else has before? Or built the foundation to start leveraging new and emerging technologies?

5. **Data & Insights**

This category is to celebrate achievements on all things Data. How has your organisation used data for better customer, employee, organisational outcomes? Have you used data to leverage new ways of working? Has data insights played a key role in building something more efficient or effective? This category is for all projects that relate to the use of and or implementation of data initiatives.



# 2022 Awards for Excellence How to Apply Guide

We will also include a further 3 awards that sit outside the nomination process that will be judged by the MAV technology members and conference attendees:

1. **Exhibitor of the Year**

MAV Technology conference attendees will have the opportunity to vote for their favourite / best exhibition presence over the 2-day event

2. **People's Choice Award**

The best of the announced finalists will be voted on by the members in the lead up to the conference. Voting on finalists will be made available online a few weeks prior to the 2-day event.

3. **LOLA Australia Achievement of the Year**

One overall winner of the 5 entry categories, as determined by the independent judges, will be submitted to the LOLA international committee for entry into the 2022/2023 host country awards nomination process. *(pending host country awards go ahead)*

Please send your completed entry form to [technology@mav.asn.au](mailto:technology@mav.asn.au) by 5pm on Friday 3 June 2022.

Finalists will be announced in the weeks prior to the MAV technology conference.

Winners will be announced at the Awards for Excellence Dinner on Thursday 11th August 2022 at The Melbourne Convention & Exhibition Centre, as part of the MAV Technology "Xperience the Evolution" National Conference.