

February 25<sup>th</sup> 2016

8.30 a.m.	<b>Registration</b>	
8.50 a.m.	Logistics for conference	
9.00 a.m.	Opening remarks from the Chair	
9.15 a.m.	<b>Keynote Address: Adapting Government to a Customer Centric Model</b>	<b>Rosetta Carrington Lue</b> , Chief Customer Service Officer, Philadelphia.
10.15 a.m.	Break for Morning Tea	
10.45 a.m.	<b>Seeding a Service Infrastructure</b>	<b>Adrienne Cleland</b> , Director of Administration and Registrar University of Auckland.
11.30 a.m.	<b>TBA</b>	Interactive Intelligence
12.00 p.m.	<b>How to improve citizen interactions and gain deeper insights in a cost-effective way</b>	<b>Mike Newell</b> Solutions Specialist Microsoft Dynamics
12.30 p.m.	<b>Lunch</b>	
1.30 p.m.	<b>Reorganising service delivery structure and customer service: challenges and lessons</b>	<b>George Van Ooyen, General Manager</b> Contact Centre Services, Service Delivery, Ministry of Social Development (MSD)
2.15 p.m.		<b>Mike Manson</b> Chief Executive, Association of Local Government Information Management (ALGIM).
3.00 p.m.	Afternoon Tea	
3.30 p.m.	<b>Workshop - Views of government trends from speakers</b>	
4.00 p.m.	Formation of working groups	
4.10 p.m.	Identification of areas of focus for government Reducing the disconnect between the public sector and local government and other state agencies Developing strategies for your own team and the development of collaborative approaches leading to an action plan	
5.00 pm	Close of day 01	

February 26<sup>th</sup> 2016

8.30 a.m.	<b>Registration</b>	
9.00 a.m.	Opening remarks from the Chair	
9.15 a.m.	Innovations in the digital space driving customer engagement and improved self-resolution	<b>Michael Clark</b> Executive Director Technology and Innovation, Fair Work Ombudsman Office, Australia
10.15 a.m.	Break for Morning Tea	
10.45 a.m.	<b>The Internet of Things and IT-Led Industry Transformation</b>	<b>Audrey William</b> Head of Research, ICT Practice Australia & New Zealand
11.30 a.m.	<b>Relationships are Complicated: The New Era of Customer Service</b>	<b>Sandie Overtveld</b> Vice President Zendesk
12.00 p.m.	TBA	TBA
12.30 p.m.	<b>Lunch</b>	
1.30 p.m.	<b>From Agency Silos to Customer-Centric Life Events</b>	<b>Jeff Montgomery,</b> Registrar-General and General Manager of Births, Deaths, Marriages, Citizenship, Authentications and Translations
2.15 p.m.	<b>Digital public sector service delivery and stewardship</b>	<b>Karl Lofgren</b> Associate Professor for the School of Government, Victoria University.
3.00 p.m.	<b>Afternoon Tea</b>	
3.30 p.m.	<b>Workshop</b> - Views of government trends from speakers	
4.00 p.m.	Formation of working groups	
4.10 p.m.	Continuation from day 01: Areas of focus for government Reducing the disconnect between the public sector and local government and other state agencies Developing strategies for your own team and the development of collaborative approaches leading to an action plan Presentation of Strategies	
5.00 p.m.	<b>Close of Day 02 and conference</b>	

Starting conversations...



FROST &amp; SULLIVAN



INTERACTIVE INTELLIGENCE