

# SEAMLESS SERVICE DELIVERY

## Embracing Digital

## CONFERENCE PROGRAM



### Welcome

**Mike Rowe** President, IPAA WA; Director General, Department of Communities

### Introduction

**Justin Scanlan** Partner, Deloitte; Conference MC

### Keynote Presentation

#### Government as a Service:

Design and delivery of agile public services in uncertain times  
Q&A session to follow

**William Murphy** Deputy Secretary, Customer, Delivery and Transformation, Department of Customer Services NSW

#### Update on the Digital Transformation Program

Q&A session to follow

**Greg Italiano** Government Chief Information Officer, Office of Digital Government

### Morning Tea

#### Citizen-centric digital transformation

Are we meeting the challenge of simple and accessible services?

**Henrietta Farrell** Chief Customer Officer, Department of Finance  
**Alan Duncan** Director, Bankwest Curtin Economics Centre  
**Jonas Petersen** Chief Digital Officer, Office of Digital Government  
**Facilitator: Michael Scott** Partner, Deloitte

#### Getting Cybersecurity Right in Public Service Delivery

Managing risks through shared Responsibility

**Dr Nik Thompson** Associate Professor/Discipline Lead (Business Information Systems), Curtin University  
**Rochelle Fleming** COO, Sapien Cyber  
**Peter Bouhlas** WA Chief Information Security Officer, Office of Digital Government  
**Joan Brierley** Director, Service Delivery, Driver and Vehicle Services, Department of Transport  
**Facilitator: Veronica Holmes** Partner, Deloitte

### Lunch

#### Public Sector Innovations

Complex Challenges, Innovative ICT solutions

**Richard Burnell** Executive Director Corporate Services, Department of Fire and Emergency Services  
**Anni Fordham** Manager Public Information, Department of Fire and Emergency Services  
**Facilitator: Justin Scanlan** Partner, Deloitte

### Afternoon Tea

#### Crisis Control

Design and implementation of digital strategies in a pandemic

**Kirstin Butcher** CEO, Genvis  
**Dr Ben Scalley** Medical Director, Public Health Emergency Operations Centre (PHEOC)  
**Ralph Bates** A/Executive Director HSS Covid Response, Health Support Services  
**Facilitator: Michael Scott** Partner, Deloitte

### Closing Remarks

**Justin Scanlan** Partner, Deloitte; Conference MC