

# Technology **in** LOCAL GOVERNMENT SUMMIT 2012

Bringing Local Governments to the forefront of  
Australia-wide technological development

19th & 20th March 2012, Australian Technology Park, Sydney



## 7 vital issues to be discussed:

- **National Broadband Network** and the future of local government service delivery
- **The evolving role of the CIO** - gaining buy-in
- **IT security** implications of adopting new technologies
- **Cloud computing** as a cost saving alternative for data storage
- **Shared services** - how to get it right
- **Mobile technology** - developing optimum customer service
- **Desktop and server virtualisation** in managing data recovery

## 14 case studies including:

### International Keynote



**Glyn Evans**  
Chief Information  
Officer  
**Birmingham City  
Council, UK**



**Paul West**  
Business Development  
Manager,  
Rhyme Networks  
**City of Stratford,  
Ontario**

### Government Keynote



**Chris Beer**  
IT Development Manager,  
myregion.gov.au,  
**Department of Regional  
Australia, Regional  
Development and Local  
Government**



**Dean Economou**  
Technology Strategist,  
Broadband and the  
Digital Economy  
**National ICT Australia  
(NICTA)**



**Cr Prabir Maitra**  
Councillor  
**Parramatta City  
Council**



**Mark Goldstone**  
Chief Executive Officer  
**Prospect City Council**



**David Lynch**  
Manager Development  
and Strategic Projects  
**Townsville City Council**



**Lesley Milburn**  
Chief Information Officer  
**City of Boroondara**

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# DAY 1 - Mon. 19<sup>th</sup> March 2012

**08:30 Registration and welcome coffee**

**08:50 Opening remarks and welcome address from the Chair Sarah Artist,**  
*Assistant Director, UTS: Centre for Local Government*

**09:00 KEYNOTE ADDRESS:**

**Local government in a digital world**

- Global and Australian trends in eGov
- Citizen engagement - Gov 2.0
- Technology drivers - Cloud and NBN
- Case studies here and overseas
- Security and privacy in the digital age
- Collaboration technologies and stakeholder engagement



**Dean Economou,**  
*Technology Strategist, Broadband and the Digital Economy,*  
**National ICT Australia (NICTA)**

**09:30 INTERNATIONAL KEYNOTE ADDRESS:**

**Birmingham City Council, UK**

**IT-enabled change – hope, hype and a new hypothesis**

*Getting senior management to realise the potential of IT and to implement it in a way that maximises its value is a challenge that Glyn Evans is all too familiar with. Bearing these experiences in mind, when he arrived at Birmingham, he took a radically different approach which has proved enormously successful. Glyn now heads one of the largest IT-enabled change programmes in the UK public sector. This session will explore the building blocks needed to achieve success.*



**Glyn Evans,**  
*Chief Information Officer, Birmingham City Council, UK*

**10:10 CASE STUDY: Townsville City Council**

**Building a roadmap to prepare for the rollout of the National Broadband Network – issues, challenges and best practices.**

*Townsville is Australia's largest tropical city and in March 2010 was selected as one of five first release sites for the NBN roll-out. This presentation will detail Townsville's experiences with the roll-out, the challenges faced by Council and the community, and the lessons gained since then. It will also highlight the opportunities that an early release site presents and what activities are being undertaken to capitalise on this.*

**David Lynch,**  
*Manager, Economic Development and Strategic Projects,*  
**Townsville City Council**

**10:40 Morning tea**

**11:10 CASE STUDY: City of Prospect**

**Assessing the game changing implications of high speed, high bandwidth broadband connections to local government workplace practices and raterpayer service delivery**

- Gain insight into pilot broadband based projects being undertaken by a local government
- Mapping out the impacts of the National Broadband Network on local government operations
- Utilising hi-speed, high bandwidth broadband to improve service delivery for local governments

**Mark Goldstone,**  
*Chief Executive Officer,*  
**City of Prospect South Australia**

**11:40 CASE STUDY: Brisbane City Council**

**Maintaining local government sustainability through the development of Green ICT practices**

- Green ICT in local government - why we should do it?
- Discussing the fundamental steps needed in the move towards sustainable ICT future
- Building a green mindset throughout IT professionals in local government

**Paul Lahey,**  
*Brisbane City Council Service Operations Manager,*  
*Information Services Branch,*  
**Brisbane City Council**

**12:10 Networking lunch**

**13:10 CASE STUDY:**

**Delivering Bring Your Own Device (BYOD) in a secured environment**

*Blue Reef Managed Security Services will explore a live BYOD case study from Boroondara Council. We are going to examine BYOD from 4 different aspects: Data, Applications, Infrastructure, and Organisation. We will examine the challenges associated with BYOD and how we have integrated different solutions into our security framework.*

**Guy Lupo,**  
*Chief Technology Officer,*  
**Blue Reef Corporation**

**13:40 CASE STUDY: City of Greater Geraldton**

**The effect of the Regional Backbone Blackspots Programme (RBBP) on local government – big science, big industry and big data pipes**

*The reasons for Geraldton being chosen as one of the first cities to be linked by the RBBP and one of the second release sites for the NBN are more scientific than political. The Australian Square Kilometre Array Pathfinder Project (ASKAP) and the competition with the SKA race against the Meerkat project of South Africa has ensured that sleepy little Geraldton has entered the greatest space of our time and will gain enormous benefits from the RBBP and ASKAP. These have given impetus to remarkable and even visionary attempts to engage and lead our community into the 21st Century.*

**Paul Sheriff,**  
*Manager Information Services,*  
**City of Greater Geraldton**

**14:10 Afternoon tea**

**14:40 CASE STUDY: Colac Otway Shire Council**

**Utilising funding and resource limitations as a driver for innovative projects in local government**

*To manage the significant Asset Renewal Gap for technology in local government, a project was developed with stakeholders from a range of Local Government and other Statutory Authorities and the University of Ballarat. The South West Knowledge Hub was to develop a platform to provide community members and other stakeholders access to a range of information. The aim of the program was to deliver natural resource and other information cost effectively and where possible on a shared platform. The information is presented spatially; it has been delivered in a cost effective manner and has achieved the expected outcomes for the Colac Otway Shire.*

**Rick Morrow,**  
*Chief Information Officer,*  
**Colac Otway Shire Council**

**15:10 CASE STUDY: University of Ballarat**

**Assessing the progress of knowledge sharing in South West Victoria**

- Analysing the development process of UB Spatial as an interoperable data sharing option for regional areas
- Exploring the project impetus and change management approaches that have engaged regional decision makers and led to the development of a shared service system
- Discussing the use and benefits of open standards and systems and the focus on interoperability with disparate systems
- Increasing planning quality and operations capacity by developing streamlined information sharing between local stakeholders
- Exploring future directions for knowledge sharing in South West Victoria

**Dr. Helen Thompson,**  
*Director, Centre for eCommerce and Communication,*  
**University of Ballarat**

**15:40 Closing remarks from the Chair**

**16:00 End of day one and networking drinks**

08:30 Registration and welcome coffee

08:50 Opening remarks and welcome address from the Chair  
**Karen Purser**  
Program Co-Ordinator  
Australian Centre for Excellence in Local Government

## 09:00 KEYNOTE ADDRESS

### Assessing the use of social media to build community engagement – how social media has changed the face of local government communications

- Building your council's brand by developing engaging social media campaigns
- Developing strategies to tie social media in with different applications for council engagement in local communities
- Analysing social media as a cost effective and efficient method to manage information distribution during emergency situations
- Understanding the security needs within social media plans

\* Speaker to be advised

09:30 CASE STUDY: **Parramatta City Council**

Discussing the framework for the ParraConnect project as a step towards local government technological development  
**Cr Prabir Maitra,**  
Councillor,  
City of Parramatta

10:00 CASE STUDY: **Ryde City Council**

### Innovation in Local Government

Ryde City Council is highly advanced when it comes to information technology upgrades. To increase its effectiveness as the first point of contact between the community and the government, the City is integrating technology systems to increase its customer service delivery models. This session will outline a few major projects that the city is currently working on, how these new systems integrate to the whole business model, how they manage relationships with vendors and how they see these technologies as a means of increasing the value of their services.

- Discussing the cloud as a platform for providing community consultation
- Implementing software for automatic reporting services
- Automating all operational functions using geospatial program integration management systems

**Beki Boulet,**  
Manager, Strategy and Organisation Development,  
Ryde City Council

**Terry Dodds,**  
Group Manager of Public Works,  
Ryde City Council

10:40 Morning tea

11:10 CASE STUDY: **Boroondara City Council**

### Revisiting data centre management – developing successful inter-council facility sharing agreements

- Discussing the benefits of sharing facilities in shortening disaster recovery processes
- Exploring data centre sharing as a means of maximising efficiency while minimising council spending
- Assessing the pros and cons of multi-tier data storage systems

**Lesley Milburn,**  
Chief Information Officer,  
Boroondara City Council

11:40 CASE STUDY: **Latrobe City Council**

### Mobility and sustainability – adopting a new paradigm

- Considering the increasing proliferation of mobile devices
- Discussing the ever increasing demands upon IT teams to manage these tools
- Will mobility help or hinder our ability to become more sustainable?
- Arguing the old paradigm of Council providing and supporting an array of mobile devices
- Highlighting a new sustainable paradigm that talks of consolidation, integration, and true lifecycle management
- The time for this new paradigm is now

**Luke Potter,**  
Manager of Information Services,  
Latrobe City Council

12:10 CASE STUDY: **Rockdale City Council**

### Maximising community security effectiveness with the deployment of CCTV Networks

Rockdale City Council has been one of the bigger cities to have introduced a Close Circuit TV Network in order to increase the security within the city. In this session, they will discuss the implementation of the project, the information network systems needed to integrate the CCTV technology and how the technology has improved their council's community services. The session will also outline how CCTV networks have affected crime rates in the city and how they see the system integrating with future IT enabled business model upgrades.

**Steve Williamson,**  
Community Safety Officer,  
Rockdale City Council

12:40 Networking lunch

13:40 CASE STUDY: **Mosman City Council**

### Minimising council communications spending through the implementation of Voice Over Internet Protocol (VOIP) Systems

- Highlighting how the advances in internet technology have allowed for the development of cheaper internet telephony systems
- Analysing VOIP as a means of developing flexible solutions to match office requirements
- Discussing the migration process from traditional telephone systems to VOIP systems – issues, challenges and best practices

**Kevin Nonweiler,**  
Manager of IT Services,  
Mosman City Council



**14:10 CASE STUDY: Cockburn City Council**

**Assessing the benefits of desktop virtualisation in increasing service delivery throughout local governments**

- Is our Council ready for desktop virtualisation? Understanding the impact and efficiencies from a user, support and backend perspective
- Identifying the use of a 'virtualised' desktop as a remote central server in managing local council spending
- Increasing council efficiency by allowing applications executions over a virtual platform

**Jeff Jones,**  
Manager Information Services,  
**Cockburn City Council**

**14:40 Afternoon tea**

**15:10 CASE STUDY: Engaging citizens through 2.0 strategies**

*EPIserver services over 60% of the government market in Sweden, including over 40% of the local councils. Many of these government enterprises are striving to engage their citizens via the web using Gov 2.0 strategies. This case study oriented presentation will detail EPIserver's Australian and European experience in:*

- Innovative web strategies
- 24 Hour Government
- Implementation stories

**Andrea Stjernström,**  
Country Manager, Australia and New Zealand,  
**EPIserver**

**15:40 INTERNATIONAL KEYNOTE ADDRESS:**

**City of Stratford, Ontario, Canada**

**Assessing the council benefits of smart cities**

*This presentation will describe the Rhyzome Networks municipal communications system, data utility applications available in Stratford Ontario, and the "smart" innovative digital services that contributed to Stratford's ICF 2011 Global Top 7 Intelligent Community award.*

- Smart cities – paving the way to the future of development
- Highlighting the fundamental aspects in planning for a smart city
- Discussing plans for developing WIFI infrastructure over existing infrastructures
- Delivering enhanced data speeds and capacity throughout the entire city



**Paul West,**  
Business Development Manager of Rhyzome Networks,  
**City of Stratford, Ontario**

**16:20 Closing remarks from the Chair**

**16:30 Close of conference**

Dear Delegate,

Welcome to the 'Technology in Local Government Summit 2012' – the only event in Australia that has been specifically designed to provide the building bricks needed for local government to effectively manage changes in ICT and enhance local government service delivery.

This comprehensive forum will provide you with the tools you need to develop IT enhanced business plans for your council. You will also learn how to substantially reduce long-term running costs and improve customer service to your community.

Also, make sure you take advantage of this fantastic opportunity to network with speakers and delegates from other local government departments in Australia, the UK, and Canada. So make sure you bring plenty of business cards!

I look forward to meeting you at the conference.

Regards,

**Azra Mustafa**  
Conference Director  
Association and Communications Events

“ Better use of technology is central to the future success of local government. Exciting developments are all around us. I encourage IT professionals from both local authorities and suppliers to attend this event to learn what is happening now and understand the opportunities that are just round the corner.

**Glyn Evans,** Corporate Director of Business Change,  
**City of Birmingham, UK** ”

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