Navigating Digital
Government Summit
Canberra
Wednesday, 5 April 2017

aiia
australian information
industry association

Navigating Digital Government

Navigating Digital Government
How technology is transforming the customer experience

8.00am	Registration
8.45am	Welcome by AIIA Master of Ceremonies **Beverley Head** *Freelance Journalist*
8.50am	Opening Remarks **John Paitaridis** *AIIA Chair*
9.00am	The Future is Already Here: making sense of "the digital transformation"

Professor Genevieve Bell
College of Engineering and Computer Science
ANU

Science fiction author William Gibson once famously remarked that "the future is already here, it is just unevenly distributed." It was a pointed thought back in 2003 when he first wrote, it remains so nearly fifteen years later.

What if the future we are worrying about were already here, or at least far more distributed than we imagine. After all, we have been talking about "digital" for quite some time, and new technologies have continued to emerge and older ones have matured or disappeared and for humans beings (as citizens, consumers, cultural actors and communities) many of the same concerns, challenges and opportunities have persisted. So might we unpack the idea of the "digital transformation"?

Perhaps by locating in a longer history of technological, market and cultural watersheds and by regarding it as a possible moment for a structured and pointed intervention.

- Does this current digital transformation represent a fundamental restructuring of technology, markets and cultural forces?
- What are early such moments and what happened as a result of them?
- what can we learn from that history and how might we apply those lessons now?
- Building something (new) for the present/future

9.35am   With the Pace of Technology Change, What 'Experience' do Customers Expect and How Relevant and Realistic is it for Government to Keep Pace?

Ed Husic MP,
Shadow Minister for Employment Services,
Workforce Participation and Future of Work.
Shadow Minister for the Digital Economy

Customers routinely expect the same level of service irrespective of whether they engage with the private or public sector. As technology increasingly facilitates new ways for government and citizens to connect, how realistic, even desirable, is it for Government to meet the expectations of the modern day customer?

- How does Government need to position itself in the use of technologies such as AI, machine learning etc?
- Should there be a more transparent bipartisan commitment to governments keeping pace with the new service delivery technologies and models?
- What does success look like in terms of effective government service delivery now and into the future?

10.10am   How AI, Machine Learning and other 'Data Smart' Technologies are Transforming the Customer Experience

Dan Bognar
Senior Vice President,
APAC Solutions Engineering, Cloud Sales, Industries and Innovation Salesforce

This session will provide examples of, and discuss how technologies such as AI, machine learning, virtual reality, semantic computing etc are drastically changing the nature of the customer service experience.

- What do the new models look like?
- How is the customer experience changing?
- What are the implications for customers, for service providers, business and for government?

10.40am   Morning Tea

11.00am   Artificial Intelligence, Machine Learning, Cognitive
Intelligence, Robotics and Quantum Computing:
The New World Customer Experience

Nerida O'Loughlin
Interim New Chief Executive Officer
Digital Transformation Agency

As AI, Machine Learning, Robo –advice, Semantic Computing etc become
increasingly sophisticated, the nature of how services are accessed and
delivered is subject to exponential change.

The 'one size fits all' model is increasingly outdated.

- What does this mean for the design of government service delivery?
- How does the current Digital Transformation Agenda accommodate
  the for these new (and other) technology developments?

11.30am   How are Technologies such as AI, Machine Learning,
Virtual Assistants, Natural Language Processing Reducing
the Cost of Software Development Lifecycle Cycle (SDLC),
Improving businesses performance and Delivering Better
Outcomes for their users?

Adi Kavaler,
*Global Vice President, Products & Strategy Application
Delivery Management*
Hewlett Packard Enterprise

The imperative for improved software delivery must be a
clear ROI – ideally for both the customer and software
provider.

- What is the ROI of new smart, data driven software dev, text
  and delivering?
- What are the better outcomes to be achieved?
- Are the benefits exponential compared to what is on offer now?
- Are they worth the trouble?

12.00pm   Panel: The Customer Perspective

With new digital technologies pushing the barriers in terms of automation,
the use of data, sophisticated analytics, cognitive computing, robo-advice
etc, what does the citizen centric paradigm of the future look like for
government service delivery?

- Is the end of human powered support upon us?
- What's the objective – Efficiency? Quality? Convenient?
- Do people or technology do it better? Does it matter?
- What are the potential equity issues if this is the case and are we at
  risk of a future of premium versus basic service delivery?

Moderator: Rob Makin *Group Manager, Data Centre Group* Lenovo Australia and New Zealand
Dan Bognar *Senior Vice President, APAC Solutions Engineering, Cloud Sales, Industries and Innovation,* Salesforce
Adi Kavaler *Global Vice President, Products and Strategy Application Delivery Management,* Hewlett Packard Enterprise
Peter Alexander *First Assistant Secretary Projects, Procurement and Assurance,* Digital Transformation Agency
Gary Sterrenberg *Chief Information Officer,* Department of Human Services

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12.30pm   Lunch

STREAM A	STREAM B
Digital technology and the implications of customer service expectations on Government policy and service delivery	*Responding to the digital expectations of customers: Managing the internal challenges of innovation, risk and governance*
Experts from the private and public sector will examine the current and future policy implications of emerging digital technologies that are increasingly automated, based on sophisticated data and algorithms and do not require any human intervention.	These sessions include experts from the private and public sector. They will consider the internal challenges of implementing and operating digital services: implications in terms of risk mitigation and management, governance frameworks, accountabilities and encouraging and managing ongoing innovation cycles.
Moderator **Rob Fitzpatrick** *Chief Executive Officer AIIA*	Moderator **Terri Anderson,** *Venafi*

STREAM A

1.30pm
Getting it Really Right: How the National Disability Agency is leveraging technology to empower people with disabilities
- *What have been the challenges?*
- *What are the lessons learnt to date?*
- *What are the policy implications of using technology in this context?*
- *What are the broader implications for government service delivery?*

Louise Glanville, *Deputy CEO for Governance and Stakeholder Relations, National Disability Insurance Agency*

STREAM B

1.30pm
Why Data, Analytics, AI and Machine Learning now need to have board level attention
Data now drives everything and will continue to do so as organisations seek to obtain greater insights using advanced analytics techniques such as AI and machine learning. The 2016 AIIA Data and Analytics Survey shines the light on what Australian organisations are doing internally with data, where they're doing well, where they're struggling and offers some

STREAM A

Maryanne Diamond, *General Manager of Community Linkages and Engagement, National Disability Insurance Agency*

2.00pm
Driving human progress with artificial intelligence systems

As computing systems become more powerful, the reality of artificial intelligence is fast approaching. To help customers with this reality, Dell EMC Dell EMC has developed an open standard, and scalable artificial intelligence architecture that has been accelerating innovation for hundreds of our clients around the world. This talk will share insights to the journey that many of our clients embarked on, the challenges that they faced, and the outcomes they have achieved with artificial intelligence.

Andrew Underwood,
High-performance Computing Leader
Dell EMC

2.30pm
Panel: A Policy Perspective

• What policy related issues does the application of new technologies such as AI, machine learning, cognitive analytics, natural language processing etc in the customer

STREAM B

suggestions as to how public and organisations can work together to ensure that data-driven innovation can be implemented to enable Australia's continued economic growth.

Roger Kermode,
Chair AIIA Data Analytics
Special Interest Group

2.00pm
Driving citizen confidence in AI technologies

• What needs to be done to drive customer confidence in new, smart digital technologies?

Joana Valente,
Advisory
Oceania Digital Government Leader

2.30pm
Panel: Internal and Risk Perspective

• Is there a 'disconnect' between what customers expect and what can be delivered 'risk free'?
• Is digital technology changing the

- service environment raise?
- Are these new and/or different to current considerations?
- To what extent is it necessary for policy frameworks to be more agile in responding to the application of new digital technologies? How is this achieved?

Leif Hanlen
*Business Development and
PreSales Technical, Data61*

Tania Churchill
Senior Data Scientist,
AUSTRAC

Andrew Underwood,
High-performance Computing Leader
Dell EMC

concept of risk?
- What are the trade-offs?
- What 'protections', if any are needed?

Rajesh Govindan,
*Head of Finance, Aust & NZ,
AMP Capital*

Rohan Baxter,
*Senior Director of Data Science,
ATO*

Optus

Ric Clarke
Director, Emerging Data & Methods
Methodology Transformation Branch
Methodology Division,
Australian Bureau of Statistics

3.00pm   Afternoon Tea

3.30pm   Government Service Delivery: Beyond AI and Machine Learning

Mr Aki Ohashi
Director of Business Development
Palo Alto Research Centre (PARC)

Recently, it seems the whole world has started using Artificial Intelligence (AI) for everything from making purchasing recommendations online and setting the temperature on your thermometer, to controlling machines in factories and driving trucks.

But the inability for these systems to explain "why" the decisions and recommendations where made can cause confusion, uncertainty, and loss of trust. Prominent folks such as Bill Gates, Elon Musk, and Stephen Hawking have sounded the warning on relying too much on these opaque systems. Although many things need to be done to ensure the safety and increase transparency of AI, a new area of research called Explainable AI (XAI) may be part of the solution.

XAI aims to build AI that can describe why a certain recommendation was made, leading to systems that are easier to understand, trust, and ultimately to work with. There are several large research efforts being undertaken by organizations such as the Defence Advanced Research Projects Agency (DARPA) of the US Department of Defence, as well as the Palo Alto Research Center (PARC).

Aki Ohashi will describe why XAI may be needed, the current activities within this nascent field, and the potential impacts and implications on government and industry.

4.00pm

Panel: Technology, customer expectations and government as a platform: challenging the conventional role of government service delivery.

This session will bring together speakers and panellists from the day to examine the extent to which emerging technologies will change the current government service delivery paradigm.
- In a world where the pace of technology and its influence and impact on how services are accessed and delivered is constantly changing, what is the future role of Government in service delivery?
- Will it be the same? Change? Disappear?
- What might future government service delivery look like?

Moderator
Dr Jack R Dan
National General Manager, Government
Telstra

Ian Wong
Partner, IBM Global Business Services
Digital Strategy Lead Partner, A/NZ

Pia Waugh
Government as a Platform Specialist

Mr Aki Ohashi
Director of Business Development
Palo Alto Research Centre (PARC)

4.30pm

Closing Remarks:
Rob Fitzpatrick
AIIA CEO

4.45pm

Networking and Drinks
Frank Richmond
Founder and Executive Director, Cirrus Networks

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