



Conference Notes

**The Joys of Building a New Local Government System – Part 1 - Jon Dundas - Manager
Administration and Information Technology - Maitland City Council**



In 2009, Council's Corporate Management Team (CMT) asked the question; "do we know what data we have and where it is?" The question had been sparked by the Coronial Enquiry into the tragedy that occurred in June 2007 where a road collapse had swept five family members to their deaths. The Enquiry queried the information management practises of the Council concerned and raised concerns amongst the CMT members as to Council's position.

The answer to the question was a resounding "No". Hence a project began to identify what information Maitland City Council held, who was responsible for it and who needed that information to make decisions.

The Akuna project was born in late 2010. Akuna means "to know" and the project was given 2 years to make recommendations on a revised information management architecture.

In early 2010, I had a visit from some gentlemen that were keen to obtain funding to develop a new local government system. At the time, they were trying to secure a small amount of funding from 10 councils. This didn't eventuate and the project went quiet until late 2010, the same time that the Akuna project had begun. This time, they came with a proposal. Contribute funding over a 3 year period, assist in the development of the system specifications and Council would become an early adopter of their software.

So here we were. Council's current system, Civil, was being supported until June 2016, the Akuna project had a 2 year time frame and Council had the opportunity to assist in building something that could be truly revolutionary for the local government sector. The planets were aligning.

This is Part 1 of a two part series. Part 1 explains in more detail the triggers and motivations that started Council down the development path and how the project is progressing. With a "go live" date of 1 July 2013, Part 2 will look at how both projects ended up. Should be a fun journey.....or not.

NOTES :

interest in the topic

Content Rating

Delivery Rating

Speaker/Program Feedback:

Can you please rate the items on the left by the following Criteria:

A - Excellent

B - Above Average

C - Average

D - Below Average

E - Poor

GOLD SPONSOR : The Future of Local Government in a Digital Economy
Phil Offer - Vice President, Mobility & Convergence, Optus Business



The Digital Economy is forcing both business & government to develop new communications models to interact with citizens in the way that they want to. Phil will highlight the findings from the Optus Future of Business Report which reveals the extent to which Australian businesses and governments are embracing digital technology and strategies to respond to citizen expectations, whilst also boosting business productivity within their organisations.

As the Director, Mobility & Convergence at Optus Business, Phil Offer is responsible for Optus' Enterprise and Government mobile team.

Phil brings 15 years industry experience across Australia & UK specialising in Mobility. He has worked across Consumer & Business segments and has a track record for using product innovation to create real benefits for customers. Prior to this role Phil was Marketing Director at the Optus Small & Medium Business Division. He is passionate about the opportunity organisations have to develop new Mobility strategies to deliver citizen focused services, lift productivity and collaboration.

Phil is also a Board Director for the Australian Direct Marketing Agency.

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Migrating to Windows 7 / Office 2010 and other Microsoft technologies like Lync, FIM, SCCM and SCOM -
Adam Major - Manager IT Technical Services - City Of Sydney



Photo Not Supplied

A presentation of the City of Sydney's Workspace and Collaboration Upgrade project, some of the issues encountered, lessons learnt, business and technical considerations and future plans.

The City's Information Services Unit has spent much of the last year rolling out 9 new or upgraded Microsoft products in 6 product streams, on the back of a major license renewal.

Upgrades include a new Windows 7 Enterprise desktop operating SOE, Office 2003 to Office 2010 and a raft of new Microsoft infrastructure and management products including Forefront Identity Management, Unified Access Gateway (UAG), Lync and major components of the System Centre suite such as Configuration Manger (SCCM) and Operations Manager (SCOM).

The presentation will address key experiences for the business as well as for the project team. Lastly we will discuss the current status of the project and our future plans for the major products FIM, SCOM, Lync and UAG.

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Morning Tea

myRandwick App - from concept to reality Aaron Gibby, Manager Information Services
Helen Cram, Coordinator Business Projects Randwick City Council



myRandwick is an initiative of Randwick City Council which leverages features of mobile devices, encompassing geographical awareness and social media to provide fully customised Council content and services for the user.

myRandwick is an iPhone app and HTML 5 mobile website designed specifically for Randwick City residents, rate payers and visitors. Developed using Agile project management and user-centred design, it puts the residents first and foremost. myRandwick is designed to be intuitive and user friendly and provides layers of content with users able to set favorites and customise sections like news and events to receive information they want. Users can link to Facebook and Twitter to share content.

The Randwick team brought together a variety of information technologies, devices, services, applications, networks, and information to create the myRandwick application. Where possible, content and services are provided seamlessly from the relevant core business application and wrapped in location based services to allow the customisation for the user. This enables the operational aspects of the App and mobile site to be an extension of normal business processes, rather than adding an overhead to already busy Council staff.

myRandwick applicability and functionality was derived from the analysis of mobile device usage, Council's call center contact data, design workshops and proof of concepts. Within three weeks of agreeing to the user interactions, the test site was available and development was then done in sprints, with feedback gathered from the team and actioned after each sprint. This allowed the interactions and scenarios to be tested on all types of users and fine-tuned throughout the project.

myRandwick is an exciting addition to the online presence of Randwick City Council and will provide valuable input to future projects designed to improve community engagement and interactions with Council and local government.

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KEYNOTE: Managing Social media opportunities and Risks
Andy Gent - Social media evangelist



Social media has fundamentally changed the way in which we communicate, and it is here to stay. The opportunities for local government are numerous, but how do you take advantage with being exposed to reputation and security risks?

Andy Gent has been working with clients to address these challenges for the last 3 years and will share his views and experience.

The session will cover:

What are the key platforms, how is each one different and what is the uptake by demographic?

What are the opportunities and how do they apply to Local Government?

How can we mitigate risk?

You will walk away from the session with a strong understanding of the application of social media to government organisations and the key points to consider when implementing a framework.

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Lunch

The Hacker Threat: Lets bust some myths - Stilgherrian - Freelance Journalist



The headlines portray the internet as a scary, scary place. Anonymous hacktivists mock the powerful, defacing websites and stealing vast troves of confidential information. Criminals plunder bank accounts and destroy credit ratings. Shady "nation-state actors" infiltrate secure government and corporate networks, stealing every secret they can find.

Information security companies publish research "proving" the vast scale of global online crime. Defence experts point to the vast sums being spent on military-grade hacking and talk of looming cyberwar. Of course both groups have a vested interest in talking up the threat.

The hackers are certainly real, ranging from youthful vandals with unfocussed quasi-political motivations to highly-organised international crime gangs and well-funded national defence and intelligence agencies.

Sophisticated hacking tools are now developed by professional software development teams. They can be bought in the online underground for just a few hundred dollars, complete with technical support provided under a service level agreement.

So how should organisations respond?

The threat landscape is certainly changing, so new tools will certainly be required. But it's important to understand the real threats and their relative significance, and respond as part of a coherent strategy, rather than reacting to the latest panic.

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Keynote: "Know First, Be First, Profit First - Craig Rispin - Business Futurist & Innovation Expert



Learn about the business, people and technology trends transforming the world. Craig will show you the driving forces impacting your local government - and give you specific ideas to gain a strategic advantage. See exactly how to thrive during this time of the massive changes.

Do you know the major trends that will affect your organisation in the next few years? Do you have a strategy to deal with them? How can you possibly plan without knowing all the driving forces having an impact around you?

Did you know that "vision" is one of the skills they expect from their leaders. But how much time do managers and government leaders actually spend on developing vision? Recent research shows not nearly enough...

Internationally recognised futurist Craig Rispin will show you the major trends and driving forces in the 3 areas he studies: Business, People and Technology Trends. Discover the global trends that will impact your local area in the not-to-distant future.

What you'll learn in his session:

- The Top 5 Business, People and Technology Trends Transforming the World
 - The Impact of Technology on Business, Business on Society, Society on Technology
 - How These Driving Forces will Impact Local Government
 - What the Future of Work Will Be Like - and How Local Government Could to Be Part of It
- How to Inspire Your Leaders and Staff to Develop Vision and Think Like a Futurist

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Afternoon Tea

Workshop—Flexibility



Facilitated by Anita Hulm—Web site administrator—Coffs Harbour City Council

This is a fun ,interactive, engaging & collaborative session on Flexible IT in your workplace.

This workshop will provide a framework for real collaboration and learning between Delegates on a range of concepts that will not only be thought provoking but will give you tangible ideas and concepts to take away.

Bring your smart device and we will do the rest

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Day 2



We have all heard the horror stories of burnt out computer rooms, failed power grids, dead air conditioners and condemned buildings. Our current reliance on IT infrastructure is enormous and most IT managers have nightmares about what they would do if it all went wrong. Some organisations will have wonderfully detailed plans, many others will have a rough idea and a few just hope. Irrespective of your level of planning, all IT Managers know it's not a situation they would like to contemplate.

Over the past 12 months, the City of Ryde has undertaken a journey to plan for what it would do in the unlikely event that their computer room was no more. They were then fortunate to have the opportunity to run two disaster recovery tests to prove that their theory would translate into practice.

Even those organisations with detailed plans will learn that it's amazing what falls through the gaps. This presentation will provide an overview of the journey that the City of Ryde undertook and also insight into some of the more obscure issues that can make or break a disaster recovery.

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GOLD SPONSOR : Symantec Cloud Here today, Cloud tomorrow - Benefits of Archiving Email in the cloud
Richard Winston— Business Development Manager



Email - now more than ever - is the communication lifeblood of every business. But with bulging storage requirements, full mailboxes and Legal/HR requests being more prevalent, for many businesses this lifeblood is on the verge of a coronary. Add to this the potential move to one of the many cloud-based email platforms some time in the future, knowing what to do can be difficult.

Two years after deploying Symantec.cloud services, City of Armadale remains enthusiastic about the decision. We will present this case study including the reasons why they have decided to move to a cloud-based Email Archiving solution and highlight the benefits. .

“After doing their first legal discovery search, the response from our governance area was, ‘We’ve been waiting for this for so long,’” Adam Holthouse, Manager of Information and Communications Technology, City of Armadale.

FOIA (Freedom of Information Act) requests, several of which arrive each week, are fast and accurate thanks to Enterprise Vault.cloud’s search capabilities.

“We haven’t needed to increase bandwidth or our download limit” to accommodate Enterprise Vault.cloud. “You can’t even notice it on the month-end reports that we get from our Internet provider.”

Come to this presentation and understand why the Email Archiving solution in the cloud is growing by 41% every year and how it will help your council to be more effective and legal-dispute ready.

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Morning Tea

The Future of applications on NBN - Geoff Heyden - Geof Heydon, Business Development Manager
Australian Centre for Broadband Innovation & ICT Centre CSIRO



By 2020 the term “digital economy” will be unnecessary, just like the term “broadband” will soon be superfluous. Our challenge is to shift today’s economy to this future state where “digital” is the default and the systems and processes of today are gone forever.

I will discuss three dimensions of the emerging digital economy.

1. Devices hiding complexity with less focus on web browsers and more towards applications.
2. The shift in generational behaviour moving social tools from the consumer towards business and vitalising content which are drivers for cloud computing and,
3. The ubiquity of both fixed & mobile connectivity underpins the national information infrastructure.

Remote Collaboration is a great example of a maturing digital economy enabler. I will share a couple of examples that point the way to the future of collaboration.

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GOLD SPONSOR : The Future of Data Protection and Management in the Virtualized Datacentre -
Ben Adamson - Systems Engineer - VEEAM and Byron Twilley—Gosford Council



As virtualization sweeps through Datacentres across the globe, preparation for business continuity is required. As an award-winning vendor dedicated to virtualization tools, Veeam Software understands that virtual agility requires virtual stability. Explore fundamental processes to optimize data protection and disaster recovery in the virtual world and truly realize the promise of virtualization

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Keynote: "Find your inner Mojo" Dr Joanna McMillan - Nutritionist and Vice President - Lifestyle Medicine Association



Do you feel as if you are firing on all cylinders? Do you leapt out of bed ready to face the day, or drag yourself through the work day fuelled on coffee and sugary snacks? Modern life is more taxing on our brains than our bodies and it makes it hard to control your weight and keep your energy levels up. This session is all about finding what I call your inner mojo. That sense of vitality and wellbeing that allows you to feel, look and perform at your best. I cover my five key elements - food, drink, fitness, philosophy and fun - that help you to find your inner mojo and have you functioning at your best.

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Lunch



Windows 8 delivers a range of new features that can enhance the IT services that your council is providing to its employees and to the general public. Many IT departments are happy with their current Windows 7 SOE and don't clearly understand exactly why you would want to move from your current platform to Windows 8. During this session we will not only discuss the new features in Windows 8, though we will discuss usage scenarios, mobility, Windows to Go, new hardware form factors, the new Modern UI and the applications that support this UI.

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CountryTell's NSW Gov -backed first site roll out of Broadband services for regional NSW -
Matthew O'Sullivan- Snowy River Shire Council



CountryTell are a NSW government funded organisation and were setup in 2010 to install services in regional areas of NSW that will not obtain NBN services. Small region villages and towns which fall below the threshold for NBN services are targeted by CountryTell and proposed infrastructure will be constructed to provide a variety of wireless and mobile technologies to local people and business.

The installations are cost-effective tower-based technologies utilising Crown and Council land where possible. CountryTell are mandated to provide economical high-speed access to government agencies, businesses, and individuals in townships and the immediate surrounding areas.

The scheme is interesting as the basis of service provision will be the resident local government agency will use CountryTell services as the regional "cornerstone" client.

Snowy River Shire was recognised early by CountryTell as an ideal location to deploy this technology due to the sparse population based in technology-poor small isolated communities. The area was also geographically challenging due to the rugged terrain of the Snowy Mountains. Add to this the extremes of the local seasonal climate variations and CountryTell thought they had found their most difficult area in the State to start the project. The Dark Side of the Moon!

Design and construction plans began in late 2010 with Telecommunications towers pencilled in for a variety of locations across the area, intended to connection with other regional centres. By early 2011 issues and objections with landholders began. Whilst the small communities were delighted with the promise of new services a few were not so impressed.

How did Council manage this situation and what is the current status of the project ?

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IT – service provider or solution seeker – finding our place again in 2012 - Chris Gardner - IM&T manager- Penrith City Council



The presentation will follow the ongoing journey of IT Departments across Local Government in meeting the expectations of their organisations.

Starting from the “White Lab Coat” days of million dollar plus hardware investments, where “EDPers” knew how the Rates process functioned, better than the Chief Rates Clerk. Passing through more contemporary times where “Best of Breed” systems were installed off the shelf, administered by the business groups, with the t-shirted IT “geeks” delivering the services to keep it all going. To the present, where the harsh reality of doing more with the same resources, or in a lot of cases less, is upon us. Management may have forgiven us for not delivering the “paperless” office, but they now want solutions rather than just infrastructure. IT have to move further up the value curve as the single most potential major contributor to productivity improvements in Local Government.

Here at Penrith what started out as a normal review of our IT Strategy sparked the recommended creation of a senior management group, the IT Executive, a dedicated business facilitation resource and the alignment of business and technology strategies. The clear message from our internal and external research was that business groups are flat out delivering their services, they need help in leveraging productivity gains demanded by the organisation. IT was identified as the only logical place to do this. So, we need to “Suit” up, work out how to continue being the service provider, and take our place at the “big table” to provide the solutions our organisations are seeking.

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Forecast: Cloudy with a chance of career change - Dave Shulz- LokallTy



The last 25 years of local government reform has been a persistent question about economies of scale and the financial sustainability of local government. In the broader IT industry, there has been a long term trend to harvest excess capacity through virtualisation, outsourcing, shared services and most recently, the notion of platform as a service (PaaS).

The seemingly inevitable intersection of broader local government direction and the direction of the information technology industry would seem to frame the future of local government IT as a question of "Amalgamation or SaaS?".

The nature of hosted systems will mean significant change in the nature of what the IT team will do and contains the seeds for what will be the 'in demand' skills sets of the future. There are parallels here in the career trajectories in both finance and records management.

This session considers the impacts of software as a service (SaaS) will have on the nature of the systems that will be used, the ensuing relationship we have with our vendors and the expectations the user community will have of the IT function of Council. What does your job look like if large suites of software from a few vendors are replaced by an ecosystem of standards driven, interoperable software services?

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Afternoon Tea



IT Department spend considerable time effort and money in managing, controlling and minimising risks within the organisation.

What do you think, Do you spend too little, too much or just enough. ??

The IT Security and Information management industry is a multimillion dollar industry with marketing, product, sales and research. The pressure is on IT Managers from all these sources to decide where and how their security budget is spent.

Budgets are limited. Every Council wants the best value for money proposition. Every Council want a clean bill of health from its security audits and Every IT Manager want a policy and advice that helps them achieve their goals.

Meanwhile every vendor wants to increase revenue, provide you with the latest support, sell you services assist with audit and compliance programs and lead you to best practice.

Come and hear real life experiences with a balance from both the security vendor and council IT department. See the day to day security matters that arise across a wide variety of Councils. Do you want to see the common trends, the risks, maybe even the answers?

This presentation by a respected security compliance firm and a large NSW Council with strong procedures around compliance and risk management, it draws on real life examples, maybe you can learn from their experiences and become more pro active in avoiding compliance issues. Who knows you may even get to sleep at night.

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Digital Community Engagement Strategies—Jesse Manning—Vice president of Sales and marketing—CivicPlus



The Internet changed considerably over the past decade, moving from a curiosity to a convenient source of information to a powerful interactive communication tool. Rapid evolution of online functionality has left many governments scrambling to find ways to utilize the technology and the platform that the Internet provides to better engage an ever-more physically detached population. In this presentation, Jesse Manning of CivicPlus looks at how trends in web functionality and expectations are changing how citizens receive information and demand interaction with their governments, and how governments can best equip themselves to capture their citizens' attention.

1. Community engagement brings together community building, community organizing, and community leadership through technology to improve lives and strengthen communities.
2. There are three main categories of community engagement: Transparency, Citizen Sourcing, MicroVoting
3. Municipalities should always be looking to keep up with citizens' demands to do more online.

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NSW LG ICT Professionals Meeting - All welcome
facilitated by Chris Gardner IM&T manager- Penrith City Council



ALL DELEGATES WELCOME!

You don't need to be a Member or even from NSW to attend
& we'd love to see you there J

NSW LOCAL GOVT ICT PROFESSIONALS

Featuring :

Pens....Digital Pens - Andrew Bissex

Jesse Manning - CivicPlus

Local Government Procurement (LGP) Update

Bruce Rose, Business Manager LGP, will give an update on the following items:-

Contract Update

VendorPanel – Engaging panel contractors is sooo easy

**Everyone in the meeting by 3:15pm is in the draw
for 1 of 2 bottles of wine!**

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Day 3

Mission Possible: "Do more with less" - Sarju Sahu - MIS - Auburn Council



Doing more with less is the biggest challenge ever in any organisation globally irrespective of private sector, public sector, Federal, State or Local Government. Auburn City Council is no exception to this.

Council resources are shrinking day by day due to various external and internal challenges including Carbon Tax, current economic climate, unprecedented growth in population, social cultural diversity, socio economic disadvantaged group, community safety, continuing increases in levels of services across the council due to community expectations, below estimated rate increase, high costs associated with aging population, delivering on children and adult agendas, inadequate resources to renew and maintain built assets, increased price of goods and services, greater regulatory and compliance management, delivering against national and internal efficiency targets, transfer of functions from State Government to Local Government, cost shifting from other levels of Government to Local Government and reduction in State and Federal Government funding etc.

Despite the financial constraints and budget cut, the customers' demands on service delivery are still to be met. We need to find ways to do more with less and change the way we think about everything. There are several ways to do more with less with the use of the technology including process automation which focuses on greater operational efficiency and productivity gain of staff.

Sarju Sahu, Manager Information Technology took upon himself this biggest challenge and demonstrated to the Auburn City Council how to do more with less with the innovative application of a combination of the bleeding edge mobile computing technologies, tools and mobile devices in partnership with three technology solution providers by improving the productivity and efficiency of the Council. Other benefits included improved quality customer services, faster response time to customer requests, better communication with ratepayers, empowered staff, and last but not the least reductions in administration overhead, paperwork and duplication of processes within Council.

Come and learn how you can accomplish mission - "do more with less" in your Council with the lessons learned, knowledge and experience gained by Sarju Sahu in the Auburn City Council.

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Unified Communications solution implementation
Helen Brown - Infrastructure and Service Desk Coordinator - Campbelltown Council



In December 2011, Campbelltown City Council consolidated its telephony infrastructure to implement a standardised Unified Communications solution across all Councils 30 sites. The project delivered a solution that:

- is resilient to outages -through design that accommodated multiple redundancies and failover options;
- is cost effective through the use of least cost routing and a GSM gateway;
- supports Council in its customer Service initiatives through enabling contact centre;
- enables efficient management of calls through effective monitoring and reporting;
- improved internal service to customers through a more flexible system that can be quickly, and cost effectively configured by in-house staff to ensure the changing needs and services are actioned promptly;
- improves Councils ability to continue service to the public in the event of a disaster through the ability to easily activate offsite call centres and provision of phone services;
- deliver a 20% cost reduction in calls to mobiles;
- provide a GSM and SMS gateway; and
- reduced call and line rental costs by a minimum of \$60,000 per year.

The new features available to staff included:

- Microsoft Lync – Instant Messaging, click to call and presence;
- Single Number Reach;
- Voice Mail to Email;
- Extension mobility;
- SMS gateway for bulk SMS; and
- Phone directory managed in AD and integrated with our SharePoint intranet site.

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Morning Tea

Keynote : Reinventing Yourself - Allan Sparkes CV, VA



Australian Bravery Decorations date from the establishment of the Australian honours system in February 1975. The decorations recognise acts of bravery by members of the community. The Cross of Valour (CV) is awarded for acts of conspicuous courage in circumstances of extreme peril. It is the highest Australian Bravery Decoration. To date, only five Australians have ever been awarded this medal. Allan Sparkes is one of those five Australians.

Allan will talk about the day that resulted in him being awarded the Cross of Valour, and other extraordinary days that brought about changes in his life. Tragically, some of those changes were not what he ever anticipated. Allan will explain how focusing on his goals not only reversed those changes but how they gave him back a life few would have ever thought possible and the remarkable achievements he has made. This is one man's very personal story.

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**Conference close -
Post conference Events**