# Oth Digital RIM Summit

Gain the skillset to confidently manage records & information on the digitisation journey

### FFATURED SPFAKERS



**Eric Swain** 

Director a/g, Commonwealth Information Policy National Archives of Australia





Wendy Collis

Manager, Information Management Systems Department of Finance, Services & Innovation





Alex Jones

Chief Information Officer CitiPower, Powercor and United Energy









Trisha Lee

Warren Dean Senior Data Analyst

City of Casey

Adam Lindsay

South Wales

Helen Palmer

Head of Data Risk & Compliance ANZ











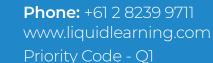












**Pre Workshop** 

**Post Workshops** 

**Exhibition Centre** 

**Melbourne Convention and** 

Streamline RIM processes

Facilitate change management

Generate collaborative buy-in

Implement information governance

Summit



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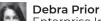
Craig de Rooden Global IT Head of Business Improvement and Transformation Toll Group

Director Collections, Access and Engagement

State Archives and Records Authority of New







Enterprise Information Manager **AGL Energy** 

Founder, Principal Change Agent



Gordon Maudsley Manager Digital, Information and Technology (CIO) City of Greater Geelong



David Jackson

Information Services Manager Cardinia Shire Council



Rod Apostol

Manager Business Technology (CIO) City of Port Phillip



Julie McCormack

Acting Senior Manager, Government Recordkeeping



Elise Bradshaw

Acting Coordinator, Digital Transfer & Documentation

**Public Record Office Victoria** 



Belinda Hodkinson

Digital Engineering Strategy Lead SMEC Australia Pty Ltd



Kerri Ricketts

Manager Information Management Goulburn-Murray Water



Chris Culnane Lecturer in the School of Computing and Information Systems University of Melbourne





















Theme: 'Conquer Digital Chaos'

18 February

19 & 20 February

21 & 22 February











Members of supporting organisations receive a special 10% discount off standard rates!





## 2019 Theme: 'Conquer Digital Chaos'

Organisations are experiencing the paradox of the information age. As we gain access to more data, it is becoming harder to catalogue, organise and protect information. So how can you navigate the digital chaos as a Records and Information Management professional?

With guidance and insight from experienced RIM professionals, this summit will provide the opportunity for you to master the skills required to conquer digital chaos.

## **Pre-Summit Workshop**

## **18 February** 2019

#### Prepare for the future of records and information management - 5 year plan

9.00 - 4.30

#### Design a Target Operating Model that delivers

- Overview and key components
- Convert strategy into capabilities
- Deliver positive business outcomes

#### Dive deep into lean workflow automation

- Identify areas for workflow improvement
- Improve efficiency
- Enhance collaboration and communication

#### Drive user adoption of new systems

- Strategies to overcome immunity to change
- Equip staff with digital capabilities to operate in digital environments
- Reduce the learning curve associated with transformation

#### Harness the power of emerging digital technologies

- Overcome complex integration challenges
- Improve decision-making based on significant data insights

**INTERACTIVE PANEL DISCUSSION** 

Integrating information governance principles

· Balance the use and security of information

Secure senior management support

• Develop a framework aligned with business outcomes and

• Improve efficiency across the operating model

Expert Facilitator: Andy Corbett Managing Director S&O Consulting Group

## **Summit Day One**

## **19 February** 2019

#### **OPENING KEYNOTE CASE STUDY**

9.00 - 9.40

#### Navigating the digital journey

- The role of RIM in the 'cloudy' world
- Apply information governance principles to the way information is handled in Office 365
- Develop a product set of recently digitised information

#### Wendy Collis

Manager, Information Management Systems Department of Finance, Services & Innovation NSW



## **MICRO SESSION - SET YOUR GOALS**

9.40 - 9.55

Chris Foley Director Foley Business Consulting

## Debra Prior

Enterprise Information Manager

## **AGL Energy**

Trisha Lee

Head of Data Risk & Compliance

ANZ

#### Kerri Ricketts

Manager Information Management

Goulburn-Murray Water



1.30 - 2.30

## WATER

#### **CASE STUDY**

9.55 - 10.35

#### Unlocking information to drive better decision making

- · Shift thinking from records to information
- What trends can we derive from data?
- Use business intelligence platforms to gather your own insights with combined datasets

#### Warren Dean

Senior Data Analyst

City of Casey



#### **CASE STUDY**

2.30 - 3.10

#### Transitioning from records management to information management

- Moving from records to information management
- Embedding IM in organisational wide strategy
- · Lessons learnt from transition

#### Kerri Ricketts

Manager Information Management

Goulburn-Murray Water



#### **EXPERT COMMENTARY**

10.50 - 11.40

#### Using ISO 38500 to govern digital transformation

- Ensure clarity of responsibility for digital transformation
- Establish coherent and appropriate plans for the journey to the digital era
- Frame and deliver initiatives that enable the organisation to survive and thrive

#### Mark Toomey

**Executive Chair** 

Digital Leadership Institute



#### **EXPERT COMMENTARY**

3.25 - 3.55

## Designing a Target Operating Model for RIM

- Use a holistic approach to change
- Understand the who, what and how of your entire RIM operations
- · Identify which capabilities need to transform

#### **Andy Corbett**

Managing Director

S&O Consulting Group



#### **CASE STUDY**

11.40 - 12.30

#### Managing change as a designed user experience

- Approach change management as a whole or series of experiences people have
- Apply design principles to designing experiences
- Appreciate the human factor in designing for human experiences

#### Helen Palmer

Founder, Principal Change Agent Questo





#### **BREAK-OUT SESSION**

3.55 - 4.30

What does a digital toolkit look like?

#### **Chris Foley**

Director

Foley Business Consulting

#### **NETWORKING RECEPTION**

4.30 - 5.30

## Summit Day Two 20 February 2019

#### **OPENING KEYNOTE CASE STUDY**

9.00 - 9.50

#### Digital Continuity 2020 - We're almost there

- · How are other agencies approaching the digital continuity challenge?
- How the archives' tools can help your agency
- Emerging information management trends and how to be future-ready

#### Eric Swain

Director a/g, Commonwealth Information Policy National Archives of Australia



#### **CASE STUDY**

9.50 - 10.40

#### Calming the chaos in complex data

- Understand the scale of the data pool in a large organisation
- Navigate the complex and chaotic environment
- Streamline data and information for client interaction

#### Belinda Hodkinson

Digital Engineering Strategy Lead

SMEC Australia Pty Ltd



#### **EXPERT COMMENTARY**

10.55 - 11.35

#### Managing data privacy and security in a digital world

- Steps for safeguarding data
- Privacy and big data
- The importance of openness about algorithms and processes

#### Chris Culnane

Lecturer in the School of Computing and Information Systems University of Melbourne

#### SPONSOR - SOLUTION SPOTLIGHT

11.35 - 11.50

#### Record management as a foundation

Digital Solutions Specialist

**Grace Records & Information Management** 



#### **CASE STUDY**

11.50 - 12.35

#### Applying machine learning to improve efficiency

- Utilise AI to reduce costs and improve service
- Deliver data governance and services
- · Align with industry standards

David Jackson Information Services Manager Cardinia Shire Council



#### INTERACTIVE PANEL DISCUSSION

Generating buy-in when rolling out digitisation

- Moderate jargon to generate buy-in
- Increase user adoption
- Manage accountability for data

Rod Apostol

City of Port Phillip Craig de Rooden

Gordon Maudsley City of Greater Geelong

#### Alex Jones

CitiPower,

Powercor and United Energy

#### Adam Lindsay

State Archives and Records Authority of New South Wales











State Archives & Records

1.35 - 2.35

#### **CASE STUDY**

2.35 - 3.25

#### Digital forever - Preserving Victoria's records

- Design reliable, authentic and embedded digital recordkeeping
- Preserve and make permanent value digital records accessible
- Build capacity for future opportunities and challenges

Elise Bradshaw Julie McCormack

Public Record Office Victoria



#### INTERACTIVE CLOSING ROUNDTABLE 3.40 - 4.30

#### Conquer digital chaos

- Reflect on your goals
- Highlight key lessons
- Streamline RIM processes

Chris Foley Director Foley Business Consulting



## Who will attend?

- Records Management
- Information Management
- Knowledge Management
- Collaboration
- Content Management

- ICT / Systems Business Analysis
- EDRMS Projects

- SharePoint Administration • IT Change Management
- Consulting and Solution

## Post-Summit Workshop

## RIM & ICT Professionals Leadership Workshop

Day One 9.00 - 4.30

#### Enhancing leadership skills

- How you can prepare for future challenges of disruptive change
- The importance of developing strong leadership skills
- Essential leadership qualities
- Understanding professional strengths and working together

## Transitioning from an IM specialist to become a strategic

- Develop analytical, strategic thinking and problem-solving skills
- Reflecting on your own leadership styles and drawing on your unique strengths
- What does 'great' or 'authentic' leadership mean to you?
- Building your influence

#### Developing effective communication skills

- Breaking down complex jargons and processes to communicate effectively with non-IM business peers
- Providing clear direction and strategic goals
- Practical communication strategies to gain management buy-in
- How to demonstrate and present the ROI value of your IM project

#### Establishing networks and connections

- Identifying and understanding internal and external stakeholders
- Practical approaches to build better connection, collaboration, and how to facilitate co-creation
- Supporting and partnering with others to achieve greater efficiency and productivity

## **21 & 22 February** 2019

#### **Day Two** 9.00 - 4.30

- Understanding how businesses are evolving and the impact to the existing IM and ICT structures in your organisation
- Aligning your IM and ICT transformation plan with the growing business needs
- Creating and leading an integrated IM and ICT approach
- · How to drive incremental changes

Leading IM and ICT transformation

#### Developing skills for change management and leadership

- Leading an IM change project
- Be aware of the risks involved
- Breaking down silos in an IM change management project

#### You as a change leader and enabler

- Communicating change effectively and in a timely manner
- Practical ways to approach resistance to change
- Managing difficult conversations
- Providing consistent messages around the visions and goals

#### Creating and delivering a seamless user experience

- Understanding IM and ICT from the users' perspective
- Embedding continuous project improvement • Building momentum to facilitate future change
- Create a culture of innovation and change

Expert Facilitator: Kate Fuelling Digital Excellence Consultant Kate Fuelling Consulting

**10th Digital RIM Summit** 18, 19, 20, 21 & 22 February 2019

# Melbourne Convention and Exhibition Centre 1 Convention Centre Pl, South Wharf VIC 3006 Ph: +61 3 9235 8000

## **Booking Form**

Event Reference: RIO0219A - M Priority Code: Q1

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