

10th Digital RIM Summit

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

FEATURED SPEAKERS



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



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



Alex Jones
Chief Information Officer
CitiPower, Powercor and United Energy



Trisha Lee
Head of Data Risk & Compliance
ANZ



Warren Dean
Senior Data Analyst
City of Casey



Adam Lindsay
Director Collections, Access and Engagement
State Archives and Records Authority of New South Wales



Helen Palmer
Founder, Principal Change Agent
Questo



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



Debra Prior
Enterprise Information Manager
AGL Energy



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'

Pre Workshop 18 February
Summit 19 & 20 February
Post Workshops 21 & 22 February

Melbourne Convention and Exhibition Centre

Streamline RIM processes

Facilitate change management

Generate collaborative buy-in

Implement information governance

Phone: +61 2 8239 9711
www.liquidlearning.com
Priority Code - Q1

SPONSORED BY

grace:
Always more.

SUPPORTED BY

RIMPA

IM INSTITUTE FOR INFORMATION MANAGEMENT LTD

IDM IMAGE & DATA MANAGER

ITPA Information Technology Professionals Association

AISA Australian Information Security Association

govtech review

CareerSpot

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

ORGANISED BY



LIQUIDLEARNING
bebetter

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
- 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**

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



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



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



INTERACTIVE PANEL DISCUSSION 1.30 - 2.30

Integrating information governance principles

- Develop a framework aligned with business outcomes and risks
- Balance the use and security of information
- Secure senior management support

Debra Prior

Enterprise Information Manager
AGL Energy

Trisha Lee

Head of Data Risk & Compliance
ANZ

Kerri Ricketts

Manager Information Management
Goulburn-Murray Water



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 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



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
SMCE 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

Sev Eggelaar
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 1.35 - 2.35

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
Toll Group

Gordon Maudsley
City of Greater Geelong

Alex Jones
CitiPower,
Powercor and United Energy

Adam Lindsay
State Archives and Records Authority of
New South Wales



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
- Library / Archives
- ICT / Systems
- Business Analysis
- IT / IM Systems Management
- EDRMS Projects
- Document Control
- TRIM Administration
- SharePoint Administration
- IT Change Management
- Consulting and Solution Providers

Post-Summit Workshop

21 & 22 February 2019

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 business enabler

- 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

Day Two 9.00 - 4.30

Leading IM and ICT transformation

- 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

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



Organisation Name					
Address			Suburb	State	Postcode
Booking Contact Information					
Title	Full Name	Position	Email	Phone	



#	Title	Full Name or TBA	Position	Email	Attendance Date/s
1					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
2					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
3					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
4					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
5					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
6					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
7					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
8					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22
9					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21 & 22



Options (per person)	Value Plus Rate*** Register and pay by 7 September	Super Saver Rate** Register and pay by 25 October	Early Bird Rate* Register and pay by 20 December	Standard Rate
Standard rates				
5 Days	\$4295 + GST = (\$4724.50)	\$4395 + GST = (\$4834.50)	\$4545 + GST = (\$4999.50)	\$4695 + GST = (\$5164.50)
4 Days	\$3595 + GST = (\$3954.50)	\$3695 + GST = (\$4064.50)	\$3845 + GST = (\$4229.50)	\$3995 + GST = (\$4394.50)
3 Days	\$2895 + GST = (\$3184.50)	\$2995 + GST = (\$3294.50)	\$3145 + GST = (\$3459.50)	\$3295 + GST = (\$3624.50)
2 Days	\$2195 + GST = (\$2414.50)	\$2295 + GST = (\$2524.50)	\$2445 + GST = (\$2689.50)	\$2595 + GST = (\$2854.50)
1 Day Workshop	\$1245 + GST = (\$1369.50)	\$1295 + GST = (\$1424.50)	\$1345 + GST = (\$1479.50)	\$1395 + GST = (\$1534.50)
Local govt, TAFEs, schools, registered charities & community groups				
5 Days	\$3995 + GST = (\$4394.50)	\$4095 + GST = (\$4504.50)	\$4245 + GST = (\$4669.50)	\$4395 + GST = (\$4834.50)
4 Days	\$3295 + GST = (\$3624.50)	\$3395 + GST = (\$3734.50)	\$3545 + GST = (\$3899.50)	\$3695 + GST = (\$4064.50)
3 Days	\$2595 + GST = (\$2854.50)	\$2695 + GST = (\$2964.50)	\$2845 + GST = (\$3129.50)	\$2995 + GST = (\$3294.50)
2 Days	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)	\$2145 + GST = (\$2359.50)	\$2295 + GST = (\$2524.50)
1 Day Workshop	N/A	N/A	N/A	\$1195 + GST = (\$1314.50)
Discounted off standard rates :	Save up to \$400	Save up to \$300	Save up to \$150	



TOTAL incl GST	Partner Discount	Members of supporting organisations receive a special 10% discount off standard rates!	Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5	20% off Standard Rate Team of 6 +
----------------	------------------	--	----------------------------	--	------------------------------------	--------------------------------------

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. **Note:** Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.



Please Note: Payment is required prior to attending this event.

Credit Card **Credit Card Details - Please charge my credit card for this registration:**
Card Type Visa MasterCard American Express

Cheque (payable to Liquid Learning Group Pty Ltd)

Electronic Funds Transfer **Electronic Funds Transfer (EFT)**
Please transfer funds directly to:
Westpac Account Name: Liquid Learning Group Pty Ltd
BSB: 032 002
Account No: 407 273
SWIFT Code: WPACAU2S

Please invoice me: **Note: 2% surcharge applies to American Express payments**

Purchase Order No. #

Card Number Expiry /

CVV Full Name as on card

Cardholder's Contact Number Signature

Amount

Please quote ref RIO0219A - M and registrant name



Authorising Manager's Details: This registration is invalid without a signature.

Name	Position	Phone
Email	Signature	Date

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy: If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when

circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer: Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance

on such information and recommends that its clients seek further professional advice.

Privacy Statement: Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: databases@liquidlearning.com.au

© 2019 Liquid Learning Group Pty Ltd ACN 108 415 354