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

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IM Institute for Information Management Ltd
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ITPA Information Technology Professionals Association
AISA Australian Information Security Association
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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
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

Sev Eygelaar
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

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: QC

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Organisation Name			
Address	Suburb	State	Postcode

Booking Contact Information

Title	Full Name	Position	Email	Phone

Delegate Information

#	Title	Full Name or TBA	Position	Email	Attendance Date/s
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2					☐ 18 ☐ 19 & 20 ☐ 21 & 22
3					☐ 18 ☐ 19 & 20 ☐ 21 & 22
4					☐ 18 ☐ 19 & 20 ☐ 21 & 22
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9					☐ 18 ☐ 19 & 20 ☐ 21 & 22

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Options (per person) Qty	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
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____ 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)
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