



SAUG Brisbane Conference 2024 | Agenda

Thursday 9th May | Sofitel Brisbane Central

8:30am – 9:00am	Registration and arrival coffee & tea – Level 1
	Keynote Presentations – Ballroom 3
9:00am – 9:10am	Welcome Karen Zwissler, Chief Executive Officer, SAP Australian User Group & Katherine Love, Executive General Manager Queensland, SAP ANZ
9:10am – 9:20am	SAUG AI Working Group Update An update on SAUG's Business AI Point of View, latest initiatives, member's experiences, maturity models and more. Tim Wilkes, CEO & Chief Storysmith, Pathos Services
9:20am – 9:40am	SAP Keynote: A.I. – Public Enemy? Don't Believe the Hype! The hype cycle of AI is at fever pitch right now but opinion is divided as to whether it will improve our lives or take our jobs. Jonathan Fogarty, TV host, Sports Commentator and even SAP Industry Advisor, will give his thoughtful and entertaining insights into what A.I really looks like in your tech landscape, why it's already here and how it will and won't change the way you work with SAP. Jonathan Fogarty, Industry Advisor, SAP
9:40am – 9:45am	Transition Time
9:45am – 10:05am	Customer Keynote: Powerlink Queensland commences automating essential climate reporting with SAP Powerlink is a Queensland Government owned, leading provider of electricity transmission network services across an area spanning from Cairns to the NSW border. As part of its mission to deliver clean, reliable and affordable energy, Powerlink has been on a multi-year transformation journey including its SAP systems. Mark, from Powerlink, will discuss how and why they were one of the first organisations in Australia to deploy SAP Sustainability Control Tower and Datasphere to improve data tracking and capture, for climate and essential ESG reporting. This will ensure greater transparency and alignment with Queensland Government Climate targets and Australian Government legislative requirements and creates the opportunity to establish targets for improvement. Mark Pozdena, General Manager Business IT, Powerlink Queensland
10:05am – 10:10am	Transition Time



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10:10am – 10:30am	<p>Keynote Panel Discussion: From IoT to ChatGPT – making sense of new technology</p> <p>In the last year we have seen accelerating change in technology, such as generative AI, Cybersecurity and Data, as well as developments and new functionalities in SAP solutions. How do they intersect and connect, and what is important? Our panel of experts and thought leaders will help you make sense of the new, what you should be thinking about, how it will affect you and the way you work and much more.</p> <p>Panelists:</p> <ul style="list-style-type: none">• Adrian Stagg, Head of IT, McGrathNicol & Chair of the SAUG Executive Council• Professor Alistair Barros, Head of School and Academic Program Leader of Service Science, Queensland University of Technology, Author• Cathy McGurk, Head of Solution Engineering, SAP
10:30am – 11:15am	Morning Break – Level 1

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11:15am – 11:35am	Breakout 1A – Transform Stream <i>Ballroom 3</i>	Breakout 1B – Redefine Stream <i>Ballroom 2</i>	Breakout 1C – Optimise Stream <i>Ballroom 1</i>
	<p>The SAP Utilities Strategy & Roadmap This session will look at SAP's roadmap and strategy for Utilities including new solutions, updates, new functionalities and a low down of international trends from the recent SAP for Energy & Utilities Conference in Spain</p> <p>Jonathan Fogarty Industry Advisor for Utilities, SAP</p> <p><i>Utilities</i></p>	<p>SAP Innovation Session Unleashing the power of SAP Business AI to revolutionise business operations The hype generated by generative AI has led to many discussions about the future of work in this new world we are rapidly entering. In this session, hear from our local AI Guru on how you can use SAP Business AI to modernize your business operation and start realising value today while empowering you to be a future-ready intelligent enterprise.</p> <p>Liam Mischewski Innovation Architect SAP</p> <p><i>AI, BTP</i></p>	<p>Five generations in one day – how to get the best from a diverse workforce Many of you will be familiar with the Melbourne saying, “Four seasons in one day” and perhaps be cognisant of the challenges that can bring! Many workplaces today do indeed have employees from multiple generations. From Baby Boomers to Gen Z. Each generation brings their own experiences, expectations, and idiosyncrasies to the office. Join this fascinating session where we test some theories and assumptions, find out what sets the generations apart, and learn how to communicate and get the best from a diverse workforce.</p> <p>Cathy McGurk Head of Solution Engineering, SAP</p> <p><i>Workforce Management</i></p>
11:35am – 11:40am	<i>Transition Time</i>		

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11:40am – 12:00pm	Breakout 2A – Transform Stream <i>Ballroom 3</i>	Breakout 2B – Redefine Stream <i>Ballroom 2</i>	Breakout 2C – Optimise Stream <i>Ballroom 1</i>
	<p>SAP Innovation Session RISE with SAP: Your fast-track to an AI-powered enterprise Experience a seamless leap from legacy systems to the future with RISE with SAP. This session explores how RISE bridges the gap between your on-premise SAP ECC and the next-generation cloud solution, S/4HANA Cloud. We'll delve into SAP's innovative ERP strategy, showcasing how RISE simplifies this evolution and unlocks the power of Business AI.</p> <p>Victor Ho Director of RISE CoE – ANZ SAP</p> <p><i>RISE, S/4HANA Cloud</i></p>	<p>eInvoicing implications for Government and suppliers eInvoicing will play a crucial role as Australia progresses toward Tax Administration 3.0 where "Tax just happens" by 2030. Australian Government has mandated that all federal government agencies be able to receive eInvoices since July 2023. State, territory and local governments are also embarking on the eInvoicing journey. In 2024, a more concerted effort is going into onboarding suppliers to use eInvoicing when sending invoices to Government. This session will highlight how Government and suppliers will benefit including mitigating risks with cybersecurity and email fraud, and help with easier reporting. It will also cover actions needed in readiness such as future-proofing your solutions, and considerations for internal process changes, impact to working capital and cultural shift considerations.</p> <p>Adam Reece Relationship Manager, Australian Taxation Office</p> <p><i>eInvoicing</i></p>	<p>Cloud computing in the Security of Critical Infrastructure Act This session will look at the incorporation of cloud computing into the Security of Critical Infrastructure Act (SOCl Act). It will discuss the rationale for this, the threshold for cloud as critical infrastructure (CI) and what SAP customers that are CI asset owners need to know for their own compliance as they adopt cloud services. The session will step through SAP's response to the SOCl Act. It will summarise regulated security obligations, including further legislative reforms, that are designed to strengthen essential service delivery across the economy.</p> <p>Jolyon Keegan, Director Critical Infrastructure Protection ANZ, SAP</p> <p><i>Critical Infrastructure, Cloud</i></p>
12:00pm – 12:05pm	Transition Time		

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12:05pm – 12:25pm	Breakout 3A – Transform Stream <i>Ballroom 3</i>	Breakout 3B – Redefine Stream <i>Ballroom 2</i>	Breakout 3C – Optimise Stream <i>Ballroom 1</i>
	<p>Reduce human error risk with SAP Fiori apps</p> <p>In response to user feedback, Sunwater developed a Fiori app to replace the Collective Entry of Measurement Documents GUI transaction (IK34). The app allows users to enter readings for Measuring Points on Entry Lists and they can see the previous reading date and value in the same screen. Vicki from Sunwater will show how this simple app has some great benefits for end users, including reducing the risk of human error when entering readings, easier to read Measuring Point details as the fields don't wrap and it also allows Sunwater to move users out of SAP GUI and in to Fiori.</p> <p>Vicki Hlinovsky Business Process Lead (EAM), Sunwater</p> <p><i>Fiori apps</i></p>	<p>SAP Innovation Session</p> <p>Unlocking the potential of your Shared Service Organization with Enterprise Service Management</p> <p>This session will delve into the benefits of Enterprise Service Management (ESM) in enhancing efficiency and streamlining manual tasks. We'll explore how ESM optimizes processes and streamlines workflows, empowering organizations to improve operational effectiveness and service delivery.</p> <p>Kevin Annfield Senior Solution Advisor & Harry Dunn Solution Advisor, SAP</p>	<p>SAP Innovation Session</p> <p>How to make Data the heart of the new sustainable enterprise.</p> <p>Data is really fueling the business priorities of organisations today. Whether that comes to being more sustainable as a company, creating new user experiences, or getting value from generative AI, it really comes back to data driving that digital transformation. This session will show how to achieve quality data and metadata so that your generative AI use cases are contextual and useful to your customers both internal and external.</p> <p>Tony Thorpe Senior Solution Architect, SAP</p> <p><i>Data</i></p>
12:25pm – 12:30pm	<i>Transition Time</i>		

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12:30pm – 12:50pm	Breakout 4A – Transform Stream <i>Ballroom 3</i>	Breakout 4B – Redefine Stream <i>Ballroom 2</i>	Breakout 4C – Optimise Stream <i>Ballroom 1</i>
	<p>Transforming the user experience at PanAust with BTP Build Work Zone PanAust, a leading copper and gold producer needed to simplify its tech environment and improve user experience. This presentation will show how they made UI changes with a Fiori Launchpad, before implementing SAP S/4HANA as well as using SAP Build Work Zone for a new launchpad for corporate applications that will be built on SAP BTP. Andrew from PanAust, will also discuss how they built a working prototype and achieved UX standardisation across SAP solutions, and created a foundation for further BTP development in the future.</p> <p>Andrew Dyer ERP Superintendent, PanAust</p> <p><i>BTP, Build Work Zone</i></p>	<p>SAP Innovation Session Enterprise Automation with SAP Integrating, analyzing, and automating end-to-end business processes is critical in today's digital landscape. To help customers stay ahead of the competition, SAP offers enterprise automation, a solution that combines the value of SAP Integration Suite, SAP Signavio, and SAP Build. This presentation will show how Enterprise Automation allows users to identify, model, integrate and automate processes, end to end across heterogeneous landscapes. This helps organisations grappling with disconnected processes and ensures they are automating processes that need it the most.</p> <p>Kynan Jones Cloud Architect – SAP BTP SAP</p> <p><i>Automation, Processes</i></p>	<p>Strategic workforce planning and transformation at CS Energy with SAP SuccessFactors CS Energy is a Queensland based energy company, fully owned by the Queensland Government. They are currently undergoing a major transformation to their business as they move away from coal fired power into renewable energy. Laura from CS Energy will share insights into how they are utilising SuccessFactors, and drawing on data from learning, talent, succession and performance modules to enable them to deliver on their strategic workforce planning and transformation.</p> <p>Laura Burge Future Pathway Manager, CS Energy</p> <p><i>SAP SuccessFactors</i></p>
12:50pm – 1:45pm	Lunch – Level 1		



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	Plenary Presentations – Ballroom 3
1:45pm – 2:10pm	SAUG Interactive Quiz Boost your energy levels and get into the right frame of mind for our great plenary sessions, with the fun and insightful interactive quiz. Test your knowledge and win a prize.
2:10pm – 2:30pm	"SAP Enabling us Now" – Digital learning & adoption in the transformative era Adult learning, particularly in the fast-paced digital transformative era, has become crucially important. Powerlink Queensland uses S/4HANA as their core ERP and are utilising SAP Enable Now and SAP Companion to support their people with digital learning and adoption. This session will show how Powerlink have leveraged the power of SAP Enable now with it's easy access learning and reference capability to support their people through significant change and transformation, particularly in SAP financial systems. It will give insights into the value that SAP Enable Now and SAP Companion bring to Powerlink people and will discuss what's next for Powerlink's learning journey. Felicity Rudd, IT Portfolio Learning Specialist, Powerlink Queensland
2:30pm – 2:35pm	<i>Transition Time</i>
2:35pm – 2:55pm	Procurement transformation at Energy Queensland Energy Queensland is Australia's largest wholly government owned electricity company. John from Energy Q oversees and manages recruitment, allocation and utilisation of all professional services contractors within his division and plays a pivotal role in ensuring that the right resources are deployed at the right time to support the Digital Division capital program of work and operational support objectives. He will discuss how Energy Q has been on a journey to transform its procurement processes and operations to ensure they can meet their objectives. John Martinez, Manager Resourcing Operations, Energy Queensland
2:55pm – 3:00pm	<i>Transition Time</i>



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3:00pm – 3:20pm	<p>Succeeding with Artificial Intelligence: towards sustaining AI @scale</p> <p>This fascinating presentation will give an update on the work at University of Queensland on scaling AI research to include the management of large numbers of AI models and model interdependencies. In the presentation, Ida, Senior Lecturer at the University will present findings from her research on AI scaling research, featuring a case study of AI model management at Cemex. Tapani will then focus on unintended and knowledge implications of scaling AI including deskilling.</p> <p>Dr Ida Asadi Someh, Senior Lecturer & Researcher, University of Queensland & Dr Tapani Rinta-Kahila, Lecturer in Information Systems, University of Queensland</p>
3:20pm- 3:25pm	<i>Transition Time</i>
3:25pm – 3:30pm	<p>Interactive Feedback Session</p> <p>Tell us what topics and speakers you would like to see at future SAUG events by completing our live polls.</p>
3:30pm – 3:35pm	<p>Closing Words</p> <p>Karen Zwissler, Chief Executive Officer, SAP Australian User Group</p>
3:35pm – 4:30pm	Networking Event – Level 1

Please Note:

- The speakers and topics on this agenda are subject to change
- Customer case studies will vary and depend totally on speakers from SAUG member organisations who are willing and able to present.
- If you are interested in presenting at SAUG Conferences, please contact: michael.kovacevic@saug.com.au