



Agenda | SAUG Canberra Conference 2017

Thursday 9th March | National Convention Centre Canberra

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| 8:30 am – 9:00 am | Registration and arrival coffee & tea – Ballroom, Level 1 |
| 9:00 am – 9:10 am | <p align="center">Welcome – SAP Australian User Group Update – Fitzroy/Murray Rooms Dyonne Campbell, Secretary, SAP Australian User Group/ Assistant Director, Department of Foreign Affairs & Trade</p> |
| 9:10 am – 9:50 am | <p align="center">SAP Keynote: Do you know Digital?</p> <p>Digital. A term which is landscaping the future of Public Services. But for those leading the charge around Digital Transformation, what exactly does this mean? This panel session features senior executives from SAP & Government Departments who will discuss what digital means to them and how they see the future of digitisation in the Digital economy.</p> <p align="center"> Damien Dunn, Director Federal Government, SAP Brian Lee-Archer, Director, SAP Institute for Digital Government Professor Shirley Gregor, Research School of Management, Australian National University Mat Rogers, Customer Solutions, SAP Australia </p> |
| 9:50 am – 10:30 am | <p align="center">Customer Keynote: Delivering on an information management vision</p> <p>Efficient management of sensitive information is a key statutory requirement for many government agencies. This presentation will give insights into how the Department of Defence, through Information Management & Access Branch, is delivering on an information management vision to meet the Department's responsibilities against Digital Continuity 2020 by automating administrative processes and applying corporate governance across web delivery channels.</p> <p align="center"> Tony Corcoran, Assistant Secretary Information Management Access Department of Defence </p> |
| 10:25 am – 11:00 am | Morning Break |

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| 11:00am – 11:40am | Breakout 1A – Technology Stream Fitzroy Room | Breakout 1B – LOB Stream Murray Room | Breakout 1C – People & HR Stream Swan Room |
| | <p>Implementing SAP or SAP HANA now and in the future</p> <p>Lenovo has now implemented more than 6800 SAP HANA servers across the globe. Why is infrastructure critical, how do you get peak performance from your SAP system and what are the key things you must consider. This presentation will discuss the key lessons learnt these numerous implementations, cloud options and future technologies that will impact the solution you choose for your next SAP or SAP HANA deployment.</p> <p>Andrew Silvers Alliances Manager Lenovo</p> <p><i>Infrastructure</i></p> | <p>Real-time analytics – an update on Public Sector innovations</p> <p>This presentation will examine Real-time analytics and will consider the latest SAP solutions - S/4HANA Embedded Analytics, BO Cloud or BW4/HANA. It will also discuss what various State and Federal Government Agencies are doing to develop analytics to support more innovative, strategic, whole of government and evidence based decision making.</p> <p>Alexandra Carvalho SAP Mentor, VP & Head of Analytics, BI Group Australia</p> <p><i>Analytics</i></p> | <p>SAP training with an Asset Management flavour</p> <p>Training is one of the most important elements of a successful project. Training SAP and Asset Management processes to maintenance people is exciting, diverse, challenging and very rewarding. This presentation will share the experience that has been gained, particularly in the Public Sector, and the lessons learnt which have helped make training documentation, curriculum and delivery effective and, more importantly, 'acceptable' to audiences.</p> <p>Clare Brown Learning Services Manager MSS (Maintenance Systems Solutions)</p> <p><i>Training</i></p> |
| 11:40am – 11:45am | <i>Transition Time</i> | | |

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| 11:45am – 12:25pm | Breakout 2A – Technology Stream Fitzroy Room | Breakout 2B – LOB Stream Murray Room | Breakout 2C – People & HR Stream Swan Room |
| | <p>How to get started with your own SAP HANA 2.0 system</p> <p>This presentation will show you how to download and install SAP HANA 2.0, express edition onto your own laptop or PC. SAP HANA, express edition is a streamlined version of SAP HANA aimed at providing developers and system administrators with ‘hands-on’ experience on their own small systems. Gary will provide an overview of the various installation options available, give you a sneak peek at a live system and also share some tips and tricks about where to go to learn more about SAP HANA.</p> <p>Gary Hooker SAP Mentor & SAP Basis Administrator, Department of Immigration and Border Protection</p> <p><i>HANA 2.0</i></p> | <p>Meeting citizen needs - Hybris Citizen Engagement Accelerator</p> <p>Citizens are changing fast in the digital world, and governments are running fast to change the way they engage with citizens. This presentation will discuss experiences in driving digital disruption particularly in the public sector and what is being done to enable governments to meet their citizens’ needs</p> <p>Tim West Product Manager, UXC Oxygen</p> <p><i>Citizen engagement</i></p> | <p>SAP Innovation Session</p> <p>Digital leadership and diversity for the Public Sector</p> <p>Adoption of digital technology not only helps improve efficiency, it also improves employee engagement and satisfaction which helps drive better service delivery. It’s a virtuous circle. However, the Leader 2020 research study reveals that only 67% of public sector executives are proficient when it comes to digital transformation readiness. And the technology is just one side of the coin. Engaging, leveraging and enabling the millennial workforce on the use of technology and building a diverse workforce are becoming key challenges. Only 54% of public sector leaders believe they are proficient when it comes to managing a diverse workforce. During this presentation you will learn how to leverage emerging technologies and align your people so they can take advantage of the new tools available and work in more flexible ways.</p> <p>Russell Porter & Carl Hubbard, Business Transformation Advisory, SAP SuccessFactors</p> <p><i>Digital workforce</i></p> |
| <p>12:25pm – 1:35pm Lunch</p> | | | |

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| 1:35 pm – 2:15 pm | Breakout 3A – Technology Stream Fitzroy Room | Breakout 3B – LOB Stream Murray Room | Breakout 3C – People & HR Stream Swan Room |
| | <p>Upgrading a Department Executive Dashboard from BEx Web Application Designer to Design Studio</p> <p>The Department of Social Services needed to better present corporate information to executives, provide more corporate and operational information in one place and reduce reliance on ad-hoc reports. The experiences of the project will be discussed as well as realised benefits including:</p> <ul style="list-style-type: none"> • High user uptake and easy monitoring of usage to further encourage uptake • Reduced need to “source” information from multiple sources/individuals • Encouraging performance improvement • Consistent metrics at all levels of the Department • Quick access to the “answers” by providing context relevant drill-downs <p>Mark Ashford, Assistant Director HR Reporting and Analysis, Sandeep Singh, SAP BI Consultant, Rob Calvert, Developer, Department of Social Services</p> <p><i>Executive Dashboards, Design Studio</i></p> | <p>SAP Innovation Session</p> <p>Focus on smarter digital outcomes with SAP Model Agency for Public Sector</p> <p>Government stakeholders including citizens and businesses, now expect a new experience; one that’s frictionless, where work and collaboration are seamless, with interconnected service communities where technology is intuitive and easy to use. Running frictionless is when you deliver services based on real insights, not statistical trends. Join this session to learn more about the SAP Model Agency for public sector (SAP Model Agency) which is enabling an innovative, frictionless government through SAP® S/4HANA® cloud platform. Join the session to see in Real-Time how this concept will help agencies operate more efficiently, improve speed & ease of use, and provide improved mobility access.</p> <p>Mat Rogers Customer Solutions SAP Australia</p> <p><i>Model Agency</i></p> | <p>Leading S/4 HANA UX - Lessons from the trenches and the ridges</p> <p>User Experience is a strategic priority for S/4HANA, delivering a big bang of new user interfaces that brings challenges of scale rarely seen on other Fiori projects. Your UX Lead provides central guidance and governance: for stakeholders, for the project team and for organisational change managers. They can even turn end users into change collaborators & evangelists. Hear what it takes to deliver on the promise of increased user adoption and improved user productivity from 1511 & 1610 projects.</p> <p>Jocelyn Dart SAP Mentor & UX Specialist, SAP Australia</p> <p><i>UX, S/4HANA</i></p> |
| 2:15 pm – 2:20 pm | <i>Transition Time</i> | | |

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| 2:20pm – 3:00pm | Breakout 4A – Technology Stream Fitzroy Room | Breakout 4B – LOB Stream Murray Room | Breakout 4C – People & HR Stream Swan Room |
| | <p>Designing the ideal end user experience with BUILD and Fiori</p> <p>SAP BUILD allows you to build enterprise apps with a set of cloud based tools, as well as collaboratively develop prototypes and engage with end users for testing. The Department of Foreign Affairs and Trade will share their experiences with rolling out BUILD and Fiori including the following topics:</p> <ul style="list-style-type: none"> • Tactical Initiatives • Design Methodology and Values • Initial Targeted Applications • Technical Considerations • Web Despatcher • HANA Cloud Connector • Fiori Design Process • Application Overview • Future plans <p>Glenn Ingham SAP Architect Financial Services Project, Department of Foreign Affairs and Trade</p> <p><i>BUILD, Fiori</i></p> | <p>Improving planning, budgeting forecasting and reporting</p> <p>The Attorney General’s Department has made considerable progress in improving and innovating it’s planning, budgeting, forecasting, consolidation and reporting. This presentation will discuss the projects underway, the experiences and realized benefits, challenges and lessons learned and future plans.</p> <p>Lawrence Hosking a/g Assistant Secretary Financial Management Branch, Attorney-General’s Department</p> <p><i>BI, dashboards</i></p> | <p>SAP Innovation Session</p> <p>The digital nudge in Public Sector administration</p> <p>Nudge theory (behavioural economics) is emerging as a significant tool for government to influence people to make better decisions without coercion. The digital nudge is a new concept developed by the SAP Institute for Digital Government in collaboration with the Australian National University, which combines nudge theory with predictive analytics to achieve better outcomes for citizens. This presentation will examine use-cases for the digital nudge and explore the all-important business issues such as consent models, ethics and data protection.</p> <p>Brian Lee-Archer Director, SAP Institute for Digital Government</p> <p><i>Influencing</i></p> |
| <p>3:00pm – 3:30pm Afternoon Break</p> | | | |

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| <p>3:30 pm – 4:10 pm</p> | <p>Breakout 5A – Technology Stream Fitzroy Room</p> <p>SAP Innovation Session</p> <p>Dynamic public policy through real time program evaluation Public policy is at the cross-roads of a data revolution. With increasing access and leverage of real-time data, advanced analytics and machine learning, “the art of the possible” for innovative policy development will rise to a new level. Advanced analytics coupled with machine learning and AI based systems will enable insight for policy makers to evaluate programs in real-time. Real time program evaluation will lead to a dynamic approach to policy development and implementation. Join this session to explore the possibilities these concepts will bring to public policy development, and how this will revolutionise program management and evaluation. If you thought the digital revolution mainly impacted service delivery agencies, then think again.</p> <p>Thomas Boulton Director Public Services Innovation, SAP ANZ</p> <p><i>Program evaluation</i></p> | <p>Breakout 5B – LOB Stream Murray Room</p> <p>Automating external financial reporting of actuals to the Department of Finance Reporting of the Department of Infrastructure & Regional Development monthly and annual actuals to the Department of Finance has always been a manual and time consuming exercise, both to allocate the actuals to programs and to combine the data into the required format for uploading to the Central Budget Management System (CBMS). Find out how the Department is developing an automated solution using SAP Business Warehouse (BW)/Integrated Planning to allocate the Departmental actuals to programs and produce automated monthly and annual flat files (both Departmental and Administered) for uploading into CBMS.</p> <p>Jacki Phillips Team Lead Business Intelligence & SAUG SIG Lead – BI Canberra Department of Infrastructure & Regional Development</p> <p><i>BW, Planning</i></p> | <p>Breakout 5C – People & HR Stream Swan Room</p> <p>Key elements for a successful Public Sector digital transformation journey? This presentation will explore the key elements of the transformation journey, with reference to SAP technologies:</p> <ul style="list-style-type: none"> • Leadership and vision, and the critical role of Change Management • Process orchestration and process performance. How to measure process effectiveness and increase efficiency? Understand, consolidate and simplify what you have before you think of automating it • Systems integration –making sure you are using all of your available resources. On premise and cloud integration. Are your systems operating in silos, how can you make them “talk”? • Data integration and data management. Do you have one single point of truth for data? <p>Alexandra Carvalho SAP Mentor, Senior Director & Head of Analytics, BI Group Australia</p> <p><i>Digital transformation, integration</i></p> |
| <p>4:10 pm – 4:15 pm</p> | <p><i>Transition Time</i></p> | | |



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| 4:15pm – 4:55pm | Breakout 6A – Technology Stream Fitzroy Room | Breakout 6B – LOB Stream Murray Room | Breakout 6C – People & HR Stream Swan Room |
| | <p>HANA Public Sector SIG Meeting – business cases & Agency updates <i>(This session is restricted to members from Public Sector Departments & Agencies only)</i></p> <p>Members from Government Departments and other Public Sector Agencies are invited to attend this meeting of the HANA Public Sector SIG. Discuss and share experiences, challenges, business cases and solutions with members from other Departments; whatever your HANA journey – whether you are considering SAP HANA, building a business case, implementing or using.</p> <p>Facilitated by: Gary Hooker SAP Mentor & SAUG HANA Public Sector SIG Lead</p> <p><i>HANA</i></p> | <p>SAP Innovation Session</p> <p>Reduce risk and improve supplier effectiveness by extending your supplier collaboration</p> <p>The world has gone digital. You’re seeing it in procurement, finance, IT, sales, and supply chain operations. You’re more connected. Faster, more efficient, and more productive than ever. Now digitalization is presenting you with new, advantage-boosting opportunities to react to changing conditions in the market. Unlocking these opportunities will take some change. Changes to how you connect with business partners and suppliers and changes to how buying and selling gets done. In this presentation we will show how you can extend your reach into the supplier base to lower risk and increase efficiency better collaboration between you and your business partners.</p> <p>Johan Hedborg Customer Engagement Executive SAP Ariba, ANZ</p> <p><i>Procurement</i></p> | <p>Optimizing user performance - Fiori for human diversity</p> <p>Humans aren’t perfect - they are diverse. Design Thinking, Gender Equality and Cultural Diversity programs have shown the benefits of intentionally accommodating diversity. UX that accommodates human diversity enables enterprises to: optimise people productivity; access wider recruitment pools; retain employees longer; enable broader use cases on innovative devices & technologies. Based on multiple customers, learn how Fiori supports human diversity & what it takes to deliver diversity in Fiori UX.</p> <p>Jocelyn Dart SAP Mentor & UX Specialist, SAP Australia</p> <p><i>User performance</i></p> |
| 4:55pm – 5:00pm | Thank you and close | | |



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5:00pm – 7:00 pm

Networking Event in Exhibition area

Please Note: The agenda is still being developed and the topics and speakers may change without notice. Speaker submissions selected will be contacted for approval prior to their details being added to the agenda. The speakers and topics on this agenda are subject to change. If you are interested in presenting at this conference please contact: michael.kovacevic@saug.com.au

Continuing Professional Development (CPD) Hours

The **HR Stream** within this SAUG Conference conforms to **Australian Human Resources Institute (AHRI)** requirements for gaining Continuing Professional Development (CPD) hours. AHRI members who attend the HR Stream can count the time attended as part of their CPD hours. [More information](#).

The **General Breakout Streams** within this SAUG Conference conform to **Australian Computer Society (ACS)** requirements for gaining Professional Development (PD) hours. ACS members who attend the general streams can count the time attended as part of their PD hours. [More information](#)