



# Agenda | SAUG Canberra Conference 2018

Thursday 8<sup>th</sup> March | National Convention Centre Canberra

8:30 am – 9:00 am	<b>Registration and arrival coffee &amp; tea – Ballroom Level 1</b>
9:00 am – 9:10 am	<p><b>Welcome – SAP Australian User Group Update</b>  <b>Eleanor Dancey, Vice Chair, SAP Australian User Group/ Queensland Department of Education</b></p>
9:10 am – 9:50 am	<p><b>SAP Executive Keynote: Purpose driven Government to help the communities we serve</b>          In this session you will hear from the new General Manager Public Services, SAP Australia, Chris Peck and our Guest Speaker, Tim Dunn, CIO, Department of Housing &amp; Public Affairs, Queensland, who is currently on a 6 month sabbatical at SAP. Hear how SAP is working with its customers post the Whole of Government Agreement; listen to Tim Dunn’s experiences working at SAP; and understand how SAP is working with government to help the communities we live in today.</p> <p><b>Chris Peck, Executive General Manager Public Services, SAP ANZ &amp; Tim Dunn, Chief Information Officer, Department of Housing &amp; Public Works QLD, (SAP Sabbatical)</b></p>
9:50 am – 10:30 am	<p><b>Customer Keynote: Digital transformation in the Public Service</b>          The Office of State Revenue (OSR) is a division of Queensland Treasury. OSR plays a critical role in delivering simple, efficient and equitable revenue management services for Queensland state taxes, mining and petroleum royalty revenue, and fines and penalty debt. OSR is responsible for administering a revenue base of approximately \$17 billion, which is used to fund essential services for Queenslanders, including education, healthcare and infrastructure. OSR commenced its Digital Transformation Program in early 2017, which focused on delivering client centric, digitally enabled services for taxpayers, staff, government and other stakeholders. This presentation will provide an overview of the OSR Transformation Program journey, including:</p> <ul style="list-style-type: none"> <li>• The need for change and the approach taken to deliver a re-imagined view of future revenue services</li> <li>• How OSR has leveraged strategic vendor partnerships to drive real outcomes from transformation</li> <li>• Innovation insights – including how OSR is leveraging advanced analytics technology, such as SAP Leonardo Machine Learning, to drive transformation objectives</li> </ul> <p><b>Simon McKee, Deputy Commissioner, Office of State Revenue, Queensland Treasury</b></p>
10:30 am – 11:10 am	<b>Morning Break</b>



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<p>11:10am – 11:50am</p>	<p><b>Breakout 1A – LOB &amp; Financials Stream</b> <i>Fitzroy Room</i></p> <p><b>The EU General Data Protection Regulation (GDPR) – what it means for the Australian Public Sector</b> The General Data Protection Regulation (GDPR) was put in place to strengthen and unify data protection for all individuals within the European Union (EU). Australian organisations may be effected by the GDPR especially when data is processed in the EU or if identifiable personal data of customers and vendors residing in the EU is processed in Australia. <b>GDPR becomes enforceable from 25 May 2018</b> and is directly binding and applicable. Non-compliance may attract penalties of up to 4% of global revenue. In this session, our experts will provide an overview of what GDPR is and the most important things you must know as well as a focus on issues such as "blocking and deletion of personal data", what is considered "personal data" and "consent".</p> <p><b>Wolfgang Reibel &amp; Aniket Shah</b> Security and Privacy experts, Digital Business Services, SAP ANZ</p> <p><i>GDPR</i></p>	<p><b>Breakout 1B – Optimisation Stream</b> <i>Murray Room</i></p> <p><b>Data is live - the case for modernising your Analytics infrastructure</b> Organisations everywhere are struggling to access the critical, real-time insights needed to answer tough questions, address risks before they happen, and seize new opportunities. According to a Forrester Consulting study, companies using SAP Analytics solutions have achieved significant improvements and savings, such as:</p> <ul style="list-style-type: none"> <li>• 171% ROI over three years</li> <li>• 97% less time needed to generate a report</li> <li>• 60% lower costs related to business processes and repeated tasks or procedures</li> </ul> <p>Join Clint Vosloo, SAP Mentor who will share his insights around modernising your analytics infrastructure to ensure better insight to action across your organisation.</p> <p><b>Clint Vosloo</b> SAP Mentor &amp; Managing Partner EV Technologies</p> <p><i>Analytics infrastructure</i></p>	<p><b>Breakout 1C – Technology Stream</b> <i>Swan Room</i></p> <p><b>Protect your SAP User Experience with Closed Loop automated remediation and System Copy - featuring Australia Post</b> SAP user experience is critical to efficient business processing; operators experiencing slow response times will switch activities creating ripples of inefficiencies across the entire organization. This presentation will show you how problems can be detected, remediated, monitored and systems returned to normal in an automated fashion.</p> <p>Our customer speaker from Australia Post will also share his experience with CA Automic SAP System Copy, and the value automation brings to his organisation.</p> <p><b>Gerald Goh</b> Principal Professional Services Consultant, CA Automic &amp; Nikhil Samadder Senior SAP Technical Specialist, Australia Post</p> <p><i>User Experience</i></p>
<p>11:50am-11:55am</p>	<p><i>Transition Time</i></p>		

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11:55am – 12:35pm	<b>Breakout 2A – LOB &amp; Financials Stream</b> <i>Fitzroy Room</i>	<b>Breakout 2B – Optimisation Stream</b> <i>Murray Room</i>	<b>Breakout 2C – Technology Stream</b> <i>Swan Room</i>
	<p><b>Whole of Government Agreement – an update</b></p> <p>The Whole of Government Agreement is a strategic agreement aimed at making it easier and more cost effective to purchase IT products and services including SAP. It works by maximizing the value of Government IT spend by leveraging cross agency demand and also reduces duplication and administration. This presentation will give an update of the Agreement so far and will also give a better understanding of what it means for individual Agencies and Departments.</p> <p><b>John Blyton, John Trabinger, Chris Dahlenburg, SAP ANZ</b></p> <p><i>Whole of Government</i></p>	<p><b>SAP - Turn Thinking into Doing</b></p> <p><b>Procurement supplier risk management made simple</b></p> <p>How much simpler would supplier management be if you had a reliable, up-to-date, and comprehensive view of supplier information, spend, performance, and risk all in one place? Join us for an exclusive session to witness a breakthrough innovation that redefines the way Supplier Risk and Management happens today. Gain a deeper understanding of your suppliers and learn how to manage supplier risk effectively.</p> <p><b>Madiha Tariq APJ Lead, Supplier and Risk Management SAP Ariba</b></p> <p><i>Supplier risk management</i></p>	<p><b>The technical aspects of a large IT transformation project at DHS</b></p> <p>This presentation will sharing recent experiences from this major transformation project using SAP dominant stack technology, focusing on:</p> <ul style="list-style-type: none"> <li>• Lessons learned from the change process</li> <li>• Migration of business functions from legacy technology to entirely new back-end and user-interface systems</li> <li>• How the technology transition enabled and promoted business process change,</li> <li>• Challenges around maintaining technical agility, reducing technical debt and complexity in a new environment whilst continuing to deliver BAU (legislative) change.</li> </ul> <p><b>Alex Kocz Program Manager, Department of Human Services &amp; Chris Rae SAP Mentor, Technology, UX &amp; UI5 Specialist, D'alrae Solutions</b></p> <p><i>IT Transformation</i></p>
12:35pm – 1:40pm	<b>Lunch</b>		

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1:40 pm – 2:20 pm	<b>Breakout 3A – LOB &amp; Financials Stream</b> <i>Fitzroy Room</i>	<b>Breakout 3B – Optimisation Stream</b> <i>Murray Room</i>	<b>Breakout 3C – Technology Stream</b> <i>Swan Room</i>
	<p><b>SAP - Turn Thinking into Doing</b>  <b>Application of Data &amp; Analytics in sporting &amp; defence scenarios</b>            In this session you will hear from SAP Industry experts, and guest speakers from the Australian Institute of Sport on the application of Data &amp; Analytics in the field of sporting injuries. Learn how this technology is being used in a predictive manor to help in the field of injury prevention and gain insights into how these applications can gain value in your organisation</p> <p><b>Dr Mick Drew, Physiotherapist/Epidemiologist &amp; Dr Nick Brown, Senior Consultant, Australian Institute of Sport, Ray Greenwood, Machine Learning Architect, SAP ANZ</b></p> <p><i>Data, Analytics</i></p>	<p><b>DIBP's first steps into custom Fiori apps - the lessons learned</b>            Australian Border Force had an urgent need and a great use case for custom Fiori apps but few skills to get there. In this presentation learn how they designed, built and went live with their first set of Fiori apps which are already in the hands of delighted Australian Border Force officers in airports across Australia. Gain a practical understanding of the reality of build-your-own, what it really takes to be successful, and what Home Affairs is already doing differently with its next apps.</p> <p><b>Jodie Snelling            Senior SAP Functional Analyst &amp; Shruti Taylor            Senior Business Analyst,            Department of Home Affairs</b></p> <p><i>Fiori apps</i></p>	<p><b>Development on SAP Lumira is stopping... Wait a second ... What did you just say ?</b>            SAP has recently publicly announced that development and innovation on SAP Lumira and SAP Lumira Designer are going to stop in the not so distant future. In this session, Clint Vosloo, SAP Mentor &amp; expert in SAP Lumira and all things Analytics, will bring you up to speed with this recent announcement from SAP and give his expert opinion on what this means for your SAP Analytics investment.</p> <p><b>Clint Vosloo            SAP Mentor &amp; Managing Partner            EV Technologies</b></p> <p><i>Analytics</i></p>
2:20 pm – 2:25 pm	<i>Transition Time</i>		



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2:25 pm – 3:05 pm	<b>Breakout 4A – LOB &amp; Financials Stream</b> <i>Fitzroy Room</i>	<b>Breakout 4B – Optimisation Stream</b> <i>Murray Room</i>	<b>Breakout 4C – Technology Stream</b> <i>Swan Room</i>
	<p><b>Taxable Payments Annual Reporting – an ATO update and review</b></p> <p>Taxable Payments Annual Reporting (TPAR) requires some businesses and government entities to report for each year, total payments for services. Additionally, some government entities also need to report grants paid. This presentation from the Australian Taxation Office will give an update on the requirements and it will also discuss TPAR from two perspectives:</p> <ol style="list-style-type: none"> <li>1. ATO as the administrator of the requirements</li> <li>2. ATO as a consumer of an SAP solution in this area, sharing their experiences</li> </ol> <p><b>Kim Kielbasa</b> <b>Tax Manager, Internal Tax Services &amp; Robert Muscat</b> <b>Assistant Director, Taxable Payments Reporting</b> <b>Australian Taxation Office</b></p> <p><i>TPAR</i></p>	<p><b>The next step in data visualisation with Lumira 2.0 – Executive HR dashboards</b></p> <p>The Department of Infrastructure, Regional Development and Cities has existing HR dashboards that provide the executive with an extensive range of HR information. These dashboards were developed using SAP Business Warehouse reporting tools, however they lack modern visualisation capability. The Department has recently developed a new HR dashboard for senior executives with improved data visualisation using SAP Lumira 2.0. This presentation will demonstrate the dashboard, discuss the development and challenges, along with the setup required as this was their first development within the Business Objects platform.</p> <p><b>Jacki Phillips</b> <b>Team Lead SAP Business Intelligence &amp; SAUG SIG Lead – BI Canberra</b> <b>Department of Infrastructure, Regional Development and Cities</b></p> <p><i>Lumira, Dashboards</i></p>	<p><b>SAP - Turn Thinking into Doing</b></p> <p><b>Asset Intelligence Network, Transport Management - Real-time program evaluation</b></p> <p>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. This session will 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><b>Mark Frear</b> <b>Enterprise Architect - APJ Hub Lead, SAP APJ</b></p> <p><i>Asset Intelligence Network</i></p>
3:05 pm – 3:35 pm	<b>Afternoon Break</b>		



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3:35 pm – 4:15 pm	<b>Breakout 5A – LOB &amp; Financials Stream</b> <i>Fitzroy Room</i>	<b>Breakout 5B – Optimisation Stream</b> <i>Murray Room</i>	<b>Breakout 5C – Technology Stream</b> <i>Swan Room</i>
	<p><b>Generating value through Analytics in the Public Sector</b></p> <p>In the last few years analytics has impacted almost all the sectors and even the Public Sector has seen significant changes. This presentation will showcase how various government agencies around the world are using data analytics to optimise their processes to create efficiencies and therefore incremental value using real examples and use cases. The presentation will also provide a step-by-step approach to delivering innovative ideas through analytics projects.</p> <p><b>Shailendra Kumar</b> Vice President &amp; Chief Evangelist, Analytics &amp; Leonardo, SAP APJ &amp; GC, and best-selling author on Data &amp; Analytics</p> <p><i>Analytics</i></p>	<p><b>SAP - Turn Thinking into Doing</b></p> <p><b>The future of work</b></p> <p>Digital is reshaping our lives and changing our workplaces as employees naturally expand their use of digital in their personal lives into the way they work. It means the responsibility to look after employees' careers no longer sits solely with Human Resources (HR), but enables individuals to shape their own careers. The traditional view of Human Resources (HR), as a back office function with little utility for staff themselves, no longer fits. If government services want to remain relevant in the eyes of the public in this landscape, it is incumbent that they embrace the digital age and address these changes in their workforce for both its employees and the public it serves.</p> <p><b>Marc Havercroft</b> Chief Operating Officer &amp; VP Strategy SAP SuccessFactors</p> <p><i>HR Transformation</i></p>	<p><b>Panel Discussion: Turn thinking into doing - Insights from the sporting &amp; health fields</b></p> <p>Turn thinking into doing: Insights from the Sporting &amp; Health fields on how technology is being applied to improve performance, and ultimately improve lives. Join this panel session for an opportunity to ask the experts questions on how they took the vision from an idea to making it reality, and explore the outcomes they are now seeing.</p> <ul style="list-style-type: none"> <li>• <b>Dr Mick Drew, Physiotherapist/Epidemiologist &amp;</b></li> <li>• <b>Dr Nick Brown, Senior Consultant, Australian Institute of Sport,</b></li> <li>• <b>Australian Defence Force Academy, Academy Racing Personnel</b></li> <li>• <b>Ray Greenwood, Machine Learning Architect, SAP ANZ</b></li> </ul> <p><i>Performance, Technology</i></p>
4:15 pm – 4:20 pm	<i>Transition Time</i>		

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4:20 pm – 5:00 pm	<b>Breakout 6A – LOB &amp; Financials Stream</b> <i>Fitzroy Room</i>	<b>Breakout 6B – Optimisation Stream</b> <i>Murray Room</i>	<b>Breakout 6C – Technology Stream</b> <i>Swan Room</i>
	<p><b>What you must know about Cloud security and data privacy</b> Security and privacy of personal data in the cloud is a key concern for all Public Sector organisations. Moving to the Cloud has profound implications for data protection and changes to legislation will bring new obligations and requirements. This presentation will give an important overview of SAP’s direction and approach for cloud security and data privacy. It will also explain how it supports Public Sector Organisations to ensure they comply with all legislation requirements.</p> <p><b>Anthony Drumm</b> Cloud Security Lead SAP APJ</p> <p><i>Cloud Security, Data Privacy</i></p>	<p><b>Fast, fresh, and flexible Fiori elements for rapid Fiori app development</b> Want your ABAP developers to create Fiori apps in minutes, and without becoming full Web Developers? Fiori elements are the Smart Templates you need &amp; fully integrated with the ABAP Programming Model for SAP Fiori. Plus, Fiori elements are a critical part of how SAP scales Fiori app development in S/4HANA. Learn what patterns are included, how they work, and see a demo of them live in action.</p> <p><b>Jocelyn Dart</b> SAP Mentor &amp; UX Specialist, SAP ANZ</p> <p><i>Fiori Elements</i></p>	<p><b>SAP - Turn Thinking into Doing</b> <b>Design Thinking – A timeless map to a better tomorrow</b> In an era of relentless change, how we approach innovation has become more important than individual innovations. The world needs a way to consistently generate solutions that resonate with people. Design thinking does just that. “Design Thinking with SAP” is our unique approach to cooking up solutions. It all boils down to using the right ingredients and following the right recipe.</p> <p>Join this session to experience this hands on teaser Design Thinking session and understand how this can be applied within your agency to drive better outcomes.</p> <p><b>Cathy McGurk</b> Director Customer Solutions, SAP Australia &amp; New Zealand</p> <p><i>Design Thinking</i></p>
5:00pm – 7:00 pm	<b>Networking Event in Exhibition Area</b>		



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## Please Note:

- The speakers and topics on this agenda are subject to change
- Agency 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](mailto:michael.kovacevic@saug.com.au)

## Continuing Professional Development (CPD) Hours

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

The **General Breakout Streams** within the SAUG Canberra 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](#)