SAUG Brisbane Conference 2019 | Agenda
Wednesday 15th May | Sofitel Hotel Brisbane

8:30am – 9:00am	**Registration and arrival coffee & tea – Level 1**
9:00am – 9:15am	**Welcome – SAP Australian User Group Update** **Eleanor Dancey, Vice Chair, SAP Australian User Group/ Queensland Department of Education**
9:15am – 9:50am	**SAP Executive Keynote: Becoming the Intelligent Nation** Economic, societal and technology trends are driving change at an exponential rate. This revolution is presenting challenge and opportunity to Australian organisations, all of which will ultimately drive both the private and public sector into the new realm of the experience economy. Hear from SAP on how they are responding, and adapting to such change, and supporting organisations around the world to succeed and drive intelligent nations. We will also be discussing the latest from SAPPHIRE NOW! And what this means for the QLD and ANZ market. **Chris Peck, Executive General Manager Public Services, SAP Australia & New Zealand**
9:50am – 10:30am	**Customer Keynote: Leading innovation and transformation at the Office of State Revenue Queensland** The Office of State Revenue (OSR)/ Queensland Treasury, 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. Commencing an ambitious Digital Transformation Program over two years ago, OSR was the first Public Sector Agency in the world to utilise SAP Machine Learning based solutions and is a global leader in driving its transformation objectives with intelligent technologies. This presentation will give an overview of the Transformation Program two years on – what have been the challenges, the outcomes and benefits, the lessons learned and future plans. It will also comment on the drivers for such fundamental change and the role of innovation in ensuring the OSR meets the revenue challenges and opportunities that it is facing. **Simon McKee, Deputy Commissioner, Office of State Revenue - Queensland Treasury**
10:30am – 11:10am	**Morning Break**

11:10am – 11:50am	**Breakout 1A – Digital Transformation Stream** *Ballroom 3*	**Breakout 1B – LOB Stream** *Ballroom 2*	**Breakout 1C – Optimisation Stream** *Ballroom 1*
	SAP Innovation Session **APJ Innovates – 30 years of SAP** The "Asia Pacific Japan Innovates" presentation celebrates 30 Years of SAP in the Asia Pacific region and the innovative nature of the region. Travelling on a virtual journey through the innovations of various Asia Pacific countries using a mix of customer videos, historical facts, and SAP solutions, you will learn a lot more about how SAP Innovation Services and Solutions collaborates with organisations across New Zealand, Australia, Singapore, Japan, Korea, and India to make innovation real. **Adam Sivell** **SAP Innovative Business Solutions** **SAP ANZ** *Innovation*	**Mission critical to securing and protecting your SAP system from cyber attacks** With increasingly sophisticated threats and hacking being made easy using publicly available toolsets, this presentation will show why you should invest in SAP Cyber Security. Our International Cyber Security expert, Thomas will discuss areas of protection including: code level security, configuration security, interface security and transport management security. It will then show some real life forensic or hacking examples including money transfers, brute force user account, impersonating another user and sending quarterly results to a Gmail account. You will learn what customers do wrong despite updating their security patches on time and will take away valuable advice on how to better secure your systems. **Thomas Kastner** **Chief Technology Officer, Virtual Forge** *Cyber Security*	**Discovering the ideal journey for YOU to S/4 HANA** Identifying the right journey for you to S/4 HANA is more than simply performing a technical assessment and deciding on a migration option. Too often we see customers rush into S/4 HANA without fully understanding their own corporate priorities, capabilities and objectives and the options available to address these requirements. This presentation will help you understand the many pathways available to get you to S/4, how to assess which are best for you and why defining the right journey is so important to a successful migration. We will share a number of case studies highlighting very different customer journeys along with the reasoning behind each. Jeff will also discuss the licencing opportunity and implications of moving to S/4 HANA including the impact to Indirect Access, improving your commercial terms and conditions and the complexity of the S/4 licensing model. **Jeff Lewis** **Managing Director & CEO, Libertas Partners** *Licensing, Indirect Access*
11:50am- 11:55am	*Transition Time*		

11:55am – 12:35pm	**Breakout 2A – Digital Transformation Stream** *Ballroom 3*	**Breakout 2B – LOB Stream** *Ballroom 2*	**Breakout 2C – Optimisation Stream** *Ballroom 1*
	Extending your SAP solutions to enable your digital transformation SAP technologies, and the ICT industry generally, are evolving at a rapid pace and it is important to understand which technology to leverage and how. It is also critical to ensure that the challenge of connecting and updating these systems is done in a sustainable way that won't impede your ability to undertake strategic digital transformations without adding significant cost.

In this session, we will dig a bit deeper for business and technology audiences. You will hear about some of the use cases we have been working on locally, including using VR to perform safety checks, digitising rail yard processes and the flexible forms framework enabling configuration vs. customisation.

Tim Hobbs **Delivery Lead** **D'alRae Solutions**

SAP Solution Extension | **S/4HANA and Fiori application security overview**

Colleen Hebbert **SAP Technology Ambassador & Senior Security Consultant,** **SAP ANZ**

Security | **SAP Innovation Session** **Making promises is easy, keeping them is hard – how SAP's Intelligent Supply Chain is helping** In an increasingly competitive global marketplace, organisations need to ensure that they honour the promises they make – whether to their customers, suppliers, partners, regulators, and society generally. However, while making promises can be easy, keeping them can be difficult, especially when your systems and processes are manual, siloed, or don't provide the necessary visibility and feedback. Join this session to see how SAP's Intelligent Supply Chain solutions support the entire process from Design to Operate (including project management, product engineering, supply chain planning, supply chain execution, manufacturing, and asset management) and how these solutions are helping our customers to keep their promises.

Jon Wilson **Global CoE, SAP Digital Supply Chain** **SAP ANZ**

Intelligent Supply Chain |
| **12:35pm – 1:40pm** | **Lunch** | | |

1:40pm – 2:20pm	**Breakout 3A – Digital Transformation Stream** *Ballroom 3*	**Breakout 3B – LOB Stream** *Ballroom 2*	**Breakout 3C – Optimisation Stream** *Ballroom 1*
	Transforming the Office of State Revenue with Machine Learning – an in depth look The Office of State Revenue (OSR) Queensland is undergoing a large transformation, including world leading use of new technologies such as Machine Learning, with the aim of being a data driven enterprise. This session will give a more in-depth look at: • Key drivers leading to OSR business model transformation • Development of a Digital Core with SAP Data Hub, Data Management and Cloud Platform • Implementation of new SAP Leonardo based technologies including AI, Machine Learning and Analytics • Benefits, lessons learned and future plans **Katherine Love** **Program Director – OSR Transformation Program,** **Office of State Revenue QLD** *Machine Learning, Transformation*	**SAP Innovation Session** **The key to revolutionising your business in the experience economy** In this session you will firstly, hear directly from the SAP executive leadership on why SAP is making such significant investments in CX, what our strategy is, and most importantly – why it matters to you! Then, learn from a leading strategist about the key elements of societal and human evolution that is driving your brand opportunity, and why trust has become the new power currency. **Scott Treller** **CX & C/4HANA Solution Expert** **SAP ANZ** **Aaron Spinley** **Strategy Director, SAP Customer Experience** **SAP ANZ** *Customer Experience*	**Data Analytics with SAP HANA - use cases in the Electricity sector** Data analytics are now playing an increasingly important role in modern industrial systems. Driven by the development of information and communication technology, an information layer is now added to conventional electricity transmission and distribution networks for data collection, storage and analysis with the help of the wide installation of smart meters and sensors. This presentation will examine use cases for SAP HANA in solving problems in the electricity sector. There will also be many Data and Analytics takeaways for all industries and sectors. **Christian Willig** **Strategic Analytics Specialist** **Energy Queensland** *Analytics, HANA*

`1 2 3 4 5 6 3 6 4 5	*Transition Time*	

2:25pm – 3:05pm

Breakout 4A – Digital Transformation Stream *Ballroom 3*	**Breakout 4B – LOB Stream** *Ballroom 2*	**Breakout 4C – Optimisation Stream** *Ballroom 1*
SAP Data Hub – What it is and why you need to know about it As our landscapes get more complicated with a blend of on-premise, cloud and big data sources, many organisations are struggling to get to grips with all these disparate data sources. In this live demo intensive session, SAP Mentor, Clint Vosloo, will give you a guided tour of SAP Data Hub and show you how it could be beneficial for your organisation. **Clint Vosloo** **SAP Mentor & Managing Partner** **EV Technologies** *Data Hub*	**SAP Innovation Session** **Harnessing Intelligent Finance to transform the CFO's value in the digital era** Joy Kennedy, from SAP's Digital Transformation Office, helps companies transform their finance functions by advising on the latest trends and innovations. In this special presentation, she will discuss emerging trends and how finance is expected to evolve in the digital era. Joy will also describe the key technologies that are underpinning the change in the way Finance works, including cloud computing, artificial intelligence, blockchain and predictive analytics. **Joy Kennedy** **Senior Finance Solutions Consultant and Enterprise Architect** **SAP ANZ** *Intelligent Finance*	**Transforming HR with SuccessFactors for a connected workforce** With over 15,000 children in more than 150 centres across Australia, Affinity Education Group needed to transform and improve collaboration and communication across its dispersed business, as well optimise and make more efficient it's old manual processes, to help the business with its growth strategy. Kate will discuss Affinity's experience with implementing the SAP SuccessFactors modules JAM, Employee Central, Performance & Goals and Continuous Performance Management. She will also share her insights into how HR processes were simplified and how visibility, employee self-service and a culture of collaboration have increased across the business **Kate McShane** **Employee Relations Manager,** **Affinity Education Group** *SuccessFactors*

3:05pm – 3:35pm	Afternoon Break		
3:35pm – 4:15pm	**Breakout 5A – Digital Transformation Stream** *Ballroom 3*	**Breakout 5B – LOB Stream** *Ballroom 2*	**Breakout 5C – Optimisation Stream** *Ballroom 1*
	Customer Panel: What are your biggest challenges for the next year? Our panelists from some key SAP customer organisations will give their insights into: • The biggest changes in the next 12 months for your use of SAP • What are you most concerned with? • What do you regard as Digital Transformation and do you have a Digital Transformation program? • Challenges & successes with recent SAP projects • Future plans & tips for others on the journey *Host:* • **Chris Rae, SAP Mentor** *Panellists:* • **Jane Stewart, Senior Director, Queensland Health** • **Brad Tallon, CIO, Holcim** • **Carlo Terribile, Director Financial Systems, Department of Education QLD** • **Steve Clay, Retail SIG Lead, Super Retail Group** *Digital Transformation*	**Cost effective reporting using OData** This presentation will look at how TMR is using OData to expose SAP data as a service to be consumed in desktop analytics software. Initially this is being used as part of a Flexible Real Estate implementation, however additional use cases will be shared such as purchasing that is supporting the BI and Analytics strategy for Finance and Procurement. Discussion will also cover why OData was a good fit, what the implementation looks like and implementation experiences, security design and what the next steps. **Andrew Dyer** **Principal Analyst** **Department of Transport & Main Roads Queensland** *Reporting, OData*	**SAP Innovation Session** **Developing Chatbots with SAP Artificial Intelligence** This presentation will show you how to develop Chatbots with SAP Conversational Artificial Intelligence and see a real life example of chatbot development with a demonstration (recording). Additional topics covered include: • What not to assume when developing a Chatbot • A look at the architecture for Chatbots • Lessons learned from a real world example of a Chatbot Proof of Concept • Roadmap for AI, ML and Chatbots **Muralidharan Surendran** **Solutioms Architect & Machine Learning Fellow SAP ANZ** *Chatbots, AI*
4:15pm – 4:20pm	Transition Time		

4:20pm – 5:00pm	**Breakout 6A – Digital Transformation Stream** *Ballroom 3*	**Breakout 6B – LOB Stream** *Ballroom 2*	**Breakout 6C – Optimisation Stream** *Ballroom 1*
	A new data experience – uncovering the SAP Data Warehouse Cloud Last week at SapphireNow in Orlando, SAP announced a new offering called the SAP Data Warehouse Cloud. This is set to be a paradigm shift in the way data is managed and utilised for business value. The key point is not about moving or collecting data but connecting to data, promising unparalleled options and flexibility and a new experience when working with data. Join SAP Mentor and keynote speaker Clint Vosloo as he shares his initial thoughts on the announcement fresh from Orlando and gives his perspective on how it could benefit your Organisation **Clint Vosloo** **SAP Mentor & Managing Partner** **EV Technologies** *Data Warehouse Cloud*	**Achieving a successful IAM solution for automated provisioning in a SAP system landscape** As your SAP landscape become more complex, there is increased benefit in automating account management of your user base. This presentation will provide you with an overview of the SAP products that facilitate Identity and Access Management (IAM); integration between IdM, SAP Cloud Platform Identity Provisioning (IdP) and SAP Access Control; as well as lessons learned and what to watch out for to ensure a successful implementation. **Colleen Hebbert** **SAP Technology Ambassador & Senior Security Consultant &** **Amit Bajaj, Security Expert, SAP ANZ** *Identity Management*	**Surprising SAP activities to help you optimise and run better** This presentation will help you uncover many resources and tools, including recent additions from the Sapphire Conference, that help you optimise, run better and get better value from your SAP solutions. In many cases they are free and you may not know about them. Focus will be on: • BUILD – Connect to new innovations • RUN BETTER – SAP efforts to make running SAP solutions simpler • USE BETTER – Drive more value out of what is already there • EXTRACT VALUE – utilise services you have rights to but are currently getting no value from **Chris O'Brien** **Head of Customer Success ANZ** **SAP ANZ** *Optimise SAP*
5:00pm – 7:00 pm	**Networking Event in Exhibition Area**		

SAUG Brisbane Conference 2019 | Agenda
Wednesday 15th May | Sofitel Hotel Brisbane

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

Continuing Professional Development (CPD) Hours

The **HR topics** within the SAUG Brisbane 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 Brisbane 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