



# Agenda | SAUG Canberra Conference 2020

Thursday 5<sup>th</sup> March | National Convention Centre Canberra

<b>8:30am – 9:00am</b>	<b>Registration and arrival coffee &amp; tea – Ballroom Level 1</b>
9:00am – 9:15am	<b>Welcome – SAP Australian User Group Update</b> Jason Hincks, Chief Executive Officer, <b>SAP Australian User Group</b>
9:15am – 9:50am	<b>SAP Executive Keynote: Experience Management for Public Service and Public Servants</b> Today's employee & citizen expectations require public sector departments to listen, adapt, and improve experiences and interactions in the delivery of services all along the "life journeys" of citizens and businesses. This requires making sense of the operational data (WHAT data) along with the Experience data (WHY it happened data). Join this session to learn more about XM as an enabler for both your employees and citizens.  <b>Chris Peck, Executive General Manager Public Services, SAP Australia &amp; New Zealand</b>
9:50am – 10:30am	<b>Customer Keynote: Defence ERP – The Big Bet!</b> The Department of Defence is currently undergoing a large scale and wide ranging transformation of its ERP, Information and general technology systems, to help ensure Australia's defence capability in the face of constantly changing threats. Stephen, the Defence CIO will give insights into the objectives, benefits and challenges ahead as Defence uses SAP to enable "One Defence", the largest transformation program in Government.  <b>Stephen Pearson, Chief Information Officer, Department of Defence</b>
<b>10:30am – 11:10am</b>	<b>Morning Break</b>

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11:10am – 11:50am	<b>Breakout 1A – LOB Stream</b> <i>Fitzroy Room</i>	<b>Breakout 1B – Digital Transformation Stream</b> <i>Murray Room</i>	<b>Breakout 1C – Optimisation Stream</b> <i>Swan Room</i>
	<p><b>Microsoft's S/4HANA journey</b> Microsoft IT runs one of the largest SAP implementations today with more than 120,000 users running mission critical business processes such as Finance, Supply Chain, HR, and Consulting Services. In 2018, Microsoft moved their SAP estate to Azure and since then, spend time and effort to evolve in operations, integrations and analytics. Learn about Microsoft's next step to move to S/4HANA and leverage Azure to support and simplify this journey.</p> <p><b>Mark Tempes</b> <b>Director Technical Sales (Strategic Pursuits),</b> <b>Microsoft Asia</b></p> <p><i>S/4HANA</i></p>	<p><b>S/4HANA Transformation – Utilising a Business Transformation Platform for end to end scenarios</b> Many organisations are looking at the options for converting, migrating or upgrading to S/4HANA. In this presentation learn how to:</p> <ul style="list-style-type: none"> <li>• Utilise a business transformation platform</li> <li>• Get a 360-degree analysis of your systems and processes.</li> <li>• Simulate the outcome of transformation projects in advance and create an optimal roadmap for your project.</li> <li>• Use predefined transformation scenarios, modules and components to ensure project success.</li> <li>• Save time and minimise risk and enable the implementation of multiple transformation projects in a single go-live.</li> <li>• Minimise manual effort with automation.</li> </ul> <p><b>Marcus Scott</b> <b>Managing Director</b> <b>SNP Australia</b></p> <p><i>S/4HANA transformation</i></p>	<p><b>Smarter, Faster, Better - Optimising your SAP releases</b> SAP allows businesses and government to operate with huge efficiency and scale. But what happens when change becomes a barrier as opposed to progress? How do we know our SAP enterprise is operating optimally? What do we verify before making change? And how do we know we are on the right path? Karl Wood from Tricentis will draw on his experience in assisting hundreds of the world's largest SAP users, and he will show you how to accelerate and optimize change, enhancements and releases whilst increasing accuracy and speed in parallel.</p> <p><b>Karl Wood,</b> <b>Director Solution Architects APAC</b> <b>Tricentis</b></p> <p><i>Testing, SAP Releases</i></p>
<p>11:50am-11:55am <i>Transition Time</i></p>			

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11:55am – 12:35pm	<b>Breakout 2A – LOB Stream</b> <i>Fitzroy Room</i>	<b>Breakout 2B – Digital Transformation Stream</b> <i>Murray Room</i>	<b>Breakout 2C – Optimisation Stream</b> <i>Swan Room</i>
	<p><b>SAP Innovations</b></p> <p><b>Creating breakthrough citizen experiences – How governments are closing the experience gap</b></p> <p>There is an experience gap among all levels of government in Australia, with Accenture research showing just over half of citizens are satisfied with the experience delivered. Join this Qualtrics session to discover how you can unlock and act on insights helping you design and provide great citizen experiences that delight. You'll hear real-life examples from Qualtrics of how city councils are engaging with residents, improving services, and increasing efficiencies using Experience Management, and leave with learnings and insights to drive results.</p> <p><b>Brigid Archibald</b> Country Manager, Australia and New Zealand, SAP Qualtrics</p> <p><i>Citizen Experiences, Qualtrics</i></p>	<p><b>Kickstarting a business systems transformation at Bureau of Meteorology</b></p> <p>As Australia's national weather, climate and water agency, the Bureau of Meteorology provides some of the most fundamental and widely used of government services. They have started a large and broad program of work, which is seeking to transform the Bureau and find efficiency in their business systems. Pranay, who is the CFO, will give insights into the transformation strategy and guiding principles, staff engagement with a geographically dispersed and diverse workforce, the development of processes and procedures, training and support for users, lessons learned, what worked well, and what they would do differently.</p> <p><b>Pranay Lodhiya</b> Chief Financial Officer, Bureau of Meteorology</p> <p><i>Business &amp; Finance Transformation</i></p>	<p><b>Delivering the NZ Police Firearms Reform solution from start to finish in 3 months</b></p> <p><b>Chris Rae</b> SAP Mentor, Technology &amp; UX Specialist &amp;</p> <p><b>Tim Hobbs, Delivery Lead</b> D'alrae Solutions</p> <p><i>Cloud</i></p>
12:35pm – 1:40pm	<b>Lunch</b>		

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<p>1:40pm – 2:20pm</p>	<p><b>Breakout 3A – LOB Stream</b> <i>Fitzroy Room</i></p> <p><b>SAP Innovation</b> <b>Happy users make a difference - Why people come first</b> Our Learning Expert will show you how innovative Public Sector organisations are moving away from one-time training events to continuous micro-learning to ensure their teams have the skills and knowledge to perform their job effectively and efficiently. A case study on how Sydney Water put learning content at the centre of their information management strategy with SAP Enable Now will also be presented.</p> <p><b>Gaurav Bhatia</b> <b>Learning Enterprise Architect,</b> <b>SAP ANZ</b></p> <p><i>Learning, User Adoption</i></p>	<p><b>Breakout 3B – Digital Transformation Stream</b> <i>Murray Room</i></p> <p><b>Developing a NSW Government ERP strategy for better government services</b> Like most of Australia’s Public Sector, the NSW Government was grappling with the challenges of maintaining divergent ERP systems and also ensuring an efficient and fit for purpose back office to enable easier access to Government services and better customer service. This was particularly highlighted with the recent Machinery of Government (MoG) changes. Aaron, who is the CIO for NSW Governments ERP Consolidation is working on developing a new ERP strategy. He will share insights which are relevant to all Public Sector agencies including:</p> <ul style="list-style-type: none"> <li>• A review of shared services – what has worked and what hasn’t</li> <li>• The why and how of a NSW Government ERP strategy</li> <li>• Examining approaches to ERP 2.0</li> </ul> <p><b>Aaron Liu</b> <b>Chief Information Officer,</b> <b>NSW ERP Consolidation,</b> <b>NSW Department of Customer Services</b></p> <p><i>MoG, WoG</i></p>	<p><b>Breakout 3C – Optimisation Stream</b> <i>Swan Room</i></p> <p><b>What’s new in BusinessObjects BI 4.3?</b> SAP Business Objects BI 4.3 is currently in Ramp Up and is due to be released shortly. This update, which is generating considerable interest, is the latest to SAP’s platform for scalable enterprise reporting and building upon mission critical on-premise use cases. The new release promises better integration with SAP Analytic Cloud, enhanced hybrid capabilities and ease of deployment as well as a better user experience and BI adoption through a Fiori like experience. What does this all mean for you? There is no one better than our expert Clint, who will lead you through the new release to show what’s new and give you a sneak peek at the new functionality.</p> <p><b>Clint Vosloo</b> <b>SAP Mentor Alumni &amp; Managing Partner</b> <b>EV Technologies</b></p> <p><i>BO, BI</i></p>
<p>2:20pm – 2:25pm</p>	<p style="text-align: center;"><i>Transition Time</i></p>		

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2:25 pm – 3:05 pm	<p><b>Breakout 4A – LOB Stream</b> <i>Fitzroy Room</i></p> <p><b>Single Touch Payroll (STP) update – Phase II</b> The Single Touch Payroll (STP) came into effect some time ago with the main aim of streamlining payroll reporting. This presentation will give a review and update on where STP is at the moment including Phase II developments. It will also discuss:</p> <ul style="list-style-type: none"> <li>• Implementation status and challenges</li> <li>• Compliance issues</li> <li>• STP – obligation or opportunity?</li> <li>• Third party solution updates</li> <li>• Demonstration of employer/ employee streams</li> <li>• Common themes and learnings.</li> </ul> <p><b>Michael Karavas</b> Director, Single Touch Payroll Australian Taxation Office</p> <p><i>Single Touch Payroll</i></p>	<p><b>Breakout 4B – Digital Transformation Stream</b> <i>Murray Room</i></p> <p><b>Utilising new Data &amp; Analytics for better healthcare – lessons from elite sport</b> In many elite sports, it is best practice to combine training and lifestyle data such as sleep, diet and wellbeing with injury and illness data to better understand how and why an injury or illness occurs. For example, there is strong evidence that errors in training load place individuals at an increased risk of musculoskeletal injury and following simple training guidelines can reduce that injury risk. There are challenges with data sharing and aggregation in health care, but when data is combined, new insights and better patient care can result. An ideal future may be when lifestyle data including physical activity can be combined with medical records to better understand illness and injury and optimise treatment approaches. Managing, linking and analysing large datasets are at the heart of the solution to these health challenges.</p> <p><b>Dr Nick Brown</b> Professor of Allied Health Research, University of Canberra</p> <p><i>Analytics, Data, Health</i></p>	<p><b>Breakout 4C – Optimisation Stream</b> <i>Swan Room</i></p> <p><b>SAP Innovations</b></p> <p><b>CSIRO - delivering an innovative solution for sustainable recruiting processes</b> Josie and Kristin will deliver a presentation highlighting CSIRO’s recent implementation of Career Site Builder and the benefits of a One Team approach through enablement of the CSIRO team working within an integrated landscape.</p> <p><b>Josie Rutten, SAP HR Team Leader, CSIRO &amp;</b></p> <p><b>Kristin Allan, SuccessFactors Consultant, Epi-Use</b></p> <p><i>Recruitment</i></p>
3:05 pm – 3:35 pm	<b>Afternoon Break</b>		

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<p>3:35pm – 4:15pm</p>	<p><b>Breakout 5A – LOB Stream</b> <i>Fitzroy Room</i></p> <p><b>SAP Innovations</b> <b>Fraud, compliance, &amp; risk - protecting against increasingly sophisticated financial crimes</b> Around half of all organisations around the world admit to falling victim to fraud and economic crime, and that number may be much higher. Detecting and preventing fraud can be almost impossible. Organisations can combat this by setting a strong security-focused culture in which fraud is clearly not tolerated, putting smart technology in place to manage financial dealings, and maintaining a preventative mindset. Control is the key. This includes setting and enforcing clear policies around expenditure, requiring all employees to use company credit cards for business-related spending, and automating expense-related processes to minimise human interaction. This presentation will explore some real-world examples of financial fraud and talk about ways organisations can manage this risk.</p> <p><b>Matthew Goss</b> Managing Director ANZ SAP Concur</p> <p><i>Fraud, compliance, risk</i></p>	<p><b>Breakout 5B – Digital Transformation Stream</b> <i>Murray Room</i></p> <p><b>Public Sector Panel: What are the biggest challenges for the next year?</b> Our panelists from some key Public Sector Departments and Agencies will share their insights and thoughts on the biggest challenges, changes and technology trends in the Public Sector</p> <ul style="list-style-type: none"> <li>• <b>Dr Rohan Baxter, Senior Director Data Science and Engineering, Australian Taxation Office</b></li> <li>• <b>Panelist tbc</b></li> <li>• <b>Panelist tbc</b></li> </ul> <p><i>Transformation</i></p>	<p><b>Breakout 5C – Optimisation Stream</b> <i>Swan Room</i></p> <p><b>Department of Finance experiences with SAP Cloud Security Solutions</b> SDO, an Organization unit within department of finance supports 15 customers and has recently deployed and evaluated various SAP security solutions to meet the needs of its customers. This session will outline SDO's experiences in relation to various security requirements and will focus on:</p> <ul style="list-style-type: none"> <li>• New security solutions and functionalities</li> <li>• How solutions were assessed &amp; selected</li> <li>• Why certain solutions were chosen over others</li> <li>• Understanding what business problems you are solving</li> <li>• Expected benefits and implementation challenges</li> </ul> <p><b>Alex El-Debel</b> Chief Architect &amp; Delivery Lead SDO Department of Finance &amp;</p> <p><b>Sharad Parasher</b> GRC, Security and IDM Lead, SDO Department of Finance &amp; SAP ANZ</p> <p><i>Cloud Security</i></p>
<p>4:15pm – 4:20pm</p>	<p style="text-align: center;"><i>Transition Time</i></p>		



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4:20pm – 5:00pm	<b>Breakout 6A – LOB Stream</b> <i>Fitzroy Room</i>	<b>Breakout 6B – Digital Transformation Stream</b> <i>Murray Room</i>	<b>Breakout 6C – Optimisation Stream</b> <i>Swan Room</i>
	<p><b>SAP Innovations</b></p> <p><b>Elevating citizen and employee experience through innovation</b></p> <p>By leveraging SAP’s human centred approach to innovation to better understand operational challenges, a clear opportunity exists for Departments to extend core systems using intelligent technologies. Across all aspects of customer and employee experiences, SAP has been working with Public Service organisations to listen, understand and explore innovative solutions. Join this session and be inspired by how SAP are assisting public sector agencies to elevate performance.</p> <p><b>Kathryn Rae</b>  Global Ventures Entrepreneur,  <b>SAP Innovation Services and Solutions</b></p> <p><i>Citizen, Employee Experience</i></p>	<p><b>Boost your Analytic reporting with GeoMapping and SAP Web Intelligence</b></p> <p>Geo maps and location intelligence can add a lot of value and context to your data analysis. In this demo heavy session, Clint will show you the benefits of using GeoMapping to boost your analytic insights and to produce simplified analytic reports. He will also give an overview of using Webi Web Intelligence to produce reports in your browser and Galileo as a self-service locational and mapping tool.</p> <p><b>Clint Vosloo</b>  <b>SAP Mentor Alumni &amp; Managing Partner</b>  <b>EV Technologies</b></p> <p><i>Geomapping</i></p>	<p><b>Moving to the Cloud – what many wished they knew before they started</b></p> <p>Greg led one of the first and biggest Cloud migration programs in the country at La Trobe University, pushing most of its Tier 1 applications to SaaS, including Finance and HR, and some have been in place for a number of years. Greg will draw upon his vast practical and strategic experience in all things Cloud to give a frank and honest account of the implications, challenges and lessons learned from these journeys in a way that is relevant to the Australian Public Sector and all its functional areas.</p> <p><b>Greg Hill</b>  <b>Cloud &amp; Transformation Specialist</b>  <b>Independent Consultant</b></p> <p><i>Cloud, SaaS</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](#)