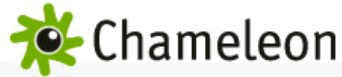




2009 Annual Conference
“BUILDING ON OUR FUTURE”
 20 – 23 September 2009
 Gold Coast International Hotel
 Sponsors



REDMAN
SOLUTIONS



AGENDA

Sunday 20th September – Welcome BBQ (Outside Weather Permitting) from 5:30pm

MONDAY 21st SEPTEMBER

Time	Plenary Session
8:00am	Registration & Coffee
9:30am	Conference Welcome Andrew Downie – Chair, Infor Public Sector User Forum
9:35am	Conference Opening Cr Eddy Sharroff Chairman of the Gold Coast City Council Finance Committee
9:45am	Infor Public Sector Update James Brackenrig - Vice President & Managing Director Infor Pacific Juan Ortiz – Hansen Product Manager Infor Susanne Pringle - Pacific Marketing Director Infor Darrell Smith - Pathway Enterprise Support Manager <i>Infor will present an update of activities worldwide and in the Pacific region focusing on the Hansen and Pathway products.</i>
11:00am	Morning Tea Sponsored by Microhelp – TRIM

Monday 21st September - continued

11.30am	Keynote Good Service is Good Business-Timeless Customer Service <i>Catherine De Vrye</i> <i>Catherine is the author of the #1 best seller, 'Good Service is Good Business' and other best selling titles such as 'Hot Lemon & Honey-Reflections for Success in Times of Change', 'Hope Happens!...Words of Encouragement for Tough Times'. On the cover of her autobiography, 'Who Says I Can't?'- Bryce Courtenay, says: 'story of hope and perseverance-when's the movie?'. The former IBM executive and past winner of the Australian Executive Woman of the Year Award will share how great service costs nothing but adds long term value and other insights into providing timeless customer service</i>
1:00pm	Lunch Sponsored by Chameleon Technology
2:00pm	A Focus on Risk Assessment and Corruption Risk Peter Kofod - Director Infrastructure and Works - City of Wollongong <i>On the 5 December 2006 the ICAC undertook a series of raids across Wollongong, including the main Administration building of Wollongong City Council. This was the start of one the most significant investigation into corruption within a government agency. This presentation will cover some of the background into the investigation, and the impact and influence of Council systems, including Pathway, had on the investigation.</i>
2:40pm	A Tale of Two Cities Chris Rose Chief Executive Officer Logan City Council <i>On 15th March 2008 Logan City Council became the 6th largest Local Government in Australia when its boundaries were extended as part of the Queensland Governments Local Government Boundary Reform process. The difference for Logan was that it received two "transferring areas" rather than the amalgamations experienced by other Councils. In this presentation Chris Rose, the CEO of Logan, will share his thoughts on the journey Logan has been taken on over the past 18 months.</i>
3:20pm	Afternoon Tea Sponsored by QAS
3:50pm	Keynote Best Practice Professional Services and its effect on Customer Service Sandra Ratliff is Infor's Director of Global Customer Relations
5:00pm	Close
6:30pm	Pre Dinner Drinks and Conference Dinner <i>Music and Magical Entertainment</i>

TUESDAY 22nd SEPTEMBER

Time	Management Session	Pathway Technical	Hansen Technical
8:30am	Welcome Day 2 - Comments from the Chair		
8:40am	<p>Responding to the 7 February fires...A Local Government experience Susannah Milne - Municipal Recovery Manager – City of Greater Bendigo and Trish Spiteri - IT Manager – Shire of Nillumbik <i>Years of preparation and practice.....then destruction and devastation in a matter of minutes. In responding to an emergency preparedness, good relationships and networks across response, relief and recovery agencies is critical in combating an emergency and supporting the community. This presentation explains the City of Greater Bendigo’s and Shire of Nillumbick’s role in the recent bushfires which not only extended to providing support and resources but included the provision of timely and accurate information.</i></p>	<p>Living with a 2 year old. Smart Client Practical Implementations Robyn Ashmore, Corporate System Administrator, City of Ballarat. <i>What is life like living with the 2 year old that is the smart client. Robyn will relate experiences from Ballarat and Maroondah Councils on what to expect and how make it work.</i></p>	<p>Consolidated Asset Register Project (v7 > v8) – Michelle Thurecht - Moreton Bay Regional Council <i>A look at MBRC's upgrade from Hansen 7 to Hansen 8 including project deliverables, challenges brought on by amalgamation and techniques to overcome them, including - Asset Register & Valuations, Work Orders, Corporate Systems Interfacing and Works Management and Driver Use Applications for Fleet Services</i></p>
9:20am		<p>Notices and Orders - An Arresting Problem Steven Feldman - Lake Macquarie City Council Helen Simpson – City of Wollongong Kathy Stewart - Campbelltown City Council <i>This presentation seeks to show a variety of ways in which the issue of Notices and Orders is handled by some NSW Council's. The presentation isn't only aimed at showing some sites possible solutions to this problem but also to gain information from other sites/states on other possible solutions.</i></p>	<p>Complex Asset Hierarchy David Down (Palmerston North City Council, NZ) <i>Palmerston North has developed an asset hierarchy based upon the organisations staff, long term planning, finance and asset management plan structures. Council has used these existing hierarchical structures to meet the complexities of its Parks and Property portfolio and change the way that assets are organised and connected in Hansen.</i></p>
9:50am	<p>ePathway experiences and ROI Theresa Massoud, Coordinator Information Services, Knox City Council Rick Bottiglieri – Moonee Valley City Council</p>	<p>Pathway in our Virtual World Chris James - Manager Information Services City of West Torrens <i>In 2007 the City of West Torrens embarked on a virtual transformation. This presentation will provide the business, technical and application perspectives of the transformation with particular emphasis on Pathway considerations. It is a good story, the IS manager is gifted arguably the most compelling IT business case for 10 years, the technician makes it work and the application expert only has faster performance to sell. A key lesson was to build for the virtual world.</i></p>	<p>Management Reporting using Crystal Reports Gina Chapman & Kylie Bower - Central Highlands Water <i>Central Highlands Water has recently undergone a review of our Hansen reporting and with the assistance of a Crystal Reports guru has been able to implement improvements to "tell the business story" and assist the report user. The presentation will use examples of graphs and report design improvements to cover: why we needed to do the review, what issues we encountered and some tips for success.</i></p>

10:30am	Morning Tea Sponsored by Kern Mobile		
	TUESDAY 22nd SEPTEMBER – continued		
11:00am	<p>Mobile Computing Panel Roger Nicholas - City of Melbourne Dawn Saad - City of Port Phillip Kate Bradshaw - Manager Field Systems - Yarra Valley Water <i>User Experiences and Panel discussion</i></p> <p><i>Yarra Valley water has recently rolled out its mobile field computing dispatch functionality to all our emergency civil field maintenance crews. This presentation will focus on the field crews adoption, expectations and experiences of the mobile field computing dispatch application.</i></p>	<p>10 Steps to Self Improvement – Step 1 Audit Robyn Ashmore, Corporate System Administrator, City of Ballarat and Andrew Sullivan – Infor <i>What role does auditing play in improving your data and system performance. Andrew has been doing extensive work in this area for Infor and Robyn can relate it to Ballarat.</i></p>	<p>V8 Call Centre Implementation Anita Craven and Sally Curran - City of Darebin <i>City of Darebin, located in Melbourne's inner Northern suburbs is the first Councils in Australia to be using Hansen V8 Call Centre which they are using with Asset Management modules. The presentation will focus on the key benefits derived by the organisation since going live with Hansen V8 Call Centre in October 2008, integration with Asset Management modules and some key learning's gained during the implementation.</i></p>
11:30am	<p><i>City of Melbourne have looked at different and varied solutions over recent years. The challenge for COM has been in finding suitable solutions for users across all areas of council. The search continues! The presentation will cover what we have learned to date, solutions - what has work and not worked and where we are going.</i></p>	<p>Systems Administration Policy and Practice – a Panel Discussion Annie DeJong – Manager ICT & Governance - City of Ballarat Belinda Foley - Systems Development Officer, Glen Eira City Council Marissa Underwood – City of Wollongong Fernando Widjaja – City of Swan <i>Systems administration is a vital undertaking for each and every Infor customer. It is also a topic that perennially sparks interest and debate at every forum. This panel-based discussion will begin by examining systems administration from a policy perspective, before considering the practicalities of administering Pathway and Hansen at three sites, considering user account and rights creation and maintenance, incident reporting and resolution, management of fixes and upgrades, support and development of integration, auditing and more. Bring along your questions and join in the discussion.</i></p>	
12:30pm	Lunch Sponsored By ADVAM		
1:30pm	<p style="text-align: center;">Keynote - Infor Future Technology Directions Javier Buzzalino Senior Vice President of R&D Infor,</p> <p><i>Javier will present the keynote address Infor Future Technology Directions, Infor SOA on behalf of Bruce Gordon. Infor Open SOA, is a unique, event-driven service-oriented architecture (SOA) that leverages an industry standard business language to distribute data between Infor solutions and other systems. Infor Open SOA provides a standards-based approach for integration of both Infor and non-Infor systems and data sources. Through Infor Open SOA, Infor customers can rapidly and economically add Infor, third-party and in-house software applications without the need to "rip-and-replace" software or interrupt other systems during operations, a key benefit to Infor Open SOA. Infor Open SOA allows future component-based enhancements to Infor solutions to be delivered in the same non-disruptive manner, easing the implementation process for future technology integrations.</i></p>		
3:00pm	Afternoon Tea Sponsored by ESRI		
3:30pm	<p>Annual General Meeting <i>Presentation of Annual Reports from President, Treasurer and SIG Coordinators</i> <i>Constitutional Changes and General Business</i> <i>All positions declared open</i></p>		

	<i>Nomination Forms Available online</i>
4:00pm	<p style="text-align: center;">The Future of Spatial Technologies – ESRI Australia</p> <p><i>The value of using Geographic Information Systems (GIS) has long been recognised by the public sector, with highly skilled individuals working with GIS software to assist the decision making process every day. But as the public sector looks to further leverage their investment in GIS and extend the reach and capability of their solutions there are a number of challenges, of which integration, enterprise deployment and user engagement are some. The future of spatial technology lies in making the visual and analytical power of GIS available to all in a friendly way, whilst capturing key workflows through integration with key corporate systems, such as Hansen and Pathway. This session will explore how a location intelligence gateway such as ESRI Australias Dekho integrates with corporate systems, web enables your GIS capabilities and drives user uptake through streamlined workflows, easy access to information and a positive user experience.</i></p>
5:00pm	Close "Buses to Outback Spectacular - 9:30 finish approx"

WEDNESDAY 23rd SEPTEMBER

Time	Pathway Stream	Hansen Stream
9:00am	Welcome Day 2 - Comments from the Chair	
9:05am	<p style="text-align: center;">Pathway Directions & Development</p> <p>Darrell Smith - Pathway Enterprise Support Manager</p>	<p style="text-align: center;">Hansen Directions & Development</p> <p>Juan Ortiz – Hansen Product Manager Peter Pagonis - Vice President Professional Services – Pacific Region Others</p>
10:30am	Morning Tea Sponsored by REDMAN SOLUTIONS	
11:00am	Pathway Directions & Development continued	Hansen Directions & Development continued
12:15	Close & Prize Draw	
12:30	Lunch	