




# Infor Public Sector User Forum

## Optimise and Deliver

**Monday 20<sup>th</sup> September 2010**

Refer to [www.inforusers.asn.au](http://www.inforusers.asn.au) for ideas for outings or activities for early arrivals.

	<b>Monday 20<sup>th</sup> September 2010</b>	<i>Attire – Smart Casual</i>
5.30 p.m.	<b>Welcome Bbq</b> Millennium Hotel	
<b>Day 1</b>	<b>Tuesday 21<sup>st</sup> September 2010</b>	<i>Attire – Smart Casual</i>
8.00 am	<b>Registration – Millennium Hotel Queenstown.</b> Arrival tea and coffee will be available	
9.00 am	<b>Traditional Maori Welcome</b>	
9.10 am	<b>Conference Welcome</b> <i>Anita Craven, Chair, Infor Public Sector User Forum</i>	
9.20 am	<b>Official Opening Address</b> <i>Clive Geddes, Mayor, Queenstown Lakes District Council</i>	
9.30 am	<b>Infor Business Update</b> <i>James Brackenrig, Vice President and Managing Director Pacific, Infor, Peter Pagonis, Vice President Professional Services, Pacific Region and Darrell Smith, Pathway Support and Development Mgr, Infor</i> Infor to provide an update of activities worldwide with a focus on the Pacific region and the Pathway/Hansen products.	
10.45 am	<b>Morning Tea</b>	
11.15 am	<b>Keynote Speaker – Change Management</b> <i>David Rankin, CE, Auckland City Council</i> David is the Chief Executive of Auckland City Council, New Zealand's largest council employing 2000+ staff, with an operating budget of \$650 million and a balance sheet of approximately \$9 billion. David has a Bachelor of Law and begun his career in the Justice Dept. before being elected to the Takapuna City Council. David has served in a number of executive roles, including Industrial Relations Manager and Finance Director at Auckland, before being appointed Chief Executive in 2005.  Auckland's local government is undergoing a transformation of unprecedented size and scale, which will shape Auckland for many decades ahead. Eight regional and territorial authorities are being combined to form the new Auckland super city, which will come into effect from the 1st November 2010. David will give some insight into how this transformation is being seized as an opportunity to enhance Auckland's future.	

12.45 pm	<b>Lunch</b>
1.30 pm	<p><b>Infor Strategic Technical Update</b></p> <p>Infor will provide an update on their Strategic and Technical direction for their Infor solutions, with a focus on the Pacific region and the Public Sector Products.</p>
2.15 pm	<p><b>Optimise</b></p> <p><i>Malcolm Duncan, City of Melville</i></p> <p>Optimise is Melville's "Electronic Application" strategy that has led to a reinvention of the use of Pathway and workflow for Planning and Development. Melville have integrated Pathway with Dataworks, Trapeze and Advam in order to optimise their application processing times, enable new ways for our customers to interact with Planning and Development, improve Corporate Governance, streamline fees and become essentially paperless. They have also launched their "Online Lodgement System" (using ePathway) so customers can lodge all Planning and Building applications online.</p>
3.15 pm	<b>Afternoon Tea</b>
3.45 pm	<p><b>Keynote Speaker</b></p> <p><i>Marcus Akuhata-Brown</i></p> <p>An experienced educator and gifted communicator, Marcus has led a number of innovative programmes around the world. In New Zealand his work has focused on addressing the learning and developmental needs of youth at risk and young offenders. From 1996 to 2004 Marcus travelled all over the world as a diplomat, international representative and delegate to multilateral meetings. Marcus was a Director on the international board of CIVICUS as well as being an ex-officio member of the Commonwealth Youth Caucus. Marcus founded Tukaha Global Consultancy in 2000 and currently divides his time between speaking and consultancy work, land development activities in his tribal area and studies through Te Wananga o Raukawa, a tribal university.</p>
4.45 pm	<b>Close</b>
5.45 pm	<p><b>Board the TSS Earnslaw for pre-dinner drinks followed by the Conference Dinner at the Walter Peak High Country Farm.</b></p> <p style="text-align: center;"><b><i>Optimise and Re-Energise</i></b></p> 

<b>Day 2</b>	<b>Wednesday 22<sup>th</sup> September 2010</b>		
<b>Attire – Smart Casual</b>			
<b>9.00 am</b>	<b>Welcome Day 3 – Comments from the Chair</b>		
<b>Streams</b>	<b>MANAGEMENT</b>	<b>PATHWAY TECHNICAL</b>	<b>HANSEN TECHNICAL</b>
<b>9.10 am</b>	<b>Cloud Computing</b> <i>Mark Rees, Microsoft</i>	<b>Applications and Licensing Outside the Box Workshop</b> <i>Moderated by Michelle Chapman</i> Learn how you can get more from Pathway Applications and Licensing. Pre-register to attend this workshop where councils share their innovative and creative uses of these two important modules.	<b>V7 to V8 Upgrade vs. New V8 Implementation</b> <i>David Down and Lindsay Gray, Palmerston North and Adam Todorov, Maroondah City Council</i> The Hansen 8 implementation experience, including change management, data quality & resourcing, is compared & contrasted between a site that migrated directly onto V8 and another that upgraded from Hansen 7 to 8.
<b>10.10 am</b>	<b>Get Together Outside the Box</b> Got a hot topic? Looking for some like-minded folk to thrash it out with? Would you like to get together with other customers to learn more about what interests you? Suggest your topics either via the website ( <a href="http://www.inforusers.asn.au">www.inforusers.asn.au</a> ) or during Day 1 of the conference and then get involved with others who share your interests for a moderated discussion.		
<b>10.40 am</b>	<b>Morning Tea</b>		
<b>11.10 am</b>	<b>Infor Public Sector User Forum Annual General Meeting</b> Presentation of Annual Reports from the President, Treasurer and SIG Coordinators. Constitutional changes and general business. All positions declared vacant followed by elections.		
<b>12.10 pm</b>	<b>Lunch</b>		
<b>Streams</b>	<b>MANAGEMENT</b>	<b>PATHWAY TECHNICAL</b>	<b>HANSEN TECHNICAL</b>
<b>1.00 pm</b>	<b>Keeping Customers Aware</b> <i>Kate Bradshaw, Yarra Valley Water</i> Kate will show how Yarra Valley Water is managing customer expectations with proactive updates.	<b>Reporting</b> <i>Liz Bailey, City of West Torrens and Helen Hanson, Dunedin City Council</i> User-experience based look at different approaches to reporting.	<b>V8 Implementation With the Lot</b> <i>Kellie Adlam, Willoughby City Council</i> A look at a V8 implementation, including interfaces and data migration tools.
<b>1.30 pm</b>	<b>Advanced Asset Management</b> <i>Richard Mansell, Infor</i> Hear about how Risk and Lifecycle analysis can be used to support organisational decision making for high capital/low maintenance proposals, rather than the other way around.		<b>Implementing Hansen 8 Workshop</b> <i>Moderated by Gina Chapman</i> Drawing upon the Hansen 8 implementation experiences shared by Palmerston North (v7 to v8), Maroondah City Council (v8) and Willoughby City Council (v8), come along to discuss, share ideas and ask questions.

Streams	MANAGEMENT	PATHWAY TECHNICAL	HANSEN TECHNICAL
2.00 pm		<p><b>Using ePathway for Web Publications</b></p> <p><i>Michelle Formosa, Wollongong City Council and Amanda Mumme, Willoughby City Council</i></p> <p>See how these councils use ePathway as a gateway for all development application information and, in particular, publish all documents relating to ePathway application on the web.</p>	<p><b>Timesheet Data Entry</b></p> <p><i>Jade Kavanagh, Lower Murray Water</i></p> <p>Lower Murray Water has developed a custom-built screen for labour and vehicle usage that interfaces with their payroll system and provides ease of use and operational efficiencies.</p>
2.30 pm		<p><b>Auditing and Archiving Workshop</b></p> <p><i>Moderated by Michelle Chapman</i></p> <p>Come along and contribute to a discussion of auditing and archiving requirements and how Pathway does or could support these.</p>	<p><b>Managing OH&amp;S Risks with Hansen</b></p> <p><i>Stewart Dickinson, Yarra Valley Water</i></p> <p>Stewart will report on how Yarra Valley Water is using Hansen to manage their OH&amp;S risk, including monitoring and managing confined spaces, field inductions and access to high risk assets.</p>
3.00 pm	<b>Afternoon Tea</b>		
3.30 pm	<p><b>Customer Service</b></p> <p><i>Sally Curran, City of Darebin</i></p> <p>How systems are used to enhance the customer experience internally and externally, using the Darebin Council call centre as an example.</p>		
4.15 pm	<p><b>Informal Networking Opportunities</b></p> <p>Take the chance to organise yourself or a group to meet in person with Infor and/or sponsor representatives. Alternatively, delve more deeply into the topic that grabbed your attention with fellow attendees.</p>		
5.00 pm	<b>Close – Free Night</b>		

Day 3	Thursday 23 <sup>rd</sup> September 2006		Attire –
7.30 am	<b>Infor Public Sector User Forum Executive and SIG Coordinator breakfast meeting</b>		
9.00 am	<b>Welcome Day 3 – Comments from the Chair</b>		
9.30 am	<b>Pathway Product Update:</b> <i>Darrell Smith, Pathway Support and Development Mgr, Infor</i> This session will cover the latest in Pathway functionality and enhancements as well as upcoming releases and directions.	<b>Hansen Product Update</b> <i>Juan Ortiz, Hansen 8 Product Mgr, Infor</i> This session will cover the latest in Hansen functionality and enhancements as well as upcoming releases and directions.	
11.00 am	<b>Morning Tea</b>		
11.30 am	<b>Infor Product Update (combined)</b> <i>Darrell Smith, Pathway Support and Development Mgr, Infor and Juan Ortiz, Hansen 8 Product Mgr, Infor</i> This session will cover recent and upcoming product and development directions of mutual interest to Hansen and Pathway sites		
12.15 pm	<b>Close and Prize Draw</b>		
12.30 pm	<b>Conference Close followed by a Light Lunch</b>		

