8th Annual

Digital.NSW 2023

Building a Better Future with Digital

Wednesday, 22 November
Queen Elizabeth II Grandstand, Royal Randwick Racecourse

publicsectornetwork.com   **P:** (02) 9057 9070   **E:** sponsor@publicsectornetwork.com.au

2023 Speaker Line-Up

The Hon. Jihad Dib, MP

Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice

Emma Hogan

Secretary

NSW Department of Customer Service

Chris Lamb

Deputy Commissioner

NSW Public Service Commission

Jody Grima

Deputy Secretary, Chief People Officer

NSW Department of Customer Service

Laura Christie

Deputy Secretary, Digital.NSW

NSW Department of Customer Service

Sarah Cruickshank

Deputy Secretary, Customer Delivery and Transformation

NSW Department of Customer Service

Simon Draper

Secretary

Premier's Department NSW

Josh Murray

Secretary

Transport for NSW

Lenka Bradovkova

Executive Director, Identity.NSW

NSW Department of Customer Service

Dr Kate Harrington

Head of Strategic Digital Initiatives

NSW Department of Customer Service

Reece Clementi

Executive Director, Government Technology Platforms

NSW Department of Customer Service

Mark Lenzner

Executive Director, Digital and ICT Sourcing

NSW Department of Customer Service

Charlotte Davidson

Director of Policy, Awareness & Research

Cyber Security NSW

Rachel Maiden

Director, Accessibility NSW

NSW Department of Customer Service

Belgin Tran

Executive Director, Customer Experience Unit

NSW Department of Customer Service

Narelle Grayson

A/Chief Data Officer & Executive Director, Data and Insights

NSW Department of Customer Service

Imma Chippendale

Chief Data Officer

Regional NSW

Simone Roberts

Executive Director, Advanced Analytics & Insights

Transport for NSW

2023 Speaker Line-Up

Stephen Brady

Managing Director

TAFE NSW

Bianca Jordaan

Chief Digital and Information Officer

NSW Department of Planning and Environment

Angela Donohoe

Chief Information Officer

NSW Department of Enterprise, Investment and Trade

Julie Whitfield

Chief Information Officer

NSW Treasury

Mark Howard

Executive Director, Digital Strategy, Investment and Assurance

digital.nsw

Elizabeth Tydd

Information Commissioner

NSW Information and Privacy Commission

Greg Wells

Chief Executive Officer

Service NSW

James Blakely

Director, IDSupport NSW, Digital.NSW

NSW Department of Customer Service

Katie Irvine

Director Data Insights & Reform + CtG PR4

The Cabinet Office

David Ranasinghe

Chief Digital Officer

Revenue NSW

Kylie De Courteney

Managing Director

NSW Telco Authority

Kristin Bamford

Digital Frontline Services Product Director

Service NSW

Susan Slocum

Head of Innovation

Reserve Bank of Australia

Melissa Clemens

Chief Security Officer

Service NSW

Nicholas Davis

Industry Professor, Emerging Technology and Co-director, Human Technology Institute

University of Technology Sydney

Dr Ian Oppermann

NSW Chief Data Scientist

NSW Department of Customer Service

Charlie Farah

Senior Director, Solutions & Value Engineering

Qlik

John Mackenney

Practice Director - Digital Strategy Group APAC

Adobe

2023 Speaker Line-Up

Christopher Kaszelik
Director & Co-Founder

Bluetree Solutions

Chris Ellis
Director, Solutions Engineering

Nintex

Peter Jones
Public Sector Lead

GitLab

Angelo Lo Certo
Head of Professional Services and Product

imei Pty Ltd

Grant Orchard
Field CTO APJ

HashiCorp

Chris 'Gonzo' Gondek
Manager, Solutions Engineering, ANZ Technical Solutions Specialists

NetApp

Greg Crowl
VP Sales Engineering

Kofax Australia

Toby Knight
APAC Lead Architect

New Relic

Mark Williams
Senior Client Partner

Publicis Sapient

Tal Nathan
Vice President - Vice President: Digital

NTT

Luisa Genovese
Consulting Director, Unit 42, Japan & Asia Pacific

Palo Alto Networks

Simon Cooper
Partner, Public Sector & Customer Strategy

Deloitte

Laxmi Narayana Piska
Global Director, CloudSMART Industry Consulting and Strategy

HCLTech

Peter Bradd
Principal Product Evangelist

Miro

Reece Harrison
Product Manager – IPS

Infor

Scott Euston
Senior Director, Product and Solution Consulting

UKG

Steve Parsonage
Co-Founder & CEO

Canary IT

Ben Fuller
Senior Sales Engineer

Commvault

2023 Speaker Line-Up

Colleen Hebbert

Cybersecurity Advisor

SAP

Jason Duerden

Regional Director ANZ

SentinelOne

Jacqui Nelson

CEO

DekkoSecure

Jae Jung

Staff Sales Engineer

Splunk

Nik Jain

Director, Solutions Engineers

Dynatrace

Leah Pinto

Customer Engagement Lead, Cyber Intelligence

CyberCX

Agenda

Time	Session
8.00am	**Registration and Networking**
8.45am	**Welcome to Country & Chair Opening** **Mark Williams,** *Senior Client Partner,* Publicis Sapient
9.15am	**Ministerial Keynote: What's next for Digital in NSW?** **The Hon. Jihad Dib, MP,** *Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice*
9.25am	**Diamond Partner Keynote: Bridging the digital divide: what's next for leading governments** Meeting the diverse digital needs of citizens is high on the agenda, and Adobe research confirms NSW is setting the standard across States and Territories. It highlights the citizen experience and ease of finding and engaging with public services are moving in the right direction. However, government departments in Australia and abroad are increasing digital investment, which could put NSW's leading position to the test. Issues also remain, with prevailing citizen concern about what information they can trust and obstacles to navigating government sites. The emergence of new technologies, including AI tools, has the potential to transform the citizen experience, drive digital inclusivity and increase the efficiency of service delivery. It also raises new questions about the authenticity of public information and ethical considerations. In this session, we will explore the latest findings from Adobe's Government Digital Performance and Inclusion Indicator and the implications of the next wave of technology-driven change for key metrics driving digital government. **John Mackenney,** *Practice Director - Digital Strategy Group APAC,* Adobe
9.45am	**Secretaries Panel** **Emma Hogan,** *Secretary,* NSW Department of Customer Service **Simon Draper,** *Secretary,* Premier's Department NSW **Josh Murray,** *Secretary,* Transport for NSW
10.15am	**Diamond Partner Keynote: Taking Digital Opportunities in a Time of Budget Repair** In today's economic landscape, navigating through periods of financial constraints can be challenging for individuals, businesses, and governments alike. However, challenges often present hidden opportunities for growth, innovation, and resilience. This presentation aims to shed light on strategies and approaches that individuals and organizations can adopt to capitalize on opportunities during lean economic times. From effective cost management and strategic resource allocation to leveraging technology and fostering creativity, this presentation will provide valuable insights and actionable tips for thriving amidst austerity. By understanding how to identify and seize opportunities even in times of constraint, attendees will be better equipped to steer their paths towards success and sustainability. **Michael de Hennin,** *Regional Vice President - Public Sector,* Salesforce
10.35am	**Networking Break**

Agenda

Demo theatres	THEATRE ONE	THEATRE TWO
10.45am	**Removing barriers for a digital future** • Digitising agency customer centric and business decision processes in a legacy riddled eco-system • Grassroot capabilities for building a better future with digital **Reece Harrison,** *Product Manager – IPS*, Infor	**Unlocking Data's Potential: Navigating to Cloud with NetApp** As organisations adapt to the digital era, embracing the cloud becomes imperative. However, the path isn't always direct. Join NetApp's Chris 'Gonzo' Gondek to explore data management, focusing on interim steps bridging traditional infrastructure and cloud readiness. We'll delve into vital topics such as: • The Crossroads of Legacy and Cloud • Reshaping on-premises Paradigms • NetApp's Bridge to Cloud • Envisioning the True Data Fabric • Keystone and GovCloud **Chris 'Gonzo' Gondek,** *Manager, Solutions Engineering, ANZ Technical Solutions Specialists*, NetApp
11.05am	**Harnessing mobile devices to drive digital productivity** Mobile devices place the power of distributed information in the hands of many throughout the organisation, but how to overcome the challenges of reliable connectivity, information security and user downtime to drive productivity? Key points: • Tools available to manage thousands of mobile devices include Mobile Device management (MDM) Mobile Threat management (MTM) Telecom Expense management (TEM) and Unified Endpoint Management (UEM) • What are these tools? How do the interoperate? Which ones do you really need? • This session provides real world examples and insights to formulate a strategy to harness your mobile devices. **Angelo Lo Certo,** *Head of Professional Services and Product*, imei Pty Ltd	**The possibilities of AI in enhancing your Citizen Experiences** Artificial Intelligence (AI) and Process Automation technologies come together to offer an exciting opportunity for streamlining government operations. This synergy can significantly enhance decision-making speed and ultimately elevate the quality of citizen services. By tapping into the power of Machine Learning, Natural Language Processing, and Generative AI, we can boost the efficiency of agency processes responsible for delivering services and delighting citizens. **Greg Crowl,** *VP Sales Engineering*, Kofax Australia

Agenda

Concurrent Stream Sessions

	DIGITAL & CX | WINX PAVILION - GROUND FLOOR	DATA & ANALYTICS | WINX PAVILION - GROUND FLOOR, SOUTH	ICT | WINX GALLERIES - LEVEL 1 (SOUTH ROOM)	SECURITY & PRIVACY | WINX GALLERIES - LEVEL 1 (NORTH ROOM)
11.30am	Welcome From Chair **Simon Cooper,** *Partner, Public Sector & Customer Strategy,* Deloitte	Welcome From Chair **Charlie Farah,** *Senior Director, Solutions & Value Engineering,* Qlik	Welcome From Chair **Laxmi Narayana Piska,** *Global Director, CloudSMART Industry Consulting and Strategy,* HCLTech	Welcome From Chair **Leah Pinto,** *Customer Engagement Lead, Cyber Intelligence,* CyberCX
11.40am	**Transforming Government Services: The Future of Digital & CX in NSW Government** **Sarah Cruickshank,** *Deputy Secretary, Customer Delivery and Transformation,* NSW Department of Customer Service	**Unlocking the Value of Data: Driving Insights and Innovation in Government** **Narelle Grayson,** *A/Chief Data Officer & Executive Director, Data and Insights,* NSW Department of Customer Service	**Driving Operational Excellence in Government ICT: Strategies and Innovations** **Reece Clementi,** *Executive Director, Government Technology Platforms,* NSW Department of Customer Service	**Topic: Ensuring Cyber Security Stays Relevant in an Age of Complacency** **Charlotte Davidson,** *Director of Policy, Awareness & Research,* Cyber Security NSW

Agenda

12.00pm	**DIGITAL & CX**	WINX PAVILION - GROUND FLOOR	**DATA & ANALYTICS**	WINX PAVILION - GROUND FLOOR, SOUTH	**ICT**	WINX GALLERIES - LEVEL 1 (SOUTH ROOM)	**SECURITY & PRIVACY**	WINX GALLERIES - LEVEL 1 (NORTH ROOM)
	Platinum Partner Keynote: De-risk Digital Transformation through process improvement and automation In today's ever-changing and disruptive landscape, transformation is both unavoidable and risky. Many transformations lack formal risk management processes, with projects often lacking controls, comprehensive change plans, and input from security, privacy, risk, and legal teams. Learn how organisations are preparing themselves to be more agile and receptive to unanticipated, nonlinear opportunities that present themselves along the journey, through a process and automation led methodology. Discover how to: • Grow your risk appetite by advancing Process Management Maturity • Build effective digital business models with proper process, continuous improvement, and change frameworks • Leverage unintended benefits of mitigating regulatory, compliance, and operational risks **Chris Ellis,** *Director, Solutions Engineering,* Nintex	**Partner Keynote: Improve, Optimise and Increase the Availability of Citizen Journeys by Leveraging Observability Data** If your teams are overwhelmed by customer support tickets, customer complaints, find it difficult to narrow down the root cause of issues, experience repeat incidents, or if changes often fail and your technical teams feel like they are losing control due to increasing complexity - this session is for you. In this session you will discover how to provide a common language between the three distinct teams in your organisation, Developers, Operations and the Business. Leverage this common language to: • Understand the impact of Service Degradation on your Citizen's Journey; • Improve reliability and optimise your service; • Prioritise investment and backlog using empirical data on the Citizen Journeys real performance and usage. **Toby Knight,** *APAC Lead Architect,* New Relic	**Platinum Partner Keynote: Beyond The Dashboards – Advance Observability As The Foundation For AIOps** As government departments continue their digital transformation journey and increase the adoption of cloud native architectures, the complexity of developing, operating and maintaining applications and services with current tools and processes is stretching development, security and operational resources to the limit due to the variety, velocity and volume of data they need to analyse. With this increased complexity, an AI-powered observability and application security platform is critical for departments and agencies looking to enhance business insights and succeed at digital transformation at scale. Join Dynatrace to learn how Advanced Observability is helping improve the customer experience of digital services, reduce performance issues and outages as well as increasing release velocity all whist reducing costs. **Nik Jain,** *Director, Solutions Engineers,* Dynatrace	**Platinum Partner Keynote: Secure Cloud Transformation: moving from on-prem to cloud** What if you were embarking on your cloud journey to the Hyperscalers after managing your own Data Centres? How would you re-think security in a virtualized environment? Could you prevent shadow IT from happening and retain visibility of your cloud consumption? Would you know if your developments are complying with your security policies? Join us as we take you on the journey of a large, complex multinational who went on just this transition path. An organization who is near and dear to our hearts. **Colleen Hebbert,** *Cybersecurity Advisor,* SAP

NSW GOVERNMENT

Agenda

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12.20pm	**Fireside Chat: Use of Emerging Technologies for Government Service Delivery: Opportunities, Risks and Ethical Considerations** **Dr Kate Harrington,** *Head of Strategic Digital Initiatives,* NSW Department of Customer Service **David Ranasinghe,** *Chief Digital Officer,* Revenue NSW	**Fireside Chat: Artificial Intelligence for Government: Opportunities and Challenges** **Dr Ian Oppermann,** *NSW Chief Data Scientist,* NSW Department of Customer Service **Katie Irvine,** *Director Data Insights & Reform + CtG PR4,* The Cabinet Office **Mark Howard,** *Executive Director, Digital Strategy, Investment and Assurance,* digital.nsw	**Fireside Chat: Partnering to innovate: Turning new ideas into value in the form of new products, services, or ways of doing things** **Mark Lenzner,** *Executive Director, Digital & ICT Sourcing,* NSW Department of Customer Service **Kylie De Courteney,** *Managing Director,* NSW Telco Authority **Nicholas Davis,** *Industry Professor, Emerging Technology and Co-director, Human Technology Institute,* University of Technology Sydney	**Future Plans and Directions for Digital Identity in NSW Government** **Lenka Bradovkova,** *Executive Director, Identity. NSW,* NSW Department of Customer Service

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12.40pm	**Platinum Partner Keynote: AI is ready for you, but are you ready for AI?** Despite the incredible potential of AI, the reality is that many government entities are not prepared to fully harness its capabilities. What are the essential architectural foundations required for successful AI adoption? Join us as we explore the critical steps that our society must take to bridge the gap between AI's readiness and our preparedness as a collective. Discover how we can navigate this technological revolution for the benefit of all. **Tal Nathan,** *Vice President - Vice President: Digital,* NTT	**Platinum Partner Keynote: AI and its role in your Digital Resilience Journey** The path to digital resilience is an absolutely necessary journey, but not an easy one. Your technology landscape is growing and continues to evolve, while threat actors increase in sophistication, and the commitment to your users and consumers has not diminished. Yet the expectations of service, security and quality are higher than ever before, and rightly so. In a world where we are expected to continually do more with less, how does the emergence of AI powered tools help you in your mission? What does a future where AI is tightly woven with domain-expertise and knowledge of your environment and workflow actually look like? And what tools are available right now to help you achieve the outcomes you want to achieve digital resilience? **Jae Jung,** *Staff Sales Engineer,* Splunk	**Platinum Partner Keynote: Artificial Intelligence – Future of Work** • Employee experience in hybrid work • Human interaction in the changing world • Future starts now **Mohammed Khan,** *Strategic Engagement Manager, Global Services and Solutions,* HP	**Platinum Partner Keynote: The Imperative of Threat-Led Approaches: Enhancing State Government Security for Safe and Resilient Services** In this presentation, we will explore: • Evolving Threat Landscape: Explore the ever-changing digital threat landscape, encompassing cyberattacks and natural disasters, and the importance of proactive adaptation. • Integrating Threat-Led Approaches: Understand the value of merging threat intelligence, risk assessment, and security planning to identify vulnerabilities and allocate resources effectively. • Security as a Service Enabler: See how government security goes beyond defense to enhance public services, with real-world examples showcasing tangible benefits. • Collaborative Resilience: Learn about the necessity of collaborative efforts between government, private sector partners, and the public to create collective resilience. **Luisa Genovese,** *Consulting Director, Unit 42, Japan & Asia Pacific,* Palo Alto Networks

NSW GOVERNMENT

Agenda

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1.00pm	**Intro to Panel: Digital Accessibility – what we should all be doing better** Rachel Maiden, *Director, Accessibility NSW,* NSW Department of Customer Service	**Panel Session: Building a Data-Driven Culture in Government: Strategies for Success** Imma Chippendale, *Chief Data Officer,* Regional NSW Simone Roberts, *Executive Director, Advanced Analytics & Insights,* Transport for NSW Christopher Kaszelik, *Director & Co-Founder,* Bluetree Solutions	**Panel Session: Balancing BAU and Future Trends in Government's use of technology** Bianca Jordan, *Chief Digital and Information Officer,* NSW Department of Planning and Environment Angela Donohoe, *Chief Information Officer,* NSW Department of Enterprise, Investment and Trade Julie Whitfield, *Chief Information Officer,* NSW Treasury Peter Jones, *Public Sector Lead,* GitLab	**Panel Session: The Future of Information and Privacy Management in NSW Government** Elizabeth Tydd, *Information Commissioner,* NSW Information and Privacy Commission James Blakely, *Director, IDSupport NSW, Digital. NSW,* NSW Department of Customer Service Melissa Clemens, *Chief Security Officer,* Service NSW Grant Orchard, *Field CTO APJ,* HashiCorp
1.10pm	**Panel Session: Creating Inclusive Digital Experiences: Addressing Accessibility and Equity in NSW Government Service** Rachel Maiden, *Director, Accessibility NSW,* NSW Department of Customer Service Belgin Tran, *Executive Director, Customer Experience Unit,* NSW Department of Customer Service Kristin Bamford, *Digital Frontline Services Product Director,* Service NSW Kate Linton, *Global Design Lead,* Thoughtworks			
1.30pm	**Networking Break**			

Agenda

Demo theatres	Theatre One	Theatre Two
2.00pm	**Cultivating an Innovation Mindset in the Public Sector** Hear how the Reserve Bank of Australia nurtures a culture of innovation internally and what other government departments and agencies can learn from their experience. What leadership principles and practices are in place to encourage new ideas? **Peter Bradd,** *Principal Product Evangelist,* Miro **Susan Slocum,** *Head of Innovation,* Reserve Bank of Australia	**Human Machine Teaming: Why the human element must be more effective in cybersecurity** **Jason Duerden,** *Regional Director, ANZ,* SentinelOne
2.25pm	**Safeguarding NSW Government and Citizens Data with Security Focused Data Protection** As growth in data continues to surge and government requirements evolve, managed sovereign Storage-as-a-Service & Backup-as-a-Service enables departments and agencies to navigate the data storage landscape efficiently, effectively, and securely. Hear how Commvault and Canary IT supports the unique data storage and data protection needs of NSW government customers across multiple cloud & on-premises environments. This session will highlight the security capabilities of Commvault's cyber resiliency platform including deception technology and just-in-time privileged access management (PAM) integrations. It will also cover a recent STaaS & BaaS case study for a large NSW cluster whose ICTA has a 'piggyback clause' that your agency or department can leverage to procure a STaaS or BaaS service, and deliver substantial value by reducing the number of approaches to market. **Ben Fuller,** *Senior Sales Engineer,* Commvault **Steve Parsonage,** *Co-Founder & CEO,* Canary IT	**Why is Zero Knowledge THE MOST important concept in protecting shared or stored information?** Persistent and pervasive cyber-attacks and an unprecedented number of catastrophic data breaches has forever changed the way that organisations work in the cloud. Join Jacqui Nelson as she explores why a lack of trust in technology across the globe means we need to think differently about the tools we use to protect our data and our most valuable information **Jacqui Nelson,** *CEO,* DekkoSecure

Agenda

2.55pm	**Welcome Back from Conference Chair** Mark Williams, *Senior Client Partner,* Publicis Sapient
3.00pm	**Panel Session: Building the Skills and Capabilities required for the Future** **Chris Lamb,** *Deputy Commissioner,* NSW Public Service Commission **Jody Grima,** Deputy Secretary, Chief People Officer, NSW Department of Customer Service **Stephen Brady,** *Managing Director,* TAFE NSW **Laura Christie,** *Deputy Secretary, Digital.NSW,* Department of Customer Service
3.30pm	**Keynote: The year gone by and the year ahead at Service NSW** **Greg Wells,** *Chief Executive Officer,* Service NSW
3.50pm	**Partner Session: A.I. at Work: It's here, it's working, and how will it transform the workforce** AI has quietly woven itself into the fabric of our daily lives, and it's not a takeover; it's an evolution. Scott Euston from UKG, explores how Australians are integrating AI into their everyday lives. In a rapidly evolving work landscape, Scott reveals the benefits of embracing A.I. in the workplace and how this shift not only enhances productivity and business outcomes but also creates a nurturing environment built on trust and empowers everyone by fostering innovation and inclusivity. Explore the journey to a workplace powered by AI and built on trust. **Scott Euston,** *Senior Director, Product and Solution Consulting,* UKG
4.10pm	**Key priorities for the next 12 months ahead** Laura Christie, *Deputy Secretary, Digital.NSW,* Department of Customer Service
4.30pm	**Closing Remarks and Networking Drinks**

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Private Lunch   **Private Breakfast**   **Networking Drinks**   **GovHub**

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