

	Waitaki - Plenary and IRM	Rakaia - ICT	Dobson 1 & 2 - Customer	Dobson 3 & 4 - Web/Digital	Conway 1 & 2 - Geospatial
08:30	Mihi whakatau				
08:45	Opening address and keynote - Living in a world of change - Roger Dennis - Strategic Advisor to CEOs				
10:00	Morning tea in the exhibition hall				
10:30	IRM award finalist 1	ICT award finalist 1	CX award finalist 1	W & D award finalist 1	The changing role of technology to advance humanity - going where no man has been before Panel discussion led by Dr Catherine Ball
11:10	IRM award finalist 2	ICT award finalist 2	CX award finalist 2	W & D award finalist 2	
11:50	IRM award finalist 3	ICT award finalist 3	CX award finalist 3	W & D award finalist 3	
12:20	Lunch in the exhibition hall				
14:00	Round table discussions - digital archiving, archive management, email management, monitoring and reporting	Cybersecurity - when things go wrong - National Cybersecurity Centre	Combined CX/ W & D round table discussions - online services, social media, contact centres, changing role of CX		GIS award finalist 2
14:45		Panel discussion ERP			GIS award finalist 3
15:30	Afternoon tea in the exhibition hall				
16:00	Round table discussion - working smarter	Women in technology - Nadira Hussein, Chief Executive SOCITM, UK	Combined CX/ W & D discussion - changing face of digital humans - led by Simon Grieve, Uneeq		Digital twin for flooding resilience in NZ Dr Matthew Wilson, Geospatial Research Institute
16:30-17:30	Keynote - Coping in a world of change - Nigel Latta - Clinical Psychologist, TV Presenter				
18:30	Networking drinks in the exhibition hall				
19:00-22.30	Awards dinner and guest after dinner speaker				

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07:15	Breakfast workshops:		Promapp automation with Nintex sponsored by Desktop Imaging	TBC	
09:00	Keynote - Tom Furness Founder of the Virtual World Society, Professor & International Director Human Interface Technology Laboratory at the University of Washington, Grandfather of VR				
10:00	Morning tea in the exhibition hall				
10:30	3 waters tech and informations systems - Rebecca Chenery, 3 Waters Transition Unit		Award winning chatbots in local government - the customer journey - sponsored by Enghouse	Council case studies using Business Connect - saving \$50m for NZ businesses a year	Know the world, change the world - Santosh Seshandri - Orbica
11:10		Endpoint eco system - Mobile Mentor	The Toyota customer experience - all new staff work in the contact centre TBC	Design thinking for humans- Clare Swallow, Mulberry St	Panel discussion - open data UK lessons for NZ
11:50	Regional IRM collaboration - CRIMS TBC	Update on local government reform - ICT issues	What's next Waipa? Award winning LTP consultation project Sally Sheedy, Group Manager Customer & Community Services Waipa District Council	Data ethics research from UK Martin Fergusson SOCITM	Smart City Christchurch - Michael Healy, Smart City Programme Manager, Christchurch City Council
12:20	Lunch in the exhibition hall				
14:00	Panel discussion with Privacy Commissioner, Ombudsman, Chief Archivist - crossover of data TBC	International CIO panel discussion including digital transformation	Web audit and CX mystery shop results from ALGIM and Granicus		Resource Management Reform - Dan Harvey, Ministry for the Environment
14:45			International panel discussion on contact centres - issues of today	Change management in a world of change - Shiree Hart, Allfields	Update from the World of Drones Conference - Stuart Campbell, Ruapehu District Council
15:30	Afternoon tea in the exhibition hall				
16:00	IM rankings & results from Archives annual survey - Kerri Siatiras	The Digital Divide TBC	Panel discussion on communicating with our customers - NZ & Australian examples	Effective web design - UX Design	Case study Auckland Council & LINZ collaboration on change of notice of ownership service - James Mowat, LINZ
16:30	Keynote - Transformational leadership in a world of change - Jo Fair, Founder, Futurework				
17:15	ALGIM AGM and vendor prize giving				
19:00	Networking dinner and topic themed tables				

	Site visits	Workshops TBC	Usergroup meetings TBC	LOLA International meetings	
10:30	<ul style="list-style-type: none"> Digital Screen Campus Innovation Hub Christchurch City Council CX/GIS TBC Environment Canterbury TBC National Archives & Ngai Tahu Archive Geospatial Research Institute Tūranga Central Library Modern workspace -Information Leadership 	<ul style="list-style-type: none"> Customer engagement Confident speaking MS products Changing role of IM practitioner workshop 	MagiQ Information Leadership 2 Degrees	Open to international LOLA members only	
11:10					
11:50				TO BE CONFIRMED	
12:20	Free time to enjoy lunch in the CBD			Lunch	
14:00	<ul style="list-style-type: none"> Digital Screen Campus Innovation Hub Christchurch City Council CX/GIS Environment Canterbury National Archives & Ngai Tahu Archive Geospatial Research Institute Tūranga Central Library Modern workspace - Information Leadership 	<ul style="list-style-type: none"> ERP Customer engagement Confident speaking Changing role of IM practitioner workshop 			
14:45					
16:00				TO BE CONFIRMED	