

ALGIM Spring Conference

Customer Experience and Web & Digital

9th – 11th September 2018

Crowne Plaza Hotel | Auckland



2018 ALGIM Spring Conference

Welcome

On behalf of the ALGIM Organising Committee it is a pleasure to welcome you to the 2018 ALGIM Spring Conference. Whether you are a delegate, sponsor, exhibitor or presenter we are delighted to host you here in Auckland with a world class programme of speakers.

We have more than 44 Councils from across New Zealand joining us to take advantage of hearing speakers who will challenge us to change and provide many thought leadership topics, along with emerging trends, new tools for engagement, case studies, award finalists, site visits and most importantly networking with peers from across the country.

This year the theme is *"Humanising Customer Service in a Digital World"* and encompasses the changing environment around the many digital channels we now have at our fingertips.

We are delighted to welcome two international speakers Michelle Herder from Regional Municipality of York in Canada and Wyndham City Council in State of Victoria Australia.

It is important to note the amount of incredible work going on in our own country as well. We are going to have many local insights from the likes of Ian Collier (AirNZ), Shona Grundy from Soul Machines on creating emotional connection between technology and people, Trent Mankelow sharing their story on how they have grown customer intimacy at TradeMe. This year we have incorporated four discussion sessions to allow for increased interaction and networking. There are 17 Council case studies in this year's programme. The highlight for me includes the range of site visits that have been organised for you to learn from others in their work environments.

We congratulate all award entrants for showcasing your achievements and we look forward to celebrating your successes.

We would like to express our special thanks to the range of sponsors whose names appear in the programme. Without their generous contributions, such an event would not be possible. I would also like to thank our exhibitors who are a very important part of this conference. Their support for the local government sector is valued and I encourage all delegates to visit our exhibitors and share issues and opportunities pertaining to your organisation.

Finally, a big thank you to the organising committee for their many months of hard work pulling together this amazing programme. Thank you to our incredible host council, Auckland Council for assisting us every step along the way.

ALGIM is your association with all local authorities belonging. If any of the ALGIM team can be of assistance please don't hesitate to ask, you will notice them wearing black ALGIM business shirts.

We wish to acknowledge our elite sponsors MAGIQ Software and BlockBit Solutions.

Thank you for joining us at 2018 ALGIM Spring Conference.



Mike Manson

ALGIM CE

About ALGIM

The Association of Local Government Information Management (ALGIM) represents the national and international interests of the ICT sector within New Zealand's city, district and regional councils. We provide best practice in the Local Government ICT sector by enhancing professional development through scholarships, training, events, awards and networking, and offer leadership through toolkits, advocacy, research and shared services.

Registration & Information Desk

For assistance throughout the 2018 ALGIM Spring Conference, visit the Conference Registration & Information Desk, located in Exhibition Space in the Ballroom Foyer. The ALGIM registration desk will be open throughout the event and the ALGIM staff will be able to help you with your enquiries.

Registrations for the conference open at **8.00am on Monday 10 September** at the Conference Registration & Information Desk, located in The Ballroom Foyer.

Sunday Optional Workshops/Activities

As per the conference programme there is some optional activities on **Sunday, 9 September** from **1pm**, including a **Welcome Dinner** from **7pm**. If you have registered for these activities the registration desk will be open at 12.30pm on Sunday 9th September at the Crowne Plaza Hotel. The registration desk is in The Ballroom Foyer by the Hobson Room.

Conference Opening

The official Conference Opening will commence at **8.30am on Monday, 10 September** in the Ballroom Foyer. Keynote presentations will be held in Ballroom 1 while streamed sessions will be held in **Ballroom 2** and **Elliot's 1,2 & 3** (Downstairs).

Registration fees include attendance to all sessions, morning and afternoon teas, and lunches, as scheduled in the Conference programme. The fee also includes entry to the Pre-Dinner Networking Drinks and Conference Award Dinner as scheduled in the Conference programme. A set bar tab applies for these evening functions; thereafter a **cash bar** will be available to purchase drinks.

During scheduled breaks, be sure to visit our Exhibitors in **The Ballroom Foyer**. This is where morning teas, lunches and afternoon teas will take place (please refer to the exhibition map).

We have allowed five minutes between streamed sessions to provide time for delegates to move between rooms ready for the next scheduled session.

Networking Drinks and Dinners

The optional **Welcome Dinner on Sunday, 9 September** will commence at **7pm**. Please meet at the Crowne Plaza Foyer for a short walk to the restaurant.

The **Formal Conference Awards Dinner on Monday, 10 September** will commence with **Networking Drinks** in the **Exhibition Space** at **6.30pm** followed by **Awards Dinner** at **7.00pm** in **Ballroom 1**.

Please always wear your name tag, including evening events.

Staying Connected

INTERNET

Complimentary wireless internet access will be provided throughout the conference venue.

The username and password to access the Wi-Fi is:

Username: CP Conference

Password: ALGIMSPR18

If you have any queries or experience any issues with gaining access to the network, please visit the staff at the Conference Registration & Information Desk for assistance.

Regular updates throughout the 2018 ALGIM Spring Conference will be posted on Twitter. You can follow ALGIM at www.twitter.com/ALGIMInc. If you tweet during the 2018 Spring Conference use the hash tag: **#ALGIMSPR18**.

Use the ALGIM Spring Conference App – Attendify

Instructions to download the App:

1. Download the Attendify app from the Apple App Store or Google Play
2. Open the app and tap on the search box
3. Enter ALGIM to bring up the event
4. Tap 'Join'
5. If you haven't used the Attendify app before, you will be required to enter your details to sign up. If you have used it before, you can use the 'log in' button at the bottom of the screen.



Power Station

There will be a power station located in the Exhibition Area (Ballroom Foyer) – sponsored by Silverstripe.

Dress Code

Smart casual attire throughout the 2018 ALGIM Spring Conference is appropriate.

Please ensure you wear your name badge at all times including the Sunday Welcome Dinner and Monday Awards Evening Dinner.

Evaluation Survey

Evaluation surveys are available from the Conference App.

To be eligible for the daily prize, please rate the speakers in the conference app (one prize per day) no later than **4.30pm on Day 1**, and **1pm on Day 2**.

If you do not have access to the conference app, please see the registration desk to complete a feedback survey.

ALGIM Event Code of Conduct

At ALGIM, we want to ensure that every Conference provides a safe and productive environment for everyone. We invite you to help us ensure each ALGIM event is welcoming and respectful to all participants.

Please bring any concerns to the immediate attention of ALGIM Staff or Executive or contact our Events Administrator at events@algim.org.nz. We thank our participants for your help in keeping this event welcoming, respectful, and friendly to all attendees.

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SUNDAY OPTIONAL ACTIVITIES

ALGIM Spring Conference Programme

SUNDAY 9th Sep 2018

'Humanising customer service in a digital world'

OPTIONAL WORKSHOPS BEING OFFERED ON THE SUNDAY AFTERNOON – SEE REGISTRATION FORM

ROOM	BALLROOM 1			
1.00PM – 3.00PM	WORKSHOP: TRUST IS THE NEW BLACK – HOW TO CREATE HIGH PERFORMING TEAMS THROUGH TRUST AND CONNECTION Jo Shortland, Director, JoShortland.co.nz Compared with people at low-trust companies, people at high-trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, 40% less burnout (Paul Zak, The neuroscience of Trust) It all sounds too good to be true and we know and can agree that trust is integral to building relationships in our teams. But what exactly is trust, how do you create it in a team, and how do you use it to build productivity and boost performance. This workshop will get you thinking deeply about the fundamentals of connection and trust in teams, the impact it has on your team members, your organisation and customers, alongside of some practical tips and tricks on how to build more trust in your own team. NB. Register for this workshop on the registration form, small fee applies.			
3.00PM – 5.00PM	BALLROOM 1 SQUIZ USER GROUP  By vendor invitation	BALLROOM 2 DATAKOM USER GROUP  By vendor invitation	VICTORIA ROOM ENGHOUSE USER GROUP  By vendor invitation	HOBSON ROOM TEAM ACTIVITY Experience a fun creative team activity with an Auckland flavour. NB. Register for this activity
7.00PM	WELCOME DINNER Depart for dinner from Crowne Plaza at 6.30pm NB. Register for this welcome dinner on the registration form.			



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DAY ONE 10 SEPTEMBER 2018

ALGIM Spring Conference Programme

MONDAY 10th Sep 2018

'Humanising customer service in a digital world'

8.00AM	REGISTRATION OPENS TEA/COFFEE IN EXHIBITION AREA (BALLROOM FOYER)	
ROOM	BALLROOM 1 AND 2	
8.30AM	WELCOME TO THE 2018 ALGIM SPRING CONFERENCE – Angela Parquist, Waikato District Council Mini pōwhiri welcome	
8.50AM	WELCOME TO THE CITY FROM HOST COUNCIL - AUCKLAND COUNCIL Dean Kimpton, Chief Operating Officer, Auckland Council	
9.00AM	CONFERENCE OPENING ADDRESS FROM GOVERNMENT Minister of Local Government, Hon Nanaia Mahuta	
9.25 AM	OPENING KEYNOTE PRESENTATION: AIR NZ'S DIGITAL TRANSFORMATION JOURNEY, TAKING CUSTOMERS TO NEW HEIGHTS Ian Collier, Regional Affairs Manager, Air NZ. Ian will present an overview of Air NZ's Customer Journey Methodology, followed by some case study examples of digital innovation.	 

ROOM 10:10 AM	BALLROOM 1 AND 2 OVERALL TRENDS OF 2018 ALGIM WEB AUDIT  Marion Dowd , Information Technology & Services Manager, Western Bay of Plenty District Council ALGIM has audited all council websites in 2018, lets learn about the good, the bad and the incredible and the results of the rankings of the councils. OVERALL TRENDS OF 2018 ALGIM CUSTOMER EXPERIENCE MYSTERY SHOP  Mike Manson , CE, ALGIM ALGIM undertook a mystery shop of all NZ Councils in 2018, find out what are the key trends and the results of the rankings of councils.		
10.30AM	MORNING TEA AND NETWORKING WITH THE VENDORS IN THE BALLROOM FOYER		
ROOM 10.50 AM – 11.15 AM	AWARD FINALIST PRESENTATIONS BALLROOM 1 BEST DIGITAL SERVICE AWARD FINALIST: "WHAT'S THE STORY?"  Annabel Henderson Morrell , Digital Communication Specialist, Waipa District Council Waipa DC utilised a suite of digital tools above and beyond conventional tactics to engage their community and get their thoughts on the draft 10-Year Plan. Their campaign kicked off well in advance of consultation opening, giving them the ability to have complex, heartfelt conversations about the challenges and opportunities faced by the district. They overhauled traditional media tactics to make them suited to a modern audience and experimented with cutting-edge technology while ensuring a personalised and relevant approach. Technology provided a flexible and robust platform of engagement, where the stories and dreams of local people were put front and centre. As a result, Waipa DC saw a massive increase in submissions and informed feedback, with all proposed projects receiving community support.	BALLROOM 2 CASE STUDY: REINVENTING ANIMAL CONTROL – THE 3 E APPROACH  Megan May , Team Leader Animal Control, Waikato District Council The Animal Control sector has historically focused on enforcement action to make sure dog owners complied. In 2014, Waikato District Council decided to adopt a 3 E approach: focusing on engagement and education first, before taking enforcement if needed. Hear the result of these changes, staff are now building positive relationships with customers, our customer satisfaction levels have increased, proactive education within the community has become a priority, and enforcement action has reduced.	ELLIOTS 1.2 AND 3 WHAT DO RESIDENTS HEAR WHEN THEY CALL YOUR COUNCIL?  Tom Hastwell , Group Relations Manager, Telemall Communications A busy Council can receive up to 600 calls per day. As a result, residents often experience being put on hold while waiting to speak to a staff member. Today customers have many different ways of communicating with Councils, but the telephone is still one of the most popular and important. In this session Tom will talk about the science of Message on Hold and how to best utilise on-hold time by educating and informing residents with messages about what is happening in your Council.

THANK YOU TO THE 2018 ALGIM SPRING CONFERENCE SPONSORS

Silverstripe for sponsoring the power station



Squiz for sponsoring the coffee cart



located in the exhibition area (ballroom foyer)

ROOM	BALLROOM 1	BALLROOM 2	
11.20 AM – 11.45 AM	BEST CUSTOMER CENTRIC PROJECT FINALIST: PUTTING OUR CUSTOMERS FIRST <p>Hannah Henderson, Senior Communications Advisor & Andrew Strugnell, Social Media Coordinator, Porirua City Council</p>   <p>In 2016 Porirua City Council began work that would put our community and city at the heart of all we do.</p> <p>We changed the way we look, the way we sound, how we make decisions and, most importantly, who we are and the way we carry out our everyday mahi.</p> <p>We ran an extensive customer experience project to find out what mattered to the people who live, work and run businesses in Porirua.</p> <p>Then we took what we learned to create and launch a new brand for Porirua City.</p>	GREAT EXPECTATIONS: HOW THE TECH GIANTS HAVE CHANGED WHAT CUSTOMERS WANT FOREVER <p>Vaughn Davis, Creative Director, The Goat Farm Limited</p>  <p>What do customers want, anyway? In 2018, customer and ratepayer expectations aren't set by what their local government agencies provide, but what they can get from Google, Uber, Amazon and Facebook. This talk looks what customers expect of any service provider, and what we can do to meet that.</p>	
ROOM	AWARD FINALIST PRESENTATIONS BALLROOM 1	BALLROOM 2	ELLIOTS 1,2 AND 3
11.50 AM – 12.15 PM	BEST DIGITAL SERVICE AWARD FINALIST: COMPETING ON THE WORLD STAGE <p>Jenni Cochrane, Communications Manager & Anna McLoughlin, World Challenge Day Coordinator, Matamata-Piako District Council</p>   <p>Matamata-Piako District Council was challenged in 2017 by Kitikmai, Japan to take them on in World Challenge Day (a competition to get as many people active as possible) - and being small, but competitive, took on the challenge in style. Find out more about how MPDC developed a digital campaign that successfully engaged nearly 60% of their population (on the typical tiny budget).</p>	CASE STUDY: GOOD DOESN'T JUST HAPPEN <p>Lyz Harvey, Manager Customer Solutions, Dunedin City Council</p>  <p>With completing commitments and priorities, 'delivering good customer service', doesn't just happen. Hear some of the high's and low's and the learnings found on our journey so far and the things we are doing to capture hearts and minds to help influence a council wide culture change.</p>	DISCUSSION WORKSHOP: USING DIGITAL CHANNELS TO ENGAGE YOUR COMMUNITY <p>Facilitators: Annabel Henderson Morrell, Digital Communication Specialist, Waipa District Council</p>  <p>Join Annabel in a workshop to explore and discuss options for engaging with your community.</p>
12.20PM	LUNCH AND NETWORKING WITH THE VENDORS IN THE BALLROOM FOYER		





ALGIM would like to acknowledge and thank elite sponsors for their support



VISIT THE EXHIBITORS IN THE BALLROOM FOYER


Stand	Exhibitor	Stand	Exhibitor	Stand	Exhibitor
	Datacom		Catalyst		Silverstripe
	Cyclone		MagiQ		Squiz
	Buzz Channel		Enghouse Interactive		PNCC Call Centre
	Telemall		Bottomline		Monsido





ROOM	AWARD FINALIST PRESENTATIONS BALLROOM 1	BALLROOM 2	ELLIOTS 1,2 AND 3
1.20 PM - 1.45 PM	BEST CUSTOMER CENTRIC PROJECT FINALIST: PROPERTY RATES & REVALUATIONS Khaled Alzawada , Web & Mobile Team Leader & Zivko Sudarski , Senior Web and Mobile Developer, Auckland Council   <p>To showcase an innovative cloud-based solution implemented on the Auckland Council website, during the release of Auckland Property Rates and Revaluations. The presentation will highlight the solutions and services developed, that will eventually withstand the peak-load expected on the website and its ICT supporting services during this time.</p>	CASE STUDY: HOW FEEDBACK INFLUENCED WEBSITE DESIGN AT WESTERN BAY Marion Dowd , Information & Services Technology Manager, Western Bay of Plenty District Council  <p>Marion set out to discover the information needs of Western Bay Council's elected members and communities. Feedback from these stakeholders has been used to provide requirements for their website redevelopment. Discover their learnings.</p>	DISCUSSION WORKSHOP: HOME BASED CONTACT CENTRE AGENTS Facilitators: Wendell Wylde , Manager Contact Centres, Auckland Council  <p>Join Wendell in a workshop to explore and discuss the concept of home agents.</p>
1.50 PM - 2.15 PM	BEST DIGITAL SERVICE AWARD FINALIST: TALKING ON WATER Peter Ledingham , Communications Officer & Lauren Rowland , Digital Communications Coordinator, Taranaki Regional Council   <p>Talking on Water, a cartoon series, was published in instalments during winter and spring 2017 and remains on the Taranaki Regional Council website (http://www.bit.ly/TalkingOnWater). The aim was to contribute to the regional discussion on freshwater quality, putting forward the Council's perspective based on 20-plus years of monitoring and analysis. The initiative arose from concern that the public discussion frequently included misperceptions and erroneous statements. We also felt that as a publicly funded and publicly accountable organisation, we had a duty to make our data, analyses and conclusions available in a manner that could be accessed and understood by lay people.</p>	CASE STUDY: TIM THE CHATBOT Justin Bagust , CIO, Timaru District Council  <p>ChatBots and AI, if you've been wondering how easy it is to get started in this area, come along and hear about Timaru District Councils foray into Chatbots and where we are heading.</p>	DISCUSSION WORKSHOP: WEB CONTENT DESIGN AND WRITING FOR THE BEST USER EXPERIENCE Facilitators: Aleksandra Mijovic-Cirilovic , Digital Content Editor and Deanna Adams , Information Architect & Digital Editor, Auckland Council   <p>Join Aleksandra and Deanna in a workshop to explore and learn designing and writing web content for the best user experience.</p>

ROOM	AWARD FINALIST PRESENTATIONS BALLROOM 1	BALLROOM 2	ELLIOTS 1,2 AND 3
2.20 PM - 2.45 PM	<p>BEST CUSTOMER CENTRIC PROJECT FINALIST: CASH FREE</p> <p>Angela Parquist, Change Manager & Jordan Godfrey, Contact Centre Team Leader, Waikato District Council</p>   <p>Waikato District Council became officially 'cash free' on the 17th of February 18, and we are incredibly proud to be the first Territorial Authority in the country to provide alternative payment options to our customers in order to remove the need to carry and handle cash. This project was managed in a collaborative and agile way, and all objectives were delivered on budget and on time. Innovation was crucial to this successful delivery; being leaders in this space meant we were paving our own way and learning at every step.</p> <p>This entire project centred on our people, especially our health and safety commitment; 'work safe, home safe' is our unwavering vision for our people and this was the fundamental driver in our decision to become a cash free organisation. The people centric design principles employed throughout the project ensured the deliverables worked for our people; staff, customers and stakeholders alike. We recognised the importance of leveraging local knowledge and relationships, and in empowering our people to design solutions we not only ensured what we were delivering would work, but we gained the understanding and support of our staff. People were at the forefront of our delivery, we embraced the '3 Es' ethos, engaging and educating before enforcing change, and building trust with our staff and our customers.</p> <p>This is an ongoing journey and we will continue to iterate and evolve, in line with our commitment to deliver our Council vision of Living, Thriving and Connected Communities.</p>	<p>CASE STUDY: WHEN BEING IN A COUNCIL DIGITAL TEAM CAN FEEL LIKE YOU'RE IN A KAFKA NOVEL</p> <p>Matt Lane, Digital Manager, Wellington City Council</p>  <p>Council's are complicated enough places on any normal day of the week, but when you are in a "digital" team you can find yourself in a funny no-man's land stuck between IT, communications, customer service, strategy, and business transformation</p>	<p>DISCUSSION WORKSHOP: RECRUITMENT AND RETENTION IN A CONTACT CENTRE</p> <p>Facilitator: Jo Stansfield, Group Manager Customer Services, Auckland Transport</p>  <p>Join Jo in a workshop to explore and discuss recruitment and retention in a contact centre.</p>

THANK YOU TO AUCKLAND COUNCIL - HOST COUNCIL



ROOM	AWARD FINALIST PRESENTATIONS BALLROOM 1	BALLROOM 2	ELLIOTS 1,2 AND 3
2.50 PM - 3.15 PM	BEST DIGITAL SERVICE AWARD FINALIST: SARJEANT GALLERY'S ONLINE COLLECTION PORTAL 'EXPLORE THE COLLECTION' Jennifer Taylor Moore , Curator of Collections & Greg Anderson , Director, Sarjeant Gallery Te Whare o Rehua Whanganui. A cultural facility of the Whanganui District Council   The Sarjeant Gallery Te Whare o Rehua Whanganui is a regional gallery with a small team and no IT staff. Gallery operations have moved to smaller temporary premises to allow for redevelopment of the Gallery's heritage building. In 2017 the Sarjeant Gallery launched its 'Explore the Collection' website. This provides the public with better access to the Gallery's entire collection during the redevelopment. With a limited budget the team built the website on top of existing tools. The site has innovative features to engage the public and improve customer service, particularly while the Gallery operates from its smaller site.	DESIGN WITH THE CUSTOMER AT THE HEART  Pip Thompson , Team Leader Customer Services, Napier City Council A transformation opportunity arose for the Napier City Council's customer service team when their earthquake prone building was closed, and staff moved to other premises. Seizing the opportunity, the customer service team relocated to a shop front in the CBD, becoming a stand- alone service centre separate from most other Council operations. The result is a modern open space, designed specifically for the needs of all Council customers. This is the story of that journey.	SERVICE INNOVATION IN GOVERNMENT Nadia Webster , Principal Advisor, DIA  Bringing agencies together to work towards integrated services (including bridging the gap between central and local government for Rates Rebate). Building the digital service capability of government: open, transparent, experimental, experiential, collaborative. The next big thing in digital government: rules as code.
3.15PM	AFTERNOON TEA – NETWORKING WITH THE VENDORS IN THE BALLROOM FOYER		
ROOM	BALLROOM 1 AND 2	ELLIOTTS 1, 2 AND 3	
3.35 PM	BEST CUSTOMER CENTRIC PROJECT FINALIST: NET PROMOTER SCORE Maria Elliot , Digital Services Business Partner, Tauranga City Council  Tauranga City Councils organisational strategy is to put people (our customers) at the centre of what we do, an initiative to understand what our customers actually think was initiated. They wanted to learn from the thousands of little customer interactions that occur with the organisation every day to continuously improve and adapt their services to meet their customers' needs over time. To gain this understanding a management tool known as Net Promoter Score (NPS) has been implemented. Hear how Tauranga City Council have translated NPS into Customer advocacy and feedback and how it has demonstrated that their customers want to engage and provide feedback and that their people have the capability and willingness to respond to this feedback.	CASE STUDY: RATES REBATES – PAST AND PRESENT  Rhonwen Heath , Manager Rates and Development Contributions, Auckland Council Rhonwen will cover the Auckland council rebate process from November 2010 to today's date. This will include what has and was has not worked from the process and the people side. Rhonwen will also include the new DIA initiative - from 1 July 2018 residents of retirement villages can also apply.	

ROOM	BALLROOM 1 AND 2	ELLIOTTS 1, 2 AND 3
4.00PM	<p>CASE STUDY: 'CHANGING FRONTLINE CUSTOMER SERVICE BY CHANGING THE CULTURE OF THE BACKOFFICE'</p> <p>Shane Douglas, Manager Customer Service, Whitsunday Regional Council, Australia</p>  <p>Understand that great customer service is not just the first point of contact, it is from request to resolution and by getting buy-in from the whole organisation is where the real changes happen. Understand 'Cultural Capital' and how Whitsunday Regional's Cultural Assessment unlocked our whole organisation Customer Service focus. Learn how very small steps have improved our customer experience and that the best way to impress your community is to remove the need for them to contact you in the first place.</p>	<p>PUTTING CUSTOMERS AT THE CENTRE OF DESIGN</p> <p>Steve Alexander, Research, Strategy & Design Purple Shirt</p>  <p>Hear how Auckland Transport put customers at the centre of their design process and product strategy to deliver their latest mobile app which is currently being used by over 220,000 Aucklanders. Steve will cover the practical approach to user experience that the team adopted, product strategy, effective governance and how collaboration with The University of Auckland led to the digitisation of the concession application process for students.</p> 
ROOM	BALLROOM 1 AND 2	
4.40PM	<p>KEYNOTE PRESENTATION THE FUTURE OF CX: HOW AI WILL HUMANISE EVERY CUSTOMER INTERACTION</p> <p>Shona Grundy, Director of Licensing and Consumer Business Development, Soul Machines</p>  <p>At Soul Machines, we have created the world's first Virtual Nervous System (VNS) as a platform for the development and deployment of Human AI as the primary user interface for machines in the real world and various digital worlds we will "inhabit" in the future.</p> <p>As human beings, it is our brain that differentiates us from all other beings. It controls how we learn, how we think and how we express ourselves and it's our face that is the ultimate expression of that collective processing power. It's often said that the face is the mirror image of our brain. It's in our DNA to engage with the human face analysing and responding to the emotions we sense and ultimately feel.</p> <p>Our vision is to provide a 21st century machine interface for the emerging AI revolution and Robotic Economy. In an age where AI and machines are proliferating into the everyday life of people. Creating that emotional connection, between technology and people is the critical next step to developing the meaningful use of Artificial Intelligence.</p>	
5.25PM	WRAP UP CONFERENCE DAY ONE	
5.30PM	PARTICIPANT FREE TIME	

Exhibitor Quiz – Be in to win

Make sure to fill out the exhibitor quiz in your satchels. Visit our exhibitors, answer the questions, and then put the entry form in the box at our registration stand, to go in the draw to win a Samsung Galaxy J6 thanks to Vodafone. Submit your entry by lunchtime on Tuesday 11 September.

AWARDS EVENING MON 10 SEP 2018

ALGIM Spring Conference Programme



6.30 PM	NETWORKING AND DRINKS WITH THE VENDORS IN THE BALLROOM FOYER	
ROOM	BALLROOM 1 AND 2	
7.00 PM	AWARD PRESENTATIONS	
	<p>AWARD PRESENTATIONS - Mike Manson, CE, ALGIM First group of awards presented</p> <ul style="list-style-type: none"> Presentation from 2017 Web & Digital Professional Development of the Year Award Winner – <i>Lauren Rowland (Taranaki Regional Council)</i> Web & Digital Training and Development Award – <i>sponsored by Datacom</i> Presentation from 2017 Customer Experience Professional Development of the Year Award Winner – <i>Reece Turner (Waikato District Council)</i> Customer Experience Training and Development Award <p>Web & Digital Professional of the Year – <i>Sponsored by SilverStripe</i></p> Customer Experience Professional of the Year	
		 
7.20 PM	AWARDS DINNER – FIRST COURSE SERVED	
ROOM	BALLROOM 1 AND 2	
7.50 PM	<p>MOTIVATIONAL SPEAKER: OPPORTUNITY IN ADVERSITY Sacha Haskell, GM Comms and Marketing, PNCC</p> <p>Be inspired by their journey</p>	
		
8.35 PM	AWARD PRESENTATIONS	
	<p>AWARD PRESENTATIONS - Mike Manson, CE, ALGIM Second group of awards presented</p> <ul style="list-style-type: none"> Best Digital Service – <i>Sponsored by MagiQ</i> Best Customer Centric Project Supreme Council Website Best Customer Experience 	
		
8.55 PM	AWARDS DINNER – SECOND COURSE SERVED	
9.25 PM	<p>ENTERTAINMENT</p> <p>ENGHOUSE INTERACTIVE PHOTOBOOTH The Photobooth is back by popular demand. Get your team together and capture some great memories!</p>	
		
11.59PM	ENDS	

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DAY TWO 11 SEPTEMBER 2018

ALGIM Spring Conference Programme

TUESDAY 11th Sep 2018

'Humanising customer service in a digital world'

8.00AM	REGISTRATION OPENS TEA/COFFEE IN EXHIBITION AREA (BALLROOM FOYER)	
ROOM	BALLROOM 1 AND 2	
8.25AM	WELCOME TO THE 2018 ALGIM SPRING CONFERENCE – DAY TWO Angela Parquist, Waikato District Council	
8.30AM	KEYNOTE PRESENTATION: HUMANISE THE WORKFORCE WITH INTELLIGENT AUTOMATION Matthew Whitaker, Intelligent Automation Leader, PwC New Zealand Intelligent Automation means different things to different people and the one thing the media always focuses on is how many jobs will be eliminated and the impact on the human workforce. What we see is the polar opposite and how Intelligent Automation puts the human back in the people increasing employee morale and customer experience and satisfaction.	
9.15AM	KEYNOTE PRESENTATION – CREATING GREAT TEAMS HOW TO ESTABLISH CROSS FUNCTIONAL TEAMS TO GET MORE DONE AND HAVE FUN ALONG THE WAY David Mole, Agile Coach, Nomad8 Presentation will include: <ul style="list-style-type: none">• Sharing the secrets of great teams in organisations of all shapes and sizes• Real stories and case studies from a range of NZ organisations including Trade Me• Ideas, tips and tricks that have worked well• Some things that didn't work so well :)	

10.00AM	MORNING TEA AND NETWORKING WITH THE VENDORS IN THE BALLROOM FOYER	
ROOM	BALLROOM 1	BALLROOM 2
10.25AM - 10:55AM	PANEL DISCUSSION CUSTOMER EXPERIENCE – THE FUTURE OF CONTACT CENTRES Facilitator: Mike Manson, CE ALGIM Panel Members <ul style="list-style-type: none"> Michelle Herder, Program Manager, Corporate Customer Service Strategy, The Regional Municipality of York (Canada) Lyz Harvey, Manager Customer Solutions, Dunedin City Council Sheryl North, Head of Contact Centres, Spark 	ACCESSIBLE DIGITAL SERVICES Jason Kiss, Lead consultant, Access Advisors A discussion of some key considerations around accessibility and inclusion for organisations delivering digital services. 
11.00AM - 11:30 AM	PANEL DISCUSSION THE CHALLENGE OF DIGITAL TRANSFORMATION TO DELIVER A NEW CUSTOMER EXPERIENCE Facilitator: Marion Dowd, Information & Services Technology Manager, Western Bay of Plenty District Council Panel Members <ul style="list-style-type: none"> Justin Bagust, CIO, Timaru District Council Matt Lane, Digital Manager, Wellington City Council Jason Kiss, Lead Consultant, Access Advisors Stacey Young, CIO, Marlborough District Council 	CASE STUDY: AUCKLAND COUNCIL CUSTOMER SERVICE TRANSFORMATION JOURNEY Nigel King, General Manager – Customer Services & Monique Oomen, Talent Partnership Manager, Auckland Council   Hear how Auckland Council Customer Services' transformation journey delivered both a great customer experience and has changed the lives of some of Auckland's most in-need communities. At the same time, it has delivered on a number of strategic objectives, including Economic Development in South Auckland, Partnering with Central Government and Partnering with Businesses across Auckland.
11:30AM - 11:45AM	NETWORKING WITH THE VENDORS IN THE BALLROOM FOYER	
ROOM	BALLROOM 1 AND 2	
11.45 AM	KEYNOTE PRESENTATION: HOW WE GREW CUSTOMER INTIMACY AT TRADE ME Trent Mankelow, Chief Customer Officer, TradeMe Since 1999, Trade Me has been an iconic Kiwi company, used by three-quarters of a million people a day. But as we've grown, it's become harder to remain intimate with customers. In this session, Trent will talk through how Trade Me is fixing that, with lots of practical tips that will help you grow customer intimacy in your own organisation.  	
12.30PM	LUNCH AND NETWORKING WITH THE VENDORS IN THE BALLROOM FOYER	
ROOM	BALLROOM 1 AND 2	
1.20 PM - 2:05 PM	KEYNOTE PRESENTATION: CX EVOLUTION: BEYOND THE STRATEGY Michelle Herder, Program Manager, Corporate Customer Service Strategy, The Regional Municipality of York (Canada)  With 20+ years on the frontline of shaping service culture in the private and public sectors, Michelle will challenge your thinking beyond today's view of CX. Through insights and humour, Michelle will share The Regional Municipality of York's significant transformation from its 2001 Customer Service Strategy to the 2015 Customer Experience (CX) Plan. The needs and expectations of customers have become more complex, and our local communities more diverse. At the same time, the rapid evolution of technology has created both challenges and opportunities to better serve our communities. Service shapes who you are as a local government; the interaction is the experience.	

2:05PM	WRAP UP - Closing and prize giving – Mike Manson, CE, ALGIM	
ROOM	BALLROOM 1 AND 2	
2:15 PM - 2:30 PM	BRIEFING ON SITE VISIT TOURS Explanation on site visit tours. Meet up with your tour group leader for your site visit. Option to join in tours of Auckland Customer Service and Web and Digital organisations, teams and spaces. Booking form will be sent to registrants for the conference nearer conference date. Watch out for an email in your inbox.	
	SITE VISITS - AUCKLAND LOCATIONS	
	<ul style="list-style-type: none"> Auckland Council Contact Centre & Manukau Service Centre (Manukau) Auckland Council Digital & Transformation Team – User Testing Auckland Council Digital & Transformation Team – Service Design 	<ul style="list-style-type: none"> Auckland Transport - Customer Innovation Lab Auckland Transport - Contact Centre Auckland Transport – Digital Services Team University of Auckland Digital Team – Web Presence Improvement Program Air NZ
2:30 PM - 2:45PM	DEPART CROWNE PLAZA FOR SITE VISIT TOURS - WEB & DIGITAL / CUSTOMER EXPERIENCE TOURS Join your host to visit site. You will be returned to the venue (Crowne Plaza) or Airport. TRAVEL TO SITE VISIT Transport has been arranged for some sites	
2:45 PM - 4:00 PM	SITE VISIT TOUR BY HOST	
4:00 PM - 4:20 PM	RETURN TRANSPORT WILL BE ARRANGED TO EITHER THE VENUE CROWNE PLAZA OR THE AIRPORT (DEPENDING UPON DELEGATE NEEDS) SITES BASED IN MANUKAU – TRANSPORT WILL ALSO GO TO AIRPORT	
4:30 PM	CONFERENCE ENDS	

ALGIM would like to acknowledge and thank their corporate members for their support

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