

	Waitaki - Plenary and ICT	Conway 4 - IRM	Conway 3- Customer	Conway 2 - Web/Digital/Smart	Conway 1 - Geospatial
08:30	Mihi whakatau Te Taumata o Ngāi Tūāhuriri - official welcome from tangata whenua - the indigenous people of the region				
08:40	MC Petra Bagust Welcome to Christchurch City by Dawn Baxendale, Chief Executive Christchurch City Council Opening by ALGIM President Billy Michels Opening address and keynote - Living in a world of change - Making sense of volatility by Roger Dennis - Strategic Advisor to CEOs				
10:00	Morning tea in the exhibition hall				
10:30	ICT award finalist Natural Environment Stakeholder Engagement Dynamics 365 Sabine Melzer, Senior Biosecurity Information Analyst, Auckland Council	IRM award finalist Cloud SharePoint Online Project - 'DM Hub' Carol Cottam, Information Services and Technology Manager, Northland Regional Council	CX award finalist Creation of Change - Embedding Our Customer Service Promise Anita Reedy Holthausen, Director Engagement and Maori Responsiveness and Amy Brodin CX Manager, Gisborne District Council	Smart Cities award finalist Smart Christchurch - creating sustainable innovation at an organisational and city level Michael Healy, Manager Smart Christchurch, Christchurch City Council	The changing role of technology to advance humanity - going where no man has been before Interactive workshop led by Dr Catherine Ball
11:10	ICT award finalist Pūwhenua ki Ruapehu - Living in Ruapehu study Pauline Welch Executive Manager Community and Economic Development, Ruapehu District Council with Justin Lester, Government Director Dot loves Data	IRM award finalist Dunedin City Council deploys DCC Search to enhance staff experience with simple and easy access to our information Jason MacDonald, Digital Services Manager, Dunedin City Council	CX award finalist Customer experience delivers employee experience - personalised account-based experience for online customers that retains their history and preferences Reece Turner, Customer Experience Manager, Waikato District Council	Smart Cities award finalist Sustainability through real-time data insights Kim Neal, IoT Systems Analyst, and Warren Davies, Enterprise Architect Auckland Council	GIS award finalist Combining cross-council GIS layers for the Greater Christchurch Spatial Plan Paul Barr, Principal Software Engineer Christchurch City Council
11:50	ICT award finalist Te Parikaranga - a digital communications platform co-designed by Nelson City Council and the eight iwi of Te Taihū o Te Waka a Māui Jane McLeod, Chief Information Officer, and Pania Lee, Manager Māori Partnerships, Nelson City Council	IRM award finalist Discovering Auckland - a piece at a time Jacqueline Davidson, Corporate Records and Archives Manager, Auckland Council	CX award finalist Te Kōhao o Te Ngira (Go Digital programme) helping our citizens receive council services when and where they need them. Megan Connew-Simmons, Programme Manager, Hutt City Council	How automating your business can improve employee retention and customer experience - case study with Auckland Council Ian Dempsey, Account Director Local Government and Anthony Seagar Technical Consultant UiPath	GIS award finalist We built a drone and a boat - remote water quality sensing Damon Hill, Assistant Environmental Data Technician, Horizons Regional Council
12:20	Lunch in the exhibition hall				

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14:00	<p>Combined CX/ W & D discussion - changing face of digital humans Led by Nick Yager, Digital Human Builder, Consigna</p>	<p>IRM award finalist Access to archives project Lyndon Allot, Chief Digital Officer, Hutt City Council</p>	<p>Session being held in Waitaki</p>	<p>Cybersecurity - when things go wrong Michael Jagusch, National Cybersecurity Centre</p>	<p>GIS award finalist Northland Natural Hazards Portal Anya Duxfield, Geospatial Business Analyst, Northland Regional Council</p>
14:45	<p>Combined CX/ W & D round table discussions - online services, social media, contact centres, changing role of CX Facilitated by Dr Kimberley Tuapawa, Jane McLeod and Justin Bagust</p>	<p>Panel discussion - using information legislation to enable access to democracy Emma Leach, Assistant Deputy Ombudsman Antony Moss, Director of Government Recordkeeping, Archives New Zealand Liz MacPherson, Deputy Privacy Commissioner</p>	<p>Session being held in Waitaki</p>	<p>Change management in a world of change Shiree Hart, Change Director, Allfields</p>	
15:30	Afternoon tea in the exhibition hall				
16:00	<p>Women in technology - Have we gained ground or not? Nadira Hussain, Chief Executive SOCITM, UK</p>	<p>Arcanum AI - Accessing the IM Toolkit with AI product launch Asa Cox from Arcanum</p>	<p>CX case study Customer CRM - Western Bay of Plenty Marion Dowd, Chief Information Officer, & Jodi Stevens, Customer Champion, Western Bay of Plenty District Council</p>		<p>Empowering decision making for local government through environmental digital twins Dr Matthew Wilson, Director, Geospatial Research Institute</p>
16:30-17:30	Keynote - Coping in a world of change - Nigel Latta - Clinical Psychologist, TV Presenter				
18:30	Networking drinks in the level 1 foyer sponsored by ALGIM				
19:00-00:00	Awards dinner sponsored by Infor Kapa haka performance by Te Kura Whakapūmau				

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07:15	Breakfast workshops:	<p>The power of Promapp automation Navigate your process improvement journey with confidence Sponsored by Desktop Imaging Marcus Platt, Technical Channel Enablement Manager, Nintex John Forsdick, Account Manager</p>	<p>Customer Q&A with Hastings District Council on how cybersecurity MESH architecture is helping to achieve the council's journey to digital transformation Sponsored by Fortinet Joshua Alcock, Principal Security Strategist, Fortinet Warren Perry, CIO & Aaron McWilliams, IT Ops Team Lead, Hastings District Council</p>	<p>Data governance on-premise and in the cloud - ensuring your data is safe, compliant and in the right place, at the right time for the right cost Sponsored by Citrus Consulting Kevin Rapson, Adrian Hall & Chris Gondek, Citrus Consulting</p>	
09:00	Keynote - The future of virtual reality: Tom Furness Founder of the Virtual World Society, Professor & International Director, Human Interface Technology Laboratory at the University of Washington, Grandfather of virtual reality				
10:00	Morning tea in the exhibition hall				
10:30	<p>Digital Enablement for Three Waters Reform Rebecca Chenery, Head of Digital Enablement & Customer, Three Waters Reform Programme</p>	<p>Dilemmas in changing times for information managers: the six big trends that are shaping the IM world now and over the next three years - Information Leadership Director, Sarah Heal</p>	<p>Award-winning chatbots - getting AI right in local government customer service Patrick Gallagher, Creative Virtual and Richard Winterburn, Enghouse Interactive sponsored by Enghouse Interactive</p>	<p>Council case studies using Business Connect - saving \$50m for NZ businesses a year Shelley Campbell, Business Connect</p>	<p>Know the world, change the world Santosh Seshandri, Head of Technology Orbica</p>
11:10	<p>Endpoint eco system A groundbreaking new study about how people are actually using devices in high-risk and highly regulated industries Jared Pedersen, Head of Partnerships, Mobile Mentor</p>	<p>AI/ML, Data Lakes & Cloud for IM: Challenges and Opportunities Stephen Clarke, Digital Research Director, Archives NZ</p>	<p>Introducing te reo to your contact centre Amanda Mackrow, Manager and Pauline Frings, Team Leader, Te Paepoto - Office of Student Experience, Massey University</p>	<p>Beyond the post-its: Design Thinking in the context of Local Government Clare Swallow, Mulberry St</p>	<p>Panel discussion - open data lessons for NZ Sam Smith, Sandra Taylor (UK) Justine Resta (Aus)</p>
11:50	<p>Update on local government reform - ICT issues Mike Manson & members of the ALGIM Board</p>	<p>Panel discussion - implementing your IM strategy Donna Officer, Tauranga City Council & Andy Keiller Waimakariri District Council</p>	<p>What's next Waipa? Award winning LTP consultation project Sally Sheedy, Group Manager Customer & Community Services Waipa District Council</p>	<p>Changing world of customer interaction and data Jordan Gesundheit, Director of Growth ANZ Granicus</p>	<p>Smart City Christchurch Michael Healy, Smart City Programme Manager, Christchurch City Council</p>
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14:00	International CIO panel discussion including digital transformation CIOs from UK, USA, Canada, Australia, Belgium, Sweden and NZ	Round table discussions on digital archiving, email management, monitoring and reporting and working smarter Led by Lesley Officer, Jonathan Moffat and Kerri Siatiras	Web audit and CX mystery shop results Mike Manson, CEO ALGIM and Jordan Gesundheit, Business Development Manager, Granicus in Conway 3 only		Resource Management Reform Dan Harvey, Ministry for the Environment
14:45			CX journey at Hume City Council, Melbourne, Australia Sasha Lord, Associate Director Customer & Strategy, Hume City Council	Data ethics research from UK Martin Fergusson SOCITM	The world of AIBotics - latest from the World of Drones Conference Stuart Campbell, Ruapehu District Council
15:30	Afternoon tea in the exhibition hall				
16:00	ERP panel discussion Major challenges replacing ERP systems, process for replacement and how to fill gaps in resources needed Marion Dowd CIO Western Bay of Plenty District Council, Allan Lightborne, CIO Tauranga City Council, Brent White, Information Manager, Manawatu District Council	IM trends & results from Archives annual survey Kerri Siatiras	International panel discussion on contact centres - issues of today Sam Smith, Assistant Director Customer & Digital Services, Cambridgeshire County Council UK - Sasha Lord, Associate Director Customer & Strategy, City of Hume Aus - Dr Kimberley Tuapawa, Group Manager Information & Customer Experience, Wairoa District Council	How to stop the slow, painful death of a beautiful website: effective user experience design Jonathan Alsop & Caroline Rowe, Directors Effect	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				
19:30 - 22.30	Networking dinner and topic themed tables				

Site visits	Workshops
<p>Meet outside Te Pae 10:00 for visit 10:30-12noon</p> <ul style="list-style-type: none">• Digital screen innovation hub (meet at 10.45am outside Te Pae)• National Archives and Ngai Tahu Archives• Geospatial Research Institute• Turaanga Central Library and City Archives• Christchurch City Council Contact Centre	<p>10:30-12 noon</p> <p>Customer Engagement Led by Sasha Lord, Hume City Council, Australia and Jane McLeod, Nelson City Council</p> <p>Own the stage: How to enjoy public speaking and impact your audience Most people are terrified of jumping up on stage. We share tips for building confidence so you can speak with ease and get your message across Led by Dr Kimberley Tuapawa</p> <p>Changing role of the IM practitioner Led by Jonathan Moffat, Information Management Lead, ALGIM</p> <p>Creating high performing teams Led by Bruce Herbert, Team Alchemy</p>
<p>Meet outside Te Pae 13:30 for visit 14:00 - 15:30</p> <ul style="list-style-type: none">• National Archives and Ngai Tahu Archives	<p>14:00 - 15:30</p> <p>Customer Engagement Led by Sasha Lord, Hume City Council, Australia and Jane McLeod, Nelson City Council</p> <p>Changing role of the IM practitioner Led by Jonathan Moffat, Information Management Lead, ALGIM</p> <p>Creating high performing teams Led by Bruce Herbert, Team Alchemy</p> <p>ERP Led by Effectus</p>