



# CREATING A VIRTUOUS CIRCLE OF DIGITAL ADOPTION, INCLUSION AND TRUST



# SECRETARIES PANEL



**GRAEME HEAD**

Secretary,  
Department of  
Customer Service



**KIERSTEN FISHBURN**

Secretary,  
Department of  
Planning, Housing and  
Infrastructure



**MURAT DIZDAR**

Secretary,  
NSW Department of  
Education



**SUSAN PEARCE AM**

Secretary,  
NSW Health







# TECHNOLOGY AS A STRATEGIC ENABLER: HOW AGENCIES ARE ENHANCING CRITICAL SERVICES

**SUSSAN LAM**  
Director, Architecture Advisory, Public Sector and Defense, SAP

**PAUL MARRIOTT**  
President, SAP Asia Pacific Japan

**JOHN HARDWICK**  
Executive Director, Asset Management Branch Planning, Integration and Passenger Division, Transport for NSW

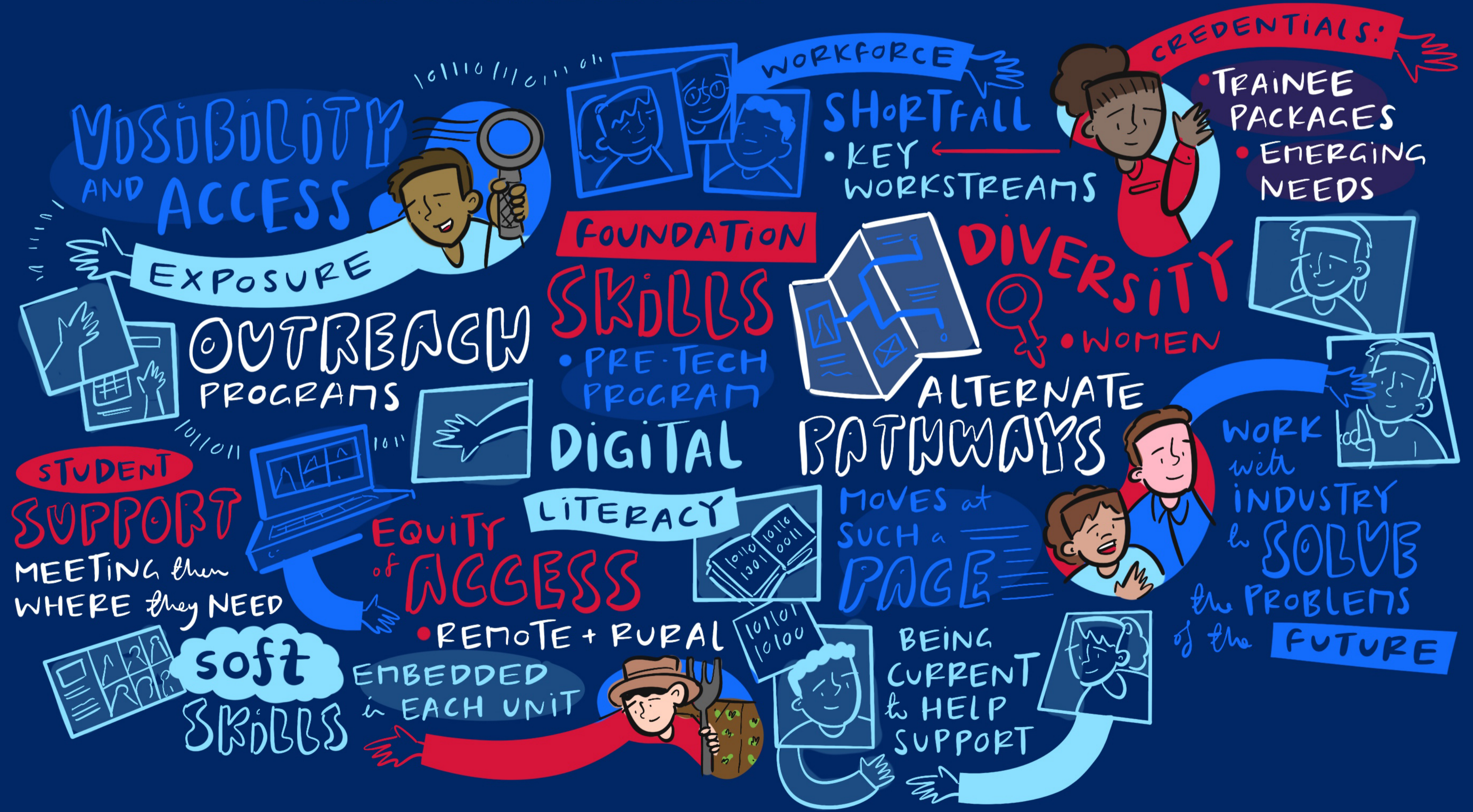
**MARIO ZULLO**  
Director - IT Corporate Portfolio, Fire and Rescue NSW



# FIRESIDE CHAT: HOW CAN WE BETTER SUPPORT THE DIGITAL UPSKILLING OF OUR COMMUNITIES?

**SUZIE MATTHEWS**  
Executive Director, Skills & Pathways, Department of Education

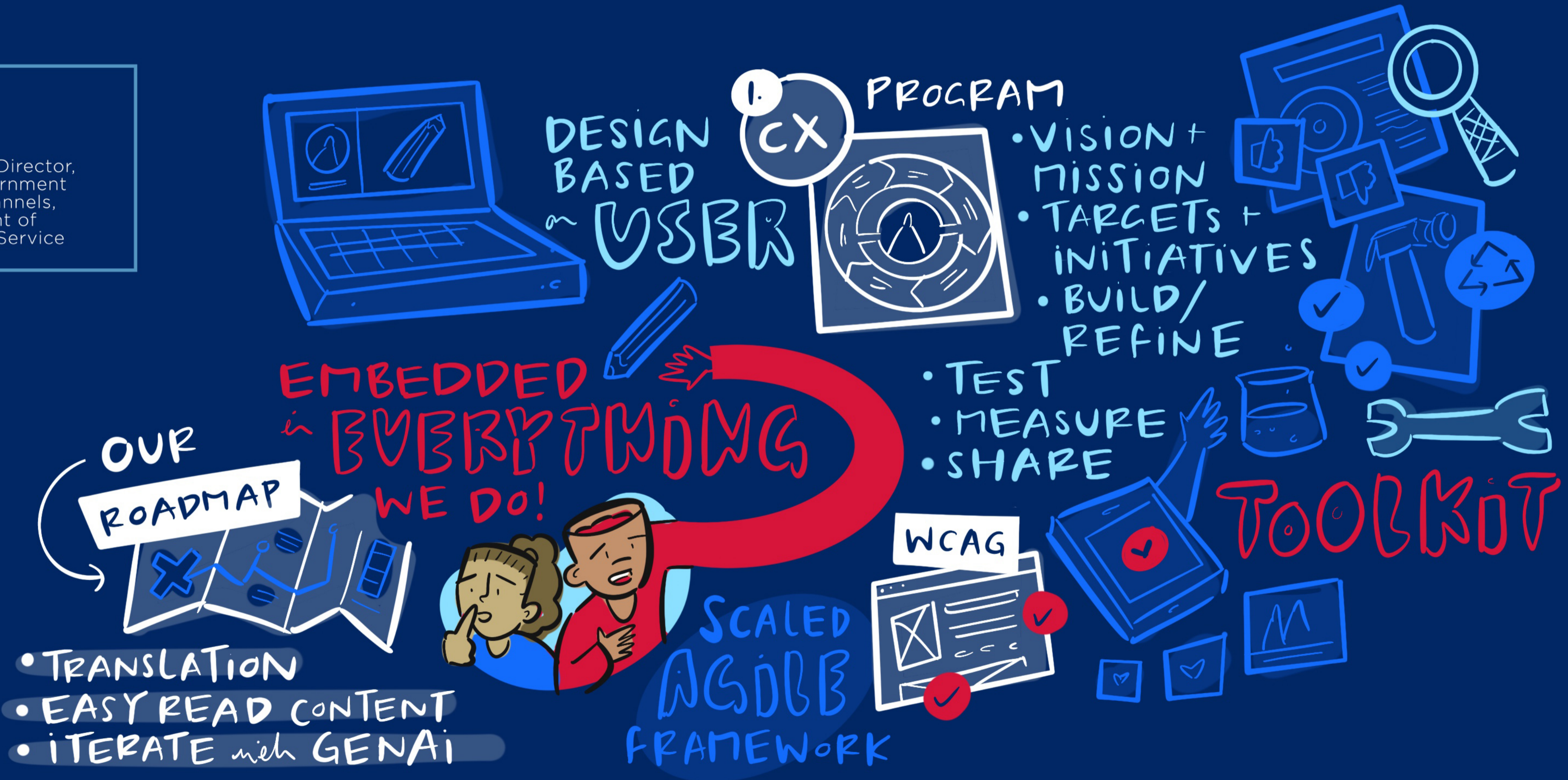
**KERRY MEREDITH-SOTIRIS**  
Executive Director, Education and Skills, TAFE NSW



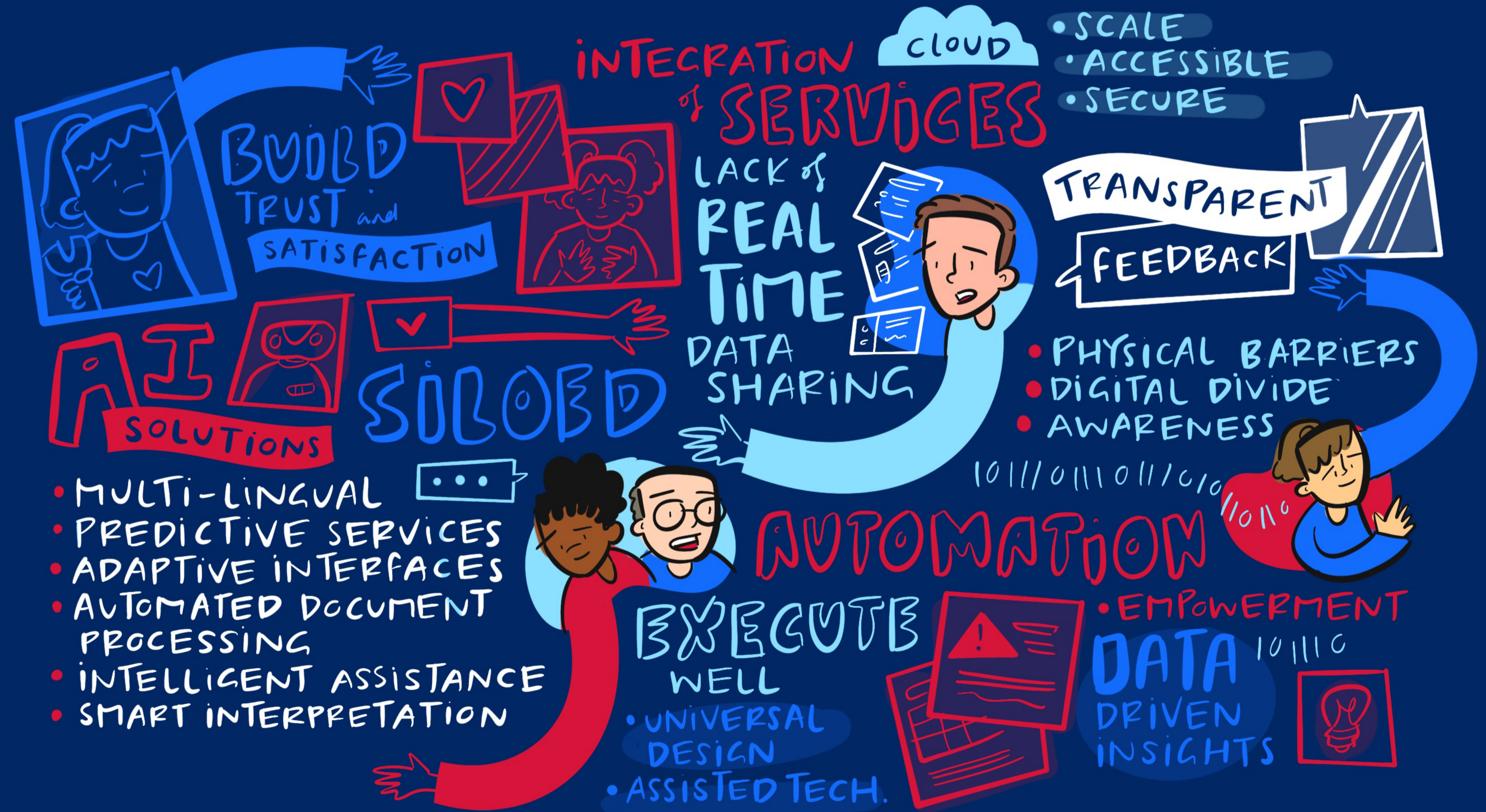
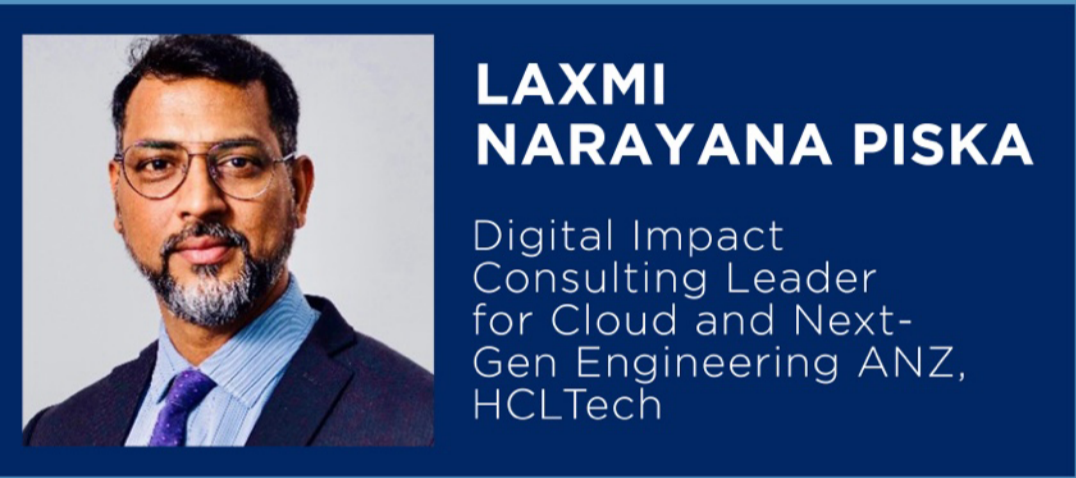
# KEY PRIORITIES FOR THE NEXT 12 MONTHS AHEAD...



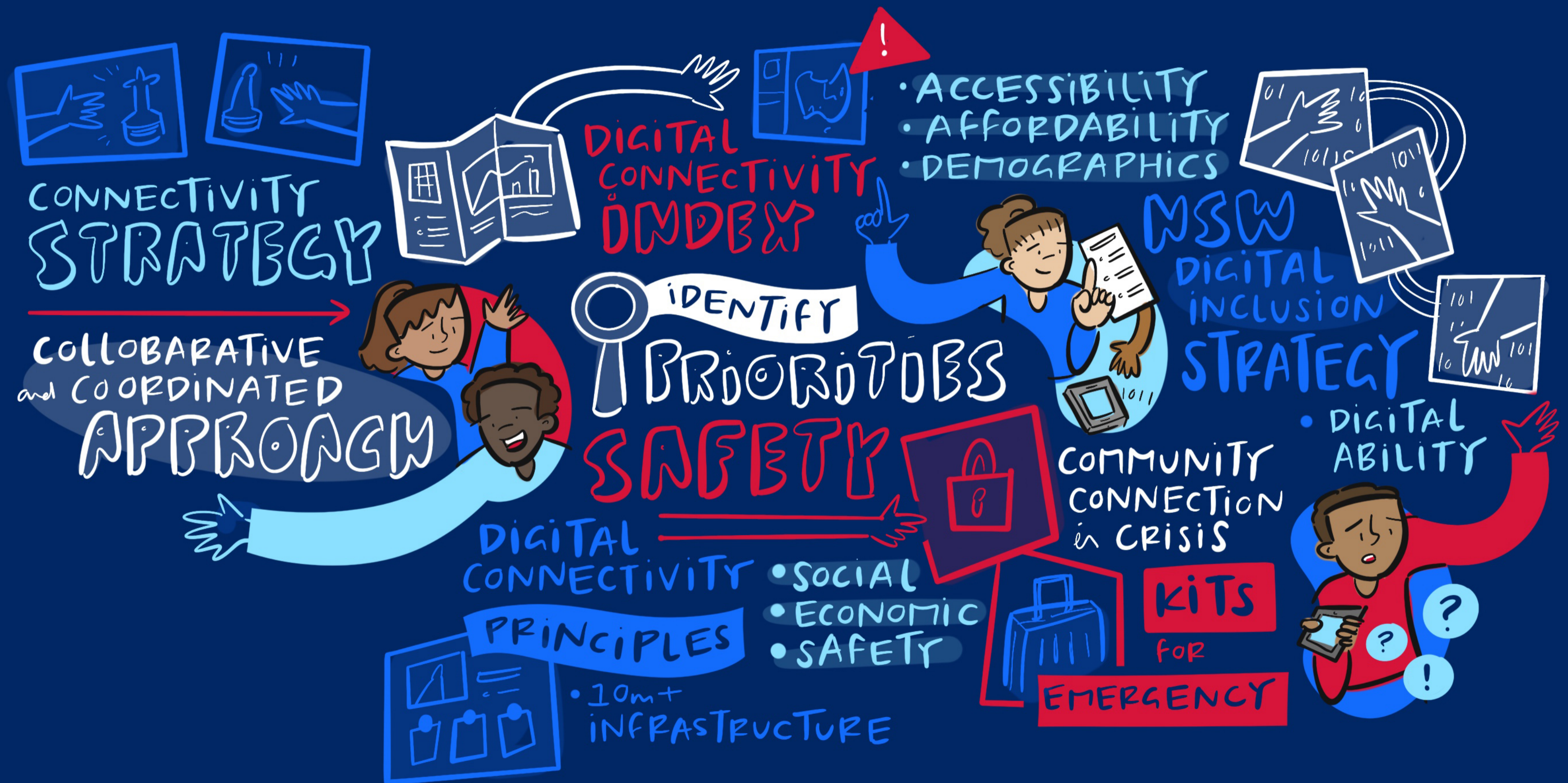
# GOVERNMENT KEYNOTE: MAKING GOVERNMENT SERVICES ACCESSIBLE



# EMPOWERING CITIZENS THROUGH DESIGN, AI, CLOUD, DATA AND AUTOMATION



# GOVERNMENT KEYNOTE: IMPROVING CONNECTIVITY ACROSS NSW



# INNOVATIVE, NEW WAYS TO USE DATA: EMBRACING CHANGE TO EMPOWER CITIZENS AND BUSINESSES WHILE TRANSFORMING POLICY AND SERVICE DELIVERY



# PANEL DISCUSSION: DESIGNING SERVICES THAT MEET THE NEEDS OF THE COMMUNITY

**KAREN KO**  
A/Chief Digital Officer, Revenue NSW

**MIKE DUDARENOK**  
Chief Information and Digital Officer, NSW Education Standards Authority

**JORDAN HATCH**  
General Manager, Customer and Staff Digital Programs, Service Delivery Excellence Group | Services Australia

**DUNCAN LUCAS**  
Executive Director, Road Safety Regulation, Safety, Policy, Environment and Regulation, Transport for NSW

**YOSHI HAN**  
Digital Accessibility Executive, Acquia

