

THE SUNDAY BUSINESS POST

iQuest

# GovTech

THE NATIONAL GOVERNMENT TECHNOLOGY SUMMIT

November 22 & 23 2005, IMI Conference Centre, Sandyford Road, Dublin 16



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# GovTech 2005

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## Better Government through Technology...

**GovTech 2005** is Ireland's only comprehensive conference and exhibition, dedicated to delivering leading strategic presentations, case studies, discussion panels and networking opportunities for executives and implementers responsible for evaluating, selecting and deploying ICT solutions within the public sector. The event is designed to facilitate constructive dialogue between the key parties – **government, public and private bodies, consultancies, service providers and end users.** Based on the feedback of our delegates and exhibitors from the National eGovernment Summit 2004, we have broadened the scope of the summit to encompass all the major technology and systems issues facing today's public sector IT professional.

### BENEFITS OF ATTENDING

**EXPLORE** the challenges and opportunities of government technology expansion

**DEVELOP** a clear understanding of the role of technology in government

**ENSURE** the smooth implementation of your ICT investments and benefit from opportunities to improve processes and increase performance

**PARTICIPATE** in interactive panel discussions

**BENEFIT** from relevant case study driven solutions

**EXCHANGE** ideas and network with key decision makers

**HEAR** first hand the latest advances in the government field

**UNDERSTAND** more about the dynamics between people, process and change

### INVITEES WILL INCLUDE

- Central and local government departments
- Companies supplying solutions to government
- Decision makers from government and private sectors
- Chief executives and directors
- Heads of service delivery
- IT/IS directors
- Project managers
- Policy makers and strategists
- Services providers and outsourcing executives

# INTERNATIONAL KEYNOTE SPEAKERS



## Mart Laar

### FORMER PRIME MINISTER OF ESTONIA

Mart Laar was born in 1960 in Estonia. He studied history in Tartu University (MA Philosophy 1985, Doctorate 2005). He has been a member of the Estonian Congress, Supreme Council and Constitutional Assembly (1990-1992), member of parliament from 1992, observer in the European Parliament (2003-2004), and **Prime Minister of Estonia 1992-1994, 1999-2002. As Prime Minister, Laar introduced a radical reform programme, making Estonia one of the most successful transition countries in central and eastern Europe.** In 1993, he introduced the first proportional flat rate of personal income tax in Europe. During his first term, Laar turned Estonia from east to west, and made it his goal to make this turn irreversible. **Laar reformed Estonian government and introduced the first paperless e-government in the world,** restored strong economic growth, abolished corporate income tax and introduced radical pension reform. Estonia integrated itself with the European Union and Nato.

Laar is author of many books on history and politics and a member of the PEN club. His books have been translated into English, German, Russian, Finnish and Hungarian. **Laar has received various Estonian and international awards, including the European Bull in 2000, the Adam Smith Award in 2002 and the Polak Award in 2003. In 1993, he was voted the Best Young Politician in the World and, in 2002, he was elected by the Davos Economic Forum as Prime Minister of the World Dream Cabinet.**



## William Brierley

### SENIOR ARCHITECT, GOVERNMENT OF CANADA

As the Senior Architect responsible for Security, Brierley reports to Canada's Chief Architect and to the national CIO (Helen McDonald) within the **Treasury Board Secretariat of Canada.** Canada has aggressive transformation plans which leverage the earlier success of its Government On-Line programme, but unlike earlier efforts, the change is now business-driven and business-focused and not necessarily driven by the move to go online. Brierley leads Canada's Security Architecture for Chief Information Officer Board (CIOB) and contributes heavily to the **Business Transformation Enablement Program (BTEP).** Prior to assuming responsibility for the security architecture, he was a lead architect in the transformation of public safety and security interoperability. **This is a pivotal project for Canada's security and safety posture.**

Brierley holds a BMath in Mathematics and Philosophy and an MA in Mathematics. He is on loan to the government from private practice, where he managed the information systems security practice for **TRM Technologies,** one of four preferred information systems security providers to the government of Canada. Over the past 17 years, **he has been hands-on leader in a wide variety of online initiatives, technology education, systems development, architecture, engineering and management.**



## Ray Long

### CHIEF EXECUTIVE OF THE BUSINESS DEVELOPMENT SERVICE (BDS), DFP, NORTHERN IRELAND CIVIL SERVICE

Ray Long joined the Home Civil Service in 1977 and held a series of appointments before joining the Ministry of Agriculture, Fisheries and Food in 1989, where he served as Head of Business Analysis and Consultancy, and Head of IT Strategic Planning. In 1997, he became a member of the Senior Civil Service as Deputy Director of Information Services at the Department of Health, where he was responsible, amongst other things, for the department's IT strategy, management of a large outsourcing contract with ICL, and the provision of office systems to the department, the NHS executive and NHS regional offices. In 1999, he was appointed as IT Director at the Department of the Environment, Transport and the Regions, where he acted as Head of the IT Profession and Chief Adviser to the Departmental Board.

In 2004, Long became Chief Executive of the Northern Ireland Business Development Service, **an executive agency which provides a range of services to government departments, their executive agencies and the wider public sector, covering the fields of business consultancy, training and development, IS/IT, telecommunications, information management, library management, printing and the generation of new ideas.**

Long is a Chartered Engineer, a Fellow of the British Computer Society and Member of the Chartered Management Institute, and holds two degrees. He has also worked as an Associate Lecturer in Strategic and Knowledge Management with the Open University Business School, where he has been responsible for the delivery of MBA courses to managers in Britain, central Europe, Russia, Scandinavia and South Africa.



## John Thornton

### DIRECTOR, E-SENTIAL RESOURCES AND FORMER DIRECTOR OF E-GOVERNMENT, IDEA

John Thornton is an **independent adviser, writer and broadcaster on e-government and innovation.** He is the Director of e-essential Resources Limited, which provides advice, consultancy and support to public sector bodies, and is a member of the Programme Board, which oversees the implementation of local e-government on behalf of the deputy prime minister.

Between 2001 and 2005, Thornton was the Director of e-Government for the Improvement and Development Agency (IDeA). **His role within the IDeA was to provide leadership and assistance to local authorities by implementing e-government and delivering services online. This role covered all English local authorities.** It also included oversight and direction of the Local Government Information House, a wholly owned subsidiary, established by the IDeA to take forward projects of national importance and facilitate the sharing of information on a national basis. He was the lead official and spokesperson for the Local Government Association (LGA) on e-government matters and is a former member of the LGA's e-Government Task Group.

Between 1992 and 2001, Thornton was the Managing Director of the Institute of Public Finance (IPF). He holds an MBA, is a qualified accountant and a Fellow of the Institute of Directors. He is also an Associate member of the Society of Local Authority Chief Executives (Solace) and the Society for IT Management (Socitm).

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## DAY 1

### 8:00 Registration and breakfast

*Delegates are invited to beat the traffic by arriving early and having tea/coffee and pastries with colleagues, courtesy of iQuest and The Sunday Business Post*



### 8:45 Opening remarks and introductions from the chair

**Jim Friars, Chief Executive, Irish Computer Society, Chairman, ECDL Foundation Ltd**



## THE CURRENT AGENDA

### 8:50 Ministerial address

**Tom Kitt, TD, Government Chief Whip and Minister of State**

### 9:10 International Keynote address

#### E-government in e-Estonia

*In 1992, after the restoration of independence, Estonia was economically in ruins. Within ten years, it made significant progress and is now one of the most successful new member states in the EU.*

*One reason for this success has been the successful implementation of e-government programmes. These programmes have supported IT sector growth throughout Estonia, and have helped considerably with the rise of Estonian competitiveness.*

*Estonia became the first country to introduce paperless e-government. Estonian e-services have become so successful that 70 per cent of Estonians are paying their taxes online via the e-tax department.*

**Mart Laar, Former Prime Minister of Estonia**



## TECHNOLOGY ENABLED GOVERNMENT

### 9:55 Keynote address

#### Maximising the value of public service shared services

- Implementing shared services: how government departments can achieve the full potential of their shared services
- Why British government departments are moving to shared services
- What the benefits are for smaller organisations
- How Northern Ireland is taking the agenda forward
- How the full potential of shared services can be realised

**Ray Long, Chief Executive of the Business Development Service (BDS), DFP, Northern Ireland Civil Service**



### 10:35 Morning tea and exhibition viewing

#### 11:00 Case Study: the Electronic Citizen Health Information Passport (eCHIP) – Opening doors in the Information Age

- Health Information Programme for European healthcare consumers
- Providing basic standard in health information
- Transportable across EU
- Delivered through various mediums

**Tony Carroll, Head of Shared ICT Services, Health Service Executive, National Shared Services**



# CHANGE MANAGEMENT

## 11:25 Leading Change in Public Service Organisations

### Organisations

- Modern advances in ICT have the innate potential to transform public service organisations
- Harnessing this potential warrants a highly systemic approach to change
- Who at an executive leadership level is responsible for shaping such systemic change?
- Should we be surprised that so many ICT-enabled change programmes fail to deliver?

**Dr Joe McDonagh, Trinity College Dublin**



## 12:00 Training & Skills: the key issue in government and change management

*SKILLSCERT is a certification programme for the IT sector, developed and implemented by ICS SKILLS. It enables IT workers to profile, validate and certify their IT skills in the context of their job roles. It validates workers' skills in the first instance, and outlines progression paths to higher levels, using a proven international skills framework, the Skills Framework for the Information Age (SFIA).*

*This presentation will include the findings from the implementation of the SKILLSCERT programme in the Health Service Executive (EHSS) and the Revenue Commissioners*

**Mary Cleary, Professional Development Manager, Irish Computer Society, ICS SKILLS**



## 12:30 Lunch and exhibition viewing

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## 1:40 Welcome back and introductions from the chair

### 1:45 Panel discussion

#### Creating an efficient public sector through the strategic use of ICT

- The balancing act: costs, security and access
- Why do IT projects fail?
- Expected savings from ICT investment
- Building Ireland's ICT future
- What does Ireland want to achieve internationally?

*Panellists will include leading national and international industry figures including:*

**Paul Cunningham, President & Chief Executive, IIMC (International Information Management Corporation Ltd)**  
**Kathryn Raleigh, Director, Ibec**  
**Fred Bradley, Head of ICT, Department of the Environment, Heritage and Local Government**

# CUSTOMER TECHNOLOGY

## 2:40 ICT as a key enabler of customer service best practice

- Existing and emerging access methods
- Convergence and integration
- Customer choice and channel management
- The customer contact experience

**Ed Manning, Head of Eircom Consult**



## 3:10 I-Government - Successfully Delivering Consumer Centric Services

- FoI, DPA, decentralisation, e-government and accessibility are all top of the government agenda
- Demand for information is being driven by tribunals,

- inquiries, parliamentary questions, online access
- Millions spent on e-enablement, serving at best 30 per cent of the population
- What is the real cost of inefficiencies in information management, bad PR, missing files, tribunals' spiralling costs, lack of 'customer' service?
- Issues will only intensify over time, as communications channels increase, e-mail, voice, SMS etc
- Current and emerging technology can efficiently address this issue: eDRM, speech technology, contact centre management
- It's time to stop admiring the problem and start to address it, time to adopt a systematic approach to information management



**John McCormack, Director of Business Development, Kainos Software**

## 3:45 Afternoon tea and exhibition viewing

# ENTERPRISE CONTENT, RECORD AND KNOWLEDGE MANAGEMENT

## 4:05 Content Management from Vendor Selection to eCitizen Engagement

- Strategy development
- Developing the project plan
- How to help employees embrace new ways of working
- Information architecture design
- Engaging the citizen

**Piero Tintori, Managing Director, TERMINALFOUR**



## 4:35 Locknote address

### How vulnerable are government systems?

- Ensuring more secure government systems
- Emerging risks - reassessing your position
- Disaster recovery and rebuilding infrastructure

**Tim Willoughby, Assistant Director, Local Government Computer Services Board**



## 5:15 - 6:30 Drinks Reception

*iQuest and The Sunday Business Post would like to invite delegates and speakers to meet for refreshments to discuss the day's proceedings and network in a relaxed atmosphere.*

# DAY 2

## 8:15 Registration and breakfast

*Delegates are invited to beat the traffic by arriving early and having tea/coffee and pastries with colleagues, courtesy of iQuest and The Sunday Business Post*

## 8:50 Opening remarks and introductions from the morning chair

**Kieran Lenihan, Training Specialist, Institute of Public Administration**



## 9:00 International keynote address

### The evolution of 'e'

*A discussion on the opportunities created by the technology revolution and the need to now address business transformation for its own sake. How Canada's EA programme is enabling excellent (not just electronic) government.*

**William Brierley, Senior Architect, Government of Canada**



# PROCUREMENT & SPENDING

## 9:45 Public Procurement Reform

- Procurement management reform in the Irish public sector
- Organisational capacity building
- Aggregation of demand
- Education and training
- Electronic procurement

**Grainne McGuckin, Principal Officer, National Public Procurement Policy Unit**

## 10:15 Decentralisation - Controlling the IT Risks and Costs, and Maximising the Value

- Protecting domain expertise and knowledge continuity
- Ensuring transition-proof customer services
- Reducing the cost of maintenance and exposure to proprietary technologies
- Exploiting the change opportunity to make future change easier

**John Collins, Chief Executive & Managing Director, Original Solutions**



## 10:45 Morning tea and exhibition viewing

# INTEGRATING SYSTEMS, SERVICES AND DELIVERY CHANNELS

## 11:10 Successful e-government and what to expect from the next generation of e-government

*Governments across the world have invested billions in e-government projects over the last ten years. The return on these investments in many cases has been less than expected and citizens and businesses are still claiming that the public administration is old fashioned and too bureaucratic. Why can the governments not match the efficiency improvements achieved by the private companies – or can they? This presentation will cover some examples of highly successful e-government projects and draw a picture of the future trend in e-government.*

**Jens Mortensen, Vice President, Public Services and e-Government, Oracle EMEA**



## 11:45 Open Source Software in the Trenches: Lessons from Implementation

- Benefits of OSS adoption
- Factors impeding OSS adoption
- Lesson learned

**Professor Brian Fitzgerald, Frederick A Krehbiel II, Chair in Innovation in Global Business and Technology, University of Limerick**



## 12:30 Lunch and exhibition viewing

## 1:40 Welcome back and introductions from the afternoon chair

## 1:45 Making identity management work – Building the business case

- Identity and relationship management: the key to safe, secure ICT infrastructure
- Resolving interoperability issues for e-government identification systems
- Personal versus business identity - similar but different
- Defining policy principles for online authentication

**Victor Galvin, Deputy Director, Reach Agency**

# BEST PRACTICE FRAMEWORK

## 2:20 Case Study: The Redundancy Improvement Programme

- Leading change in public service organisations
- The role of technology in enhancing performance
- Review of the Redundancy Improvement Programme
- Lessons learned

**Sean Ward, Principal Officer, Employment Rights and Industrial Relations Division, Department of Enterprise, Trade and Employment**

## 2:50 Case Study: E-Services and Business Intelligence in the Irish Revenue

**Michael Gladney, Assistant Principle, Collector Generals Division, Revenue Commissioners, Ireland**

## 3:20 Afternoon tea and exhibition viewing

## 3:40 Case Study: e-government and the IST-Africa Initiative

- IST-Africa goals and participating government stakeholders
- Practical knowledge-sharing across borders
- National e-government and e-health case studies
- Future challenges

**Paul Cunningham, President & Chief Executive, IIMC (International Information Management Corporation Ltd)**



## 4:10 Locknote address

### Implementing e-government in England

- In 2000, English local authorities committed to making all services available online by this year
- This stg£3 billion programme has changed the way that local councils deliver their services and communicate with their service users
- What are the lessons for the future?
- What next?

**John Thornton, Director, e-ssential Resources and former Director of e-Government, IDEa**



## 5:00 Conference ends



# SPONSORSHIP OPPORTUNITIES

We have a number of promotional opportunities available that will increase your brand profile and generate business leads among decision makers attending this event.

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The company, which was formerly known as Telecom Eireann, was established in 1984 when it became a semi-state company. In July 1999, the company was listed on the Irish, London and New York stock exchanges. In November 2001, Eircom plc was purchased by Valentia Telecommunications Ltd and subsequently delisted from the Stock Exchange in December 2001.

Eircom returned to the Dublin and London Stock Exchanges on March 19, 2004. Most recently, Eircom announced the proposed acquisition of Meteor Mobile Communications Ltd, delivering on its strategy to re-enter the Irish mobile market.

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Please tick as appropriate

#### Early Bird - registration and payment before October 26 2005

- One day €300 + Vat €63 = €363  
 Two days €500 + Vat €105 = €605

#### Registration and payment after October 26 2005

- One day €350 + Vat €73.50 = €423.50  
 Two days €550 + Vat €115.50 = €665.50

### Private sector and all other registrants

#### Early Bird - registration and payment before October 26 2005

- One day €400 + Vat €84 = €484  
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- One day €450 + Vat €94.50 = €544.50  
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### Cancellations and booking policies

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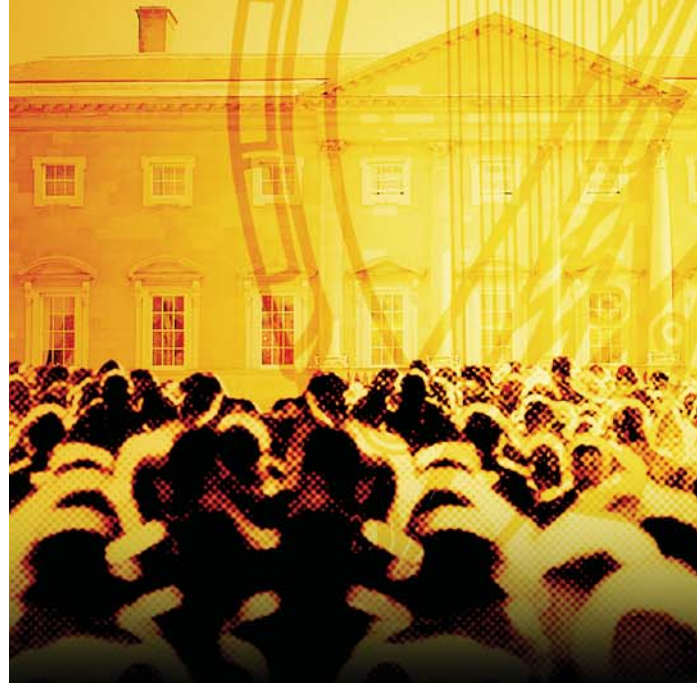
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