

# Digital Government 2023



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Thursday 19th October • Titanic Belfast

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# Digital Government 2023

This popular, interactive conference is a must-attend event. It provides a valuable opportunity to bring together key stakeholders to gain insight into the government's objectives for digital transformation and hear directly from those responsible for driving this forward. Take the time to reconnect and network with your peers and colleagues, key senior policy makers and decision takers. The conference also features a busy exhibition zone featuring some of Northern Ireland's leading expert solution providers.

The move towards digital public services continues to gather pace. The upcoming Digital and Data Strategy will attempt to meet the challenges posed by rapid digital transformation, such as the migration to the cloud, the increasing cybersecurity challenge, sustainability and the building of a resilient economy supported by innovative digital services.

Driving this is the need to create more efficient, agile organisations and deliver better services for citizens. As the digital transformation journey matures, the challenge remains to make user experiences more personalised and responsive. There is a need to humanise technology – the user journey, not technology must lead the way. Talent will also be a key factor going forward. We must address the staffing challenge, identify skills gaps and staff must be empowered to play an active role in transformation. Hybrid working and remote working hubs are now the new normal.

Accelerated digitalisation means we must build cyber resilient organisations. Two-fifths of reported cyberattacks in recent years have targeted public services, with malware identified as the number one threat to digital environments. The threat landscape continues to evolve and now encompasses cloud security.

The need to continually drive forward digital inclusion is also a critical issue with half of the 65+ population and one-in-three people with a disability offline.

**This conference will feature a range of expert speakers who will talk about their digital transformation journey and look ahead to what's next as organisations prepare for a digitally driven future.**



# This is why you need to register for Digital Government 2023

## Key themes covered:

- ✓ **Designing public services** for the digital age;
- ✓ A **collaborative approach** to transforming public service delivery;
- ✓ **AI** to drive innovation in the delivery of public services;
- ✓ Building cyber **resilient** organisations;
- ✓ Citizen engagement – making government **accessible**;
- ✓ **Transforming** public services through the **cloud**;
- ✓ Healthcare: Engaging **patients and staff** with digital technologies;
- ✓ Building **smarter towns and cities**;
- ✓ Harnessing the power of **mapping data**;
- ✓ Transforming the delivery of **education**;
- ✓ Intelligent **data management**;
- ✓ **Emerging** technologies, 5G and IoT;
- ✓ Improving the **user experience**;
- ✓ **Smarter government**, driven by digital;
- ✓ **Digital inclusion**: Technology to empower citizens;
- ✓ **Best practice case studies** in digital delivery from outside Northern Ireland.

## Who will attend?

The event will be of interest to senior managers and decision-makers working across Northern Ireland's public and private sectors. Not just for CIOs, it is also for those within organisations in policy-making and service delivery roles. Delegates will include:

- Chief Executives / Directors / senior managers
- Chief Information Officers / IT Directors
- Local government officers
- Policy makers
- Corporate planners
- Board members of public sector agencies
- Voluntary / community sector leaders / NGOs
- Health / education sector professionals
- Services organisations – IT / telecoms / advisory

## Benefits of registering:

- ✓ Discuss the digital transformation of public services
- ✓ Hear directly from those responsible for driving these programmes forward
- ✓ Share ideas and solutions with your peers
- ✓ Learn about innovative projects already being implemented



# Conference programme

- 09.00 Chair's welcome and introduction: **Bill McCluggage**, Managing Director **Laganview Associates**
- 09.05 *Tackling the challenge of cyber security*  
**Paul Duffy**, Director, **NICS Enterprise Shared Services**
- Transforming how public services are designed and delivered*  
**Dan Brember**, Deputy Director GOV.UK Content, **Government Digital Service, UK**
- Using AI to drive public sector transformation*  
**Peter Trimble**, Senior Solutions Architect, **AWS**
- Collaborating to drive the adoption of advanced digital technologies*  
**Sue McGuire**, Business Engagement Manager, **Digital Catapult Northern Ireland**
- Strengthening women's involvement in innovation*  
**Emily Nott**, Head of Diversity and Inclusion Programmes, **Innovate UK** (invited)
- Question & answer session / Panel discussion
- 11.00 TEA/COFFEE AND NETWORKING BREAK
- 11.20 *Delivering public services in the digital age*  
**Geoff Huggins**, Director of Digital, **Scottish Government**
- "The System I need Doesn't Exist"... Why?*  
**John Glennane**, Founder and CEO, **Capventis**
- Digital inclusion: Creating networks of digital champions*  
**Emma Weston**, CEO, **Digital Unite**
- Digital prisons: Digital solutions to improve the delivery of services*  
**Robbie Burrows**, Head of ICT Services, **Northern Ireland Prison Service**
- The EdIS Programme: Transforming the learning experience for every young person*  
**Damian Harvey**, Head of Service C2K, **Education Authority Northern Ireland**
- Question & answer session / Panel discussion

## Networking

The conference is structured in such a way to provide a high level of interaction between speakers and delegates. There will be plentiful opportunities for questions as well as discussion in each of the sessions. In the margins of the event there will also be ample scope for business development during the busy networking breaks that take place in the exhibition area.





# Conference programme



13.15 LUNCH AND NETWORKING BREAK

14.00 *Preserving the Artistry of Experience: Navigating the Automation Dilemma in the Digital Age*

**Pete Wilson**, Programme Director, **CGI Northern Ireland**

*Harnessing the power of data and technology to transform experiences and outcomes for patients*

**Dan West**, Chief Digital Information Officer, **Department of Health**

*Developing a digital delivery platform to transform access to healthcare*

**Michelle Connor**, Founder, **Kinva**

*Delivering better and more accessible local services*

**Paul Gribben**, Head of Digital Services, **Belfast City Council**

*Digital mapping to help transform the delivery of public sector services*

**Suzanne McLaughlin**, Chief Survey Officer and Director of Mapping  
**Ordnance Survey Northern Ireland**

16.00 Chairman's summary followed by conference close



Building cyber  
resilient organisations

Paul Duffy  
Director

**NICS Enterprise Shared  
Services**



Delivering better  
public services

Dan Brember  
Deputy Director GOV.UK  
Content, **Government Digital  
Service, UK**

Transforming access  
to healthcare

Michelle Connor  
Founder  
**Kinva**

# Digital Government 2023



Collaboration to drive  
innovation

Sue McGuire  
Business Engagement  
Manager, **Digital Catapult  
Northern Ireland**



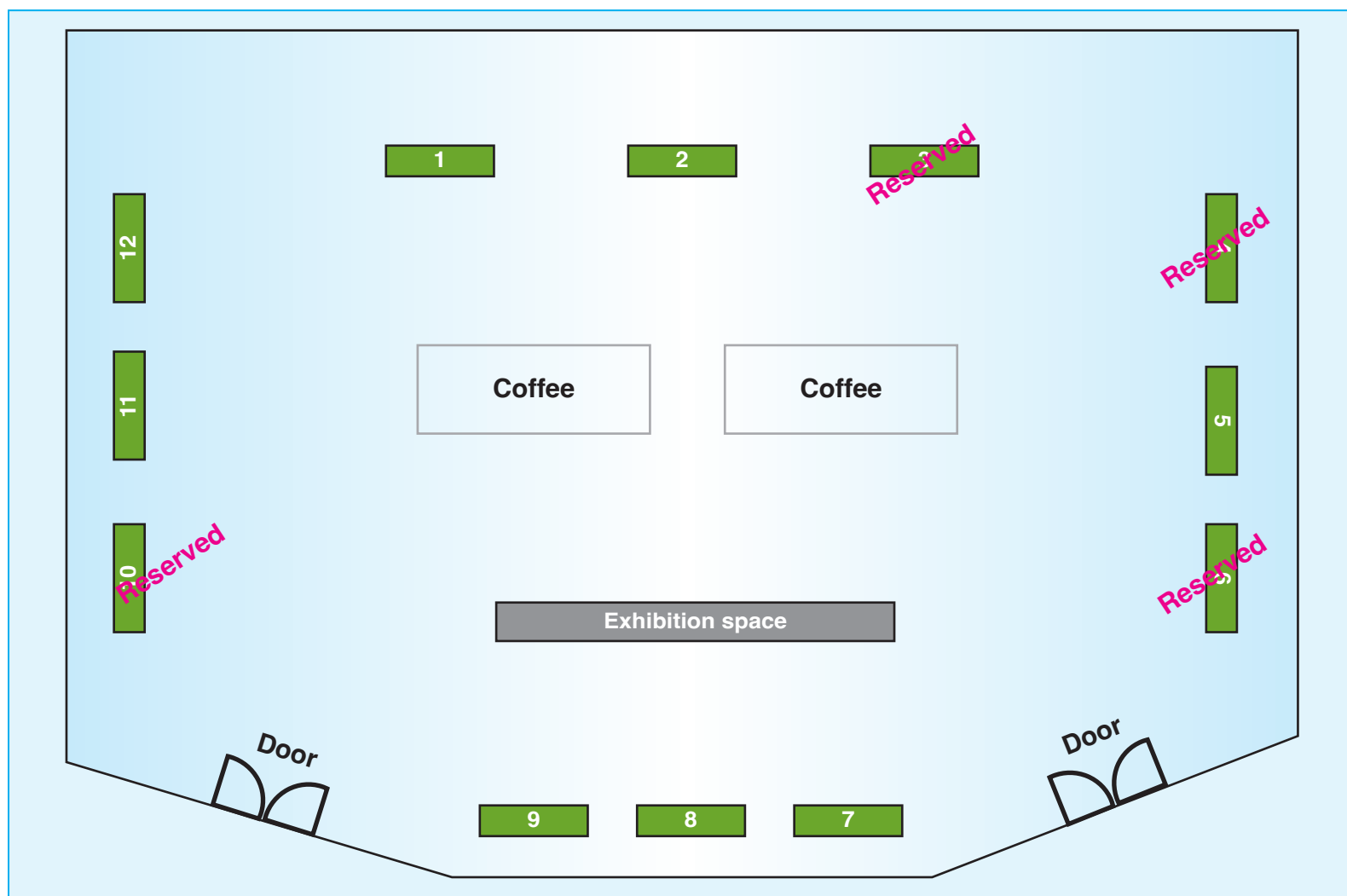
Public services in  
the digital age

Geoff Huggins  
Director of Digital  
**Scottish Government**



# Exhibition opportunities

There are a limited number of opportunities to become involved with this conference as an exhibitor. This is an excellent way for organisations to showcase their expertise and raise their profile with a key audience of senior decision makers from across Northern Ireland's public sector. This interactive conference provides an excellent opportunity for making contacts and networking. For further information on how your organisation can benefit, contact **Jillian Wallace** on **028 9261 9933** or email [jillian.wallace@agendani.com](mailto:jillian.wallace@agendani.com).





# Speakers include



**Dan Brember** became Deputy Director of GOV.UK Content for the **Government Digital Service** in May 2022 having been Head of Policy and Strategy at GDS from January 2021. Alongside his work at GDS, Dan is also an Ambassador for the Digital Poverty Alliance whose mission is to end digital poverty by 2030. Before joining GDS, Dan held various communications and strategy advisory positions to senior leaders across the Civil Service and politics.



**Robbie Burrows** joined the Northern Ireland Civil Service as a Student Programmer in July 1996. Since then, he has served in the Department of Agriculture and Rural Development, Department of Employment and Learning, the Police Service of Northern Ireland, the Northern Ireland Office and the Department of Justice, all in ICT roles. He also spent 2 years in the Northern Ireland Office working in their Political Directorate. In August 2012, Robbie took on the role of Head of **Northern Ireland Prison Service** ICT. In this role he has responsibility for all the business-critical Northern Ireland Prison Service line of business ICT systems.



**Michelle Connor** is CEO of **Kinva**, a digital platform transforming the delivery of multi-disciplinary therapy. She is a recent winner of Innovate UK's prestigious 'Women in Innovation' Award, and a member of the Royal Academy of Engineering's Talent Engine. Kinva was named by Tech Nation as a 'Rising Star' tech company in 2022. Michelle is a former Government Advisor on Health and Economy, and Director of Operations for an international software company. In her spare time, she is therapist to her young daughter who is disabled, and is UK and Ireland Ambassador for the charity iDefine, which supports families of children with debilitating rare diseases and funds research into ground-breaking treatments.



**John Glennane**, CEO and founder of **Capventis**, has been pursuing the goal of aligning technology, and systems to serve the real-world needs of people and business for over 35 years. In 1999 he established Capventis, a leading consultancy which helps organisations to deliver business value to consumers and citizens in the eXperience Economy. Capventis evolved from an early focus on CRM, to specialise in wider and deeper areas of Customer Engagement, eXperience Management, Data Analytics and Data Science and today supports public sector and private sector clients in more than 25 countries. Continuing his mission, John's energy is now devoted to new-generation propositions, integrating core business enablement, data management, analytics and market engagement in a single platform, called GluPlatform, being brought to market by the Glu Systems SaaS start up and its partner Spontza. Prior to founding Capventis, John held senior and leadership roles at Accenture (then Andersen Consulting), focusing on the UK Department of Social Services (DSS), and PwC (then Price Waterhouse) in Netherlands.



**Paul Gribben** is Head of Digital Services in **Belfast City Council** and is responsible for the council's centralised ICT service. Paul joined the council over 30 years ago as a student and has worked his way through the ranks to head up the delivery of digital services across the council. Paul is currently working with elected members and senior officers to create a new Digital Strategy that will focus on using the council's digital capability and the information it holds to improve service quality and customer engagement.



**Damian Harvey** graduated from St Mary's University College and started as a primary school teacher in North Belfast. When he progressed to being the ICT co-ordinator at his school, he led his school to a C2k ICT Excellence Award and then collected the top prize at the Times Educational Supplement EdTech School of the Year in 2003. Damian is now Interim Head of **C2k** and more recently he has led C2k in the delivery of Education Technology services to almost 1,100 schools. He is currently involved in leading a Portable Teacher Device strategy which has delivered over twenty thousand MS Surface Pro 7 Plus devices and Professional Development to all Nursery, Primary, Special and Post Primary teachers in Northern Ireland.



**Geoff Huggins** is Director for Digital at the **Scottish Government**. Previously he was Director of the NHS Education Scotland Digital Service working to create the NHS National Digital Platform. From 2013 to 2018 he was Director for Health and Social Care Integration and from 2017 to 2018 also Director for Digital Health and Social Care. Prior to that he was Head of Mental Health for nine years. From 1991 to 1998 he worked for the Northern Ireland Office working on security and political development. He holds degrees in law and criminology from Queen's University, Belfast. He is a non-executive director of Cornerstone, Penumbra and the International Initiative for Mental Health Leadership.



**Bill McCluggage** is Managing Director of **Loganview Associates Ltd**. He became the first CIO for the Irish Government in 2013 and was CIO for the Northern Ireland Civil Service (2005 – 2009). He joined the Cabinet Office in 2009 as deputy UK Government CIO. While in the Cabinet Office he was the Executive Director responsible for the UK Government's ICT Strategy and was instrumental in the development of the Government G[1]Cloud, and was SRO for the Identity Assurance Programme, now GOV.UK Verify.



# Speakers include



**Suzanne McLaughlin** is the Chief Survey Officer of **Ordnance Survey Northern Ireland** which is a Directorate of Land & Property Services. She has a PhD from Ulster University and is a Chartered Geographer and past Chair of the Ireland & Northern Ireland branch of the Chartered Institute of Civil Engineering Surveyors. She has years of experience in the GI sector. She was instrumental in creating the Northern Ireland GI Strategy 2009-2019 to educate and encourage greater use of GI in government. She also wrote & implemented the first Open Data Strategy for NI.



**Dan West** is the Chief Digital Information Officer (CDIO) for Health and Care in Northern Ireland at the **Department of Health**. His role is about seizing the opportunity to use data and technology to improve health and care experiences and outcomes in the region, and to create an economically sustainable service for future generations. The CDIO post is part of the Department of Health board, bringing responsibility and leadership for Digital into the centre and concentrating six key levers into one place – strategy, policy, funding, governance, decision making and system-wide design. Dan will work to build on existing achievements with the excellent teams across the health and care eco-system, including the Health and Social Care Board, Public Health Authority, Business Services Organisation and the Trusts as well as the GP community and academic and private sector partners. Dan comes to the Department of Health with over 20 years' experience of technology led transformation in central government and healthcare organisations around the world.



**Emma Weston** leads one of the most innovative digital inclusion organisations in the UK. **Digital Unite** works with public, third sector and private organisations developing and delivering creative, impactful learning and training, so organisations can embed digital inclusion and essential digital skills in their workplaces and cascade them to customers, colleagues and service users. They've worked with over 100 organisations, sustaining thousands of Digital Champions, supporting tens of thousands of learners. Emma believes all individuals and organisations across all sectors have a role to play in encouraging, supporting, and sustaining inclusion.



**Pete Wilson** is a Programme Director in Northern Ireland for **CGI**, the IT and business consulting services firm. He is a senior technology professional and management consultant with over 30 years of technology and change leadership experience. He has led a number of large-scale technology-led transformation programmes in both the public and private sector organisations across multiple industry sectors including national and local government, financial services, utilities, policing & justice, media and FMCG. He has worked both locally and internationally, with clients in the UK, US, Europe, and the Middle East. Pete has been writing and speaking about AI & Automation for 10 years and, whilst he passionately champions technological advancement for the betterment of humanity, his frontline experience provides him with deep insights into the multifaceted impacts on individuals, adding a nuanced perspective to the discourse on AI and Automation. Pete was a 4th Industrial Revolution 'Shaper', with WEF/Catalyst and in his spare time is a Director with UBI Lab NI, advocating for a Universal Basic Income Trial in Northern Ireland.



# Conference location



## By Foot

Titanic Belfast is only 2.4km (1.5 miles) away from Belfast City Centre; a pleasant 25-30 minute walk.

## By Car

Vehicles approaching Belfast on the M1 or M2 should follow the signs to Belfast City Airport M3, taking the first exit for Titanic Quarter. There are 520 secure, underground paid parking spaces available. Parking charges are £2 for the first hour and £1 per hour thereafter.

## By Train

Translink operate regular train services from Belfast City Centre and beyond. For up-to-date information on timetables please see [www.translink.co.uk](http://www.translink.co.uk). Please disembark at Titanic Quarter Station for Titanic Belfast.

From here there is pedestrian access via a footbridge, please then follow signage to Titanic Belfast. Walking time is approx. 15 mins from station.

## By Bus

Translink operate Metro Services 26, 26A, 26B, 26C from Belfast City Centre - departing outside the Belfast Welcome Centre to Titanic Belfast. While the Airport Express 600, 600A, 600B services Belfast City Centre, Titanic Belfast and George Best Belfast City Airport. View timetables online for latest information.





## I WISH TO:

- ☐ Reserve \_\_\_\_\_ places at the Digital Government conference  
**£245 + VAT @20% = £294**
- ☐ Public sector delegate fee  
**£195 + VAT @20% = £234**
- ☐ Receive details of exhibition opportunities at the conference

### Delegate details

Name (Mr/Mrs/Miss/Ms/Dr): \_\_\_\_\_

Job title: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

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### Payment options

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### Other ways to book...



**By email**  
registration@agendaNi.com



**Online**  
www.digitalgovernmentbelfast.com



**By telephone**  
+44 (0)28 9261 9933

### QR code



### Acknowledgement of registration

Confirmation of registration will be emailed to all delegates following receipt of registration details. If you have not received your acknowledgement within 48 hours of registering, please contact registration@agendani.com to confirm your booking.

### Terms and conditions

\* For those unable to attend, a substitute participant may be sent at any time for no additional charge. Please note once purchased delegate places cannot be cancelled.



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19a Maghaberry Road, Maghaberry  
Co. Antrim, Northern Ireland  
BT67 0JE  
Tel: +44 (0)28 9261 9933

