Worldwide Government Solutions Forum 2012 (Final)

Day 1 - Tuesday April 24th

12:00	**Arrivals, Lunch, Partner Showcase and Networking**
13:00	**Forum Welcome and Overview** *David Burrows, Managing Director, EMEA Government, Microsoft*
13:10	**Welcome from Microsoft UK** *Scott Dodds – General Manager of Marketing and Operations, Microsoft UK*
13:30	**Real Impact for Better Government** *Niels Soelberg - Vice President Public Sector EMEA, Microsoft*
13:50	**Better for Less : The UK Government approach to IT delivered Government Services** *Liam Maxwell – Deputy CIO, Cabinet Office, UK Government*
14:15	**Smart Government: Sustainable, Affordable, Innovative** *Andrea DiMaio - Vice President and Distinguished Analyst at Gartner Research*
14:45	**Break - Partner Showcase and Networking**
15:30	**Platinum Sponsor Presentation** **Munir Ismet, Vice President, Sales, EMEA, Public Sector, Healthcare and Life Sciences, HP** As a frontline partner of Microsoft HP has many government and public institutions as joint customers. The HP Public Sector group focuses on the key "disruptive" technology solutions to help actual governments achieving the public value out of IT. For HP, these core domains are: the revolution of the desktop; the development of shared services on a cloud hybrid architecture; the necessity to manage and optimize "information"……big data, and the analysis of structured and unstructured information is a core focus and the assurance of trust in these IT services. Some key examples of public value projects will be shown.
15:50	**Real Impact for Better Cities** *Eric Basha, Government Industry Managing Director, Microsoft* IT can make a real impact as the enabler of the efficient, growing, modern city, helping to deliver services across City departments to citizens and business, managing the evolving needs of a City government workforce, reducing costs and carbon emissions and making more informed budget and policy decisions.
16:00	**Paul Bevan, Secretary General of EUROCITIES** Describing smart cities as a 'contested terrain', Paul will outline some ideas on the role of cities as platforms for innovation and service transformation, giving examples of applications in city management, urban planning and public services to support civic engagement and wellbeing.
16:20	**Susan Attard, Deputy Town Clerk City of London and Kevin Lasitz, Infusion** The City of London Corporation is leveraging the Microsoft Connected Government Framework to deliver a comprehensive online programme to modernize the way in which it delivers services to its citizens, businesses and visitors using SharePoint, CRM, SQL Server and Bing Maps to create an integrated world-class website, contact centre, intranet and enterprise search.
16:40	**Peter Kommers, Municipality of Utrecht and Jan Cornelis den Ouden, Logica** In a major push towards reducing its carbon footprint, the municipality of Utrecht is working with Logica to implement IBOR, a new innovative way to achieve energy as well as cost savings in areas like street lighting without compromising quality or safety using flexible cloud technologies. The first pilot of IBOR at Utrecht will prove that it can help with a 25-40% reduction in energy costs.
17:00	**Manel Sanroma, CIO, City of Barcelona** The city of Barcelona is involved in an important process of renewing and improving their ICT infrastructures. They are implementing cloud solutions for open data with Microsoft Azure program, and building the new corporative net with Windows 2008, Windows 7 and are also members of RDP of Windows 8.
17:20	**Vereadora Graça Fonseca , City of Lisbon** Lisbon City Lab: Opening Up the Data. Cities are amazing Labs. In Cities we observe the challenges of modern life; in Cities we must look for the answers for those challenges. That's one of the fundamental obligations of today's Local Public Authorities: to acknowledge the challenges and to work with all stakeholders to find the answers. To be an Open-Data-City is one important answer to several critical challenges. Opening up data is good for the economy, cross-borders innovation, public transparency and civic engagement.

17:40	**Closing Remarks –** *Eric Basha*
17:45 – 19:00	**Partner Showcase, Canapes and Drinks Reception** At the end of the first day, spend time relaxing with colleagues and meet the Microsoft Partners who innovate and enable many of the solutions and services featured during the forum agenda.

Day 2 - Wednesday April 25th

08:15	**Coffee, refreshments, Partner Showcase and Networking**
09:00	**Day 2 Welcome** *David Burrows, Managing Director, EMEA Government, Microsoft*
09:05	**Services Delivery and Citizen Engagement** *Rodrigo Becerra* **Mizuno***, Managing Director Global Government Industry, Microsoft* Government are increasingly using solutions that deliver personalized services at the point of need on virtually any device, which embrace consumer trends through the use of social media and mobile access and enable new ways of delivering services using the most efficient channels.
09:10	**Beatriz de Munck Loyola, Deputy Major, Council of Organization, Quality and Society Information, Tres Cantos** The Citizens Advice Service Online enables direct contact between residents and their political representatives, allowing both user and administrator to monitor processes and evaluate the quality of service. This presentation will speak to the benefits delivered by leveraging cloud technology, including financial savings and increased reliability and scalability.
09:30	**Svein Holen, Manager for department of health and social welfare Vågå Municipality and Øystein Johnsen, Chief Creative Officer, Abilia** Vågå is a Norwegian district municipality with widespread settlements and a large proportion of elderly people and is challenged to provide good quality health care. The number of elderly people is increasing and most want to stay home as long as they are capable. Technological tools adapted to the needs of the elderly and connected to their families and the public service system can provide great benefits to elderly care.
09:50	**Stephen Hart, Head of IT Services at States of Jersey and Robert Leader, COO, c5alliance** The States of Jersey Web Strategy project was initiated to consolidate the multitude of different websites and CMS used by the various States of Jersey Departments on to a single consistent and reliable platform that would form a solid base for the future and allow enhanced features such as sophisticated Search and online payment services for Jersey Citizens.
10:10	**Matthew Briggs, Programme Director for Tell Us Once: UK Department of Work and Pensions and Andy James , Chief Technology Officer, Solidsoft** Tell Us Once (TUO) is the award-winning, cross-government programme that lets people inform central government and local authorities just once of a birth or death. Used by over 95% of councils in England, Scotland and Wales, it provides a permanent solution to the long-standing and frustrating issue of people having to notify the government multiple times. Several years ago, research showed that people had to make up to 44 contacts when reporting a death to government bodies and their local authority this is now reduced to just one. This presentation will provide an overview of the service and the journey of its delivery.
10:30	**Talieh Ashjari and Kirsten Brogaard, County Administrative Board of Västra Götaland, Sweden** Sweden is divided into twenty one counties; each with a County Administrative board and a county governor. The County Administrative board in Västra Götaland owns the Project EFIS – Establishment of new coming immigrants/refugees through interlocal and regional collaboration. The project focuses on the individual empowerment from a Human rights and Growth perspective. It is a challenge to work from the perspective inter-agency cooperation in this area. The solution is an integrated Web Site that gives the "New Comers One Way In" to information and routes to establishment in society.
10:50	**Break - Partner Showcase and Networking**
11:20	**Peter Hindmarsh, Professor of Paediatric Endocrinology, University College London and Great Ormond Street Hospital for Children** Deriving value in healthcare will be one of the most important issues facing Heath Systems in the next 10 years. As Chronic Wellness constitutes the majority of service delivery focus must take place on this are and this requires a patient centric approach to the issues. This presentation will explore these interactions and will use examples from Paediatric Diabetes care to highlight where IT might play a part.

11:40	**Platinum Sponsor Presentation** **Gordon McKenzie, Public Sector Director, Be Informed** How the next generation of Government Solutions will be delivered- Be Informed has pioneered the use of Semantic technology in Model driven Applications combining re-usable components. Today Be Informed's platform operates entire business processes for government agencies in Europe and the Caribbean, for tax, social security and benefits, permits and pension processing, environment and land management. Their platform is regarded by Analysts as 'best in class' and 'a disruptive force' in the Solution Marketplace.
12:00	**Solutions for Insight & Accountability** *Erika Smith, Industry Managing Director, Local & Regional Government, Microsoft* This session will focus on the applications that have helped governments respond to the increasing demand for transparency, helped ensure legal and regulatory compliance, promoted responsible fiscal management and enabled more informed decision making.
12:05	**Lynne Hutton, Operations Manager, Revenues & Benefits, Colchester Borough Council and Ray Fielding, CEO, Coactiva** An introduction to the concept of propensity modelling to predict behaviour and how it can be used to target resources efficiently. A case study showing how this technology has been used successfully to identify benefits fraud and error, while significantly reducing costs and improving the service to citizens.
12:25	**Esther Cámara, CIO, Municipality of Terrasa and Aser Murias, Bism@rt** Terrassa is a city situated in the catchment area of Barcelona, with a population of over 200,000. The City Council needed a BI solution to centralize and standardize data from different City information systems. This was needed to achieve a common view of data from different services as well as to allow the forecast of data such as the ageing of population, increase in births, and employment.
12:45	**Arnaud Atoch , Head of Economics Department IT, Organisation for Economic Co-operation and Development (OECD)** As a worldwide reference for Economic data, the OECD are committed to deliver transparent and reliable information to 34 country members. This presentation will demonstrate how switching the Statistical Data Management system helped to respond to an ever growing demand for transparency and efficiency.
13:05	**Louise Tustian - Cherwell District Council** Cherwell District Council in the UK wanted to use innovative mapping technology to help its analysts target public services at the areas and citizens in greatest need and identifying hot spots for problems such as antisocial behaviour and the illegal dumping of waste. It worked with Microsoft Gold Certified Partner Ridgian to produce a business intelligence application that unites several technologies including mapping and contains data from multiple sources, including intelligence from partners, such as the police and fire and rescue. Analysts can instantly generate a single report combining data onto easy-to-read maps, which previously would have taken a week or more if data were analysed manually.
13:25	**Lunch - Partner Showcase and Networking**
14:20	**Platinum Sponsor Presentation** **Kirsti Kierulf, Global Product Manager Accenture Connected Government Platform, Accenture** Connecting Government a Passion for Lifetime empowered by technology.
14:40	**Government Modernisation and Transformation** *Cigdem Aygun, Government Industry Solution Manager, Microsoft* Learn how others have improved workforce efficiency and productivity, automating common processes and transforming their IT with new service models. Share information safely and securely making remote and mobile working feasible for your organisation using the cloud and a variety of devices
14:45	**Geoff Connell, Divisional Director ICT for London Borough of Newham** As a leader in public sector IT, the London Borough of Newham wanted to improve its service delivery and digital engagement with citizens, while reducing costs. By sharing services with the neighbouring local authority of Havering, Newham is pioneering a transformation in both councils contributing to significant savings between them, without cutting front-line services.
15:05	**Nigel Ward, Newport City Homes and Darren Lloyd, Modality Systems** This presentation will provide a live demonstration of how Newport City Homes has harnessed the

	power of Microsoft Lync, Dynamics CRM, and Aspect UIP Contact Centre solution to improve communication and collaboration across business areas, increase productivity, and ultimately improve the levels of service Newport City Homes are able to provide its customers.
15:25	**Makar German, Head of Perm Region Government Office, and Denis Mironov, Head of Perm Krai Information Development Agency, Government of Perm Region, Russia.** The Government of the Perm Region of Russia is a great example of an innovative region in Russian Federation. With IT outsourcing in mind, the regional government made several great projects to move towards the cloud. Perm chose Microsoft Exchange, Lync and SharePoint using Microsoft Office 365 cloud services instead of managing them on-premises. This presentation will show the issues and benefits they discovered while moving to a cloud platform.
15:45	**Break - Partner Showcase and Networking**
16:15	**Powering Digital Public Services with the Cloud** *Rüdiger Dorn, Director of Cloud Computing, Microsoft* The penultimate session of the forum will explore how governments have adopted and deployed different cloud models and services to transform their ICT and their experiences in making the transition and will include a discussion panel of cloud technology adopters
16:35	**Cloud Panel Discussion** Panel Moderator – **Daniel Batts**, Head of Business Development, Microsoft UK Public Sector, with panellists: • **Jos Creese,** CIO at Hampshire County Council • **Nigel Tyrell**, Head of Environment at London Borough of Lewisham • **Nigel Spencer**, Head of Information Services. The Crown Estates • **Adrian Scaife**, UK Ministry of Justice
17:20	**Windows 8** **Andrew Kirby, Director of Technology Strategy, UK Public Sector, Microsoft** How people do their work in has changed dramatically during the last decade. Today's users have access to latest technology in their personal lives, and are increasingly technically savvy. Device proliferation, form factors and capabilities of the modern devices as well as explosion of social media technologies constantly push user expectations of technology to the new limits. As a result, people increasingly have a say in what technology they use at work and they expect technology to support their needs, preferences and individual work styles. Using the Windows 8 Consumer Preview, this presentation will explore some of the capabilities of the recently announced Windows 8 Enterprise and examine how they can enable new ways of working in Government Organisations.
17:40	**Forum Closing Remarks** *Stefan Sjöström, General Manager, Public Sector, Western Europe at Microsoft*
17:45	**Forum Close and Free Time**
20:00	**Gala Dinner** The Gala Dinner will be the finalé of our event at a stunning venue, Altitude 360° with views of London's historic and modern landmarks along the city skyline. We will also be recognising excellence, innovation and achievement with a number of award presentations.