GOVIS 2024 Conference – Trust to Innovate

Day 1: Monday 5 August 2024

Workshop #1: What value does data governance bring to the public service, and how can you get it to stick?
Chris McDowall (Te Whatu Ora Health NZ), Doug Lambert (Inland Revenue NZ), Rohan Light (Te Whatu Ora Health NZ), Erica Voss (FMG)
9:00 am - 11:30 am

Have you ever tried talking to your colleagues or senior manager about data or information governance, but been met with shrugs of indifference? Then this workshop is for you! Come along to:

1. Receive a short handbook that talks about the key data governance initiatives that government should be pursuing, and what outputs and outcomes you can expect.
2. Discuss if/how this could be applied to your organisation

[Chris, Doug, and Erica's bios to come]

Rohan began his data governance career leading an auto dialler project in 2010 at Inland Revenue before working with the Data Futures Partnership on reidentification risk in 2017, with MSD on responsible information use and then with MoE on openness and transparency in 2018 before joining the NZ labour regulator looking at the gig economy in 2019. Over 2020-22 he engaged heavily with overseas colleagues in GRC (Governance, Risk and Compliance), AI assurance and AI ethics, as well as speaking at events and guesting on podcasts. His main published work is the self-synchronisation of AI ethical principles (Digital Society 2022, Springer). His current responsibility is developing a health data governance framework to the requirements of the OECD Recommendation on Health Data Governance.

Workshop #2: Supporting equity in data and data-driven technology
Emma MacDonald, Fiona Wharton and Florence Maron (Stats NZ)

How do we amplify the voices of more vulnerable subpopulations so everyone benefits from data-driven technology?

Some communities don't always get the benefits of data technologies. We know diverse voices can enrich collective outcomes. How do we ensure the voices of more vulnerable communities are heard across government? How do we increase trust among those groups?

Come along to this creative and hands-on workshop to learn how to answer these questions for your agency!

[Emma, Fiona, and Florence's bios to come]

Day 2: Tuesday 6 August 2024

What can government learn from the charity sector about using data to understand its impact? (keynote)
Maria English, ImpactLab
9:25 am - 10:00 am

In this session Maria will unpack what ImpactLab has learnt from applying the tools of social investment over the last four years, with over 250 community organisations, to understand and grow the impact of over $700million of investment in the lives of over 800,000 New Zealanders.

We will explore in particular how integrated data and regular operational data can be used within a Social Return on Investment framework to support impactful decision making at all levels the social services system, from large scale policy decisions right down to a social worker sitting in front of a family.

Maria is the CEO of ImpactLab, a startup that empowers decision-makers in the social sector by providing reliable data they can utilise and learn from to enhance their community impact. Since launching in 2019, ImpactLab has estimated the impact of over 250 social interventions on the lives of 800,000 New Zealanders across diverse sectors including youth development, housing, whanau ora and financial wellbeing. ImpactLab's toolkit brings together government administrative data, academic evidence and frontline operational data to estimate long-term social return on investment. Maria was New Zealand's Hi Tech Young Achiever of the Year in 2021, holds a BA in Politics, Psychology and Sociology from Cambridge University, and an MBA from Stanford University.

Digital Public Infrastructure – unlocking rapid nation-scale modernisation and innovation (keynote)
Pete Herlihy, AWS
10:30 am - 11:00 am   **Sponsored by AWS**

In this session we will explore the role that Digital Public Infrastructure (DPI) plays in enabling rapid government modernisation and stimulating innovation across all sectors. We will dive into a number of case studies from around the world, showing the huge impact DPI can deliver in terms of digital and financial inclusion, enhanced user experience, innovation, and multi-billion dollar savings. Finally, we'll look at the opportunities Aotearoa New Zealand has to leap-frog many nations in the race to modernise by reusing proven DPI solutions from around the world.

Pete Herlihy is a highly experienced and relentlessly user-centred product manager with a strong technical background. Currently a Principal Product Manager with Amazon Web Services (AWS) based in New Zealand, Pete has global responsibility for stimulating the creation and reuse of open-source digital public infrastructure (DPI) within the public sector and in particular within the Global South. Prior to joining AWS in 2021, Pete was a founding team member of the UK's Government Digital Service where he worked for over 10 years. Over his time in the UK Government he built and led small, diverse, multi-disciplinary product teams to deliver five of the UK government's biggest digital successes: GOV.UK, Petitions, Register to vote, GOV.UK Notify, and Emergency Alerts – many of which have gone on to be reused by other governments around the world.

Seeking trust and transparency from government IT projects (panel)
11:00 am - 11:45 am

Chair: *tbc*

Panelists:
- *tbc*
- *tbc*
- *tbc*

[Precis and Bios to come]

Accessibility and digital equity (case study)
11:45 am - 12:15 pm

1. **No data? Zero.govt.nz has you covered**
   Mehrdad Fatemi, Ministry of Education

   For many New Zealanders, a mobile phone is their only way of accessing digital information or services but for many, the cost of mobile data is a barrier. Zero.govt.nz is an advance innovative technology that is the result of collaborative efforts of seven government agencies who had a common issue to resolve. Zero data allows people access the same online content and services without people needing to have any data credit on their mobile account. Zero data does not require source websites to make changes to their existing set up making it easy for agencies to adopt.

   Mehrdad Fatemi is the digital equity programme director at the ministry of education. Mehrdad comes from an engineering background and is passionate about leveraging technology to make life better for everyone, especially children.

2. **Extending global eduroam wifi into NZ secondary schools**
   Paul Gunn, Research Education Advanced Network New Zealand

   Digital equity is an acute issue for New Zealand society and in particular for school aged children from lower income families. REANNZ, MOE and our partners have joined forces to extend the global secure eduroam WIFI service to secondary school students. This includes expanding its availability and coverage through partnering with schools, libraries, museums and marae to reach communities with connectivity challenges as well as making it available to the secondary school students through federation of school identity systems with eduroam.

   Paul Gunn started work in a Crown Research Institute in the Forest Nutrition Laboratory at New Zealand Forest Research Institute (now Scion) in Rotorua. He then took a lengthy diversion through the world of Visual Effects where he learned about big data and small hobbits. He joined REANNZ in 2014 as a Systems Administrator in the Systems team where he supports eduroam in New Zealand, and coordinates with the global R&E community.

Better for less - domestic and global lessons from the private sector (Case study)
1:00 pm - 1:30 pm

1. **What can history and international examples teach us about doing better for less?**
   Don Christie, Catalyst IT

   How Europe and the UK have leveraged the super power of open source software to deliver much more for much less. How they have engendered trust, built resilience, improved their security posture and reduced their costs. All this and more in 7 minutes.

   I hope by the end of the presentations you will feel empowered to 'challenge the norm' and be the person that drives smarter technology choices leading to more benefit to you personally, your organisations and New Zealand as a collective.

   Don Christie is one of the founders of and Managing Director of Catalyst IT, an New Zealand owned open source software company headquartered in Wellington. Catalyst has existed for 25 years and now has 100s of staff and subsidiaries across the globe. Don is a former President of the New Zealand Open Source Society and was on the Council of Internet New Zealand for two years. He recently resigned as co-chair of the Kiwi tech organisation, NZRise, after 12 years in that role. A passionate believer in the capability of his fellow Kiwis, Don has long supported and advocated for the digital sector of Aotearoa. Building national and local infrastructure, capability and cyber resilience is at the heart of Catalyst's vision and enabled by the company's strong support for and use of open source software.

2. **Demystifying digital transformation and embracing a new generation of thinking**
   Alex Matthews, XEquals

   What are the leading methods for achieving ambitious digital projects in cost effective, expedient ways? How can the Government harness these techniques and why does it often struggle to? In this talk, a fresh overview will be given on how the Government can achieve more with less in its digital procurement. Successful examples from around the world will be shown to demystify these approaches and prove that they really can work, and be repeatable, if new ways of thinking are embraced that can challenge the habitual patterns of Government culture.

   By looking at recent local case studies with the GovTech Accelerator project, Alex will also share relevant examples of projects with the NZ Government that demonstrate these approaches and the results they can achieve - such as rapid builds using extensible open-source frameworks to quickly solve digital challenges in sustainable ways. This presentation explores how our risk-taking culture can be updated to understand where the opportunities and threats really are, versus where they are often assumed to be.

   Alex Matthews has been building web applications and digital experiences since he was 12 years old. In 2002 he started one of NZ's first ever social media networks, contemporaneous with MySpace and before the days of Facebook. Fast forward over 20 years and he has now had a long and colourful career in web, in digital development, and consulting all kinds of organisations all around the world on how to maximise the effectiveness of their digital innovation strategies.

Founder of Xequals, a 14 year established Wellington digital innovation company with its HQ on Cuba St and a second office in Melbourne, he has seen many examples of govtech projects succeeding, and failing. This has informed a lifelong drive to see New Zealand do better, and for all kiwis to have world class digital services that enrich the country and local digital sector.

Alex is also the Founder/CEO of Frost Flame Games, a game design studio, Founder of Saturnalia/eventa.nz, a new start up focusing on digital events management and ticketing, Founder of Monomaly, an R&D project to build a browser-based MMORPG that uses procedurally generated AI content, and the Licensee of TEDxWellington, New Zealand's capital TEDx conference.

He has spoken about digital transformation and the issues surrounding it at the NZ Defense Industry Association, DrupalSouth Conference, Games for Learning Conference, and was most recently the keynote speaker for the 2024 Graduation Ceremony for Yoobee College of Creative Innovation, Wellington. He has also arranged, hosted, sponsored and facilitated over 100 local meetup events in Wellington over the past 10 years for open source community gatherings and technical communities of practice.

Innovative open source digital tools and standards (Case study)
1:30 pm - 2:15 pm

1. **FormBuilder.govt: Making digital government simpler**
   Shelley Campbell, Ministry of Business Innovation and Employment

   Designed by government for government, FormBuilder rapidly creates government forms online that are easier to complete, meet the most important requirements and, through a centrally funded model, can be delivered at no cost to agencies and councils.

   Shelley Campbell is the Product Manager for FormBuilder.govt and Business Connect. These digital products are designed to make digital government simpler, clearer and faster for all - based on the principle that good online services are better for users, and cheaper too. Shelley has been working at the interface of business and government in the UK and NZ for the last 15 years. From showcasing the best of British business on the world stage with UK Trade and Investment to representing the customer voice to help improve services for NZ businesses at MBIE. She's been championing Business Connect since its launch in 2019 and more recently working with agencies and councils starting to use the FormBuilder tool.

2. **Building trust with accessible websites and services**
   Callum McMenamin, Department of Internal Affairs

   Ensuring government services are accessible to disabled people is crucial for digital inclusion and innovation. Government agencies have been mandated to meet web accessibility guidelines for 20 years, and there is currently no all-of-government measurement of accessibility compliance. Disabled People's Organisations emphasise the need for action on removing accessibility barriers. By measuring government web accessibility compliance across the entire sector, we can build accountability and trust, especially among disabled communities. We're exploring centralised web accessibility measurement and reporting using an in-house tool that leverages open-source software, which has shown promising results in improving government web accessibility.

Callum works as a Web Standards Consultant for the Government Chief Digital Officer (GCDO) in Aotearoa New Zealand. Callum is part of the Web Standards team that looks after the NZ Government Web Accessibility Standard that applies to many government agencies. The Web Standards team works with and through government agencies to help them deliver more accessible digital government services, with a focus on system-level solutions. Callum helped to establish the Digital Accessibility Team at the Ministry of Social Development, created an annual public-sector event called the Government Digital Accessibility Forum, and is the founder of DIA's employee-led network for disabled and neurodivergent people. Callum has low vision, and this fuels his mission of building an accessible Aotearoa for all.

3. **Collaboration vs consultation in action**
   Heath Tolley, Te Whatu Ora (Health NZ) and Swithin Foote, Middleware New Zealand

   Unveiling New Zealand's digital health API standards: This presentation explores how Health New Zealand | Te Whatu Ora has developed a set of digital standards. We'll discuss the framework used, the open and collaborative ecosystem that has been developed as well as the strategic thinking behind the solution.

   Swithin is both the Health Sector Integration Lead for Health New Zealand/Te Whatu Ora and the Integration Practice Lead for Middleware New Zealand. He is an integration and middleware specialist with extensive IT Architecture qualifications and experience in the UK and New Zealand. More recently, he has been striving to increase interoperability in the Health Sector to enable new and innovative ways of delivering health services with the primary goal of improving health outcomes for New Zealanders.

   Heath leads the Integration practice at HealhNZ Te Whatu Ora, Heath is passionate about health and how technology can be used to create value and improve health outcomes for New Zealanders and their whānau. Heath has spent a lot of his career in large scale transformation programmes working across industry, public and private sector. When he's not finding ways to deliver faster and cheaper, he can be found enjoying time walking with his kids or drinking a negroni with friends.

How can investments and projects achieve their outcomes? (Panel)
2:15 pm - 2:50 pm

Chair: Roger Bradshaw, Department of Internal Affairs

Panelists:
- *tbc*
- *tbc*
- *tbc*

Roger Bradshaw continues to enjoy a varied career from the early days of state computing and telco to some of Aotearoa's largest civil construction projects (decades in planning) to governance risk and compliance (GRC) in banking, finance and insurance. Within NZDF, MBIE, IR and DIA (incl. stints in local Government), Roger has seen many changes in the state sector with reforms, resets and transitions in roles as varied as a Ministerial appointment to the tertiary sector, to advocating for U.S., high tech start-ups to advocating for introduction into internet security of PKI (and the role of the state in Certification Authorities). This was referenced in a South African Government white paper on e-commence. He has been a member of numerous trade

associations (both past and present). Before joining DIA, he came from a Cyber product ownership role and had worked both in PMO's and at the coalface of cyber, risk and enterprise.

Digital identity and verifiable credentials (Case study)
2:50 pm - 3:20 pm

1. **Verifiable credentials in action**
   Andrew Jones, Department of Internal Affairs

   A presentation of the work the Service Delivery and Operations branch of DIA has been doing around the development of Verifiable Identity Credentials. This potential future state will allow people to collect information about themselves and use it in a safe, secure and trustworthy manner when they need to prove something about themselves online or in person.

   Andrew Jones is a Senior Product Owner at the Department of Internal Affairs. Since late 2019 he has been working in the Digital Identity space looking at how we could enable people to get information about themselves and use it in a safe and secure manner. His latest work involves the further development of knowledge and understanding around how a Digital Identity can be used under the Digital Identity Trust Framework.

2. **Digital Identity is live: New Zealanders are ready, are you?**
   James Little, Department of Internal Affairs

   Decentralised digital identity is reaching its maturity moment. With support growing around common technological standards and the embedding of a Digital Identity Services Trust Framework into NZ law, there are fewer barriers to the widespread adoption of digital identity.

   Government agencies are vital to uptake. As creators and receivers of identity information, how agencies embrace digital identity will define its wider success.

   James details those leading the practical implementation of digital identity and makes a call to action to ensure all agencies are thinking about it can play a central role in improving their core services.

   [Bio to come]

The global race to govern AI: How New Zealand is charting its course (Keynote)
Catherine Mules, New Zealand Trade and Enterprise
3:50 pm - 4:25 pm

Artificial intelligence (AI) is changing the form of information creation and processing in government. As the expanding use of AI in government triggers both challenges and opportunities worldwide, the New Zealand government is under pressure to define its stance in this space. This report identifies key themes in New Zealand's application of governance of AI through the lenses of data and information governance theory, interviews with governance stakeholders, and an examination of existent literature. While AI governance has tended to focus foremost on enabling AI activity for efficiency purposes, principles from data governance re-orient the focus towards a human data-centric viewpoint – to build alignment with stakeholders initially and ongoing, involve governance in the AI development and deployment process, link to and improve show-casing of

governance impact with improved data tracking, train staff on basic governance competencies, and build public benefit into the AI governance process.

Catherine Mules is NZTE's Knowledge and Information Specialist. Passionate about the combined fields of technology and communications, she is currently completing a Masters degree in Information Governance (UOA), for which she received the Top Student award for Artificial Intelligence Regulation. She also brings a background in communications research (Masters of Communication Studies, AUT) and prior to that Publishing (PGDip Publishing, Whitieria).

Three blueprints for a trusted democracy (Keynote)
Jonnie Haddon, Creative HQ
4:25 pm - 5:00 pm

A government without trust is a government that will be unable to make the hard, brave, and required decisions for tomorrow.

Building trust can hinge on three pillars:
1. Being responsive to citizen needs (without wasting stacks of cash)
2. Being Hyper-transparent
3. Having elected officials that are representative of us.

I will be sharing how we can achieve the first 2 without needing a ridiculous Transformation Project. But the third will require something a little more drastic…"

Jonnie Haddon is a globally recognised GovTech leader based here in Wellington at Creative HQ. At Creative HQ, he set up the NZ GovTech Accelerator and has been running it for the last 7 years. He has also worked on a number of other 'GovTech' products and events. Through this mahi, he has worked with 55 of New Zealand's most innovative government projects from 20+ government organisations. Internationally, he is a member of the Global GovTech Alliance and is on the WorkBank's 'Working Group on GovTech Innovation Labs'. He has also worked on international innovation initiatives and has been a conference speaker and panel member. Jonnie is committed to helping governments find better ways of meeting citizens' needs, which will create a public service that is more trusted, transparent, and inclusive.