

# Civica National User Conference Sydney 2009



25th – 27th October 2009  
Sheraton on the Park , Sydney  
Proudly hosted by the NSW User Groups

# Civica 2009 National User Conference Programme

## Convenor's Foreword:

As Convenor of the 2009 Civica National User Conference and on behalf of the NSW Combined User Groups I am delighted to invite you to attend the Conference in Sydney in October. This year our programme features a diverse range of presentations covering all aspects of the Authority Enterprise Software Suite for Local Government with a major focus on Authority Version 6, the latest evolution of Civica's software applications for local government.

The opportunity to attend case study presentations by our local government peers is always a highly valuable component of the conference programme and we thank and acknowledge those Councils that have agreed to share their knowledge and experience with us in Sydney. The opportunity to exchange ideas and information is beneficial to us all and during the three days in Sydney there will be a number of windows for you to openly network with your colleagues and Civica staff.

As you know, the support of our sponsors is vital to the success of the conference and I would encourage you to visit the trade area and take time to review the extensive range of products and services for the local government IT industry that will be on display.

The Civica National User Conference is now one of the largest conference's for the local government IT industry in Australia with more than 200 delegates expected and I look forward to seeing you all in Sydney in October for this key event.

**Stephen Fisher, Manager Information Technology, North Sydney Council  
Convenor Civica National Conference**

## Sheraton on the Park, Sydney

Few hotels in the world occupy such a prime position as Sheraton on the Park, located directly opposite Hyde Park, a treelined oasis in the heart of Sydney. Winner of "Best Luxury Accommodation" in the 2007 NSW Tourism Awards and Winner of "Australasia's Leading Conference Hotel" in the 2008 World Travel Awards, Sheraton on the Park is an elegant hotel and offers luxurious accommodation and extensive business facilities. The St James train station is adjacent, major bus routes are on the doorstep and for the greatest convenience secure undercover parking is available on-site.



## Sunday 25th October

4:30pm – 6:30pm Registration Grand Ballroom Foyer

6:30pm – 10:30pm Welcome reception and dinner including official welcome by Stephen Fisher, Manager Information Technology, North Sydney Council and Convenor Civica National Conference and Tony Tiftis, National Sales Manager, Civica Pty Limited. Sheraton on the Park, Botanica Brasserie

## Conference Sponsors:

Platinum



Gold



Silver



Bronze



## Monday 26th October

7:00am-8:15am	Breakfast (Botanica Brasserie)		
8:25am-8:30am	Welcome (Grand Ballroom)		
8:30am-9:15am	Authority Version 6 – introduction and overview Presented by James Ross, Product Development Manager, Civica		
9:15am-10:00am	Authority Version 6 – in-depth product demonstrations of the latest Authority 6 local government applications Presented by Mark Delaney, Chief Technology Officer, Civica		
10:00am-10:30am	Authority Version 6 – A case study by the City of Mitcham		
10:30am-11:00am	Morning Tea		
11:00am-11:45am	Authority Assets & Infrastructure Management (AIM) and Mobile Application Update Presented by Jim Fox, Senior Services Consultant, Civica		
11:45am-12:15pm	Authority AIM, Customer Requests Management and Mobile Business Process Case Study		
12:15pm-1:00pm	Gold Sponsor Presentation - PABX Advisory Services		
1:00pm-2:00pm	Lunch Sponsored by PABX Advisory Services		
	Stream 1	Stream 2	Stream 3
2:00pm-2:30pm	Hyde Park Room Silver Sponsor Presentation WebSecure Technologies	Phillip Room Silver Sponsor Presentation Calltime Solutions	Grand Ballroom Council Case Study – moving forward with Authority, the decision, the process and the outcomes.
2:30pm-3:00pm	Silver Sponsor Presentation HP Software & Solutions	Silver Sponsor Presentation CQR Consulting	Options for effectively managing the Authority migration process – presented by Civica
3:00pm-3:30pm	Afternoon Tea		
3:30pm-4:00pm	Authority Portal Case Study		
4:00pm-4:30pm	Authority e-Services and Online Applications Presented by Mark Delaney, Chief Technology Officer, Civica		
4:30pm-5:00pm	Improving the Authority User Experience to deliver greater productivity - Presented by User Experience Designer, Steve Pick, Civica		
5:00pm-5:30pm	Q & A Open Discussion		
6:45pm-12midnight	Conference Dinner Crystal Palace Ballroom, Luna Park with special guest speaker followed by live entertainment.		



## Tuesday 27th October

7:00am-8:45am	Breakfast (Botanica Brasserie)
8:55am-9:00am	Welcome (Grand Ballroom)
9:00am-9:45am	Gold Sponsor Presentation – Experian QAS
9:45am-10:15am	Authority Executive Management and Reporting Presented by Jim Apostolovski, Senior Finance Consultant, Civica
10:15am-11:00am	Authority HR & Payroll Application Update Presented by Mark Delaney, Chief Technology Officer, Civica
11:00am-11:30am	Morning Tea
11:30am-12:15pm	Managed Services – effective business models for delivering business continuity to Councils Presented by Tony Tiftis, National Sales Manager, Civica Case Study – Managed Services as a strategic business continuity and risk minimisation solution
12:15pm-1:00pm	HP TRIM Implementation – Case Study
1:00pm-2:00pm	Lunch Sponsored by Experian QAS
2:00pm-2:30pm	Authority Version 6 – The Onward Journey Presented by James Ross, Product Development Manager, Civica
2:30pm-2:50pm	Civica Business Review Presented by Colin Lillywhite, Managing Director, Civica
2:50pm-3:00pm	Discussion & Close Presented by Stephen Fisher, Manager Information Technology, North Sydney Council and Convenor Civica National Conference
3:00pm-3:30pm	Afternoon Tea & Departure



# REGISTRATION FORM Tax Invoice ABN 83 003 691 718

## 2009 Civica National User Group Conference

Sunday 25 October – Tuesday 27 October 2009, Sheraton on the Park, Sydney

Proudly hosted by the NSW Combined User Groups

Please complete one form per delegate. Registrations close 25 September 2009

PERSONAL DETAILS			
Title:	Name:	Surname:	
Position:			
Organisation Name:			
Address:		State:	Postcode:
Phone:	Facsimile:	Mobile:	
Email:			
Privacy Disclosure:	<input type="checkbox"/> I DO consent to my details being disclosed to conference sponsors (Name, Council, Address and Email only)		
	<input type="checkbox"/> I DO NOT consent to my details being disclosed to conference sponsors		
Conference Shirt	Mens	<input type="checkbox"/> M	<input type="checkbox"/> L
		<input type="checkbox"/> XL	<input type="checkbox"/> XXL
		<input type="checkbox"/> 3XXL	<input type="checkbox"/> 4XXL
(Please tick correct size)	Ladies	<input type="checkbox"/> 10	<input type="checkbox"/> 12
		<input type="checkbox"/> 14	<input type="checkbox"/> 16
		<input type="checkbox"/> 18	<input type="checkbox"/> 20
Special Requirements: Please indicate any special dietary or other requirements:			
ADDITIONAL ACCOMMODATION – SHERATON ON THE PARK			
Additional Nights Accommodation:	Fee (GST Inclusive)	GST Component	No. of Nights
Single Room inclusive of breakfast	\$285.00	\$25.91	___ @ \$285/night = \$_____
Date of Arrival (inclusive of Conference dates):			
Date of Departure (inclusive of Conference dates):			
Estimated time of Arrival:			

REGISTRATION FEES			
Delegate			
Full Conference Registration: Accommodation Sunday & Monday evening including full buffet breakfast – All conference sessions – Morning, Afternoon Teas & Lunch - Social functions Sunday & Monday evening and conference pack.	Fee (GST inclusive)	GST Component	Select Your Option
Early Bird (Payment received on or before 28 August)	\$970.00	\$88.18	<input type="checkbox"/>
Standard (Payment received on or after 29 August)	\$995.00	\$90.45	<input type="checkbox"/>
Partner Costs			
Accompanying Partner Registration:	\$280.00	\$25.45	<input type="checkbox"/>
Share accommodation with delegate Sunday & Monday evening inclusive of breakfast - Social functions Sunday & Monday evening			
Partner's Name: _____			
Day Rates (includes Morning/Afternoon Tea & Lunch)			
Full Day Registration incl. conference pack and all social functions	\$475.00	\$43.18	<input type="checkbox"/>
Monday 26 October	\$120.00	\$10.91	<input type="checkbox"/>
Tuesday 27 October	\$120.00	\$10.91	<input type="checkbox"/>
Conference Pack for day delegate	\$50.00	\$4.55	<input type="checkbox"/>
Social Function Registration (for Day Delegates Only)			
(Please note: Social Functions are included with Full & Accompanying Partner Registrations)			
Welcome Dinner at Botanica Brasserie: Sunday 25 October	\$90.00	\$8.18	<input type="checkbox"/>
Conference Dinner at Crystal Palace, Luna Park Monday 26 October	\$150.00	\$13.64	<input type="checkbox"/>
<b>TOTAL CONFERENCE FEES PAYABLE:</b>		<b>\$ _____ : 00</b>	

<b>PAYMENT DETAILS</b> Please return completed registration form(s) with payment to: Post/Mail: Civica Pty Limited PO Box 1119 Mascot NSW 1460 Attention: Jannine Connors	EFT Details: Bank: National Bank Account: Civica Pty Limited BSB: 082-057 Account: 54-748-8185 Reference: "Council Name" – Civica Conference	<b>Cheques to be made payable to Civica Pty Limited</b> <i>Note: Early Bird Registration available until 28 August 2009.</i> Registrations close: 25 September 2009. ALL ENQUIRIES PLEASE CONTACT: Jannine Connors on telephone +61 2 8324 3000 facsimile +61 2 8324 3100 or via email at jconnors@civica.com.au
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