DRAFT AGENDA

2024 Infor Public Sector User Forum
Annual Conference
Wed 28 – Thurs 29 August 2024
Melbourne Rydges, 186 Exhibition Street

*This agenda is only a draft and will constantly change and subject to re-order. <mark>Last updated 24 July 2024</mark>.

Wednesday 28 August 2024

7.30am – 9.00am	*Conference Registrations*	*Foyer Area*
	Centre Stage	
9.00am – 9.10am	**Conference Welcome** Kim Caldwell, Chairperson Infor Public Sector User Forum	
9.10am – 9:20am	**Opening Address –** Mayor/Councillor City of Melbourne – To be confirmed	
9:20am – 10:00am	**Keynote** – **Infor Strategic Business Update** – **Richard Everett, Managing Director ANZ– Infor** Join Richard Everett as he unveils Infor's vision, strategic approach, and major innovations. Hear where Infor is leading the way in community outcomes across the globe, investment, and commitment to Local Government success stories, and meet the new additions to our regional team including product management. Richard will also update you on the engagement opportunities for you as part of Infor's commitment to improved communication.	
10:00am –10:30am	**AGM**	
10:30am – 10:45am	**Neill Hogg Award for Excellence**	
10.45am – 11.15am	**Morning Tea**	**Foyer Area**

	Centre Stage 1	Centre Stage 2	Meeting Place 3 and 4
	Pathway Technical	**Pathway Users**	**Infor Public Sector (IPS) / CloudSuite Public Sector**
11.15am – 11.45am	**City of Melville's transition to cloud story** Sharing our story and assist others on their journeys into SaaS. Learn about the transition, the issues, integrations and reporting along with lessons learnt. I believe it would be myself and Monique again **Clayton Gardner/Monique** **Business Systems Coordinator** **City of Melville**	**Customer Portals** Implementing a DaaS solution to access Pathway datasets that enabled the creatin of cool options such as One Customer View. **William Macpherson** **Manager Business Improvement** **La Trobe**	**Introduction to the IPS Stream and Australian SIG Co-ordinators** • Meet the SIG Co-ordinators for ANZ • User Introductions & product use overviews • General overview for the day and topics that will be covered • Future SIG meetings and networks
11.45am-12.15pm	**Manage Debt Payments with Pathway and ePathway** Explore efficient debt management through Pathway and ePathway. This session covers using ePathway for rates direct debits and payment arrangements, managing registers for ad-hoc payments, and leveraging the Debtors module. Additionally, learn about seamless Debtors integration with Licensing and Bookings to streamline financial operations and enhance service delivery. **Sheree Hanley** **Senior Enterprise Systems Administrator** **Lake Macquarie City Council**	**Merge types - how to do more with MS Word** Come and learn tips and tricks to streamline your document creation process to produce polished and professional documents with ease. **Presenter TBC** **Application Support Analyst** **NZ Council**	**Customer session in draft – stay tuned for an update to come!**
12.15pm-12.45pm	**Managing Pathway Users and Cloning Users** A session to explore how user accounts can be streamlined,	**Getting cool with Pathway UX** In this session Infor will uncover and take us through just some of	**Flow Go Live** Learn about Riverina Water's multi-year business transformation journey underpinned by Infor CloudSuite Public Sector as their key customer-centric enterprise software platform helping

	Centre Stage 1 / Pathway Technical	Centre Stage 2 / Pathway Users	Meeting Place 3 / CloudSuite Public Sector	Meeting Place 4 / Infor Public Sector (IPS) - Asset Management
	controlled, and managed more easily. The session will also look at the use of cloning of user accounts. The impact of UX will be explored as well as all the module-based security settings, and we will cover the "exceptions" to the rules that exist. **Lynda Gust** **Principal Business Systems Analyst** **Moonee Valley**	the great features or hidden gems of Pathway UX and ePathway. Come and see if you can find features you may not have known about until now. **Trish Hoskins** **R & D Manager** **Infor**	Riverina Water to meet customer expectations and improve integration with asset management and financial systems. Hear from Emily as she shares Riverina Water's transformation and implementation journey which includes Infor Financials & Supply Management, IPS Asset Management and Infor Birst for integrated planning, budgeting, forecasting and financial consolidation, business intelligence and analytics. **Riverina Water** **Emily Tonacia** **Director Corporate Services**	

12.45pm – 1.30pm	Lunch			Meeting Place 1-2

	Centre Stage 1	**Centre Stage 2**	**Meeting Place 3**	**Meeting Place 4**
	Pathway Technical	Pathway Users	CloudSuite Public Sector	Infor Public Sector (IPS) - Asset Management
1.30pm – 2.00pm	**Menu Maintenance – making the most out of each menu – especially now in UX** Do you know how to structure menus and menu groups? How do responsibility groups manage access? Learn how to setup and manage user access roles. **Roger Nicholls** **Pathway SME** **Ipswich Council**	**Workflows in UX** Want to learn how to create a workflow? This session is for you. **Alternative option** **Export Formats for Reports** Learn tricks how to use export formats in reporting. **Presenter required, please contact shanley@hornsby.nsw.gov.au**	**Implementing Infor Financials & Supply Management at Riverina Water** **Emily Tonacia, Director Corporate Services, Riverina Water**	**Community and Facilities Asset Management Improvements Programme** It's time to get excited about GIS and work management **Hannah Hilton** **Hamilton City Council**
2.00pm–2.30pm	**Managed Services** Understand the benefits of Infor's Managed Services offering for Pathway, hear from Infor and those Councils that have made	**Cemeteries – Pathway at its finest.** How to manage your whole Cemetery solution using Pathway. From ePathway	**Mastering IPS Customer Modules: CRM, Service Requests, and Self-Service Portals**	**Improving user adoption with learning in the flow of work**

	the step to fill the void in System Administration and managing Pathway. **Infor** **Peter Killey** **Support Operations Manager**	Applications to Property and Registers. Solution has been in use since 2018 here at Gladstone working well for both staff and community alike **Timara Ribchester** **Systems Business Partner, Strategy and Transformation Gladstone**	Learn how to unlock the full potential of your IPS and Infor OS platform with this deep dive into the customer modules - CRM, Service Requests, and Rhythm for Civics customer portal, to streamline customer interactions and enhance service delivery. This session aims to empower you to manage customer relationships more effectively, resolve service requests efficiently, and provide a seamless self-service experience. Whether you're a novice or an experienced user, this will help you harness the power of IPS to elevate your customer management. **Troy Williames, Solution Consultant, Infor**	**Kym Foster, Technical Lead Infor ERP** **Vanessa Smith, Principal Product Specialist Infor UAP**
2.30pm–3.00pm	**Pathway UX Debtors – transition from other third-party system** Learn how to transition into using Pathway. **Kim Caldwell** **Business Analyst, Rates and Revenue** **Toowoomba Regional Council**	**Property Module** Property is one of the core modules in Pathway. It has extensive flexibility, but with this flexibility comes problems. So, what can be done in Property and what should be done. **Roger Nicholls** **Pathway SME** **Ipswich**	**Streamlining licensing and permitting operations with CDR** Join us for a must-see session delving into practical Community Development and Regulation (CDR) use cases, guiding you through the essentials of achieving consistency, transparency, and efficiency in your operations. Discover how to leverage CDR applications to streamline application processes, ensure regulatory compliance, and enhance decision making. **Mark Heffernan, Team Leader Solution Consulting, Infor**	**Implementing with the Infor Process Catalogue for Asset Management** **Chris Sutton, Asset Officer, Riverina Water**
3.00pm – 3.30pm	**Afternoon Tea**		**Foyer Area**

	Centre Stage 1	Centre Stage 2	Meeting Place 3	Meeting Place 4
	Pathway Technical	**Pathway Users**	**CloudSuite Public Sector**	**Infor Public Sector (IPS) - Asset Management**
3.30pm – 4.00pm	**Pathway Notifications** City of West Torrens integrated Pathway Customer Requests with Forestree about 2 years ago streamlining the management of tree related requests. They have now taken the CX to another level by using Business Event Notifications to keep the customer informed, as the horticulture team review requests in the field. This presentation will focus on the behind-the-scenes setup and how easily it was achieved. **Liz Bailey** **Team Leader IT Business Applications** **City of West Torrens**	**Swimming pool barrier inspections booking online** Using ION to enable customers to book swimming pool inspections. **Monique Ross** **City of Melville**	**Selecting the right reporting tool for the job - leveraging flexibility and choice** Hear about Infor's Data Fabric strategy and the flexibility and choice your organisation has with reporting and analytics with Infor. Learn how to select the right reporting tool for the job from In-Application functions, Operational Reporting, Birst Analytics and AI Insights to 3rd Party Reporting Tools. **Michelle Thurecht, Director Solution Consulting, Infor**	**Improve your Works Management & Scheduling** Unpack the Infor Process Catalogue works management and scheduling processes to self-assess areas for continuous improvement you might explore for your organisation. Learn about little known tools in IPS that support work management and scheduling and supporting good practice IPS configuration. **Monica Nicholls, Solution Consultant, Infor**
4.00-4.30pm	**ePathway Administration Tips and Security Update** Learn about making use of ePathway functionality including security configuration. Essential8 update by Infor. **Sheree Hanley** **Senior Enterprise Systems Administrator** **Lake Macquarie**	**Customer eXperience** The Together (CXT) Program aims to enhance existing Council systems and processes to provide an innovative and efficient customer experience. By developing and delivering a modern, user-centric ecosystem of integrated solutions, we aim to create a more efficient, cost-effective, and customer-aligned service. Based on customer feedback, the CXT Program will initially focus on three streams: optimizing the online experience to inform, interact, and transact;	**Harness the power of your Infor OS platform and transform your digital landscape** After migrating an on premise IPS to Infor CloudSuite, you'll gain access to the comprehensive Infor OS (Operating Service) platform. Join this session to unlock the full value of your subscription, harnessing innovation at scale with practical examples on how document generation, Data Fabric, workflow automation,	**Account for your assets within IPS and truly achieve a single source of asset data** Learn how the IPS Asset Valuation module is used to meet accounting standards and reduce audit risk and complexity. Explore how asset financial recognition processes can be improved using a Capitalisation Worksheet, all within IPS. Hear how other sites are using the Asset Valuation

		achieving a single customer view; and optimizing the Pathway system. **Kellie Schofield** **Project Lead, ICT** **Toowoomba Regional Council**	single sign-on security, and integration management to elevate your business operations to new heights. Discover how Artificial Intelligence and Machine Learning tools can transform your organisation into a true digital utility. Don't miss out on this opportunity to learn how you can leverage your Infor OS to its full potential and don't leave untapped value on the table. **Troy Williames, Solution Consultant, Infor**	module to generate financial journals for posting to the GL. No more duplication of asset registers used for different purposes – a single asset record containing opex and capex expenditure. **Monica Nicholls, Solution Consultant, Infor**
4.30pm–5.00pm	**Responsiveness for Customers through CSRs** The Customer Responsiveness Project has been rolled out across Toowoomba Regional Council to increase responsiveness to customers. In this session we will discuss how Pathway Customer Service Requests have been used to better communicate service levels to customers while decreasing agent cognitive load by putting more information into request questionnaires – including using multiple questionnaires. We will also discuss how this project offered the opportunity to streamline Pathway integration with council contractors which has created reduced manual handling in functional areas and for the contractor. **Megan Culley**	**Name and Address – second core module in Pathway** NAR is the second core module for Pathway, but how it works is not clearly understood by most users. In this session we will explore what NAR is and what it isn't. **Jennie Smith** **NAR Officer** **City of Sydney**	**Interactive Product Feedback Session** Hear from South Gippsland Water on their experience in participating in a hands-on product feedback session with IPS Product Management to provide user input into the product direction. Then, join our IPS Product Manager, Reece Harrison to review and provide feedback on working prototypes and screen mock ups on new major capabilities planned for IPS. **Meeting Room 3 and 4**

	Acting Coordinator Business Improvement Customer, Communication & Engagement Toowoomba Regional Council		

Centre Stage		
7.00pm – 10.00pm	**Conference Dinner** **Dress: Smart Casual or Game Show Host** **Game Show** Don't miss your chance to shine at this year's Games Show. Test your knowledge of music, TV, maths, movies, science, art, geography, technology and more! And test your reflexes with the "Fastest Finger First". May the best team win!

Thursday 29 August 2024

8.00am – 9.00am	Arrival tea and coffee	Foyer Area
	Centre Stage 1	**Meeting Place 3-4**
9.00am – 10.30am	**Infor Pathway Product & Roadmap Update**	**Cloud Suite Public Sector & Infor Public Sector (IPS)**
	Please join the Infor Pathway Team lead by Trish Hoskin (R&D Manager) and Mick O'Malley (Product Manager) with the latest functionality available in Pathway as well as an update on the 2024-2025 Pathway Roadmap and deliverable, this component will also include some time for Q&A. Infor will also provide updates on all "Pathway initiatives" and how they relate to you as part of the Pathway and Local Government community.	Please join Reece Harrison, Product Manager for IPS for an overview on the latest functionality available in CloudSuite Public Sector (IPS, Infor FSM, Infor OS). Reece will deep dive into the IPS 2024-2025 Roadmap and deliverables with time for Q&A.
10.30am – 11.00am	Morning Tea	Foyer Area

Centre Stage

11.00am-11.30am	**Roundtable discussion #1 - Choose a table** Open discussion for issues or new processes to share that have not come up from yesterday's back to basics presentations. • Pathway Rates/Debtors/Receipting • Pathway Applications/Licensing • Pathway ePathway/ Customer Service • Pathway Property/NAR • Pathway System Administrators • IPS roundtable discussion topic -Journey from manual maintenance scheduling to performance based
11.30am-12.00pm	**Roundtable discussions #2 - Choose a table** Pathway Round tables as per above, choose a different table. • IPS roundtable discussion topic - Steps to unlocking the value in your data
12:00pm-13.00pm	**Keynote presentation – Katie Iles, Communications & Cultural Consultant, Leadership Coach**

For the first time in history, we have four generations in the workforce. Team members of all ages bring valuable and diverse skill sets, and more times than not, diversity in skillset strengthens a team. At the same time, in little over a generation, organisations have been transformed from hierarchical structures to collaborative environments that exist in an increasingly hybrid and flexible context. In this changing landscape, what can different generations learn from each other? How can we effectively engage and collaborate with our multi-generational colleagues to ensure the workplace remains safe and productive? This session will unpack key workforce trends and how to make the most of everything Baby Boomers, Gen Z, Millennials and Gen Z have to offer. Katie will unpack insights for today's multi-generational workforce, including:

• Key characteristics that inform the values and approach of different generations within the workplace
• Emerging workforce trends across all generations and how they will shape the future of work
• Tools for creating healthy workplace culture for all generations

13.00pm-13.15pm	Conference Wrap Up

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