



# EMPOWER YOUR KNOWLEDGE

2024 Infor Public Sector  
User Forum Conference

## WED 28 – THUR 29 AUGUST RYDGES MELBOURNE

This year the IPSUF conference is taking you back to essential basics and will focus on building strong foundations, enhancing your core abilities, and becoming stronger together.

Don't miss this chance to explore the fundamentals to be able to make more informed decisions with your data and processes going forward.

Whether it's for new staff, or those who have used Pathway and IPS for years, the IPSUF Conference is always a vital hub for fostering collaboration and igniting innovative thinking.

### WHO SHOULD ATTEND?

- PATHWAY USERS
- IPS USERS
- SYSTEM ADMINISTRATORS
- NETWORK ADMINISTRATORS
- TEAM LEADERS
- MANAGERS
- BUSINESS ANALYSTS

### OVER 40 SESSIONS

- Infor's strategic business update
- Keynote presentations
- 'How to' sessions
- Tips and tricks
- Pathway and IPS product/roadmaps
- Interactive roundtable discussions
- Networking with your peers

### Infor's Future: Our Vision and Innovations



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.

Richard Everett is a season leader of global technology companies like Unisys, Micro Focus, CGI, ASG and Cisco. He brings 25 years' experience of growing businesses across 15 countries and three regions from start-ups to global organisations. He has been a key driver of teams in Joint Ventures, Mergers and Acquisitions, Divestitures, Capital Raising and Trade Sales. His education credentials include a Harvard education, a Bachelor of Information Technology, and the completion of the Company Directors Course.

As a Black Belt and Karate Mentor, Richard is committed to continuous improvement, achieving mastery and driving results as well as enabling others to achieve the same personally and professionally.

### Register now

For venue and registration information, go to:

[www.ipsuforum.com/conference](http://www.ipsuforum.com/conference)



## Engaging Generations: The Future of Work



**Katie Iles – Keynote Speaker,  
Communications 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

### **KATIE ILES B.A. (Journ.), B.A. (Int.Rel.)**

Katie traverses the cross-section between leadership, generational change, business growth and healthy workplace culture. With a passion for leading change and building great teams, Katie is adept at engaging across demographics, generations and industry sectors. With qualifications in journalism and international studies, and over 15 years' experience, Katie brings a wealth of insight for organisations seeking to remain relevant, engage generations and communicate effectively in today's changing landscape.

## Hear from ...

- CITY OF MELVILLE
- CITY OF SYDNEY
- CITY OF WEST TORRENS
- GLADSTONE REGIONAL COUNCIL
- HAMILTON CITY COUNCIL
- IPSWICH CITY COUNCIL
- LAKE MACQUARIE CITY COUNCIL
- LATROBE CITY COUNCIL
- LOWER MURRAY WATER
- RIVERINA WATER
- TOOWOOMBA REGIONAL COUNCIL

... and more to come!

## GETTING BACK TO BASICS

### Pathway – Technical

- Transition to Cloud
- Managing debt payments
- Managing Pathway users
- Menu maintenance
- Business notifications
- ePathway administration tips
- Cybersecurity
- Pathway system housekeeping
- Pathway UX debtors

### Pathway – Users

- Customer portals
- How to do more with MS Word
- Workflow tips and tricks
- Getting cool with Pathway UX
- Customer eXperience
- Complex data sets in the Property Module
- What the Name and Address (NAR) Module is – and is not
- Managing your cemeteries with Pathway

### CloudSuite Public Sector

- 'Project Flow' business transformation go live at Riverina Water
- Enabling business transformation with Infor CloudSuite
- Community facilities asset management – a maturity journey
- Adopting Infor Process Catalogue to improve asset management
- Modernising the customer self-service experience with Infor CloudSuite
- Improving finance and procurement operations with Infor CloudSuite
- Supporting learning in the flow of work
- Hands on product roadmap feedback

\* Agenda topics and speakers may change while the conference program is being developed

For the up-to-date conference program go to:  
[www.ipsuforum.com/conference](http://www.ipsuforum.com/conference)