

GOVIS PRE-CONFERENCE WORKSHOPS

The pre conference workshops on Tuesday 17 May 2005 will be held in the New Zealand Post Rooms 1 and 2 (Civic Suite 1 and 2), Second Floor, Wellington Town Hall.

You must register for the pre conference workshop and collect your name badge at the registration desk. The registration desk will be in the New Zealand Post Foyer, (Civic Suite Foyer), Second Floor, Wellington Town Hall and will open at 8.00 am. Workshops will commence at 9.00 am and run through to 5:00 pm. Please ensure you have registered before the workshop commences. Morning tea, lunch and afternoon tea will be provided.

PAARDEKOOPEL & ASSOCIATES are your conference organisers and will staff the registration desk throughout the conference. They will be able to assist you with conference and general enquiries on 027 4 37-0820.

TUESDAY PROGRAMME INDEX

	New Zealand Post Room 1	New Zealand Post Room 2
9.00am	Gerry McGovern Workshop Developing a Citizen-Focused Website	Grant Margison and Sarah Heal Workshop Connecting Information Management to Business Results
10.30am	Morning Tea	
11.00am	Workshop continues	Workshop continues
12.30pm	Lunch	
1.30pm	Workshop continues	Workshop continues
3.00pm	Afternoon Tea	
3.30pm	Workshop continues	Workshop continues
5.00pm	Workshop concludes	Workshop concludes

WORKSHOP PRESENTER PROFILE

GERRY MCGOVERN

Developing a Citizen-Focused Website

How to make your website better serve citizens

Tuesday, 17 May, 9:00am – 5.00pm

Location: New Zealand Post Room 1

Workshop Abstract

You firmly believe that your website should put the citizen first, but how to do it better? How do you achieve best practice for your website? How do you make it even better than it already is? This workshop will help you answer these and other key questions.

This workshop is about helping your citizens find content faster, about making your citizens feel more informed, making them feel more empowered. It will examine important issues such as the need for a common look and feel, for simpler navigation, for a strategy that ensures you maintain the credibility of government content.

To complete a particular task, citizens may often need to go to several government websites, and these websites may be structured very differently, thus leading to confusion and loss of time. How do we solve this very difficult problem? Is a centralized approach best? Is decentralized with standards more flexible? Should there even be department websites, or would it be better to organize government around the tasks that citizens wish to complete?

Gerry McGovern has done extensive analysis of these issues over the last five years, in Ireland, the UK and the United States. He will deliver exclusive research about where government web management thinking is at with regard to the key challenges outlined above.

This workshop is practical, practical, practical. No jargon or techno-speak. Just plain speaking. You will be empowered with simple but robust ideas that will allow you do things that will improve your website tomorrow.

Gerry McGovern has written a number of books and in 2004, was in the 100 most influential figures in e-commerce in the UK and Ireland. His specialties are: development of best practice in content management, for which he has created a proprietary scorecard; writing and lay out for the Web; and information architecture design. Gerry has extensive experience working for governments, including: US Environmental Protection Agency, US State Department, UK Office of National Statistics, and the Northern Ireland Social Security Agency. He was the only external consultant to review the US Web Content Management Working Group initial recommendations (2004) and is a senior adviser to Directgov, a major UK government web initiative. In 2000, Gerry received the Web Ireland Internet Industry Person of the Year award. Previously, Gerry was founder and CEO of Nua, which received the European Union Best Overall World Wide Web Business Achievement award (1996). Gerry holds a BSc Man. (2:1) from Trinity College, Dublin.

WORKSHOP PRESENTER PROFILE

GRANT MARGISON and SARAH HEAL

Connecting Information Management to Business Results

Tuesday, 17 May, 9:00am – 5.00pm
Location: New Zealand Post Room 2

Workshop Abstract

Despite an increased focus on the role of Information Management in the past 5 years, unnecessary waste and risk still occurs in most organisations.

This workshop will give you insights and techniques that you can apply to better connect IM with what the organisation values and needs. Not only does this lead to better results, but it also creates a groundswell of goodwill and extra resourcing to get even better IM and business results.

We will use real examples to provide you with mindtools you can use in your own organisation. The mindtools can be directly applied to your burning issues and there will be time in the workshop to commence this process.

Presented by Grant Margison and Sarah Heal (authors of 'Flapping to Flying: Transforming IT into Information Leadership')

Grant Margison has held senior management positions at gas and electricity utilities Enerco, Southpower and Counties Power where he was known for successfully using new technologies to deliver business advantage and service improvement. He regularly consults for a wide range of public and private sector clients on both strategy and system issues. Grant also regularly facilitates workshops including several MBA workshops every year. The feedback about his delivery of ideas and concepts is consistently high.

Sarah Heal has over 10 years experience in Information Management, commencing her career at Archives New Zealand. She has held senior Information Management positions at two of New Zealand's largest Councils where she has specialised in implementing and revitalising document management projects.