

## 2020 Spring Members Meeting & AWARDS



**Tuesday 29 September through to Friday 02 October 2020**

**LOCATION: [Virtual Venue Online](#)**

**COVID-19 has forced CIOs everywhere to rapidly change our narrative and respond resourcefully to not only the current situation but to future needs as well. More than ever before, we must serve as technical leaders supporting our institutions and the sector to emerge from this crisis stronger than ever.**

**To do so, we must look to the areas of contain, sustain, and grow to guide our strategy.**

### **MEETING CONDUCT**

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CAUDIT Member Meetings are conducted under the [Chatham House Rule](#):

Participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.

#### Vendor Engagement

Day and Award Sponsors may engage with participants during the “doors open” time and the 5-minute breaks throughout the program. They are to remain at their allotted lounge area and exit the venue during **CLOSED SESSIONS** (marked in Agenda).

#### Questions

During Keynote presentations and Panel Discussions, attendees may ask questions via the Q&A function. For help on using the venue, attendees can click on the “Help Lounge” located in the lower right corner.

#### Acknowledgment of Country

CAUDIT acknowledges the Traditional Custodians of country throughout Australasia and their connections to land, sea and community. We pay our respect to their elders past, present and emerging and extend that respect to all Aboriginal, Torres Strait Islander, and first nation peoples today.



# New Member Reps

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**Andrew Cooper**  
The College of Law



**Adrian Dillon**  
University of Tasmania



**Tiko Domonakibau**  
Fiji National University



**Ian Palmer**  
UTS: Insearch



**Sarah Cooke**  
University of Canterbury



**Bill Tomon**  
PNG University Of  
Technology



**Stuart Hildyard**  
La Trobe University



**Mandy Ross**  
Griffith University



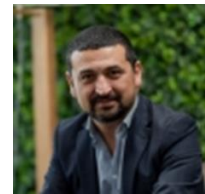
**Mark Griffith**  
UNSW Sydney



**Rick Vosila**  
Charles Sturt University



**Sinan Erbay**  
RMIT University



**Abby Dowd**  
Auckland University of  
Technology



**Luke Havelberg**  
Flinders University



## AGENDA DAY 1 – Tuesday 29 September 2020

### Contain

To contain is to be capable of holding, to prevent spread, to keep under control. In a post-COVID world, we must review our current commitments to assess how we can make better use of our limited resources. Some services and initiatives, that seemed important while international student revenue permitted us to grow, may now no longer be as crucial.

Are there vendor contracts to be renegotiated? Under-used systems to be decommissioned? What projects can we press pause, scale down, or stop in light of changing priorities?

Time	Length	Session	Details
9:00 AWST 10:30 ACST <b>11:00 AEST</b> 14:00 NZ	1 hour	<b>Pre-event</b>	<b>Doors Open</b> Time for creating profile and networking Visit the 'HELP LOUNGE' for any issues or questions
10:00 AWST 11:30 ACST <b>12:00 AEST</b> 15:00 NZ	5 min	<b>Housekeeping</b>	Zoran Sugarevski <b>Executive Director, Victoria University</b>
10:05 AWST 11:35 ACST <b>12:05 AEST</b> 15:05 NZ	5 min	<b>Welcome</b>	Gina White <b>President, CAUDIT &amp; Director, Technology Services, Southern Cross University</b>
10:10 AWST 11:40 ACST <b>12:10 AEST</b> 15:10 NZ	10 min	<b>Sponsor of the Day Welcome</b>	<a href="#">VMware</a> Paul Simos <b>Senior Director, Enterprise Sales</b>
10:20 AWST 11:50 ACST <b>12:20 AEST</b> 15:20 NZ	10 min	<b>Outline of the 4 Days</b>	Zoran Sugarevski <b>Executive Director, Victoria University</b>
10:30 AWST 12:00 ACST <b>12:30 AEST</b> 15:30 NZ	30 min	<b>Keynote Speaker</b> <b>CLOSED</b>	<b>CIO Time Study: Where do the most successful CIO's spend their time?</b> Gerald Khoury, PhD <b>Senior Executive Advisor, Info-Tech Research Group</b>
11:00 AWST 12:30 ACST <b>13:00 AEST</b> 16:00 NZ	5 min	<b>Break</b>	
11:05 AWST 12:35 ACST <b>13:05 AEST</b> 16:05 NZ	40 min	<b>Group Discussion</b>	<b>Contain</b> Table discussions with fellow peers on actions taken to reduce costs, sharing measures that have already been taken, and creative approaches to contain operations in light of budget cuts and restructuring

Time	Length	Session	Details
11:45 AWST 13:15 ACST <b>13:45 AEST</b> 16:45 NZ	30 min	<b>Panel Discussion</b>	<p><b>Contain</b></p> <p>Discussion addressing leading issues on the topic of contain, and answering questions from the members</p> <p><b>Panellists:</b></p> <p>Gina White <b>President, CAUDIT &amp; Director, Technology Services, Southern Cross University</b></p> <p>Mark Griffith <b>Director of Customer Service Delivery, UNSW Sydney</b></p> <p>Ben Tulloch <b>Managing Director - Intelligent Operations, Accenture Australia Ltd.</b></p>
12:15 AWST 13:45 ACST <b>14:15 AEST</b> 17:15 NZ	10 min	<b>CAUDIT Update</b>	<p><b>Procurement</b></p> <p>Vito Forte <b>Chair, Strategic Procurement Committee and Director, Digital and Campus Services &amp; CIO, Edith Cowan University</b></p>
12:25 AWST 13:55 ACST <b>14:25 AEST</b> 17:25 NZ	5 min	<b>Break</b>	
12:30 AWST 14:00 ACST <b>14:30 AEST</b> 17:30 NZ	30 min	<b>2020 Award Presentation</b>	<p><b>Improving Student Success</b> Sponsored by <a href="#">ServiceNow</a></p> <p>Doug Alcock <b>Enterprise Account Executive, Service Now</b></p>
13:00 AWST 14:30 ACST <b>15:00 AEST</b> 18:00 NZ	5 min	<b>Take-aways from the Day</b>	<p>Zoran Sugarevski <b>Executive Director, Victoria University</b></p>
13:05 AWST 14:35 ACST <b>15:05 AEST</b> 18:05 NZ	60 min	<b>Networking</b>	<p>Time for end of day networking, and Award nominees and Award recipient to thank Award sponsor</p>

## AGENDA DAY 2 – Wednesday 30 September 2020

### Sustain

Some things will never change. We’re all here to serve our institution to deliver their core functions of researching, learning, and teaching. We must now also empower our staff to work flexibly and confidently in this uncertainty. And while the temptation might be there for institutions to fight for a bigger slice of a decreasing pie, we know from experience that it is cooperation across much of what we do that has allowed us to be more efficient and to thrive.

Where do we focus our attention to make sure we can do this? Are there high-value projects to be fast-tracked? What do we need to maintain for compliance? How and on what do we partner to deliver sustainable operations and change.

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Time	Length	Session	Details
9:00 AWST 10:30 ACST <b>11:00 AEST</b> 14:00 NZ	1 hour	<b>Pre-event</b>	Time for creating profile and networking Visit the ‘HELP LOUNGE’ for any issues or questions
10.00 AWST 11:30 ACST <b>12.00 AEST</b> 15.00 NZ	5 min	<b>Housekeeping</b>	Adrian Dillon <b>Chief Information Officer, University of Tasmania</b>
10:05 AWST 11:35 ACST <b>12:05 AEST</b> 15:05 NZ	10 min	<b>Sponsor of the Day Welcome</b>	<a href="#">Microsoft</a> Jane Mackarell <b>Sales and Marketing Manager, Microsoft</b>
10:15 AWST 11:45 ACST <b>12:15 AET</b> 15:15 NZ	30 min	<b>Keynote Speaker</b>	<b>Supporting Resilient Operations-Helping business respond to COVID-19</b> Steve Miller <b>Chief Operating Officer, Microsoft Australia</b>
<a href="#">10:45 AWST</a> <a href="#">12:15 ACST</a> <b><a href="#">12:45 AEST</a></b> <a href="#">15:45 NZ</a>	5 min	<b>Break</b>	
10:50 AWST 12:20 ACST <b>12:50 AEST</b> 15:50 NZ	40 min	<b>Group Discussion</b>	<b>Sustain</b> Table discussions sharing how members are sustaining services: are some services being dropped; reduced in scope; combined or delivered in a new way? Offering more vanilla, less bespoke services?

Time	Length	Session	Details
11:30 AWST 13:00 ACST <b>13:30 AEST</b> 16:30 NZ	30 min	<b>Panel Discussion</b>	<p><b>Sustain</b> Discussion addressing leading issues on the topic of sustain, and answering questions from the members</p> <p><b>Panellists:</b> Warwick Calkin <b>Chief Information Officer, The University of Western Australia</b></p> <p>Rodney Hill <b>Director - Data Centre and Cloud - Australia &amp; New Zealand, CISCO</b></p> <p>Teresa Tjia <b>Strategic Advisor</b></p>
12:00 AWST 13:30 ACST <b>14:00 AEST</b> 17:00 NZ	10 min	<b>CAUDIT Update</b>	<p><b>CAUDIT Update - Benchmarking and Cybersecurity</b> Steven Wojnarowski <b>Director, Analytics and Strategic Initiatives</b></p> <p>Greg Sawyer <b>Director, Cybersecurity Program</b></p>
12:10 AWST 13:40 ACST <b>14:10 AEST</b> 17:10 NZ	5 min	<b>Break</b>	
12:15 AWST 13:45 ACST <b>14:15 AEST</b> 17:15 NZ	30 min	<b>2020 Award Presentation</b>	<p><b>Innovation in Teaching and Learning</b> Sponsored by <a href="#">Catalyst</a></p> <p>Andrew Boag <b>Managing Director, Catalyst</b></p>
12:45 AWST 14:15 ACST <b>14:45 AEST</b> 17:45 NZ	5 min	<b>Take-aways from the Day</b>	<p>Adrian Dillon <b>Chief Information Officer, University of Tasmania</b></p>
12:50 AWST 14:20 ACST <b>14:50 AEST</b> 17:50 NZ	60 Min	<b>Networking</b>	<p>Time for end of day networking, and Award nominees and Award recipient to thank Award sponsor</p>

## AGENDA DAY 3 – Thursday 01 October 2020

### Grow

It may seem very far away, but this too shall pass. Our strategy must include planning to become the digital leaders our institutions need us to be to guide them into the future.

What opportunities can we take advantage of now to reward us later? Are there new technologies such as automation, data analytics for better insights to explore? How else can we support face to face, blended learning, and online? How can we improve the feedback loop with our end-users? What internal processes, values, or improvements can we focus on to grow our foundations? Could AI permit us to scale more effectively and efficiently when required?

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Time	Length	Session	Details
9:00 AWST 10:30 ACST <b>11:00 AEST</b> 14:00 NZ	1 hour	<b>Pre-event</b>	<b>Doors Open</b> Time for creating profile and networking Visit the 'HELP LOUNGE' for any issues or questions
10:00 AWST 11:30 ACST <b>12:00 AEST</b> 15:00 NZ	5 min	<b>Housekeeping</b>	Niranjan Prabhu <b>Chief Information Officer and Director, Australian Catholic University</b>
10:05 AWST 11:35 ACST <b>12:05 AEST</b> 15:05 NZ	10 min	<b>Sponsor of the Day Welcome</b>	<b>Sponsor of the Day Welcome</b> <a href="#">Espire Infolabs</a>  Ram Bali <b>Regional Head ANZ, Espire Infolabs</b>
10:15 AWST 11:45 ACST <b>12:15 AEST</b> 15:15 NZ	30 min	<b>Keynote Speaker</b>  <b>CLOSED</b>	<b>Student X - Imagining the future of the student experience</b>  Debra Bordignon <b>Chief Technology Officer, NTT Global</b>
10:45 AWST 12:15 ACST <b>12:45 AEST</b> 15:45 NZ	5 min	<b>Break</b>	
10:50 AWST 12:20 ACST <b>12:50 AEST</b> 15:50 NZ	40 min	<b>Group Discussion</b>	<b>Grow</b> Gleaning from discussions around 'contain' and 'sustain', where do we need to grow for the future? Table discussions to share and workshop explicit and creative ideas which place IT at the forefront of institution capabilities.



Time	Length	Session	Details
11:30 AWST 13:00 ACST <b>13:30 AEST</b> 16:30 NZ	30 min	<b>Panel Discussion</b>	<p><b>Grow</b> Discussion addressing leading issues on the topic of grow, and answering questions from the members</p> <p><b>Panellists:</b> Jason Mangan <b>Chief Technology Officer, The University of Auckland</b></p> <p>Debra Bordignon <b>Chief Technology Officer, NTT Global</b></p> <p>Manjunatha G. Kukuru <b>AVP and Principal Research Analyst - Centre for Emerging Technology Solutions (iCETS), Infosys</b></p>
12:00 AWST 13:30 ACST <b>14:00 AEST</b> 17:00 NZ	10 min	<b>CAUDIT Update</b>	<p><b>Professional Development</b> Kerrie Campbell <b>Vice President, CAUDIT &amp; CIO, Flinders University</b></p>
12:10 AWST 13:40 ACST <b>14:10 AEST</b> 17:10 NZ	5 min	<b>Break</b>	
12:15 AWST 13:45 ACST <b>14:15 AEST</b> 17:15 NZ	30 min	<b>2020 Award Presentation</b>	<p>Excellence in Research Support <b>Sponsored by <a href="#">Dropbox Business</a></b></p> <p>Ellen Pollak <b>Enterprise Account Executive, Dropbox</b></p>
12:45 AWST 14:15 ACST <b>14:45 AEST</b> 17:45 NZ	5 min	<b>Take-aways from the Day</b>	<p>Niranjan Prabhu <b>Chief Information Officer and Director, Australian Catholic University</b></p>
12:50AWST 14:20 ACST <b>14:50 AEST</b> 17:50 NZ	60 Min	<b>Networking</b>	<p>Time for end of day networking, and Award nominees and Award recipient to thank Award sponsor</p>

# AGENDA DAY 4 – Friday 02 October 2020

## Bringing it all together



What are you doing or thinking of doing? Which of contain, sustain and grow are you focussed on now, or are you trying to tackle all three at once.

This is about you and what you bring to the discussion as much as it is about the speakers. Engage and you will contribute to both the sector and your own institutions.

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Time	Length	Session	Details
9:00 AWST 10:30 ACST <b>11:00 AEST</b> 14:00 NZ	1 hour	<b>Pre-event</b>	<b>Doors Open</b> Time for creating profile and networking Visit the 'HELP LOUNGE' for any issues or questions
10.00 AWST 11:30 ACST <b>12.00 AEST</b> 15.00 NZ	5 min	<b>Housekeeping</b>	Anne Kealley <b>CEO, CAUDIT</b>
10:05 AWST 11:35 ACST <b>12:05 AEST</b> 15:05 NZ	10 min	<b>Sponsor of the Day Welcome</b>	<a href="#">Tribal</a>  Anthony McDermott <b>Sales Director APAC, Tribal</b>  John Fraser <b>Product Lead, Tribal</b>
10:15 AWST 11:45 ACST <b>12:15 AEST</b> 15:15 NZ	30 min	<b>Keynote Speaker</b> <b>CLOSED</b>	<b>Facing the Future: Higher Education System in the post-Covid Era</b>  Professor Zlatko Skirbis <b>Provost, Australian Catholic University</b>
10:45 AWST 12:15 ACST <b>12:45 AEST</b> 15:45 NZ	30 min	<b>AARNet Update</b>	Charles Sterner <b>Chief Information Security Officer, AARNet</b>
11:15 AWST 12:45 ACST <b>13:15 AEST</b> 16:15 NZ	10 min	<b>CAUDIT Update</b>	<b>Activities and Value</b> Anne Kealley <b>CEO, CAUDIT</b>
<a href="#">11:25 AWST</a> <a href="#">12:55 ACST</a> <a href="#">13:25 AEST</a> <a href="#">16:25 NZ</a>	5 min	<b>Break</b>	

Time	Length	Session	Details
11:30 AWST 13:00 ACST <b>13:30 AEST</b> 16:30 NZ	60 min	<b>2020 Award Presentations</b>	Operational Excellence <b>Sponsored by <a href="#">Results Group International</a></b>  Lou Markstrom <b>CEO, Results Group International</b>  And Emerging Leader <b>Sponsored by <a href="#">Rimini Street</a></b>  Paul Hill <b>Senior Account Executive, Rimini Street</b>
12:30 AWST 14:00 ACST <b>14:30 AEST</b> 17:30 NZ	5 min	<b>Take-away from the Meeting</b>	Niranjan Prabhu <b>Chief Information Officer and Director, Australian Catholic University</b>
12:30 AWST 14:00 ACST <b>14:30 AEST</b> 17:30 NZ	60 Min	<b>Networking</b>	Time for end of day networking, and Award nominees and Award recipient to thank Award sponsor