

Digital December

Day 1: Improvement and innovation

Monday 7 December 2020

Venue: Remo Conference

Please note this is a virtual conference, [click here](#) for registration details.

AGENDA

9:00 AM	Conference opens with virtual networking*
9:15 AM	Introduction & housekeeping
9:30 AM	<p>Scottish Rural University College</p> <p>Scottish Rural University College discuss how they transformed their admissions processes during the pandemic by running virtual workshops, stakeholder engagement and requirements gathering to deliver tangible benefits to the organisation and their students.</p>
10:00 AM	<p>Broxbourne Council</p> <p>The Digital Council: ensuring that the council is resilient and agile for the future.</p>
10:30 AM	Virtual networking*
10:45 AM	<p>Edinburgh City Council</p> <p>Preparing your organisation for Paper "Less" process adoption. Edinburgh Council shares their experiences of reducing paper to support the digital journey.</p>
11:15 AM	<p>Edinburgh City Council case study</p> <p>Improving customer experience through digital.</p>
11:45 AM	Virtual networking*
12:00 PM	<p>Every successful innovation... needs a tech toolbox</p> <p>This Q&A with a technical panel will consider the pros and cons of various Tech including low-code, no code, legacy and 3rd party integration and RPA that might help you with rapid improvement. They'll discuss questions you should ask any supplier, and give some advice to consider before you embark on any project.</p>
12:30 PM	Facilitated discussion on themes emerging from the sessions.

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Speaker profiles

Esther Gunn- Stewart
Director Gunn-Stewart Solutions
Scottish Rural University College

Esther has worked in the public sector for more than 18 years delivering a range of transformation programmes. During the pandemic, she has worked remotely to support organisations to continue to deliver.



Sandra Beck
Director of Finance
Broxbourne Council

An ACCA accountant, Sandra leads the Finance Directorate which includes, the Leisure and Culture trading operations, Customer Services, Investment Property, Corporate Policy, Operational Property and Facilities Management, Parking, Housing and Homelessness, Procurement, Internal Audit, Corporate Health and Safety, Personnel and Payroll and the outsourced Computer Services and Revenues and Benefits Services and leading on the first phases of the Council-wide transformation programme. Creating a customer first culture within the Council.



Rebecca Keene
Head of Finance
Broxbourne Council

A Qualified CIPFA accountant, Rebecca heads up the finance service at Broxbourne which includes accountancy, accounts payable and receivable, revenues and benefits, treasury management, insurance and health and safety. Rebecca played a key role as a service lead in the initial stages of Broxbourne's transformation journey, championing the role of support services and led on the roll out of digital services in the early days of the pandemic to make sure residents and businesses could still access the support they needed. Now acting as project sponsor, Rebecca's focus is on delivering phase 6 which will see Broxbourne truly become a digital council.



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John Arthur
Senior manager
Edinburgh City Council

John is the senior manager for all of the City of Edinburgh Council's business support functions. His team comprises all administrative staff supporting all services in the council. In addition, John manages all postal mail processes as well as all bespoke print related outputs via a dedicated mail and print centre



Karin Hill
Programme Manager, Customer & Digital Services
City of Edinburgh

Karin Hill has worked in the public sector, delivering education and transformation programmes, since 2002. Having attended university in Washington, D.C, she began her career working for the U.S. military at the National Museum of the United States Navy, where she remained until relocating to the United Kingdom in 2013. Having settled just outside of Edinburgh, Karin worked for cultural organisations in Fife before taking a position with the City of Edinburgh Council, where she serves as the Programme Manager for Customer Transformation. Karin was part of the team that delivered the migration to the Verint CRM in 2019 and is currently overseeing the next phase of Verint integration as well as coordinating the Council's Smart Cities programme.



Jean Ingles
Web and CDE Project Manager
City of Edinburgh

Jean Inglis initially qualified as a Maths teacher but went on to work at the City of Edinburgh Council. She has worked for the Council for over 20 years in a wide range of roles starting in Internal Audit providing management assurance on the organisations internal control processes and risk. She then went on to work in the Councils Digital and Customer teams. She has developed and delivered a wide range of digital training courses and managed the development and delivery of some key systems, for example, the replacement of the councils Foster Carers Payment system. Most recently Jean has been working as the Project Manager in the Customer Transformation Team and overseen the implementation of the councils new CRM and online forms system.



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Simon Pike
Market Solution Specialist
Netcall

With over almost 30 years' Public Sector experience, Simon is passionate about delivering solutions that improve service delivery. He's a leading contributor to Netcall's project Low-code for Local Government and the Citizen Hub Framework. This case management solution enables councils to rapidly achieve 100% fit for their requirements. He believes in the need to, and power of sharing best practice and solutions between public sector bodies. For more, please see his advice and comments on our [Netcall Community](#) blog.



Richard Billington
Chief Technology Officer
Netcall

Richard is CTO at Netcall, delivering industry-leading low-code, contact centre and messaging solutions on our CX platform, Liberty. With a background in web development, Richard thrives on working with new technologies. He has a proven ability to define strategy, manage significant programs and lead teams. He has worked with customers to successfully deliver many low-code and digital transformation projects, including Vodafone, Nationwide Building Society, Thomas Cook, Department for Education, ITV and Network Rail.

