

Digital December

Day 2: Technology Tuesday

Tuesday 8 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>Aberdeen City</p> <p>Andy MacDonald, Director of Customer Service at Aberdeen City discusses their journey of improvement and the critical role that digital has played. Aberdeen City have recently been awarded Council of the Year 2020 by MJ.</p>
10:00 AM	Vodafone: 5G so what?
10:30 AM	Virtual networking
10:45 AM	<p>Panel discussion</p> <p>Join us for what is sure to be a lively discussion with suppliers on how to deliver on successful technology projects, avoiding common pitfalls and ensuring benefits are maximised.</p> <ul style="list-style-type: none"> • Robin Johnston, Digital Transformation, Vodafone • Margaret Moore, Scotland and NI Director Government • Ian Robson, Account Director, Verint • Simon Pike, Market Solution Specialist, Netcall
11:15 AM	Group exercise: How can we work collaboratively with suppliers to improve the output of projects?
11:45 AM	Virtual networking
12:00 PM	<p>Sedgemoor District Council</p> <p>Paul Davidson Director at iStandUK and Chief Information Officer of Sedgemoor District Council will talk about the SAVVI Project, an MHCLG funded COVID 19 collaborative project looking at data sharing and standards between Councils and other agencies.</p>

Speaker profiles

Andy MacDonald
Director of Customer Service
Aberdeen City

As director of customer services, Andy MacDonald has masterminded the digital transformation of Aberdeen City Council. Under his strategic direction, the council is embracing new ways of working (from back office processes to frontline service delivery) to become an exemplar local authority in the UK.



Robin Johnston
Digital Transformation
Vodafone

10 years' experience working with clients in public and private sector on their digital strategy, user experience and adoption.



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.



Paul Davidson
Director and Chief Information Officer
iStandUK and Sedgemoor District Council

