

network

ALGIM newsletter september 2011

creating opportunities for networking, learning and sharing ideas



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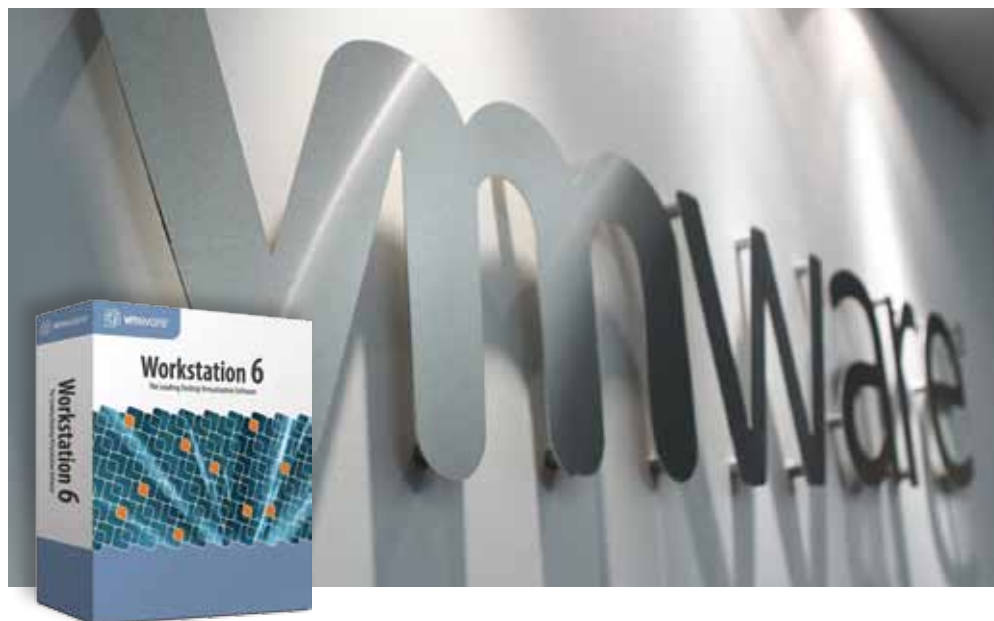
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ALGIM RE-SIGNS CONTRACT WITH VMWARE

ALGIM, in association with the New Zealand distributor Datastor, has renewed their three year contract with VMware on behalf of local government authorities.



VMware is the global leader in virtualisation and cloud infrastructure and delivers customer-proven solutions that reduce IT complexity and enable more flexible, agile service delivery. VMware enables organisations to adopt a cloud model that addresses their unique business challenges.

In 2008, VMware approached ALGIM with the idea of putting together an enterprise agreement for local government which would allow councils to use a significant portion of the suite of applications at a much reduced cost. That year 42 councils registered with the signing of the three year contract.

This year was the first major update to the contract. In the process, more councils have signed on to VMware along with the addition of more software being available to those registered.

Mike Wanden, ALGIM President, said the reduction in cost to councils is huge. "There have been significant savings made for New Zealand Local Government with the resigning of the ALGIM/VMware contract, and we're proud to continue that partnership."

As part of the new agreement VMware will provide sponsorship for the ALGIM conference. This sponsorship, along with Datastor, allows ALGIM to run the ALGIM Research Award for the next two years. This international study award allows for one person to attend the VMware conference in America.

This conference has over 12,000 delegates attend each year. The New Plymouth District Council was the first recipient of this award in 2010 and a representative will attend the 2011 conference at the end of this month.

Billy Michels, ALGIM Vice President and Programme Manager – IT for Waikato Regional Council, believes this new contract provides a really significant advantage for ALGIM members. "It allows us to install this software on as many devices as we like which opens us up to all sorts of possibilities."

The new contract took effect in June. For more information on how your council can be involved with the VMware software contact Billy Michels (07 859 0525) or email billy.michels@wakatoregion.govt.nz.

FROM THE PRESIDENT

WELCOME TO ALGIM'S
SEPTEMBER EDITION OF THE
MEMBER NEWSLETTER FOR 2011



This year has been a busy one for the ALGIM team, with the four symposiums completed successfully and our 31st Annual Conference fast approaching. The feedback received on the symposiums so far show that these events are providing value to the ICT sector and to Local Government. I'd like to thank both the attendees and vendors for your continued support at these events because without it they wouldn't be possible.

I'd like to welcome Cassie Rowe to the ALGIM HQ team. She has taken on the role of our Marketing and Communications Coordinator. Cassie joined the team in July and some of you may have met her at our Records Management and Customer Service Symposiums. We are pleased to have her on board.

Planning is well underway for our Annual Flagship Conference in November. This year, we are trialling a fresh new set up for our exhibitors by placing them in an improved marquee. At this stage this is a one year trial in a bid to improve the conference experience for both vendors and delegates and we will re-evaluate this again in 2012. Don't forget to mark 20-23 November 2011 in your diaries, and we will keep you updated through our website, Twitter and Facebook on announcements to our speaker line up.

We're also very proud to have re-signed the contract with VMware. This has allowed ALGIM to increase the savings made by local government throughout New Zealand who sign on to the software.

I believe the challenges for ALGIM going forward are continuing to deliver what you, as our members, want. To ensure we continue to do this, we value any feedback that you can provide us with. ALGIM's continued financial investment in areas such as Greenkeeper, the development of Records Manager and Smart Trainer are positive moves going forward as we look at better ways to service our members.

The ALGIM Executive and staff look forward to seeing you all in November at Wairakei Resort.



Mike Wanden, President, ALGIM

GMIS INTERNATIONAL 2011

International Educational Conference

Government Management Information Services International (GMIS) is the largest professional organisation for public sector IT Leaders in the USA and a sister organisation to ALGIM. An annual conference is held where IT people can learn and share knowledge and lessons learned from each other and industry specialists. ALGIM Executive Member Sue Souren writes about her experience there.

This year was a special conference being the 40th birthday conference and I was very pleased to be able to accept the invitation to attend and represent ALGIM and NZ Local Government. International representation was high and alongside ALGIM there were thirteen other international guests representing Belgium, Sweden, Netherlands and Canada.

The conference sessions covered themes and issues not dissimilar to NZ including social media, open access and data sharing, shared services, delivering high speed broadband and business process improvement. Interestingly New Zealand is seen as a leader in many of these initiatives.

The international group (LOLA - Linked Organisation of Local Authorities) presented on the Citadel agreement which is building on e-government and delivering open and transparent services to citizens across Europe.

The USA certainly has its own problems with its many natural disasters, Tuscaloosa tornado, Arizona wild fires which were visible in the skies over New Mexico and the economic recession. But in all my conversations with the many people that I had the pleasure of speaking to, they all passed on their thoughts and condolences to the people of Christchurch for the devastation and loss of life through the earthquake.



THE 2011 ALGIM ANNUAL CONFERENCE

Planning is well under way for the 2011 Annual ALGIM Conference, with the three day event taking place at the scenic Wairakei Resort in Taupo again this year.

Early bird registrations opened on Monday 29 August, providing a discount for those who register before the close of business on October 25 2011. After that, registration prices will return to full price.

As always, the awards dinner will be held where the winners of the hotly contested ALGIM Innovation and VMware awards will be announced. These awards provide those in local government with the opportunity to be recognised for their achievements amongst their peers. The awards categories this year are:

ALGIM Excellence in Innovation Award

ALGIM Excellence in Leadership Award

ALGIM Excellence in Information Management Award

ALGIM Research Award | Sponsored by VMware and Datastor

Keep an eye out on our website, Twitter and Facebook page for the date announcements for both registrations and nominations.

Greg Cross and Carl Williams of PureBlack Racing will open the conference. Greg's background includes a career with Microsoft New Zealand as the Managing Director before founding PureBlack Racing with Carl. PureBlack Racing was launched in July 2010 with the aim of becoming New Zealand's first international UCI ProTour road cycling team. Carl will also touch on his experience as an America's Cup and Olympic sailor.

Gordon Tietjens, coach of the NZ Sevens Team, has been confirmed as a guest speaker for the conference. Mr Tietjens, who is regarded as one of the most successful Sevens coaches in the world, will motivate delegates with his down to earth style. His energy and determination has helped to produce some of New Zealand's greatest rugby talent, with 36 of his players going on to be All Blacks as of June 2010. These players



include Jonah Lomu, Christian Cullen, Victor Vito, Mils Muliana and Rico Gear.

Well known New Zealand comedian and television host, Dai Henwood, will entertain guests during the Monday night dinner. Dai has won many awards including The Billy T Award in 2002 and The Fred Award for Best New Zealand Comedian in 2007. In 2006 he was named Best MC by The New Zealand Comedy Guild Awards. Currently, he is part of the show "7 days", a Friday night comedy show that takes a comedic look at the week that was in New Zealand and International news.

Programme highlights also include:

- ALGIM's White Paper on IPv6 Adoption within Local Government will be presented by Dr Murray Milner,

Convenor of the NZ IPv6 Taskforce.

- Presentations on local government virtualisation, cloud computing and signing documents in the cloud – moving local government forward.
- e-Government in Canada, presented by international guest Harry Turnbull, Director of IT – City of Windsor, Canada.
- Practical Disaster Recovery: Robin Johansen CIO of Beca Group will outline lessons learnt from the natural disasters of the Pacific in 2011 – the Queensland flood and Christchurch earthquakes.
- Will Huthnance, Department of Internal Affairs (DIA), will host a web standards workshop as a technical training session that will run parallel with the Conference programme.
- NZ Council finalists for the 2011 ALGIM Innovation Awards will present their case studies.

The 2011 Annual ALGIM Conference promises to be jam packed with a fantastic line up of speakers, exhibitors, vendors and entertainment. You can find out more as details are announced on:

Webpage: www.algim.org.nz/2011annualconference

Twitter: www.twitter.com/ALGIMInc

Facebook: www.facebook.com/ALGIMInc



A Virtual Insight into the Redevelopment of Adelaide Road

BY CAROLE BRUNGAR

Andrew Shakes, GIS Operations Coordinator at Wellington City Council, gave the audience at the ALGIM GIS Symposium an insight into how he uses K2Vi software.

In 2010, the council presented a virtual 3D model of Adelaide Road as part of a ‘tax increment financing’ masterclass. The council’s GIS Operations team first created a fully interactive 3D model of Adelaide Road, which was then modified to show ‘before and after’ scenarios of the area if it was to be extensively developed.

K2Vi or ‘Key to Virtual Insight’ software by AAM was first developed in NZ. The software has been in use for some years as an effective visualisation tool for proposed developments such as wind farms, including cases in the Environment Court. More recently it is being used by councils here and in Australia to visualise the impacts of new buildings or the effects of climate change. For example, how a new high-rise building will block the sun or views from neighbouring properties.

Adelaide Road has long played a prominent part in the history of Wellington. It was first surveyed in the 1800s by the New Zealand Company and was named after the immigrant ship Adelaide which arrived in Wellington in 1840. Today it is a vital link between the inner city and the new Regional Hospital, Newtown and the southern and eastern suburbs. It is a major public transport route and an alternative route to and from the Airport. It is close to the CBD and the area is a generally low-rise mixture of light industrial, retail and housing.

With forecasts predicting about 44,000 more people living in Wellington by 2026, council planners consider the Adelaide Road area has huge potential for commercial and residential growth with a number of developers and investors already showing interest in the area. New apartment buildings and student accommodation is already being built or is on the books. Two big supermarkets are also planned for the areas. The redevelopment of Wellington Hospital is also affecting the volume of traffic using the road.

“At present the road is somewhat bleak – it’s not very pedestrian-friendly and the streetscape is somewhat utilitarian,” Andrew said. “The challenge has been to provide an accurate representation of what the area will look like allowing for new buildings and street alterations.”

“Using K2Vi we can add different weather scenarios to the model to see what happens in heavy rain, or how shadows from buildings will impact on the public spaces.” Andrew also said that the 3D model was used to visualise sea level rise associated with climate change.

The Adelaide Road 3D model took several months to complete. The first step was to photograph all the buildings and the features along the street. Then a team of council staff worked with Photoshop, Blender and Google Sketchup to upgrade the image quality of building frontages and ground surface. “That is where the workload is,” Andrew said. “It takes hours to texturise buildings and create a model that you can take a virtual walk through and feel it’s realistic. It’s like filming a movie.”



Before



What Adelaide Road could look like

PHOTO GALLERY OF THE 2011 ALGIM RECORDS MANAGEMENT SYMPOSIUM



Check out all our photos from the Symposium and Awards dinner on the ALGIM Facebook page

YES! BEING GREEN CAN SAVE YOU LOTS OF MONEY!

ALGIM has embraced an innovative New Zealand software product that saves money, saves the environment and saves power. The product known as Greenkeeper automates the shutting down and starting up of a PC on an individualised or organisational basis.

ALGIM CEO, Mike Manson was so taken by the product that he showcased it to seven countries of Local Authorities gathered at an international conference in Sweden in May this year.

Not only has ALGIM implemented the product at it's national headquarters located in Palmerston North, but also negotiated a leveraged pricing deal for all it's Local Authority members.

ALGIM Project Manager Amanda Cockburn is delighted with how quickly Greenkeeper was installed at ALGIM. "I can now run reports on the savings we are making in real dollars. I can also customise my calendar to tell Greenkeeper when to have my PC on and when to it turn off. The software is so intelligent it will not shut down if I have certain applications open as it knows these are important to me" says Amanda.

Waipa District Council has been running Greenkeeper for over 3 months now, having deployed it across 100 desktop machines. "Staff are reasonably diligent shutting down their machines at the end of each day" says Mark Hogan, Manager Information Services "however, Greenkeeper reporting showed that over a full month there was a total of 4800 hours where PCs were powered-on, with no-one logged on". This equated to 360Kw of wasted power in a month.

Mike believes that Greenkeeper has a strong business case for Local Authorities who are all under tight fiscal constraints. "So who wouldn't want to save money in these times of doing more with less. Greenkeeper is an example of Kiwi innovation right at our doorstep that saves power while helping the environment and saving real dollars" says Mike Manson. "This is a win, win, win for all our members".

Greenkeeper's Founder and CEO Helen Joronen says she is delighted with the ALGIM deal. "We provide a very practical solution, which has taken years of hard work developing. The results for any business can be truly amazing both in terms of the actual energy savings produced, impact on the environment as well as measurable outcomes and reduction in overall costs".

In general, people do not realise the everyday impact of the humble computer working away in the office or home. In New Zealand, a desktop computer can create an additional 114 kg of carbon emissions per year through poor power management. This adds to the energy cost, the financial cost and the impact on the environment.

Yes, you can make a difference no matter the size of your organisation and Helen congratulated ALGIM's commitment to energy savings and the environment, with the installation of Greenkeeper. "This shows a real commitment now which will produce returns today and into the future."

ALGIM will be promoting the use of Greenkeeper for Local Government via its website <http://www.algim.org.nz/products-services/greenkeeper/>

INTERNET PROTOCOL VERSION 6

- what's all the fuss, and why is ALGIM getting in behind the IPv6 Taskforce?

WRITTEN BY PETER VAN DER BURG (ALGIM EXECUTIVE) &
CASSIE ROWE (MARKETING AND COMMUNICATIONS CO-ORDINATOR)

REMEMBER:

Telex?
MSDOS?
Analogue television?
1G mobile phones?
IPv4?



What do they have in common? Obsolescence. They served their purpose but were superseded by better technologies that made our lives all the more fulfilling. IPv4 or Internet Protocol version 4, that the internet is built upon is one of them.

The implementation of IPv6 in New Zealand is accelerating with many organisations, businesses and government agencies already implementing it. ALGIM has a long history of supporting councils in the introduction of new technologies. Many organisations, including councils, are totally unprepared for the change from IPv4 to IPv6 and many are unaware of the implications of 'doing nothing'. ALGIM is working with the IPv6 Taskforce to ensure the Local Government sector can address the situation by providing education and support through the development of resources.

ALGIM has surveyed its member councils on the readiness for change and in response to that is developing a whitepaper on IPv6 with the intension to create technical training opportunities to up skill local government staff. This will be presented at the 2011 Annual ALGIM Conference at Wairakei Resort in Taupo.

SO WHAT IS IPV6?

IPv6 is the next generation Internet Protocol. The most widely used Protocol at present is IPv4 which is 32bit. IPv6 is 128 bit which allows for a practically unlimited number of IP addresses. However, the available pool of IPv4 addresses has run out. In order to provide more addresses and capabilities to continue the development of the Internet, IPv6 is required. With a vast address space available, an unparalleled opportunity for innovation has been presented for all internet users.

WILL IPV6 REPLACE IPV4?

Yes, in the medium term. Investment in existing IPv4 infrastructure is considerable. A gradual adoption of IPv6 over 10 to 15 years is expected, and IPv4 infrastructure will exist beyond that timeframe. Over time new services will be available on IPv6 which will not be available using IPv4. However, the expiry of IPv4 is nothing like Y2K. Although there will be services or places on the internet which will be difficult or impossible to reach without IPv6.

Depending on the network infrastructure, IPv6 may also offer some security enhancements over its predecessor. However these security improvements will not be significant in comparison and existing firewalls and security practices will need to be checked to ensure they work with this new technology.

New devices, including computers, mobile phones and network equipment will be manufactured with IPv6 incorporated & will require IPv6 networks to support them. Existing IPv4 devices will continue to work on the existing internet, but are unlikely to be able to communicate with the new devices and applications.

While there is no deadline for the adoption of IPv6, the main concern facing local government is gaining the required knowledge to make a smooth IPv6 transition. All indications have shown that the more people understand about IPv4, the easier it is to acquire the required knowledge and skills to work with IPv6. The White Paper, which will be presented at the 2011 Annual ALGIM Conference, will provide information on how to implement IPv6 within your organisation to ensure that a smooth transition takes place.

IPv4, which is currently used by most computers, allows for over four billion addresses, or 4×10^9 addresses.

With IPv6, there will be 340 BILLION BILLION BILLION addresses available, or 3×10^{38} addresses.

Information for this article was found on www.ipv6.org.nz, the website for New Zealand's IPv6 task force.

PHOTO GALLERY OF THE 2011 ALGIM WEB SYMPOSIUM



From our newsletter sponsor...

HOW DO YOU FILE AND RETRIEVE DOCUMENTS?



Filing paper documents is an essential part of business today. However, the amount of space we dedicate to storage can be costly, and retrieving hardcopies can be time consuming.

At Fuji Xerox we work hard to understand the record keeping needs of local government so that we can deliver scan solutions that are compliant to New Zealand's Public Records Act. These solutions, which are tailored to meet your requirements, range from business process re-engineering and bulk document scanning to scan management.

We enjoy the support that being part of a truly global organisation brings. But we do not forget that we are New Zealanders who are passionate about making your organisation more capable and successful than ever before.

Locally, at Fuji Xerox New Zealand, we have developed SmartConnect 2.0 which enables your Fuji Xerox ApeosPort device to interface with enterprise systems. This gives you a single store of information. With ad-hoc or defined business rules, your documents can enter directly into your business processes so that you can distribute, store and retrieve documents without the need for expensive on site hardcopy storage facilities.

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THE JOURNEY TO THE CENTRE OF GREAT CUSTOMER SERVICE

Sean McNamara (Corporate Manager, Customer Experience and Office of Corporate & Project Management at Adelaide City Council) addressed the attendees of the 2011 ALGIM Customer Service Symposium earlier this month. His presentation outlined Adelaide City Council's journey to the centre of great customer service and why they wanted to change their approach to customer service. A part of that journey was the implementation of a Net Promoter Score (NPS) system.

The journey for Adelaide City Council was in three parts.

1. The Environment the council operated in
2. The Education process required to establish the case for change
3. The art of Execution








What Sean has found is that when reviewing customer service methods often the difficult changes, what he refers to as the "dark bits", were over looked –those changes were the most difficult to apply therefore making them the easiest to overlook in order to concentrate on other areas of concern. It was his role to ensure that those "dark bits" were reviewed and recommendations were not only made but also implemented.

Further to this, Sean found that change at Adelaide City Council never happened 'on a whim', which made it very predictable and safe. "Change is always carefully debated in Adelaide" says Sean.

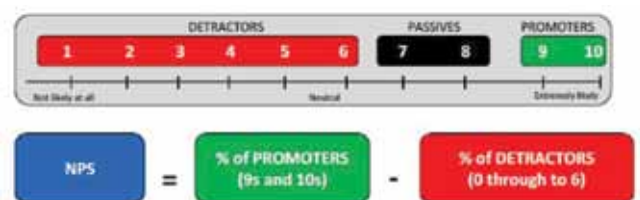
Adelaide City Council had also used Customer Based KPIs for a while, which provided positive results however did not identify which areas required improvement, or what customers were specifically passionate about.

Next, Sean implemented The Education phase of the journey: how he got his staff to acknowledge the concerns of the customer. The team worked on differentiating the differences between customer service and customer experience: what the organisation believes the customers want are not necessarily what the customers want themselves and are passionate about.

Customer experience, as Sean discussed, is more about fast, knowledgeable service with a smile. "It's about being able to interpret the emotions and feelings of a customer and providing empathy to those feelings. This will ensure that the customer feels valued and [that the Council is] delivering to their

		NPS
	Apple*	+72
	Google*	+53
	Adelaide City Council	+35
	Ebay**	+16
	Vodafone**	-4
	Optus**	-22
	Telstra**	-34

* Source: Satmetrix 2011 Net Promoter Benchmark Study of US Consumers
 ** Source: Engaged Marketing 2009 Consumer Recommendation and Loyalty Study



expectations." Customer feedback reflected that the council didn't understand their needs as customers, and the processes that they had to go to utilise many services such as rubbish bins and the swimming lessons at the community pool were convoluted and were more time consuming than they needed to be. "We often have the attitude that we are born to follow 'the rules' – our rules make sense to us but do they make sense to our customers?"

So Adelaide City Council made the commitment to change the perception of the customer experience by creating an environment where the customers were at the centre of their thinking when it came to making decisions.

PHOTO GALLERY OF THE 2011 ALGIM CUSTOMER SERVICE SYMPOSIUM



1. Delegates receive a tour around the Nelson City Council Customer Service Building
2. Winners of the Best Dressed at the ALGIM Awards Dinner – Leonardo and Mona Lisa
3. Steve Lange motivates attendees with his theory on Great Customer Service
4. Mayor Aldo Miccio, Nelson City Council, welcomes delegates to Nelson
5. Projex Unlimited present New Plymouth District Council with the 2011 Ultimate Local Government Customer Service Centre Award with ALGIM CEO Mike Manson
6. The Victory Primary School Kapa Haka group perform for delegates at the Suter Theatre & Gallery
7. New Plymouth District Council with their Wearable Art masks
8. WOW! - The ALGIM team: Rebecca Swannson, Peter van der Burg, Cassie Rowe and Mike Manson
9. Projex Unlimited present Meryl Parsons for Local Government Customer Service Representative of the Year (on behalf of Louise Woodthorpe) with ALGIM CEO Mike Manson
10. Pip Dickson, Northland Regional Council
11. The Canterbury Team
12. Jane McLeod, Nelson City Council
13. The Manawatu District Council team in their Wearable Arts creations

Thus, the Customer Experience Program Plan was implemented. This plan is described as “a blue print” for the customer service team members to find better ways and add new value to the customer experience. It was also a plan to connect more closely with their customers that would be reviewed and updated on an annual basis.

Finally, it was time to execute this plan. To ensure that they were providing what customers believed to be the great service and a positive customer experience every time, Adelaide City Council introduced Customer Satisfaction Monitoring with the Net Promoter Score (NPS). The NPS was implemented specifically in areas where customers had a choice as to who they dealt with (e.g. car parks and the swimming pools).

Only customers who agreed to take part were contacted and asked to rate the services with specific questions such as “How likely are you to recommend Adelaide City Council to a friend or colleague?” Customers would then score the service from 1 – 10.

Those who rated the service from 1-6 were detractors: customers who wouldn’t recommend the service and were likely to put potential customers off from using the products and / or service. On the other end of the scale were the promoters: those who

rated that particular service a 9 or 10 and were likely to both return to the product and / or service as well as recommend it to others. Those who voted 7 – 8 were considered passives, they were neither likely to promote or criticise the products and / or services of Adelaide City Council.

The NPS total equals the percentage of people who provided promoting scores minus the percentage of people who provided detracting scores. This score gives an overall idea of how well each area is doing. As Sean pointed out, it is possible to receive a negative score.

As far as Sean is aware, no other council in Australia uses the NPS system. Sean hopes to encourage other Australian Councils to utilise the NPS system so that Adelaide City Council can provide a benchmark. “In the mean time,” says Sean “if you want to be the best, you’ve got to compete against the best” with their score compared with corporate giants such as Apple, Vodafone, Google and ANZ.

Finally, Sean believes it’s important to connect and listen to the customers – really listen - and find any excuse to talk to them. “And if you can’t think of an excuse to talk to your customers, make some up!”

Terms for Councils

MIKE MANSON, ALGIM CEO

Ever wondered how easy it would be to share data between Councils? Or what terminology is used by one Council to describe a function, activity or service? Would it be the same for another Council? What would happen if there were further amalgamations?

Today there are many initiatives underway requiring data sharing such as Regional GIS initiatives, customer service requests and website data aggregation just to name a few.

ALGIM has embarked on a project for Local Government that seeks to standardise terms for:

Functions and activities

Services

Projects

Documents

Web pages

Document and record classification structures (shared drives or EDRMS)

Fields in databases

Content inside database fields

The output of this ALGIM project, called "Terms for Councils", is a thesaurus of common terms that can be used by all councils.

So if one Council calls a spade a shovel and another calls a spade a spade then there is an opportunity to agree as a collective of Local Authorities a standard list of terminology. This will become more important as there is greater collaboration amongst Councils.

ALGIM will also engage with other associations to enlist their help. This engagement will include staff such as engineers, CEOs, senior managers etc.

To ensure Terms for Council is successful, it will require buy in from the sector to adopt a national set of terminology.

Now there will always be some terms and descriptions that are unique to a Local Authority and these can be added to the thesaurus as it is not intended it can be all things to all situations.

Working parties have been established particularly around the Records Management area and soon further working parties such as Customer Service Request Tracking terms will be started.

Classifying calls by subject/service into service request databases will assist with standardisation of such activities as Local Government Contact Centres. Get involved as this will bring benefits to all ALGIM members.



PROFILE OF CASSIE ROWE

Marketing and Communications Coordinator, ALGIM

ALGIM is pleased to welcome Cassie Rowe as the organisation's new Marketing and Communications Coordinator, who joined the team in July.

"Outgoing, a people person and goal orientated" is how Cassie describes herself, and she's putting these traits to work in her new role here at ALGIM HQ.

Originally from the small town of Dannevirke, Cassie wanted to be an actress growing up with dreams of Hollywood, before deciding journalism was probably a more stable career of choice. However, while studying at Massey University where she obtained a Bachelor of Communication, she once again changed her mind and focused her degree on Communication Management, and hasn't looked back!

Willing to give anything a go, she became involved in student politics in 2008 at the Massey University Students Association (MUSA), starting out as Vice President (Education), before shifting to Vice President (Administration) and finally Acting President.

While at MUSA, Cassie took the opportunity to gain experience in marketing and communications, where she



was involved in student media, prepared media releases, lobbied both Massey University and Central Government for improvements to student living and promoted the services MUSA provided. During her time there, student engagement with the association increased with a record number of students attending MUSA events and making use of the services.

Cassie, 24, then went on to work at Mitre 10 MEGA as the Marketing Coordinator for the Palmerston North store. "This was a huge learning curve for me" says Cassie. "Not only was it my first job since graduating, but I had absolutely no idea how to DIY!" Her role saw her gain a crash course in hardware with her first "Ladies of the Trade night" held only weeks after her arrival.

Outside of work, Cassie loves to both attend and be involved in theatre. One of her greatest theatrical achievements was directing Lovepuke, written by New Zealand playwright Duncan Sarkies, for the Studentcity Arts Week in 2009. This play contributed to her winning the award for Long Service to the Arts at the Studentcity Arts Awards that year.

Excited about her new role at ALGIM, Cassie is looking forward to being able to put her own creative spin on the Marketing and Communications position.

Kommits, Sweden hosts LOLA countries including ALGIM, New Zealand

in May this year Mike Wanden President of ALGIM and Mike Manson ALGIM CEO represented ALGIM in Stockholm, Sweden at a gathering of Local Authorities from across seven nations.

To say it was an uneventful flight would be an understatement says both Mikes who upon touchdown in London were asked to remain seated while 10 armed police stormed the Air New Zealand flight to arrest a passenger who caused a major disturbance assaulting crew and passengers but was restrained until landing.

Upon arriving in Stockholm after 32 hours since leaving Auckland the two Mikes were greeted to a 16 degree climate in late spring. However this deteriorated to 8 degrees one day and then to 4 degrees and finally it snowed

The Komitts conference was a celebration of their Association reaching 15 years old and held in the Erickson Globe stadium. The projection technology was on a scale unseen at any Local Government conference worldwide says Mike Manson. Four entire walls of the sports stadium with 400 people gathered within the enclosure were transformed into giant screens displaying scenes from New York, Paris to San Francisco and Stockholm.

The topics covered during the 3 day event included Open Data, Broadband rollout, IPv6, e-ID, an e-society strategy, Microsoft Citizen Service Portal and updates from the seven nations of Local Authorities.

The key highlights of interest were the Broadband strategy for Sweden which aims to have 90% of the country at 100Mbps broadband speed by 2020, The Public sector reform in the UK creating a smaller state sector, the introduction of a child ID in Belgium till age 12, shared services including sharing a CIO with another Council, ipads for Councillors at the city of Gothenburg who had developed an app for ensuring all Councillor notations were auto-stored in their Document Management System.

It was intriguing to note some of the initiatives especially Rural Broadband in Sweden whereby citizens were encouraged to dig the fibre in themselves. The State provided money to the citizen to dig while the Council pays for the connection. However the funding from the State is drying up.

So to top off an amazing week in Europe President Mike Wanden went on to Belgium to participate in their Annual Conference, however a bomb scare at the venue evacuated the conference and no one was allowed to return until clear. The conference was subsequently disbanded for safety reasons.

ALGIM 2011 CALENDAR OF EVENTS

DATE	EVENT	VENUE	LOCATION
20-23 November	Annual ALGIM Conference	Wairakei Resort	Taupo

2011 ALGIM EXECUTIVE

Mike Wanden, President (Otorohanga DC); Marion Dowd, Vice President (Western Bay of Plenty DC); Billy Michels, Vice President (Waikato RC); Susan Souren (Taupo DC); Jason Dawson (Northland RC); Jolanda Simon (Waimakariri DC); Peter van der Burg (Porirua CC); Mike Foley (Auckland Council); Jim Higgins (Life Member) Robyn Dearlove (Audit NZ);



ALGIM HQ STAFF

From left: **Mike Manson**, CEO; **Amanda Cockburn**, Project Manager; **Rebecca Swansson**, Conference and Events Coordinator; **Jenny Cullinan-Nevell**, Administration Executive; **Cassie Rowe**, Marketing and Communications Coordinator



WHAT IS ALGIM?

The Association of Local Government Information Management (ALGIM) represents the national and international interests of the information, communication and technology (ICT) sector within New Zealand's city, district and regional councils. We provide best practice in the local government ICT sector by enhancing professional development through scholarships, training, events, awards and networking, and offer leadership through toolkits, advocacy, research and shared services.

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