



# ALGIM network

August 2017

Bringing emerging  
technology to life

VIRTUAL  
REALITY

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REALITY

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ARTIFICIAL  
INTELLIGENCE

## Featuring:

Artificial Intelligence and  
the age of experience

Upcoming Spring Conference  
- Web/Digital and CX

Taking customer service  
to the people



## 2017 ALGIM Executive

Billy Michels, Waikato Regional Council (2016 ALGIM President); Marion Dowd, Western Bay of Plenty District Council (2016 ALGIM Co-Vice President); Andrea McIntosh, Whangarei District Council (2016 ALGIM Co-Vice President); Mike Brothers, Auckland Council; Stacey Young, Marlborough District Council; Mike Wanden, Otorohanga District Council; Janet Greig, Rangitikei District Council; Joy Kopa, Taranaki District Council; Justin Bagust, Timaru District Council; Jolanda Simon, Waimakariri District Council; Jim Higgins, Life Member; Robyn Dearlove, Audit NZ.

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## What is ALGIM?

ALGIM, the Association for Local Government Information Management, represents the national and international interests of the information, communication and technology (ICT) sector within Local Government. ALGIM enhances ICT professional development through scholarships, training, events, awards and networking, and offers leadership through toolkits, advocacy, research and shared services.

## Our Mission Statement

“Creating a world-class Local Government ICT sector”

Our mission is to create a world-class Local Government ICT sector through:

1. Leadership
2. Professional Development and Education
3. Networking and Collaboration
4. Information Provision and Research

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**As we reach the tail end of winter and start looking forward to spring, it's a good time to reflect, with some anticipation, on how our digital world is heading into another season of technological change.**

Emergent technologies like VR, AR, AI, drones, Linked Data, and the Internet of Things, are all beginning to blossom, and as the voice of local government's digital sector, ALGIM is committed to preparing councils for this new phase.

Our Autumn GIS and IRM Conference demonstrated this commitment, with open data, drones, and digital transformation being key themes. As the first event under our new conference structure, I was thrilled at how successfully and smoothly it went, with a great line up for GIS and IRM, and keynote speakers that brought everyone together. We also awarded some amazing people for their equally amazing projects as well as recognising some awesome staff with personal development awards.

We are now looking ahead to the second of our new events, ALGIM's Spring Conference in September. There we will bring our Web & Digital and Customer Experience symposiums together into one fantastic conference. Whether it's digital engagement with your communities, the way AI is going to transform the customer experience, or how to cope with the coming change, we'll have local government covered. There will also be plenty of what's happening now, including case studies from your fellow councils, and site visits to local Dunedin companies who are leading the way.

Of course, I couldn't talk about upcoming events without also mentioning our Annual Conference. This is our premier event, and will be held, for the first time, in Rotorua this year. The programme is shaping up nicely, and I hope to see many of you there.

Speaking of events, further on in this issue you'll see a piece on ALGIM's attendance at the MISA Conference in Windsor, Canada. The conference itself was fantastic, but more importantly it was a chance to network with our sister organisations from around the world. After that visit, we can safely say that ALGIM is matching, if not leading, these organisations from much bigger countries. We had the opportunity to present on three occasions and even had a lunch time video promoting our Infobase product.

If you want to see just how much ALGIM has achieved for local government in the last year, check out the ALGIM Year in Review on page 16. The team has been busy working for you, and I look forward to an equally successful 2017/18 with our council members.

Kind regards,

**Billy Michels**  
ALGIM President



**Greetings from ALGIM HQ. We are now well into the first quarter of the financial year and for many LTP budgets and programmes may be challenging you or perhaps an upcoming s17a review is on the horizon.**

ALGIM has been busy in many areas with a Linked Data trial underway with a number of local and central government agencies. The team are very excited about the possibilities that such a trial may create, with artificial intelligence capabilities as an end goal.

Our ability to track systems in use by local authorities is gaining momentum with other countries expressing interest in joining Infobase, so they too can track utilisation across their members. South Australia and Victoria, Australia, and all of Canada are currently entering data. This will further add to Infobase's significant benefits.

A big thank you to all councils who participated in the 2017 ALGIM/KPMG ICT Benchmarking exercise. Benchmarking is critical, particularly when faced with s17a reviews or other internal assessments.

ALGIM's audit of all council websites has been completed, along with a mystery shop of every council to determine and rank the customer experience. Both results will be delivered at our upcoming Spring Conference.

We have been entirely cloud-based for some time and we know the insights and benefits of being able to operate anywhere, any time. We are currently changing our conference system to a new cloud product called "Wild Apricot" which you will experience when registering for the upcoming Spring and Annual Conferences. We aim to make the event registration process much simpler.

The Spring Conference is very exciting with six international speakers including the head of the US Government's Citizen Transformation project who is flying in from Washington DC to address us.

Our ALGIM Training programme continues to grow with our Webinar Wednesdays. Watch out for an exciting new series of technical training offerings including Drone Safe certification.

ALGIM recently assisted councils who wished to participate in a collective enterprise agreement (ELA) with VMware. One participating council thanked ALGIM as they were looking at paying five times as much outside of the ELA for what they wanted to consume.

Our focus for 2017/18 is to provide a higher level of thought leadership and ensure our members (100% of all councils) are exposed to the latest thinking, technologies and case studies to enable the sector to move forward as an efficient and effective collective of public service providers. We are here to assist you in any way we can.

**Mike Manson**  
Chief Executive

# The age of experience

## A look at the future of AI and CX with FaceMe's Simon Grieve

The growth of social media, device accessibility and personalisation is the breeding ground for a new paradigm in customer expectations, and studies show that organisations have got a fair bit of work to do to catch up! Over 85% of organisations around the world rate their customer experience (CX), as the number one metric for success, but notably, 80% of customers aren't always satisfied and want simplification.

**A mind-blowing 50,000GB of data is captured every second.**

But, how do we use it? And, more specifically, how do we use it to make our customer experiences match the precedents set by Amazon, Uber, Apple, etc.? AI has the promise to deliver a next step change in the CX toolkit – and the great news is, New Zealand's leading the way.

The key is removing the vagueness around what AI can do for CX. The application of relevance, and the execution of real problem solving is positioning New Zealand technology providers as the ones with many of the answers. It's not just about investing in AI because you think you must; it's about following a customer first strategy, and using AI as a tool to augment their experience.

People still thrive from 1-1 relationships, but this is impossible to achieve at scale, so we rely on technology to support customers to self-serve as much as possible. When technology fails to deliver, it creates pressure on people resource as the trusted source of truth. It is imperative that immediacy, relevance and personalisation are maintained as the fundamental principles for how we use our people to deliver amazing experiences every time. Paradoxically, as the world continues to be more connected, people simply don't have time to meet these expectations.

We know humans are great at building relationships, being creative, solving problems and working through complex tasks; with AI, machines can excel by having the ability to identify patterns and accurately complete a high number of repetitive tasks at speed. Used properly, this is perfect for transforming your CX.

AI is an amalgamation of many components to create successful outcomes: communicating, learning, teaching, analysing. These tools enable organisations to form a team of concentrated capabilities to best serve customers in a relevant, accurate and natural way. Once again, the important part is removing vagueness and complexity and creating solutions that bring technology and people together.

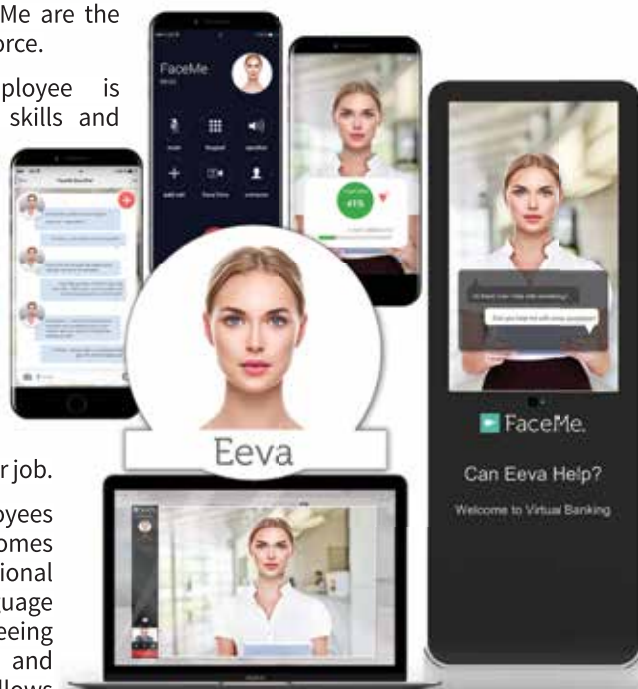
An example of this is being developed in New Zealand today. FaceMe are the creators of The Digital Workforce.

A FaceMe Digital Employee is constructed with a set of skills and capabilities to meet the requirements of specific functions of CX. This could be a Concierge Kiosk for public services, or a Tier 1 Customer Support helping with FAQs or building consents. FaceMe brings together the relevant components of AI, to ensure a Digital Employee is the best in the world at their job.

AI allows Digital Employees to construct specific outcomes through 'conversational interfaces' using Natural Language & emotion detection (by 'seeing & hearing'). Deep Learning and access to specific data allows them to understand context and personalise the experience. The ability to deliver this personality at the scale of a website, and across communications mechanisms is the key to meaningful and pervasive experiences – video, voice, chat, all with escalation paths into your live customer care team.



Simon Grieve, FaceMe



So don't be surprised, next time you talk to your bank or your local government department; you might be chatting to Eeva, or Elyssa; give them a wink!



# Creating trust from truth in a post-truth era

**We are living in a world where many people see facts as irrelevant, replaced by partisan confirmation as we develop our own social echo chambers. The deluge of information doesn't do much to help the cause either. Whereas you would once have the morning newspaper and last night's news to digest, we now have a stream of outlets constantly vying for our attention.**

All of this means we must pick and choose what we consume, often without the time to critically examine the information presented, and nearly always picking those sources that align with our beliefs. Is it any wonder in this kind of environment that our facts are becoming increasingly... shall we say, alternative?

Yet there are some names that continue to ooze trust and provide a voice that can be relied upon in a post-truth era.

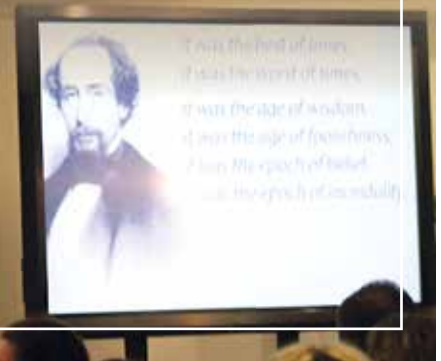
As the Department of Internal Affairs' Director of Digital Strategy, Richard Foy has put a lot of thought into what trust means in a digital world, and how our archives and memory institutions can build and maintain trust with the public.

For Richard, record management is like a time machine, it is a window into the past that we can access at any time. This window lets us clearly see the mistakes we have made and what has worked well in the past. As a society, this helps us avoid our ancestors' pitfalls, and guide the country toward a

better future.

Organisations with a good reputation, and a commitment to preserving history can provide a trusted voice in this modern age, but it does become increasingly hard to separate our 24/7 information 'fast food' from the valuable 'fruit and vegetables' that are worth preserving. This isn't just a local government challenge, but something that two of Richard's large, trusted organisations, the National Library and Archives NZ, are grappling with.

The thrust of Richard's argument was that when we let the past fade, the present dims to an even darker future. Without the hard work of local government information and record management staff, it would be all too easy for all memory of our regions, districts, and cities to slip into the night. After all, given everything we need to process these days, it's far easier to forget than remember.



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# Do we still need the human factor in the brave new world of digital service provision?

## A snapshot of one customer's digital service experience...

Cue our passenger (and frequent flyer) Karina who is preparing to fly from Auckland to Palmerston North. The arrival of a weather bomb means numerous flights are cancelled. Karina receives automated text messages from the airline informing her that her flight has been diverted to the Kapiti Coast.

Karina is instructed to visit a kiosk and rebook her flight. She wonders how passengers will get from Kapiti to Palmerston North. Frantic airline staff at the airline's main counter explain that she will be bussed to Palmerston North. Anxious to make it to several important meetings, Karina asks how long the trip will be. Nobody knows – the staff explain that they are too busy dealing with lots of questions from lots of customers.

Having rebooked her flight and printed baggage tags at the kiosk, Karina encounters a queue of confused people waiting at the luggage counter. Other customers inform her that the scanner is broken meaning that bags can't be weighed and scanned before they are loaded onto the plane. The customer service staff have gone to get help. After some delay, the scanner is fixed and Karina is asked to lift her bags onto the device so they can be scanned and weighed. A Platinum Traveller, Karina hopes that staff in the airline's Platinum Lounge can tell her when she can expect to arrive in Palmerston North. The customer service officer in the Platinum Lounge looks at her blankly and asks a passing cleaner if they know the answer - the cleaner draws a blank too.

Karina is surprised by the amount of effort she and other customers have to expend to access this airline's services. Customers visit three counters to check in and sort their baggage. They are required to lift their luggage onto the baggage scanner. It is difficult to obtain information from staff who seem ill-equipped to deal with the failure of technology or routine customer enquiries. She observes customers asking other customers for help. Many seem to be resigned to accepting this as the new 'normal' for service delivery. They are

'settling' for a model of self-help service that places the effort squarely on them.

### What can we learn from Karina's experience?

#### Design your digital strategy around your customers and take them with you on your digital journey

At the heart of an effective digital customer experience strategy is the importance of a consistently great customer experience regardless of which channel customers use. Despite the growth of self-service applications, many people still want human engagement when they do business with you. Your organisation will need to define what the optimal digital customer service experience looks like and what tools and software are needed to make it happen. It's vital that staff who understand the customer experience and the customer journey are intimately involved in this process. Collaboration between customer experience professionals, customers, and technologists about what works will ensure you design the best strategy.

#### Your customers' digital journey must be simple, and it must save them time and effort

'Digital' doesn't always mean 'convenient' so your digital initiatives should complement existing customer journeys rather than making them more complicated or confusing. Save your customers time and effort and you will earn their loyalty. Establish where processes around using a service or product are failing or succeeding, and use this to maximise customers' engagement according to their changing needs. Be proactive and address customers' issues before these become major problems.

#### Technology falls over sometimes, so establish a robust business continuity plan

Don't assume technology can and will be the solution to all your customers' requirements. Tech doesn't always work, so make sure that you establish and document a robust business continuity



plan to be implemented during those times when your digital tools 'break'. Development of a business continuity plan should include the identification of time-sensitive or critical business functions and processes and the resources that support them.

### Make sure that you test your plan rigorously and continue to refine it over time.

#### Invest in training that will enable your staff to provide service which complements technology

Technology exists to take care of the easy stuff. It should free your people up to deal with more complex human enquiries. Invest in training that enables people to answer the complex queries that technology can't handle. Remember that technology cannot read human emotion, predict human responses or interpret human and human experiences. People do this beautifully, so train them to play to their strengths as great problem solvers, active listeners, and compassionate supporters. Train them to implement your business continuity plan so they can cope and slot in seamlessly when your tech says 'Nuh!'

Want to know more about how to incorporate the human side of customer interactions in your digital strategy to create great service experiences? Find the answers at ALGIM's Web & Digital and Customer Service Conference from 17 – 19 September in Dunedin. This will be a golden opportunity for local government people to share their knowledge and take away some great ideas.

One of the many highlights will be a stimulating panel discussion that explores the opportunities and challenges of bringing the human side to the service experience in a world of expanding service channels.





# Taking customer service to the people

## TRANSFORMING THE CUSTOMER EXPERIENCE AT THE CITY OF MELVILLE

**Radical change can be hard. Sometimes it's easier to just make small changes, tweak around the edges, and largely keep things how they've always been done.**

For the City of Melville, a diverse community of just over 100,000 people spread along the banks of the Swan River, eight kilometres from Perth's CBD, radical change was just what they had in mind.

As is probably the case for many councils, the contact centre and customer service was managed in an area that incorporated governance, IT, records, and property management – an area that was more corporate and internally focussed.

When Melville began their journey of business improvement in 2002, one of the first things they did was shift these to a new area. That's where Leanne Hartill comes in. Leanne is the Manager of Neighbourhood Development at City of Melville, and a speaker at ALGIM's Spring Conference. When the restructure happened, she was responsible for community development, community engagement, and relationship building with many external partners.

The team saw this as an opportunity to integrate customer service standards across their recreation and community centres, and libraries. They also took it a step further, and used the shift of customer service responsibility to reinforce that the customer experience is defined by everyone they interact with, not just those who answer the phones or man the desk.

Of course, it wasn't easy; some people are always sceptical or upset when a change of this magnitude occurs. What Leanne found crucial was managing the people to see the benefits, using a strategic and considered approach to help everyone reach a shared vision.

The result was a customer-focussed culture, where all methods of community engagement and customer experience are managed in one place, and everyone knows it's part of their role to provide the best possible customer service.

This meant being more involved in taking customer service to the people. As part of engaging better, contact centre staff began playing a more active role with the community. People with in-depth knowledge of the city were also enabled to connect with customers through social media, at community events, through the website's chat function, and over the phone.

This hard work culminated with the City of Melville winning the

Customer Service Institute of Australia's award for Best Performing Government Body. A huge honour that Leanne says was great recognition for all the staff who had contributed so much to the many improvements the council had made over the years.

There's no better way to wrap up than to use Leanne's own words about the achievement of her team, and the motivation behind it.

**“Providing great customer experiences in local government doesn't come from a place of wanting to increase market share like in a commercial setting, but a genuine desire to provide the best possible service that we can for our customers. To get an organisation to this place means investing in our people and acknowledging their contribution.”**

**If you'd like to find out more about how City of Melville transformed their customer experience, don't miss our Spring Conference, where she will be a keynote speaker.**



City of Melville staff presented with Customer Service Week Awards

# A bird's eye view on the future of drones

**Unmanned aerial vehicles, unmanned aerial systems, remotely piloted aircraft system – whatever you want to call them (and those names do have slightly different meanings), there's no doubt that most people just call them drones.**

In the not too distant past, the term drone conjured up images of a missile laden aircraft circling over a combat zone. Now though, as they have become more commercially available, the drone is starting to change the way we interact with the world around us.

The Autumn GIS and IRM Conference featured drones heavily, but the fascinating aspect was the many different perspectives presented by our speakers. To give an overview of the latest thinking and applications for the ever-growing number of remotely piloted systems, we bring you the highlights from three of these expert speakers.

## Drones in the disaster zone

In the hours after a disaster hits, getting a clear picture of the situation is crucial. For New Zealand Fire Service's Craig MacAlpine, the Edgcombe flooding in early April demonstrated the power of drone imagery.

As he ran through the presentation at conference, the high-resolution images of the flood zone were quite stunning, with the audience clearly able to see where the barriers broke as the water surged through. Just as surprising was the fact that he had the drone with him, in a pouch that could've been mistaken for a DSLR camera bag.

Available for just a few thousand dollars at an electronics store near you, this drone was just a test run for the Fire Service, but it certainly proved the worth of drones. The team were able to set the drone's course and let it go, as it set about documenting the flood zone from the air.

Carried out over several days, and overlaid onto spatial maps, this gave the emergency response team the ability to see detailed imaging of the area, and how the situation changed over time.

With new, bigger drones on the way, the Fire Service is looking at a much bigger range of applications, including the placement of FLIR cameras to identify hotspots after wildfires.

That's fantastic, but there are some important considerations to make when using drones. The key one is data. What are you wanting to use it for, and how are you going to transfer it? When you find yourself in the field, with limited internet connectivity, transferring several gigabytes of image files is not always the easiest. Getting low-resolution data out quickly is doable, but the detailed images will take longer. So take this into consideration when looking at how you'll use your drone.

## The drone data deluge

Speaking of data, Dr Catherine Ball believes that drones are just the platform. The real excitement comes with the information they gather, but we must be prepared to handle the fire hose of data these devices can produce. In other words, the data is where you find the "power and the pain".

If local government starts to get into drones, and there is every indication that will happen (you may have already started), then having a way to store, manage, and archive this will be critical. It can also bring a lot of benefits for the council, with data available to be sold to commercial companies, or provided to ratepayers as a goodwill gesture, especially in rural areas.

The collection of this data also sends us flying into a potential minefield – that of geo-ethics. Just because we can collect data doesn't mean we should, and if we do, it needs to be done with consideration



**Craig MacAlpine**, NZ Fire



to the owners of the land. This is especially important in New Zealand, as councils respect the right of private land owners, and partner with tangata whenua.

Emergency situations also provide an occasion for getting tangled in the ethics of drones, as we weigh the balance of getting excellent and valuable imaging, with the potential of invading the privacy of those on the ground who may be injured or dead.

Before you think it's all doom and gloom, be assured that the future of drones is a bright one. Dr Ball has a passion for involving drones in humanitarian purposes. Some innovative uses include checking coral bleaching on the Great Barrier Reef, and locating feral pigs in Northern Territory to help indigenous rangers bait and hunt them in a safer, more effective way.

To finish on a quote from Dr Ball, "If you use the right drone and the right payload, you can get unbiased, beautiful data."

#### **Drones and AR: For when normal reality just isn't good enough**

Knowing what you want to do with drone data has been mentioned several times as a key consideration. If you ask Simon Yorke from Aurecon, the question is closer to 'what haven't you done with drone data?'

An experimenter with emerging technologies, Simon and his team have one foot squarely in the future. Perhaps the most impressive example is the modelling work conducted on the massive slip in Sumner, caused by the 2011 earthquake. You've probably seen images of the slip – the road lined by shipping containers to protect traffic from falling rocks.



**Simon Yorke** uses Microsoft's HoloLens to view a 3D model of the slip

Managing the slip, and getting a good idea of how it was changing, was a challenge for the geologists. That's where the drones came in. After creating a 3D map of the slip, Aurecon deployed a drone to snap every possible angle of the slip, with a level of detail that allowed you to see the marks where the diggers had scraped the soil.

Next, these images were overlaid on a 3D map, giving the geologists access to an unprecedented detail. Not only did they find new things about the slip they hadn't known, they also got to see the site as it changed, and carry out regular rockfall simulations.

That's not where it ended though. Using Microsoft's HoloLens technology, the map was viewable in augmented reality (AR), allowing the map to be projected onto a flat surface, so people could walk around it, examine it from all angles, and zoom right into an extreme level of detail.

This is just one aspect of the work they are doing, and there are plenty more amazing things on the horizon. The team are now experimenting with spatial sound. Take the example of an AR map designed to show contractors where pipes, powerlines, and other crucial services are located. As you move around the map, or zoom in, you will hear the chirp of birds on the power lines or the gurgle of water rushing through pipes, all working to immerse you in sound and provide aural feedback to your actions.

**We are still in the early days of drones, and this can be an exciting time as people experiment with new and innovative uses. However, as our speakers remind us, there are many aspects – from safety to ethics – that we need to consider before our unmanned companions take to the sky.**



Aurecon Drone Operator

# 2017 ALGIM Spring Conference

17-19 September 2017 | Dunedin | Dunedin Centre

## Web & Digital or Customer Experience?

**This conference is for you. It's two days packed with leading national and international speakers, and several excellent pre-conference events to choose from.**

**Taking ALGIM's fantastic web & digital and customer service symposiums, and combining them, has resulted in one conference that has something for everybody, and a range of keynote speakers that will bring all the delegates together.**

### Inspiring and informative speakers who will change how you work

All the way from Washington DC, Justin Herman is the lead of the US Government's Intragovernmental Emerging Citizen Technology Program. This means he's a leading expert on how we can use AI, VR and other emerging technologies to revolutionise the way we deliver customer service and engagement.

Next is the company so popular and ubiquitous that its name turned into a verb. Google will talk about what they're doing in the areas of AI, machine learning, and analytics, and how this can help you drive customer engagement.

Now the America's Cup is back in Aotearoa, how about you hear from the

man behind the graphics they use to keep us up to speed during racing? Ian Taylor from Animation Research knows just how crucial technology is to improve the way we understand the world around us.

You've had a website for a long time, but is it truly an online service? Jack Madans from OpenCities will show how you can transform your website into a customer experience platform that will rival the consumer web.

With all this future tech coming our way, how do we handle it? Linda Hutchings says the answer isn't to bury our heads in the sand, but to engage with it head on. During her interactive session, we'll gain a lot of knowledge including, how we can think about the future, how we can change our minds to adapt, and what core skills we

need to be prepared for coming changes.

In short, there's something for everyone. Check out the full programme and register at [www.algim.org.nz](http://www.algim.org.nz)

### Pre-Conference digital engagement workshop

We have such a fantastic opportunity with getting Justin Herman all the way from the States, so we've asked him to run a workshop on how we can integrate innovative methods for engagement and customer service into the way councils do business. There's no better opportunity to get practical advice from a world-leader – **so make sure to book your flights early, and head on down to Dunedin for this workshop on Sunday 17 September.**



Linda Hutchings





Justin Herman



### Learn the best lessons from local government

Why reinvent the wheel? Sometimes it's best to learn from what other councils have already done. That's why we have a great selection of 20 case studies from around the country, looking at the latest achievements within local government.

### Make this a rewarding conference

Don't forget, we have an amazing range of awards available to enter. From Web and Digital Project of the Year to the Best Customer Experience Award, this could be your year to get national recognition. So head to [www.algim.org.nz](http://www.algim.org.nz) and start your journey!

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## What will you take away from this conference?

This conference is packed with learnings, but here's just a few of the key ones.

- What digital engagement tools are available, and how they're being used
- What to consider when deciding on an engagement tool
- How to change yourself, before you can change others
- What the US government is doing with AI, VR and Blockchain to enhance customer service and engagement
- New ways local government is handling interaction with customers, and customer complaints
- How to work collaboratively with customers and engage in relationship building
- Developing and managing multi-channel communication with your customers
- A free digital dashboard obtained at the conference to display real time analytics for your website
- How Artificial Intelligence will alter our work in the years to come
- The inner workings of a number of local Dunedin web, digital, and customer service businesses
- A new way of thinking about the future

# Autumn awards season for GIS and IRM

Every year there is so much excellent work being done in the local government space. At ALGIM, we see it as a very important part of our role to find the work that really shines, and give people their deserved recognition in front of their peers.

That's just what we did at our Autumn GIS and IRM Conference, handing out awards to those who had shown excellence in their respective fields.

## 1 GIS Project of the Year | New Plymouth District Council

What happens when you combine geographic information systems, Iwi partnerships, and cultural preservation? You'll get something like New Plymouth District Council's Waahi Tapu and Archaeological Sites Review.

With a high density of Māori archaeological sites, the district has had issues in recent years with these sites being damaged due to them not being listed or inaccurately labelled in the District Plan. This not only damaged important historical sites, but also damaged relationships with local Iwi. To help remedy this, the Council came up with a web-based GIS platform where staff and Iwi or Hapu representatives can identify historical sites. This means it can be done from anywhere, at any time, and the council now has one source of truth.

As a result of the project, five Iwi are now actively involved in updating information within the platform, relationships have been restored, district plan requirements are met, and importantly, the archaeological sites are being preserved.

*Runner up | Far North District Council – Let's Plan Together*

## GIS Leader of the Year | Alex Robertson, Spatial Analyst, Wellington City Council

We can't prevent natural disasters, but how we respond to them is crucial. In the aftermath of Kaikoura's 7.8M quake, Alex Robertson worked with those in and outside of his council to give them the tools they needed to collect and collate data.

This spatial data provided significant benefits to Wellington's response process; providing everything from 3D visualisations of complex engineering information to forensic examination of earthquake damage.

The role of GIS in emergency management is only going to grow, and Alex demonstrated he is a leader in this field.

## GIS Professional Development Award | Elisabeth Leighfield, Spatial Analyst and Applications Developer, Horowhenua District Council

## 2 IRM Project of the Year | Wellington City Council

*Sponsored by EzeScan*

Getting a piece of software that is tailored to your needs is a challenge, and it's one that the archives team at WCC was definitely up to. The team used an existing piece of software, and worked in collaboration with local company Techtonics to create an archive search tool and dashboard that is not only innovative and tailored for their needs, but could serve as a blueprint for other teams within the council, and other councils around the country.

Head to [www.algim.org.nz](http://www.algim.org.nz) to nominate your local government colleagues for awards at our Spring and Annual conferences.

While many companies would've just handed a piece of work like this over to a vendor, the archives team worked to learn the system themselves, so they developed the skills to keep it maintained, enhance it further, and ensure it meets everyone's needs. This innovative approach will provide countless benefits, and keep Wellington City's archives running well for many years to come.

*Runner up | Taupo District Council – Treasures from the Garage*

## IRM Leader of the Year | Ian Tate, Information Manager, Horowhenua District Council

*Sponsored by Information Leadership*

Inspiring his team to new heights, reducing the average LIM turnaround time by nine and a half days, and changing processes to improve archiving and documentation at the council. That's just a few highlights of the work that made Ian the clear winner for this year's IRM Leader of the Year Award.

Ian's success extended not just to his team, but to his ability to bring everyone into the IM culture, turning critics into supporters, and ensuring that the council's information management was well oiled.

As his nominator, Nicki Brady, said, "Our organisation and community is lucky to have such a dedicated man driving the IM bus. His safe hands on the wheel keep us grounded, but always aware of where we are going, why we are going, and what we can expect when we get there."

## IRM Professional Development Award | Adrienne Bonnington, Senior Environmental Information Analyst, Horizons Regional Council.





# 2017 ALGIM Annual Conference With Infrastructure Stream

13-15 November 2017

Rotorua | Energy Events Centre

**It doesn't get much bigger than ALGIM's Annual Conference, and this year we're off to Vegas... Rotovegas. This three-day event in the heart of New Zealand's geothermal wonderland is not to be missed. Hear from national and international thought leaders about the role of local government in a digital world – and for the more technically inclined, dive into our infrastructure stream.**

## Tackling the big issues

Our awesome line up of national and international speakers will be here to talk to the big tech issues that are looming for local government. Whether it's the Internet of Things, open data, VR, smart cities, cybersecurity, or digital transformation, we have the important discussions covered.

If you're looking at how your council can embrace the digital future, look no further than Russell Bennet from the award-winning Southern Grampians Shire Council showing how a rural council can be a smart town, or Martijn Schroder from Ballarat City Council on how councils can embrace digital in a practical way.

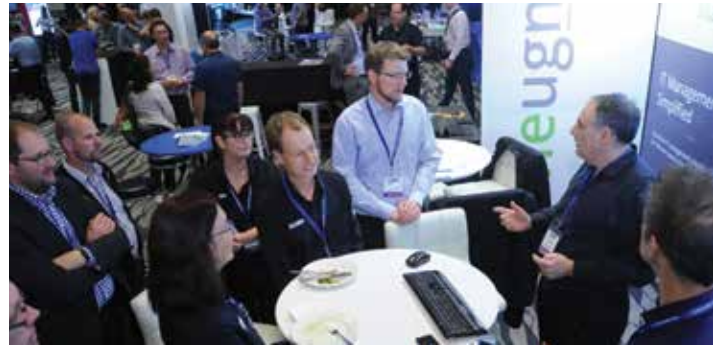
Also in attendance is one of the UK's leading voices in digital local government, Jos Creese. Jos has spent many years in central and local government including time as a CIO and President of Socitm. Now he's coming to our Annual Conference to talk about how councils can rethink the way they work, and take advantage of the upheaval created by digital transformation to bring radical change to their organisations.

Talking about big issues, they don't get much bigger than cybersecurity. We'll have experts on hand to talk about how local government can handle cybersecurity, both at the technical level, and on a broader cultural level. After all, in the wake of this year's ransomware attacks it's apparent that no matter how good your systems are, one careless person can unravel all your hard work.

What about those overarching issues that impact all organisations, like culture, innovation, ideas vs execution, and handling disruption to the way we work? That's where Robett Hollis can help. Robett is all about challenging the thinking within big organisations, and that's what he'll do for you.

## Let's get technical

If you're the kind of person who likes to get down to the details, we have an infrastructure stream running alongside the thought leadership sessions. So whether it's virtual networks, cybersecurity, open data, IaaS, cloud computing or more, there'll be plenty to learn about the nitty-gritty details of keeping local government ICT infrastructure running.



## Building networks

In the top three things people like to get out of our events, networking is always there. Whether it's the chance to catch up with colleagues, make new connections, or meet with the wide-range of vendors who attend our events, a two-minute conversation in person can surpass two years of emails.

That's why we have many opportunities including networking drinks, dinners, and break times for you to make those all-important connections with your fellow delegates.

## Display your excellence

There is no better opportunity to show off the hard work you and your team have been doing over the last year than by winning one of ALGIM's coveted excellence awards. The Excellence in Innovation Award is up for grabs for a local government project that has gone beyond the norm to deliver real benefits for the council and its customers. The Excellence in Leadership Award is available to recognise those in ICT related roles who have shown strong vision and used technology to help their organisation achieve its goals.

We are also taking nominations for Infrastructure Best Technical Innovation, Excellence in Infrastructure Management, ICT Vendor of the Year, and VMware Award.



**Thomas Frey,**  
World leading futurist



# Network drive and SharePoint growing each year and not sure what's in it?

**Significant business risk and inefficiency can occur when an organization does not know what information is contained within repositories or have control over this information.**

It has become essential for organizations to consistently implement information policies for finding, holding and disposing of information and data.

**ControlPoint** can help you gain insight and understanding of all content contained within your organization. **ControlPoint** is a direct module and add-on that integrates straight into Records Manager and Content Manager as part of the solution.

The **ControlPoint** Executive dashboard provides you with business insight and intelligence into all repositories to reduce overall IT & Storage costs by reducing duplicates and obsolete data with full reporting capabilities. Along with the ability to apply policies and classification to sensitive information that needs to be secured based on compliance and regulation within the environment.

**Digital Find  
& Control  
Promotion!**



WyldLynx provides Secure Content Services through the HPE suite to provide integrated files analysis, structured data and governance based enterprise content management. The Suite balances collaboration and productivity needs with information security, privacy and compliance across enterprise systems with reduced risk, complexity and cost. The SCM Suite consists of HPE ControlPoint, HPE Structured Data Manager and HPE Content Manager.

**For more information please visit [www.wyldlynx.com.au](http://www.wyldlynx.com.au)**

Contact Brigham Whitefield or Carl Duncan for a  
**FREE ControlPoint presentation and demonstration today!!**  
[brigham.whitefield@hpe.com](mailto:brigham.whitefield@hpe.com) & [c.duncan@wyldlynx.com.au](mailto:c.duncan@wyldlynx.com.au)

  
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Enterprise**



## ALGIM joins LOLA International Conference – Windsor, Canada

In a recent survey on the current Digital Economy, 60 Countries were assessed by Tufts University, USA with three noted as standouts: Singapore, New Zealand and the UAE. (DEI report 2017).

So, it was with interest that ALGIM represented NZ Local Government ICT sector at a recent gathering of eight countries of local authorities in Windsor, Canada. Networking with 45 international and 500 Canadian delegates was a valuable experience.

So what did we learn? We learnt that ALGIM was leading in its thinking around the topic of Linked Data.

Authentication was a big issue in Canada as they move to create the Canadian Digital Interchange. Blockchain was also being piloted in the City of Toronto as well as in Belgium who are carrying out a proof of concept.

An increased focus on cybersecurity in the USA is now required, due to an Executive Order made by the President.

The Canadian Government believes the future of digitisation rests with the cities (e.g. through smart city or smart region initiatives) as they are closer to the citizen.



Superclusters were being encouraged in Canada (joining up parties such as universities, private sector and government)

In the Netherlands, it was felt that data had been so tightly integrated that now there was pending legislation to further protect the privacy of individuals.

ALGIM also presented on its Infobase product which was launched at the conference to all Canadian municipalities. The European countries present expressed interest in being part of this initiative.

In summary, the issues faced by different countries were very similar and the willingness to work together will bring benefits to our members as we move forward into uncharted ICT waters.

## Being an Executive Sponsor

**At ALGIM we like to make your life easier by partnering with experts to bring you the information you need to know, in short, informative webinars that mean you don't even need to leave your desk.**

One recent webinar, presented by our expert speaker Kerry Siatiras, delved into the role of an Executive Sponsor under the Public Records Act. Every council has an Executive Sponsor, and below is a summary of some key points taken from the webinar.

In case you're not familiar with the role, an Executive Sponsor is responsible for an organisation's information management (IM) compliance. This includes data, records, archives, databases and audio recordings etc. To manage information well it needs to be trustworthy, readily accessible, easily found, understood and useable. Without good IM, most processes will fall over and therefore it should be managed as a critical asset.

### So what's the key purpose of an Executive Sponsor?

- To make explicit the need for senior management awareness about information and records management, and for someone at a senior level to be responsible for information and records i.e. someone sitting at the top table
- To provide a senior contact point between the local authority and Archives New Zealand
- To be a champion for the importance of information and records management among the organisation's leadership

The Executive Sponsor just can't be anyone. They need to report directly to the CEO, and have wide influence throughout the organisation, appropriate strategic and managerial skills, the ability to liaise closely with information and accountability stakeholders, and the ability to promote and encourage best practice information management.

### The roles and responsibilities of an Executive Sponsor are:

- Ensuring strategy and policy supports IM
- Being involved in planning to align IM with the corporate objectives
- Ensuring that IM is integrated into work processes, systems and services
- Overseeing the budget for IM and ensuring the resources needed are provided
- Ensuring that staff have appropriate skills, that includes all staff not just the IM staff
- Monitoring and reviewing IM to ensure information is being managed effectively and efficiently

To assist an Executive Sponsor to meet these requirements they should:

- Read the Information and Records Management Standard Archives NZ Information and Records Management Standard 2016
- Conduct a compliance review of IM - ALGIM could help with an IM Health Check
- Ensure appropriate plans and strategies for IM are in place
- Ensure monitoring processes are in place against the standard, strategies and business plans, and staff compliance with policy and procedure
- Ensure time and resources are committed to IM

The Executive Sponsor is a crucial role for IM in local government, and they need to be comfortable being an IM champion, be happy to be a main point of contact for Archives NZ, and lead by example. Last but not least, it is not about technology or tools, it's about making sure IM has a seat at the table and is considered in all strategic decision-making.

# Your **ALGIM** Year in Review 2016/17

**ALGIM is run by local government for local government.**

We are a registered, not-for-profit charity with **100% membership** of New Zealand's local authorities. We give back to the local government sector through thought leadership, professional development, networking and best practice toolkits.

## ▶ **EVENTS**

### **4 National Conferences**

#### **115 Speakers**

42 Council Case studies  
World's number 1 futurist  
Hundreds of topics - GIS, IRM, VR, AI, Customer Service and more...

### **5 Webinars**

IM 101  
Infobase  
Cybersecurity  
Public Records Act  
Information and Records Standards

### **4 Workshops**

Call Centre Management  
Change Management  
Public Records Act x2



Thomas Frey,  
World No.1 futurist

## ▶ **AWARDS**

### **Presented 18 national awards from 52 nominees**

Winners came from: Invercargill, Auckland, Waikato Regional, Waipa, Horowhenua, Wellington, Far North, Taupo, New Plymouth, Horizons, Environment Canterbury, Waikato District, Tauranga, Gisborne, Palmerston North

**Awarded  
\$18,000 in  
Professional  
Development  
awards**

## ▶ **PRODUCTS AND SERVICES**

The logo for infobase, featuring the word 'infobase' in a blue sans-serif font with a green and yellow horizontal bar underneath.

Launched the new platform  
for all NZ Councils  
Expanded to include Canada  
and **140** Australian councils



Updated **7 IM Toolkit Modules**  
Developed **9** IM fact Sheets  
Began offering IM Health Checks



Developed the world leading  
**'linked data toolkit'** that will  
greatly benefit councils as data  
transforms the way we work

- Audited all **78** council websites
- 'Mystery Shopped' every council in NZ
- Facilitated KPMG ICT benchmarking
- Represented local government on AoG Taas and IT Hardware Advisory Group, ISO Committee for Records and Archive Management and moderated .govt domains for councils

## ▶ **AND MUCH, MUCH MORE**



Produce three **FREE** issues of our thought leadership 'Network' magazine

# **ALGIM**

[WWW.ALGIM.ORG.NZ](http://WWW.ALGIM.ORG.NZ)

**ALGIM - Creating a World-class Local Government ICT Sector**





# Webinar Wednesdays

## ALGIM development and training at your desk

Why not let professional development come to you?  
With ALGIM's Webinar Wednesdays you can do just that.  
We've had a great run with webinars throughout 2017  
on a number of topics including cybersecurity, IM 101,  
and the Public Records Act.

Our great programme of webinars will continue with  
one on customer service benchmarking.  
Keep an eye out for the invite.

For more information see [www.algim.org.nz](http://www.algim.org.nz) or  
email [admin@algim.org.nz](mailto:admin@algim.org.nz)



**2017 MICROSOFT PARTNER OF THE YEAR WINNER - GOVERNMENT & PUBLIC SECTOR**

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## Update from ALGIM Products and Services



### Infobase

The database gets richer each day as information of interest is added, including recent additions like contract management systems and video conferencing tools. We are currently loading the information recently gathered from the Web Audit Snapshot Survey exercise. Let us know what is not in the database that would be of interest to your council. We can also assist you with updating your data.

New enhancements to the database are currently underway. This will provide the ability for greater reporting and enhanced management of vendor information.

Please contact us to hear about the range of information you can report from Infobase and the benefits and opportunities it can provide you and your council - email [suzee@algim.org.nz](mailto:suzee@algim.org.nz)

### ALGIM Customer Service Benchmarking

Watch out for the webinar coming up to introduce the ALGIM CS Benchmarking programme and how you can participate.

This benchmarking is a tool that assists councils to measure and compare customer service performance against your peers.

Enquiries please email [suzee@algim.org.nz](mailto:suzee@algim.org.nz)



## ALGIM WEB AUDIT

The 2017 ALGIM Annual Web Audit is complete. Did your council take out the Supreme Website of the Year Award? No matter your ranking, these reports provide valuable information on how your website performs.

We'll be releasing the results for both of these at our Spring Conference. Make sure you're there to see the results announced. The reports will be available after the conference – for more information, or to pre-order, please email [admin@algim.org.nz](mailto:admin@algim.org.nz)



### IM Toolkit

Recent updates to the IM Toolkit:

- New Fact Sheets:
- S7 Property Information
- S8 Electronic and Digital Signatures
- S9 Request for Information



### IM Toolkit Modules Updates:

F1 Information Management Definition of Terms - a set of standard terms with definitions used in IM sector and within the toolkit has been reviewed and updated.

Currently reviewing T2 Retention and Disposal Schedule.

These are now available to all IM Toolkit holders.

**Keep an eye out for your quarterly IM Toolkit e-newsletter.**

### Keep your IM healthy

We have had strong interest in our IM Health Checks, and the benefits they bring to how your council operates its information and records management.

The Health Check identifies non-compliant Information Management activities. There is no pass or fail; rather the results indicate which areas need to be focussed on, and what improvements can be made.

Health Check results provide a valuable benchmark and will assist in the development of your Information and Records Management strategies and business plans.

For more information and to get your Council booked within the ALGIM Health Check calendar, email Lesley Officer at [imtoolkit@algim.org.nz](mailto:imtoolkit@algim.org.nz)

### ALGIM Customer Experience Report How did your service stack up?

Every year we check out the level of customer service from every council, and compile the Top 10 Councils for Customer Experience. These have now been completed for 2017.

## ALGIM PREMIER CORPORATE MEMBERS





## Get the recognition you deserve – get nominating for ALGIM's awards

At ALGIM we believe you should be recognised for the incredible projects, inspired innovations, and commitment to making your council the best it can be.

That's why we created our awards programme, with a range of awards that reward leaders, projects, websites, contact centres, innovation, and much more.

If you, your colleague, or your team has done something worth celebrating, head to [www.algim.org.nz/awards](http://www.algim.org.nz/awards) and submit your nomination.

We are currently accepting nominations for the following:



Spring Conference		Annual Conference w/ Infrastructure	
Web & Digital	Customer Experience	Annual	Infrastructure
Supreme Website Award	Best Customer Experience Award	Excellence in Innovation Award	Infrastructure Best Technical Innovation of the Year
Professional Development Award	Customer Service Individual of the Year – Team Member	Excellence in Leadership Award	Excellence in Infrastructure Management (Team Leadership or Project Management)
Best Use of Social Media/App Award	Customer Service Individual of the Year – Team Leadership	VMware Award	
ALGIM Web & Digital Project of The Year Award	Customer Service Professional Development Award	ICT Vendor of the Year	
Best Use of Intranet Award	The Ultimate LG Customer Service Centre		
	LG Excellence in Service Delivery		
	Leader of LG Service Delivery Excellence		

## ManageEngine

### Bringing IT together



Help desk



Network & server



Application



Desktop & mobile



Active Directory



Analytics



Cloud



IT security

#### Over 25 NZ local government agencies take control of IT using ManageEngine solutions

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**Unmatched usability** – Streamlined, uncluttered management consoles help you focus on your IT

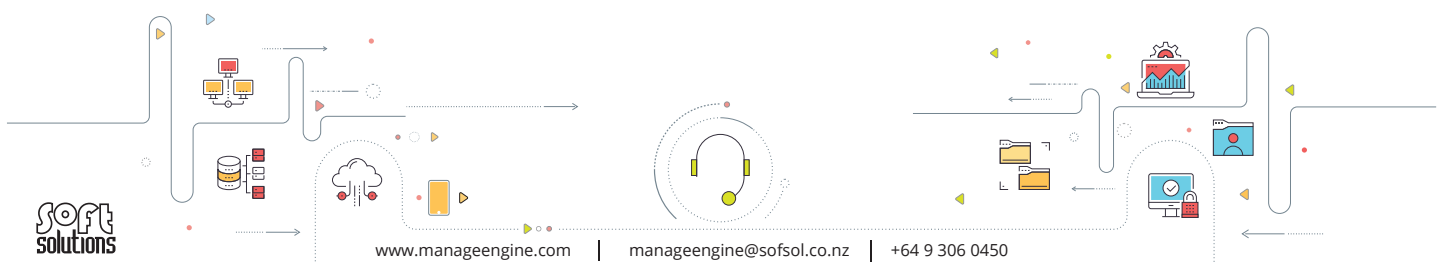
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**Affordable pricing** – No over-priced licenses, no costly consulting fees.

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