



Public Sector CIO Convex (PSCC) 2017 Agenda

Day 1, Thursday, 05-10-2017

ARRIVAL OF GUEST AND DELEGATES 1

0800 am **Arrival of Guests and Delegates**
Breakfast

KEYNOTE ADDRESS

0845 am **ICT Optimisation and Consolidation: Enabling Public Sector Digital Future**
YBhg. Dato' Dr. Mazlan Yusoff
Director General
Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)

TECHNOLOGY CASE STUDY - 1

0900 am **Digital Government Transformation**

Digital Government: Accelerating the rate of progress and enabling the Smart Citizen

- The foundational role of technology in enabling a software-driven digital government
- Building a modern software factory for enabling governments to be 'built to change'
- A Government case study: A Digital Transformation journey

Stephen Miles
Chief Technology Officer - Asia Pacific & Japan (APJ)
CA Technologies

KEYNOTE PRESENTATION - INTERNATIONAL 1

0915 am **GROWTH OF A SMART CITIES**
Building a Safe and Secure Smart City with Intelligence, Analytics and Collaboration

The Chief Information Security Officer (CISO) of the City of Los Angeles will share the journey they have taken to generate a vibrant city with smart, secure and connected solutions, how they have transformed the city's cybersecurity capabilities and usher the America's second largest city into the next era of cyber defense

- Addressing the necessary pillars of smart cities
- Discussing the challenges and solutions in securing smart cities
- Delving into the emerging threats and a holistic approach to secure smart cities
- Looking into the future of smart cities and the role of cyber security in developing them

Timothy Lee
Chief Information Security Officer (CISO)
City of Los Angeles, USA

PANEL DISCUSSION 1

0945 am	<p>CITIZEN-CENTRIC DESIGN (CCD) Delivering Better Outcomes through Digital Government Innovations for Seamless Citizen Experiences</p> <p>Governments are aiming to digitalise development and implementation of government strategies effectively and bring governments closer to citizens through open and innovative Government, or in other words Digital Government. This objective recognises that technology supporting Digital Government is not only a strategic driver for improving public sector efficiency, but also create more open, transparent, innovative, participatory and trustworthy governments with speed. The ultimate goal for government is to better serve members of the public, improve their quality of life, and strengthen the economy.</p> <ul style="list-style-type: none"> • Leveraging digital technologies such as virtualisation, cloud and security for more open, participatory and innovative government by employing omnichannel service delivery platforms to increase service quality levels • Adopting a digital-first mindset lies at the heart of faster and better service delivery • Analysing what citizens are saying on social media and other channels to develop strategies to improve performance, allocate resources and fund capital projects that will address community needs • Rationalising and converting existing assets and services, connecting different ministries and agencies to analyse their interaction with members of the public and constantly improve this process • Exploring the changes needed in the relationships between the government and the public to establish successful interactions with quality services <p>Moderator: Gerrit W. Bahlman Director of Information Technology Hong Kong Polytechnic University</p> <p>Panellists:</p> <p>Mr. Kathirrasan Kupusamy Principal ICT Consultant - System Development Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)</p> <p>Paul Gagnon Director, E-Learning/ IT Systems & Services Lee Kong Chian School of Medicine, Singapore</p> <p>Allen Chin Manager-System Engineering VMware Malaysia</p> <p>Muhammad Raziq Ramesh Abdullah Director, Artificial Intelligence Lab MIMOS, Malaysia</p>
INTERNATIONAL PRESENTATION 1	
1010 am	<p>Going Forward</p> <p>Tapping the Potential of Digitisation to improve Service Delivery</p> <p>Building a digital ecosystem and discussing how collaboration is key to delivering truly citizen-centric services</p> <ul style="list-style-type: none"> • Managing the challenges of legacy systems • Challenges and opportunities in leveraging emerging technologies to innovate and delivery better services • Preparing for the future of digital services delivery <p>Mohit Sagar Group Managing Director & Editor-in-Chief OpenGov Asia</p>
TECHNOLOGY CASE STUDY 2	
1025 am	<p>Realise your Digital Future</p> <p>Technology innovation is advancing at an exponential rate, powering a new era of digital transformation. How do we realize the digital future with infrastructure expertise and solutions that span the entire IT ecosystem—from the edge to the core to the cloud</p> <ul style="list-style-type: none"> • We're seeing organizations rethink their business models and disrupt entire industries • We're also seeing IT evolve from a support organization to a prime mover of the business itself . *Yet, most IT leaders tell us their transformation initiatives are still emerging or evolving <p>Martin Yates Director of Strategy and Digital Transformation for Dell EMC - South East Asia and Emerging Markets, Dell EMC</p>
BREAK 1	
1040 am	MORNING BREAK
PANEL DISCUSSION 2	

1110 am

BEYOND TECHNOLOGY

A Security Rethink for Public Services: Best Practices in Mitigating Risks

Re-imagining cyber resiliency as a key enabler that is aligned to business goals

- Combating the growing threat of online abuse – counterfeiting, brand impersonation and stolen web traffic
- The strategies, processes, technologies to reduce the reputational impact of incidence
- Understanding the importance of moving risk frameworks beyond technology to human behavior and intent
- Leveraging on the innovation of the cloud and protect your data and users everywhere

Moderator:

Mohit Sagar

Group Managing Director & Editor-in-Chief

OpenGov Asia

Panellists:

Dato' Dr. Haji Amirudin Bin Abdul Wahab

Chief Executive Officer (CEO)

CyberSecurity Malaysia

Ir. Md. Shah Nuri Bin Md. Zain

Chief Executive Officer (CEO)

National Cyber Security Agency

(NACSA), Malaysia

Alex Siow

Chairman - School of IIT Advisory Committee

Temasek Polytechnic, Singapore

Professor

National University of Singapore (NUS)

Director - Strategic Technology Management

Institute

NUS Computing

Alex Lim

Senior Director, Sales, Southeast Asia

& Channel Sales and Alliances, Asia Pacific Japan

Forcepoint

TECHNOLOGY CASE STUDY - 3

1135 am

Government Cyber Threat Landscape: Seeing What Others Don't

From the first time that criminal charges were filed against a known state actor for hacking in 2014 to the recent US Senate Intelligence Committee hearing on Russian influence on the 2016 US Election, we have been integral to investigations where cyber attacks resulted in the most significant impact on governments around the world

- Highlighting some of the most public investigations
- Looking to key government leaders to understand their perspective on the impact of cyber
- Reviewing the top strategic mistakes that organizations make when trying to address cyber risk

Tan Eng Hao

Regional Systems Engineer

FireEye

INTERNATIONAL PRESENTATION 2

1150 am

Co-creation of a Data-Driven Government Digital Solution: How Public Services in Catalonia Enhance Citizen Data

This case study illustrates how to develop a digital solution using co-creation methodologies. In particular, it shows how citizens participate in various innovative methodologies to develop a digital solution to manage citizens' information. Because of the project, the Consorci AOC (Open Administration of Catalonia Consortium) had developed a prototype conceived as a multi-platform digital solution to provide useful information to social services users related to their procedures and welfare benefits

- Strengthening the relationship between citizens and public administration
- Enhancing institutional citizenship data by providing useful information to citizens, anticipating processes according to citizens' life events and providing some services proactively
- Increasing transparency in relation to citizens' information managed by public administrations

Miquel Estape Valls

Deputy Director – Strategy & Innovation

Open Government of Catalonia, Spain

Vice President

Public Management of Catalonia Association, Spain

PANEL DISCUSSION 3

1205 pm	<p>Open Government</p> <p>The transformational impact of open, accountable, transparent government on public sector productivity and the citizen experience</p> <ul style="list-style-type: none"> • The public benefit of open data • Building large scale participation • Realising economic value from government data <p>Moderator: Gerrit W. Bahlman Director of Information Technology Hong Kong Polytechnic University</p> <p>Panellists: Ganesh Kanagarajah Head, Strategic Products & Services Governance - Group IT Petronas Risk Management Division PETRONAS, Malaysia</p> <p>Maarja Toots Researcher - Ragnar Nurkse Department of Innovation and Governance Tallinn University of Technology, Estonia</p> <p>Miquel Estape Valls Deputy Director – Strategy & Innovation Open Government of Catalonia, Spain Vice President Public Management of Catalonia Association, Spain</p> <p>Philip Sow SE Manager South Asia Splunk</p>
TECHNOLOGY CASE STUDY 4	
1230 pm	<p>Enabling the Data-Driven Government: Operating at the Speed of Citizens</p> <ul style="list-style-type: none"> • The integral role of an open data ecosystem in enabling data-driven government • How to move your data to and from the cloud into one well-woven, seamless, integrated entity • The importance for a secure, scalable and interoperable IoT data platform <p>Oon Chew Boon Technical Consultant Manager NetApp Malaysia & Brunei</p>
INTERNATIONAL PRESENTATION 3	
1245 pm	<p>Managing Transformation</p> <p>Innovation is the new <i>meme</i> in our rapidly expanding digital world and workplace. With awareness of this brave new world comes the call <i>for transformation</i>. But not all transformations, especially those arising from attempts to embrace innovative ideas, come to fruition. Managing transformation in this context, necessarily becomes both an art and a science. This presentation builds on the speaker's personal experiences in leading the design development and delivery of a mobile, paperless curriculum to support a flipped classroom experience in a new medical school. Key focus areas include:</p> <ul style="list-style-type: none"> • The role of a guiding framework in supporting transformation • Defining and applying 'six key peaks' deemed essential elements to achieving success • Knowing what to leave in and what to leave out along the journey, i.e., managing ones 'Principles' vs 'Preferences' <p>Paul Gagnon Director, E-Learning/ IT Systems & Services Lee Kong Chian School of Medicine, Singapore</p>
LUNCH	
1300 pm	LUNCH AND NETWORKING BREAK
INTERNATIONAL PRESENTATION 4	

1400 pm	<p>Transforming your Defence IT</p> <p>Cyber Defence: Enhancing Data Security, Networks and Infrastructure Protection through Security Governance</p> <p>In the increasing complexity of cyber security, organisations have to beef up their cyber defence capabilities. This presentation discusses the challenges that organisations face in enhancing data security and infrastructure protection including network security</p> <ul style="list-style-type: none"> • Security governance is key to improving cyber security readiness • Identifying roles and responsibilities in cyber defence is first step towards a robust cyber defence practice <p>Alex Siow Chairman - School of IIT Advisory Committee Temasek Polytechnic, Singapore Professor National University of Singapore (NUS) Director - Strategic Technology Management Institute NUS Computing</p>
OPENING CEREMONY	
1400 pm	Ketibaan Tetamu dan Ketibaan Dif-dif Jemputan
TECHNOLOGY CASE STUDY 5	
1415 pm	<p>Network Security for a New World</p> <p>Security threats are getting more sophisticated today. To combat these threats, you need to transform your network into an end-to-end sensor and enforcer that can detect and stop sophisticated security issues faster. Delve into some of the latest innovations that can detect threats in encrypted network traffic, without decrypting it</p> <ul style="list-style-type: none"> • Are you ready for the Next-Gen APT & Ransomware? • Lower risk: Deter 99.2% of network breaches by using the network as both a sensor and an enforcer • Recommendations for Digital Leaders to enable their cyber security strategy <p>Tengku Shahrizam Bin Tengku A Sulaiman Consulting Systems Engineer - CyberSecurity Sales Cisco Malaysia</p>
EXHIBITION AND DIGITAL CARNIVAL TOUR	
1615 pm	Digital Carnival Tour and Networking Break
INTERNATIONAL PRESENTATION 5	
1630 pm	<p>Going Towards ICT Transformation</p> <p>Data Driven Customer Experience and the Road-map to Deliver Happiness</p> <p>Happiness is one of the hardest words to define, however our scope here is to go through the UAE's journey in exploring Happiness through government services delivery. We will cover the service transformation during the 20th century, and how data enables the 4th industrial revolution, as well as, UAE's journey from measuring satisfaction to identify drivers of happiness and measure happiness. We will also look at Data Mining as a driver to enable the happiness agenda</p> <ul style="list-style-type: none"> • Service Transformation • Data Driven Customer Experience • Analytical CRM • Enable Happiness Agenda through Data Mining techniques <p>Ahmed Aly Shaban Senior Consultant Prime Minister's Office, UAE</p>
PANEL DISCUSSION 4	

1645 pm

Examining the Pillars of Digital Transformation within Government

Three things are mandating Government Transformation: IT evolution, Disruption, and Innovation. Does your agency have the internal culture to:

- Recognise and adapt to the environment of change in the digital age?
- Apply design thinking to challenge your approach to technology and government
- Build a culture of engagement that supports digital transformation
- Connected Government: Infrastructure delivery and network optimisation in the challenge of delivering 'always on' government

Moderator:

Ben Donier

Director, ANZ
OpenGov Asia

Panellists:

Dr. Suhazimah Binti Dzazali

Deputy Director General (Information and Communication Technology)
Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)

Nizam Arshad

Chief Technology Officer
Telekom Malaysia (TM)

Morten Meyerhoff Nielsen

Academic Fellow - Operating Unit for Policy-Driven Electronic Governance
United Nations University, Portugal
Researcher
Tallinn University of Technology, Ragnar Nurkse School of Innovation and Governance, Estonia

Ahmed Aly Shaban

Senior Consultant
Prime Minister's Office, UAE

Tan Kuan Thye

Strategy Marketing Director,
South Pacific Region
Huawei

THE GREAT DEBATE 1

1710 pm

DIGITAL DISRUPTION

Regulation Hinders Innovation

Regulation does not allow business strategies to adopt new innovations to accommodate changes in the market. Regulation is critical to protect both consumers and businesses

- Is regulation slowing tech progress and innovation
- Can government utilizing disruptive Innovations to their advantage and embrace disruptive innovations in the digital age with their regulations

Moderator:

Mohit Sagar

Group Managing Director & Editor-in-Chief
OpenGov Asia

Proposition:

Ben Dornier

Director, ANZ
OpenGov Asia

Paul Gagnon

Director, E-Learning/ IT Systems & Services
Lee Kong Chian School of Medicine, Singapore

Opposition:

Randeep Sudan

Adviser Digital Strategy and Government Analytics
The World Bank, Singapore

Gerrit W. Bahlman

Director of Information Technology
Hong Kong Polytechnic University

END OF DAY 1

1730 pm

NETWORKING SESSION AND END OF DAY 1**Day 2, Friday, 06-10-2017**

ARRIVAL OF GUEST AND DELEGATES 2

0800 am

Arrival of Guests and Delegate**Breakfast**

KEYNOTE PRESENTATION - INTERNATIONAL 2

0845 am

Digital Economy : What Does the Future Look Like and What are We Seeing Now?

- The Rise of Artificial Intelligence: What does the future look like and what are we seeing now?
- The Speed of Analytics: How to capitalise on real-time analytics in order to enhance system effectiveness and service quality?
- Getting Up Close and Personal: How can greater platform personalisation improve engagement, convenience and value?

Morten Meyerhoff Nielsen

Academic Fellow - Operating Unit for Policy-Driven Electronic Governance
United Nations University, Portugal
Researcher
Tallinn University of Technology, Ragnar Nurkse School of Innovation and Governance, Estonia

PANEL DISCUSSION 5

0915 am

BLOCKCHAIN TECHNOLOGY**Harnessing the Power of Blockchain Technology in the Digital Economy**

Digital currencies and Blockchain technologies are starting to having a major impact within the commercial market. It potential benefits and impact have yet to be defined. This will affect government, but in what ways with that be? What are the benefits of Blockchain and how will it impact the delivery of services to your community

- Improving supply-chain through Blockchain technology
- Building a government business system with Blockchain technology
- Creating new opportunities for innovation and growth while reducing cost and risk

Moderator:

Ben Dornier
Director, ANZ
OpenGov Asia

Panellists:

Dr. Sampath Dhamodaran
Managing Director & Head, Group
Enterprise Architecture and Solutioning
CIMB Bank

Robert Tai Chiang Vun

Program Director
Malaysian Industry-Government Group for High Technology (MIGHT)

Susie Dorai Raj

ICT Consultant - (Strategic Planning)
Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)

Randeep Sudan

Adviser Digital Strategy and Government Analytics
The World Bank, Singapore

TECHNOLOGY CASE STUDY 6

0940 am

Digital Spying Eyes targets personal, organisation and government

Digital Spying Eyes targets personal, organization & government

- Depending on the tool and technology alone are not enough
- Always deal with the root cause, instead of closing the gaps
- It is never too late for government to create awareness

Stefanus Natahusada

Sales Engineer
Kaspersky Lab Singapore

PANEL DISCUSSION 6

0955 am

Cloud Centric Internet of Things Shaping the Vision of Smart City

The newly emerging Internet of Things (IoT) offer great potential in providing unique access to critical and all aspects of community data at a scale not previously realizable. Currently several billions of sensor and devices are connected to the internet; they monitor and access vital aspects of the society

- Learn and leverage the knowledge that can be extracted from 'Digital Infrastructure' to manage the critical infrastructure
- Capitalising on cloud computing to provide new ways to store data and provide software solutions
- Exploring techniques that integrate Cloud, IOT, virtual and physical infrastructure to offer intelligent solutions for meeting the increasing demands of the modern population

Moderator:

Gerrit W. Bahlman

Director of Information Technology
Hong Kong Polytechnic University

Panellists:

Tn Hj Aisharuddin Bin Nuruddin

Senior Director - Technology & Society Division
Malaysian Communications & Multimedia
Commission (MCMC)

Sophia binti Hashim

Principal ICT Consultant - Technical
Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)

Timothy Lee

Chief Information Security Officer (CISO)
City of Los Angeles, USA

Amol Mitra

Chief Technology Officer
Aruba Asia Pacific a Hewlett Packard Enterprise Company

INTERNATIONAL PRESENTATION 6

1020 am

Digital Transformation in Public Service Ecosystem

How Open Data Can Enhance Collaboration and Service Co-creation between Public Agencies and Society

The power of data as a source of public and commercial value is being increasingly recognized all over the world. In order to turn data into public value, central and local governments are encouraged to publish their datasets as open data. However, evidence shows that simply publishing open data is not enough - in order for innovation to happen, these data must be actually used to create new value-adding services. How can this be done? What actors, infrastructures and processes constitute the ecosystem for data-driven co-created public services?

- New understanding of 'public' services and public service ecosystem
- Service co-production and user engagement
- Agile development

Maarja Toots

Researcher - Ragnar Nurkse Department of Innovation and Governance
Tallinn University of Technology, Estonia

TECHNOLOGY CASE STUDY 7

1035 am	<p>TN50 Vision of Future Government</p> <p>Showcase how technology of today can shape the future of Malaysia achieving its goal to be one of the Top 20 Countries by 2050</p> <ul style="list-style-type: none"> • Connecting people, processes and things to gain greater insights and drive forward the digital economy agenda • Investigating how “Whole of Government” concepts create scalability, and economies of scale • Showcasing innovations driven by machine learning and blockchain. • Future cities – a framework for connected governments, inclusiveness and more increased liability index <p>Josephin Galla Director Public Sector & Security - South East Asia SAP</p> <p>Hazmin Rahim Director of Business Development- Public Sector Malaysia SAP</p>
BREAK 2	
1050 am	MORNING BREAK
INTERNATIONAL PRESENTATION 7	
1120 am	<p>Can AI Secure Critical Infrastructure?</p> <p>Complex and critical public infrastructure includes systems for water treatment, water distribution, power generation and distribution, and mass transportation. Cyber attacks on such systems are on the rise, and many have been successful. This talk will focus on challenges faced in the design of secure critical infrastructure and review how Artificial Intelligence, combined with physics-based approaches, might be a viable solution for rapid detection of cyber attacks and prevention of disastrous consequences.</p> <ul style="list-style-type: none"> • The rise of cyber attacks on critical infrastructure: Can we defend? • Can AI be combined with Physics to create detectors of cyber attacks? • How can we design secure critical infrastructure before it is built? <p>Prof. Aditya Mathur Head of Pillar, Information Systems Technology & Design and Centre Director, iTrust Singapore University of Technology and Design (SUTD)</p>
PANEL DISCUSSION 7	

1135 am	<p>MACHINE-TO-MACHINE (M2M) COMMUNICATION</p> <p>Improving City Productivity through Cognitive Computing</p> <p>In the smart IoT venues of the future, everyone from startups to enterprises to homeowners will use data to make decisions using facts rather than instincts. Cognitive computing uses data and responds to changes within it to make better decisions on the basis of specific learning from past experiences, compared with a rule-based decision system</p> <ul style="list-style-type: none"> • Incorporating planning, forecasting, reasoning, and recognising information processes into the existing IoT for immediate benefits • Forecasting more accurately through familiarity with anticipatory and predictive systems • Interpreting advanced data models to reap the full benefits of the technology • Reducing the significant data and the time required for learning through quickest exchange of information and collective learning whilst preparing for the dynamic needs of the solution • Ingesting benefits of making cities smart with big data analytics as new data are integrated to discover new relationships <p>Moderator: Mohit Sagar Group Managing Director & Editor-in-Chief OpenGov Asia</p> <p>Panellists: Dr. Mohamed Sulaiman Bin Sultan Suhaibuddeen Head of Government Online Services Unit Office of the Chief Secretary to the Government, Malaysia</p> <p>Professor Dato' Dr Halimah Binti Badioze Zaman Head of Cluster - Cluster Of Information Technology And Communication Majlis Profesor Negara (MPN), Malaysia</p> <p>Yeoh Chen Chow Co-founder Fave, Malaysia</p> <p>Geoffrey Soon Regional Sales Director Cloudera</p>
TECHNOLOGY CASE STUDY 8	
1200 pm	<p>Unlock The Power of Big Data and Artificial Intelligence</p> <p>The foundation role of smart networking in enabling the Digital Transformation</p> <ul style="list-style-type: none"> • Innovative network infrastructure to boost cloud center efficiency • Uncovering the power of AI to accelerate your business • Open network solution to bring freedom of network choice <p>Tong Liu Senior Director - Market Development of APJ and China Mellanox APJ and China</p>
CLOSING	
1215 pm	<p>CLOSING REMARKS</p> <p>YBhg. Dato' Dr. Mazlan Yusoff Director General Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)</p>
END OF DAY 2	
1240 pm	NETWORKING LUNCH AND END OF DAY 2