



**SAP PUBLIC SECTOR INFORMATION EXCHANGE 2008:
'TRANSFORMING SERVICE DELIVERY'**

7th-8th MAY, CHESFORD GRANGE HOTEL, WARWICKSHIRE

Conference Programme

THE BEST-RUN BUSINESSES RUN SAP™





SAP PUBLIC SECTOR INFORMATION EXCHANGE 2008: ‘TRANSFORMING SERVICE DELIVERY’

This important event in the Public Sector calendar is an ideal opportunity for current and prospective SAP customers in both local and central government to gain valuable insights into transformational success stories from a range of public sector organisations including **Birmingham City Council**, **National Offender Management Services**, **Staffordshire County Council**, **The Rural Payments Agency**, and many more.

AGENDA DAY 1: WEDNESDAY 7th MAY

CONFERENCE PARTNERS



09.00	Registration
10.00	Welcome and Introduction Rachel McClure , Director Regional & Local Government, SAP EMEA
10.15	Meeting the Transformation Challenge Glyn Evans , Assistant to the Chief Executive for Transformation, Birmingham City Council Hear how Birmingham City Council radically changed their business processes to deliver wholesale transformation across Europe's largest local authority.
10.45	Transforming Public Sector Service Delivery with ICT Pete Reed , Analyst, Kable An overview of developments in the public sector ICT landscape, based on recent Kable research, and the implications for ICT professionals in transforming service delivery.
11.15	Coffee Break/Partner Exhibition
11.45	Swapping a Morris Minor for a Jaguar National Offender Management Services with Business Objects An arresting case study: How Business Objects transformed criminal records into trustworthy data and improved productivity and operational efficiencies in the Prison and Probation Services.
12.05	Transforming Costing, Planning and Forecasting within the DWP Richard Barrett , Product Marketing Director, Business Objects an SAP company One of the largest Central Government organisations, the Department for Work and Pensions (DWP) employs around 110,000 staff providing a service through four major business divisions - Jobcentre Plus, Pensions, Child Support and Disability and Carers. Richard will give an overview of how DWP use Profitability and Cost Management from Business Objects , to improve their costing, planning and forecasting processes to drive continuous improvement.
12.25	Joining up the Dots to Detect Tax Evasion, Fraud and Ensure Law Enforcement Simon Godfrey , Central Government Industry Principal, SAP
12.45	SAP in the UK Public Sector - an Update Ian Owen , Local Government Industry Principal, SAP
13.00	Lunch/Partner Exhibition

14.00 – 15.00 Transformational Workshops

Stream 1A	Stream 1B	Stream 1C
<p>Delivering Efficient and Personalised Social Care Services</p> <p>Joan Fennelly, Business Development Manager - SAP, Hedra Tony Pilkington, Managing Consultant, Hedra Charles Clark, Solution Sales, Social Care SAP</p> <p>In this session, hear how the SAP Social Care solution can enable authorities to meet the needs of their clients in a more holistic and personalised way. As a leading transformation partner for UK public sector organisations, Hedra recognise the complexity and scope of change for Social Care Directorates as part of any Council-wide transformation agenda and beyond.</p>	<p>The Decision Making Challenge - Technologies to Implement Government Policy Efficiently and Accurately</p> <p>Kate Cartwright, Solutions and Market Development Director, EMEA, Haley Limited</p> <p>As Government policy grows in complexity, Public Sector organisations continue to struggle to make accurate, consistent and timely decisions regarding the application of legislation and policy. This workshop will explore the capabilities and business benefits of a Business Rules Management Solution to address these challenges.</p>	<p>Improving Performance of Paper-Based Processes at Staffordshire County Council</p> <p>Shirman Yip, SAP Services Manager, Staffordshire County Council with Open Text</p> <p>Staffordshire County Council needed to improve performance by enabling key departments to archive and access documents easily and securely. In this session you will learn how an efficient and reliable document management system enabled HR, financial and legal community partners to access electronic files instantly, helping to improve performance rates.</p>
15.00 – 15.30	Coffee Break/Partner Exhibition	



REGISTER TODAY

TO RESERVE YOUR PLACE AND PRE-BOOK YOUR WORKSHOPS:

Visit: www.conference-office.co.uk/sap/psie

E-mail: publicsector@conference-office.co.uk

Tel: 020 8398 6675

AGENDA DAY 1: WEDNESDAY 7th MAY

SHOWCASING TRANSFORMATION SUCCESS

Hear from a broad cross-section of public sector organisations about how they have transformed service delivery, including:

Birmingham City Council
National Offender Management Services
Staffordshire County Council
Southwest One
Rural Payments Agency
Buckinghamshire County Council
Royal Mail

WHO SHOULD ATTEND?

The SAP Public Sector Information Exchange 2008 will be invaluable to senior decision makers including:

Heads of Business Improvement
 Chief Information Officers
 Finance Directors
 Heads of Shared Services
 HR Directors
 Heads of Strategic Planning
 Customer Service Directors
 Heads of Transformation/
 Change Management
 Directors of Resources
 Heads of Procurement

WHO ELSE WILL BE THERE?

Organisations attending previous SAP Public Sector conferences have included:

The Cabinet Office
 The National Archives
 Department for Transport
 Metropolitan Police
 Communities and Local Government
 HM Revenue & Customs
 Forensic Science Service
 OFCOM
 Transport for London
 Barnsley Metropolitan Borough Council
 London Borough Councils (including Enfield, Haringey and Southwark)
 City Councils (including Belfast and Liverpool)
 County Councils (including Buckinghamshire, Herefordshire, Hertfordshire, Oxfordshire, Staffordshire, Surrey and Worcestershire)

15.30 – 16.30 Transformational Workshops

Stream 2A	Stream 2B	Stream 2C
<p>The Implementation of SAP at Southwest One</p> <p>Donna Fitzgerald, Group Manager Transformation, Somerset County Council with IBM</p> <p>A joint venture between Somerset County Council, Taunton Deane Borough Council and IBM, Southwest One was formed to transform the face of public services in the South West.</p> <p>This case study presentation focuses on the implementation of SAP to provide the technology platform to deliver back and middle office services on a shared basis to public bodies in the region.</p>	<p>Reducing the Carbon Footprint and Transforming IT Costs at The Rural Payments Agency</p> <p>The Rural Payments Agency with Sun Microsystems</p> <p>This workshop will showcase the Rural Payments Agency's project to replace its thick client desktop – achieving cost savings of £20 million over 7 years, cutting its carbon emission footprint by 260 tons per year and reducing the time required to roll out application updates from weeks to days.</p>	<p>Automating Payroll Processes with Buckinghamshire County Council</p> <p>David Firth, SAP Service Manager, Buckinghamshire County Council with Adobe</p> <p>In this informative session, learn how Buckinghamshire County Council's payroll processes have been automated with SAP Interactive Forms, and how they have changed the way the council handles payroll processing for supply teachers.</p>

16.40 – 17.40 Transformational Workshops

Stream 3A	Stream 3B	Stream 3C
<p>An Integrated Approach to Organisational Learning</p> <p>Barry Vorster, Global Director of Talent Management, EPI-USE</p> <p>This session will discuss organisational learning, competence development and the use of the SAP Learning Solution as the basis for strategically managing learning in your enterprise. It will also touch on a range of related topics including learner demographics, reporting and metrics, and how these impact your organisation.</p>	<p>Delivering Business Process Excellence</p> <p>IDS Scheer</p> <p>Business Process Management has now become part of the day-to-day language of Public Sector managers. However, very few organisations can define or demonstrate true 'Process Excellence'. In this workshop we will use 'real world' examples to highlight how IDS Scheer's ARIS Platform can help you manage the journey from strategy through to process visibility, implementation and continual improvement.</p>	<p>The Story of Columbus: Procurement Transformation within Royal Mail Group</p> <p>James Yearsley, Partner, Deloitte Conrad Mishan, Manager, Deloitte</p> <p>This workshop will look at the major differences between industry leaders and laggards in terms of the people, processes and technologies needed for best-in-class procurement, and some of the lessons learned by peer organisations during their procurement transformation programmes.</p>

18.45 Pre-Dinner Drinks

19.30 Informal Networking Dinner





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AGENDA DAY 2: THURSDAY 8th MAY

CONFERENCE PARTNERS



08.50	Welcome (Main Plenary)			
09.00 – 10.00	Managing and Delivering Trusted Information Alison Mann , EIM Specialist, Business Objects Christian Blumhoff - Senior Solution Principal, SAP Not to be missed, this informative and thought provoking session will demonstrate the latest technologies and best practices for effective Public Sector Information management including real customer examples. Christian & Alison will also provide insights into efficient Master Data Management, enabling that single view of the citizen and the art of the possible.			
10.00 – 11.00 SAP Update Workshops				
	Stream 4A	Stream 4B	Stream 4C	Stream 4D
	Closed Loop Procurement in the Public Sector Paul Hodgson , SAP Solution Consultant Chris Taplin , PreSales Manager, Public Services - SAP Public sector organisations are continually striving to get best value from their contracts and deliver sustainable savings with a very diverse supplier base. Learn how SAP solutions for OJEU compliant procurement processes can help leverage your spend without damaging supplier relationships.	Putting Citizens First with SAP CRM John Berry , Senior Business Consultant, SAP Sean O'Callaghan , Senior Business Consultant, SAP See a demonstration of the latest version of SAP CRM and the new enhancements which can help Public Sector organisations improve efficiencies in the call centre and provide exceptional citizen interactions and experiences across all touch points.	Realising Real Benefits Through Shared Services at Wiltshire County Council Carlton Brand , Director of Resources, Wiltshire County Council with Logica. This workshop showcases Wiltshire County Council's strategy and approach to achieving the cost efficiencies and service improvements necessary to meet the challenge of further annual savings of 3% and delivering sustainable benefits year on year.	Enterprise Performance Management - Financial Excellence and Beyond Hitesh Babhanian , Senior Business Consultant, SAP The role of a Public Sector Finance Director becomes ever more critical in assessing risk, ensuring probity in the use of public money, securing sound financial management and effective Governance and controls. This session will show you how SAP is addressing the challenges for the CFO through the use of its performance optimisation applications.
11.00 – 11.30	Coffee Break/Partner Exhibition			
11.30 – 12.30 SAP Update Workshops				
	Stream 5A	Stream 5B	Stream 5C	
	The War for Talent Debi Ashby , Senior Business Consultant, SAP Managing talent has become a core competency for the Public Sector, yet most organisations today don't have a single view of the talent available to them. This session will provide you with an understanding on how SAP has addressed this War for Talent and the solutions available to Public Sector organisations.	De-risking Projects with SAP Consulting Caroline Birkby , Head of Consulting, Public Services - SAP Some illustrative examples of the Consulting solutions that SAP can offer to its customers and Partners at every stage of a project or programme to help reduce risk, improve quality and cut costs by speeding up implementations. Optimising your Investment in SAP Software with Learning Solutions from SAP Matthew Spicer , Education Business Consultant SAP Providing fingertip knowledge to users with SAP Productivity Pak.	How to Manage Your Property Portfolio Mark Pendery , Senior Solutions Consultant, SAP Simon Parks , Senior Solutions Consultant, SAP This workshop will demonstrate how your property portfolio can be managed from both a Financial (Lease Management) and Maintenance and Repairs point of view. Learn how SAP Real Estate Management has helped organisations similar to yourselves save money and drive efficiency.	
12.30 – 12.45	Plenary Wrap-Up and Close			
12.45	Lunch and Depart			
14.00 – 16.00	Public Sector User Group Meeting			

