



Australian Government
Digital Transformation Agency

Digital Summit 2020

10–19
November

Adapt
Engage
Deliver

Program

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CEO foreword

Dear colleagues,

Welcome to the Digital Summit 2020. We are delivering the event across two weeks between 10 and 19 November, with sessions on the Tuesday and Thursday of each week. The event is completely virtual.

The Digital Summit showcases digital transformation across the Australian Government and industry. Attendees will learn from a diverse range of digital leaders and be able to connect with their peers. The Australian Government Digital Awards are part of the Digital Summit program again this year, providing an opportunity to recognise and celebrate the achievements of digital teams.

The Summit program is designed around four themes:

1. Disruption and Change
2. Human-Centred Services
3. Leadership and People
4. Technology and Data

There are keynote presentations from the Hon Stuart Robert MP, Minister for the National Disability Insurance Scheme and Minister for Government Services, Rebecca Skinner, CEO of Services Australia, Peter Woolcott AO, the Australian Public Service Commissioner and Michael Pezzulo AO, Secretary of Home Affairs. The full program is available from the Digital Summit website.

I look forward to welcoming you and following your experiences across the two weeks. Together we can improve digital capability and transform government services.

Enjoy the Digital Summit 2020.

Randall Brugeaud
Chief Executive Officer
Digital Transformation Agency

About the Digital Summit 2020

The Digital Transformation Agency (DTA) hosts the Digital Summit 2020 over two weeks, from 10 to 19 November 2020, each Tuesday and Thursday from 10:00 am to 1:30 pm (AEDST). We are delivering the Digital Summit virtually on the OnAIR platform from EventsAIR.

The Digital Summit brings together the Australian Public Service (APS) and industry to showcase digital capability and contribute to building our digital profession.

The Digital Summit builds the capability of the APS through:

- case studies to demonstrate capability and share knowledge
- workshops to build capability and develop skills
- networking opportunities to develop our community by connecting digital professionals and leaders in the private and public sectors
- partnerships between agencies and industry to support and improve collaboration between industry and government.

It supports and enables the [Digital Transformation Strategy](#) by developing a government fit for the digital age.

Adapt. Engage. Deliver.

We're asking our attendees to **Adapt. Engage. Deliver.** We want attendees to:

- continue their digital transformation journey and get the tools they need to navigate and **adapt** to change
- **engage**, support, and learn from each other, **engage** with industry to explore solutions, and **engage** with users so develop the best services
- develop networks, practical actions, and plans to **deliver** digital transformation.

Our attendees

Digital Summit 2020 attendees are:

- public sector leaders and managers
- public sector capability builders
- public sector digital professionals
- private sector digital professionals and leaders.

Each of our attendees has a passion for digital transformation, commitment to user-focused services and building their own and their organisation's digital capability.

Our speakers: government keynotes



The Hon Stuart Robert MP

Minister for the National Disability Insurance Scheme and Minister for Government Services

Stuart is Minister for the National Disability Insurance Scheme and Minister for Government Services. He served in the Army for 12 years in Infantry and Intelligence Corps units including deploying operationally to Bougainville in 1998 as part of the Peace Monitoring Force. While serving, he completed a Bachelor of Arts (Hons) and Masters' degrees in both Business Administration and Information Technology. After leaving the Army he and a colleague founded an IT services firm. He was elected Member for Fadden in 2007. He served as Shadow Defence Science, Technology and Personnel Minister, and became Assistant Minister for Defence in 2013. In 2015 he became Minister for Veterans' Affairs, Minister for Human Services and the Minister Assisting the Prime Minister for the Centenary of ANZAC.



Rebecca Skinner

Chief Executive Officer, Services Australia

Rebecca is CEO of Services Australia, which is entering a time of transformation. She has a proven track record of crisis management as the former Associate Secretary of Defence during Australia's bushfire disasters in 2019 and 2020 and brings this critical capability to Services Australia. She has a wealth of experience in the public sector, working in strategic, enterprise planning and risk management roles, including at the Department of Prime Minister and Cabinet, and as a senior executive in the Attorney-General's Department.



Peter Woolcott AO

Australian Public Service Commission (APSC) Commissioner

Peter became Australian Public Service Commissioner on 9 August 2018. Peter has had a distinguished career in the Australian Public Service, serving in senior diplomatic positions around the world. He has served as Australia's High Commissioner to New Zealand (2016–2017), Ambassador for the Environment (2014–2016), and led the negotiations to the Paris Agreement on climate change (2016), Permanent Representative to the UN in Geneva and Ambassador for Disarmament (2010–2014), Ambassador for People Smuggling Issues (2009), Ambassador to Italy (2004–2007), and Australian Consul-General, Honolulu and Representative to US Commander-in-Chief Pacific (1998–2001). Most recently he has served as former Prime Minister Malcolm Turnbull's Chief of Staff. Mr Woolcott was appointed an Officer in the Order of Australia in 2017 for his distinguished service to public administration in the field of international relations, and as a lead negotiator in the non-proliferation and arms control fields.



Michael Pezzullo AO

Secretary, Department of Home Affairs

Michael is the Secretary of the Department of Home Affairs, appointed in October 2014. He has worked in various departments in the APS. He first joined the Department of Defence in a variety of strategic policy and intelligence positions. He later transferred to the Department of Prime Minister and Cabinet, where he worked in the International Division, and then served as staff for prominent ministers in Parliament. He re-joined the Department of Defence in 2002 as Deputy Secretary of Strategy and led the development of the 2009 Defence White Paper. In 2009 he joined the Australian Customs and Border Protection Service, and later became CEO. He was responsible for offshore maritime security, border-related intelligence, national security and law enforcement programmes, integrity and professional standards, and corporate operations.



Randall Brugeaud

Chief Executive Officer, Digital Transformation Agency

Randall was appointed Chief Executive Officer of the DTA on 1 July 2018. Randall has spent more than 30 years working in a range of public and private sector roles, with a focus on transformation. His public sector experience has spanned large, medium, and small organisations. Randall's private sector experience includes more than a decade working with the Boston Consulting Group and a private IT consulting firm, which he founded and operated. Before joining the DTA, Randall was Deputy Australian Statistician and Chief Operating Officer at the Australian Bureau of Statistics. Before that he was Chief Information Officer at the Department of Immigration and Border Protection. Randall holds a Master of Business Administration, a Graduate Diploma in Applied Computing, and a Bachelor of Education. He is also a Senior Executive Fellow of the Harvard Kennedy School.

Our speakers



Jim Grubb

Chief Technology Evangelist, Cisco Systems

As an expert in digitisation even before it was called digitisation, Jim has spent most of his career helping people understand how business and technology intersect. He is an exponential thinker and charismatic speaker currently working with most of Cisco's largest customers as they build their digital strategies. As former Cisco CEO John Chambers' long-time product-demo sidekick, he delivered over 400 keynote demonstrations at industry, technology, and CXO events, including Cisco Live, CES, HIMSS, NRF, Oracle World, Salesforce, DODIS, Cisco Partner Summit, and Cisco's World-wide Sales meetings. He has also presented to many Government and World Leaders, including Hillary Clinton, George W. Bush, Tony Blair, Madeleine Albright, Dmitry Medvedev, Al Gore, Viktor Chernomyrdin, Vicente Fox, Arnold Schwarzenegger, Jean Carnahan, and Jim Gilmore. When he's not explaining technology, he is an avid astrophotographer, musician, pilot, and boater.



Tom Burton

Government Editor, Australian Financial Review (AFR)

Tom has held senior editorial and publishing roles with The Mandarin, The Sydney Morning Herald and is Canberra bureau chief for the Australian Financial Review. He has worked in government, specialising in communications. He has won 3 Walkley awards.



Professor Beth Simone Noveck

Director, The Governance Lab

Beth is a graduate of Harvard University and Yale Law School and directs Governance Lab (GovLab) and its MacArthur Research Network on Opening Governance. She is a Professor in Technology, Culture, and Society and affiliated faculty at the Center for Urban Science and Progress at New York University's Tandon School of Engineering and a Fellow at NYU's Institute for Public Knowledge. She was New York state's first Chief Innovation Officer and German Chancellor Angela Merkel named her to her Digital Council in 2018. She is also Visiting Senior Faculty Fellow at the John J. Heldrich Center for Workforce Development at Rutgers University. Beth was the first United States Deputy Chief Technology Officer and director of the White House Open Government Initiative under President Obama. UK Prime Minister David Cameron appointed her senior advisor for Open Government. At GovLab, she directs better governance programs, including work the CrowdLaw, Smarter Crowdsourcing, and City Challenges programs. She also coaches 'public entrepreneurs', working with passionate individuals to take their public interest projects from idea to implementation. Beth is the author of Smart Citizens, Smarter State: The Technologies of Expertise and the Future of Governing and Wiki Government: How Technology Can Make Government Better, Democracy Stronger and Citizens More Powerful. She co-edited The State of Play: Law, Games and Virtual Worlds.



Ernez Dhondy

General Manager, Paper Giant

With 15 years of experience in the industry, Ernez has established himself as an experienced design leader. Over the course of his career, Ernez has integrated and established design practices in some of Australia's largest digital and full-service agencies. He has mentored emerging design talent and a new generation of design leaders. He has led large-scale digital strategy and transformation programs across the public, private and social sectors. He has a deep understanding of these sectors and is passionate about helping clients experiment with new ways of working to generate new types of value. Ernez has worked across continents and been an active contributor to the digital culture in Australia across his entire career.



Stephen Scheeler

Founder, Digital CEO

The world has gone digital, but Australian business risk falling behind. As advisor, mentor and speaker, Stephen partners with Australia's business leaders to help them master digital strategy, culture, and leadership, and build innovative, global, billion-dollar businesses. He has spoken at TEDx, the Australian Governance Summit and AMP Amplify. He is a member of the Prime Minister's Knowledge Nation 100 top innovation leaders in Australia. His career spans over 25 years across consumer products, retail, ecommerce, automotive, financial services, media, and technology. He has served in senior executive roles at global leaders Westfield and Inchcape, and at Australian consumer products giant Lion. He guided Facebook's rise from Silicon Valley start-up to media and technology titan as CEO for Australia and New Zealand.



Fiona Hathaway

Managing Director, Global People Team, Slalom

Fiona Hathaway is the Managing Director for the Global People Team at Slalom Consulting. Her international career spanned Asia, Europe, and the US, and in HR in IT companies like KPMG and PWC. In her global HR Director role at Microsoft, she drove several large-scale global business transformations. Her current challenges are working to drive global expansion into new markets while implementing modern work practices and ways of working which will support high paced growth through digitalisation and innovation.



Dr Catherine Ball

Scientific Futurist, World of Drones and Robotics/ANU

Dr Catherine Ball is an author, founder, and ethics advocate working across global projects where robotics and new technology meet environmental protection. A sought-after voice in industry, Catherine's biggest passion is on projects that have a humanitarian aspect, ranging from the use of RPAS for emergency response, to recording cultural heritage, and agricultural assessments. Catherine has travelled and worked globally on cutting edge projects that combine science, entrepreneurship, empowerment, education, and training.



Jonathon Thorpe

General Manager, Digital Identity and myGov, Digital Transformation Agency

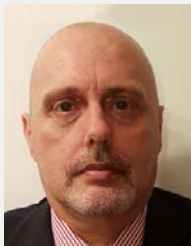
Jonathon is the General Manager for Digital Identity and myGov at the DTA. He has extensive public sector experience working across large service delivery agencies with over 10 years in executive roles. He has delivered large-scale initiatives across digital marketing, social media, customer experience (CX), staff experience, and whole-of-government transformation domains. Jonathon is incredibly passionate about CX, agile leadership, and applying digital to radically improve how government services are delivered.



Quek Sin Kwok

Senior Director National Digital Identity Programme, Government Technology Agency, Singapore

Quek Sin oversees the National Digital Identity Programme, one of Singapore's 5 Strategic National Projects announced in 2017. The National Digital Identity will be a nationally available way for an individual to prove their legal identity online. It is also a platform for the public and private sectors to build more digital services on a common and universal trust framework for identity, authentication, consent, authorisation, digital signatures, eKYC and data platforms. Quek Sin and his team look forward to collaborating closely with government agencies, industry partners and the international community to develop the necessary ecosystems which can enable online trust, transform user journeys and streamline operations. Before joining the Public Service in 2009, Quek Sin served in multiple consulting and management roles across various MNCs, including Accenture, Deloitte Consulting, and HP.



Alan Bell

Executive Director, Digital Identity, Department of Internal Affairs, New Zealand

Alan is an experienced strategist in digital government in New Zealand, and a senior leader in the office of the Government Chief Digital Officer. His previous roles include leading the development of New Zealand's first Cyber Security Strategy, developing the government's cloud computing policy and policy lead for New Zealand's ICT Strategy. He is currently leading a NZ Digital Identity Transition Program.



Margo Stephen

Head of Digital ID, Australia Post

Margo leads Australia Post's Digital iD business. She is responsible for market growth, strategy and development. Digital iD is an award-winning, innovative, secure, smart-phone based way for individuals to easily prove who they are online and in-person, and for business and government to identify their customers. Margo has over 20 years' experience in consulting, strategy and delivery and has led numerous large-scale business and technology transformation programmes in Australia and the UK.

About the Digital Transformation Agency

The DTA helps government improve digital services to make them simple, clear, and fast. We work to improve people's experience of government services, for everyone, everywhere, regardless of their abilities. This includes improving the skills within government and other agencies to create and deliver these services.

Our role

- We provide strategic leadership on whole-of-government and shared ICT and digital services, including sourcing and capability development.
- We deliver policies, standards and platforms for whole-of-government and shared ICT and digital service delivery.
- We provide advice to agencies and government on ICT and digital investment proposals.
- We oversee significant ICT and digital investments, assurance policy and framework, and the whole-of-government digital portfolio.

More information on our programs is available from the [DTA website](#).

Our leadership team



Randall Brugeaud
Chief Executive Officer



Scott Cass-Dunbar
Chief Strategy Officer



Peter Alexander
Chief Digital Officer

Digital Summit 2020 program

Day 1, Tuesday 10 November — Disruption and Change

10:00 am – 11:00 am	Virtual exhibition – industry and government
11:00 am – 11:38 am	Welcome and keynote James O’Loughlin , MC – Welcome and Introduction to Day 1 of the Summit with virtual housekeeping Paul House – Welcome to Country Randall Brugeaud – Welcome and official opening of the Digital Summit 2020 The Hon Stuart Robert MP – Digital Government: delivering in a post-COVID world
11:40 am – 12:00 pm	Concurrent sessions Jim Grubb , Chief Technology Evangelist, Cisco – Living in a digital world Tom Burton , Government Editor, Australian Financial Review – Service 4.0
12:05 pm – 12:25 pm	Awards presentation James O’Loughlin and Elanor Huntington <ul style="list-style-type: none">• Outstanding digital product or service• Outstanding government platform• Outstanding use of emerging technology• Outstanding digital methodology or approach
12:00 pm – 1:00 pm	Virtual exhibition – industry and government
12:30 pm – 1:30pm	Concurrent workshops and case studies sessions Workshops – live Attendees must book workshop attendance separately. Lana Thorpe and Francois Kirsten , Deloitte Digital – Experimental futures: designing a prosperous nation Darren Menachemson , Thinkplace – 55 minutes in the digital ethics pressure cooker
	Case Studies – pre-recorded and live Rina Bruinsman and Paul Gloyne , NBRA – Digitally enabled recovery – lessons from the National Bushfire Recovery Agency Leon Young and Anna Goldfeder , Cogniss – How human transformation technology is empowering governments and service providers to deliver rapid mobile mental health responses during COVID-19
	Available from 11:00am – 1:30pm On-demand presentations and panels John Cox , Australia Post – Customer transformation – putting the customer at the heart of Australia Post’s digital transformation Sarah Coye , Royal Australian Mint – Innovation throughout a pandemic – empowering staff through times of adversity Lucy Poole , DTA, Cecilia Hill , Deloitte and Dana Robertson , PM&C Australia.gov.au – COVID-19 crisis response

Day 2, Thursday 12 November – Human-centred Services

10:00 am – 11:00 am	Virtual exhibition – industry and government
11:00 am – 11:38 am	Welcome and keynote James O’Loghlin , MC – Welcome and Introduction to Day 2 of the Summit with virtual housekeeping Paul House – Welcome to Country Rebecca Skinner , CEO, Services Australia – Physical distance, digital bridge: the human-centred future of government service
11:40 am – 12:00 pm	Concurrent sessions Professor Beth Simone Noveck , Director, The Governance Lab – Solving public problems Ernez Dhondy , General Manager, Paper Giant – Can we co-create our way out of this?
12:05 pm – 12:25 pm	Awards presentation James O’Loghlin and Ron Gauci <ul style="list-style-type: none"> • Excellence in government-industry partnership • Excellence in multi-agency partnership
12:00 pm – 1:00 pm	Virtual exhibition – industry and government
12:30 pm – 1:30pm	Concurrent workshops and case studies sessions Workshops – live Attendees must book workshop attendance separately. Zoe Rose , Synergy – Solve for one, extend to many: a practical hypothetical exercise in inclusive design for people with disabilities Jane Cipants and Judith Levitan , Legal Aid NSW – Digital design and disadvantaged clients: bringing voices at the margins to the centre of digital service design and delivery
	Case Studies – pre-recorded and live Vi Nguyen , KPMG – Designing services: a Swedish perspective Holly Griffin and Craig Cowan , DTA – The importance of inclusive design in shaping COVIDSafe Neil King , Vision Australia and Nick Condon , SA Government – Push and pull: why South Australia leads the way in online accessibility
	Available from 11:00am – 1:30pm On-demand presentations and panels Millie Clery and Clayton Smith – Checking it twice: digital transformation of the naughty and nice list with the Department of Christmas Affairs Garett Tyler-Parker , Pollinate Research – How systems thinking can enhance your design thinking Andrew Arch and Sarah Pulis , Intopia – Designing for people with cognitive impairments

Day 3, Tuesday 17 November – Leadership and People

10:00 am – 11:00 am	Virtual exhibition – industry and government
11:00 am – 11:38 am	Welcome and keynote James O’Loghlin , MC – Welcome and Introduction to Day 3 of the Summit with virtual housekeeping Paul House – Welcome to Country Peter Woolcott AO , Australian Public Service Commissioner – Towards a digital public service
11:40 am – 12:00 pm	Concurrent sessions Stephen Scheeler , Founder, Digital CEO – Leadership in a digital age: how today’s leaders must change to succeed in a digital age Fiona Hathaway , Managing Director, Global People Team, Slalom – The importance of cultural change as part of any Digital Transformation
12:05 pm – 12:25 pm	Awards presentation James O’Loghlin and Stephanie Foster PSM <ul style="list-style-type: none"> • Emerging Digital Talent • Digital Professional • Digital Diversity Award
12:00 pm – 1:00 pm	Virtual exhibition – industry and government
12:30 pm – 1:30pm	Concurrent workshops and case studies sessions Workshops – live Attendees must book workshop attendance separately. Julian Smith , DTA and Craig Smith , SoftED – Agility accelerator Anthony McGinness and Saakshi Joshi , Future Friendly – The team retro: reflecting on working from home
	Case Studies – pre-recorded and live Megan James , WIC, Leadership through extraordinary times Patrick Kidd OBE OAM , Lyndon Blanchard , Digital Skills Organisation, Jennifer Mulveney , Adobe, and Grant Nicholson , DTA, Skills Finder case study Tom Hacon , Hypothesis – How one team rapidly delivered drought, bushfire and COVID-19 crisis support to NSW citizens.
	Available from 11:00am – 1:30pm On demand presentations and panels Steph Waddon and Ben Neal , PwC – The future of work is here Harold Petersen , Fresh Tracks Digital Consulting – DevOps, lean IT and agile: theory is one thing...but what about the people? Professor Malcolm Thatcher , QUT – Digital governance – what it is and why it is critical to the future of digital government Dr Kerstin Oberprieler , PentaQuest – How to use behavioural science and digital experience to increase employee engagement and organisational transformation

Day 4, Thursday 19 November – Technology and Data

10:00 am – 11:00 am	Virtual exhibition – industry and government
11:00 am – 11:38 am	Welcome and keynote James O’Loghlin , MC – Welcome and Introduction to Day 4 of the Summit with virtual housekeeping Paul House – Welcome to Country Randall Brugeaud , Chief Executive Officer, DTA – Grand designs: a whole-of-government approach to architecture Michael Pezzullo AO , Secretary, Department of Home Affairs – Redefining digital: identity and data management and security
11:40 am – 12:00 pm	Concurrent sessions Dr Catherine Ball , Scientific Futurist, World of Drones and Robotics/ANU – Industry 5.0: Humankind over the horizon Jonathon Thorpe , DTA, Quek Sin Kwok , Singapore, Alan Bell , New Zealand and Margo Stephen , Australia Post – Panel discussion – Digital Identity: enabling transformation across borders
12:05 pm – 12:25 pm	Awards presentation James O’Loghlin – Close of the Digital Summit 2020
12:00 pm – 1:00 pm	Virtual exhibition – industry and government
12:30 pm – 1:30pm	Concurrent workshops and case studies sessions Workshops – live Attendees must book workshop attendance separately. Jane Headon and Ed Bridgeland , Publicis Sapient – Designing a better ecosystem for data and digital services Glenn Chapman , Speedo Tasbihsazan , Telstra, Ryan Fahy and Neil MacDonald , Gartner – SASE: Cloud-first architecture
	Case Studies – pre-recorded and live Simon Goodrich and Luke Thomas , Portable – amica.gov.au: a digital solution for separating couples Tanya Newhouse and Matt Francis , Clevertar – From overwhelmed phone lines to SA Health’s first virtual employee. How we built virtual agent Zoe in 6 days to respond to COVID-19 Deborah Anton , Office of the National Data Commissioner – How the new Data Availability and Transparency legislation will drive innovation, growth, and social wellbeing.

Day 4, Thursday 19 November – Technology and Data *continued*

Available from 11:00am – 1:30pm On demand presentations and panels

Sean McClowry, Deloitte and **Michael Snell**, Airservices Australia – Air services
Optimal Reality – digital twin of the skies

Adam Misiewicz, ASG Group – Cybersecurity – increasing cyber resilience above
and beyond administrative compliance in 2020

Dr. Alex Antic, ANU – How government can leverage data, emerging technology, and culture
to develop a successful, sustainable, and scalable data science and AI capability

Chloe White, Department of Industry, Science, Energy and Resources – Blockchain: does
it deserve a second chance?

The Australian Government Digital Awards

The Australian Government Digital Awards recognise the best examples of digital practice across government and industry working with government.

This year the Awards are part of the Digital Summit on 10, 12, and 17 November 2020.

This year we're presenting 8 awards:

- Outstanding digital product or service
- Outstanding government platform
- Outstanding use of emerging technology
- Outstanding digital methodology or approach
- Excellence in government/industry partnership
- Excellence in multi-agency partnership
- Emerging digital talent (individual with less than 5 years in digital role)
- Digital professional (individual with more than 5 years in digital role).

Finalists

Finalists will prepare a short video to show as part of the award proceedings.

Outstanding digital product or service award

- Apply online: How My Aged Care made the complex simple – Liquid Interactive
- Fires Near Me app: Saving lives one notification at a time – Bastion RM
- Aged Care Provider Portal (ACPP) – Services Australia
- myGovID & RAM – Australian Tax Office

Outstanding government platform award

- Whole of Victorian Government API Platform – Department of Premier and Cabinet Victoria
- Education NSW Digital Connected Network – NSW Department of Education

Outstanding use of emerging technology award

- CBS Virtual Agent – Clevertar
- Schools Video Livestreaming – NSW Department of Education

Outstanding digital methodology or approach award

- Applying human-centred design to deliver a better customer experience – QLD Department of Housing and Public Works and Citec Information Brokerage
- IGNITE (Innovative Government Network IT Enabled): New ways of working – Department of Premier and Cabinet Victoria
- Next Gen Moneysmart – ASIC
- IP Australia: design and delivery as a mindset – Deloitte Digital

Excellence in government-industry partnership award

- The Australian Death Notification service: Reducing burden at the most trying of times – NSW Department of Customer Service
- Electronic prescribing: A safe and convenient way for consumers to get their medicines – Department of Health
- Creating PostingConnect for Defence Force members with Defence Force members – Fjord and Department of Defence

Excellence in multi-agency partnership award

- Helping older Australians get online – eSafety Commissioner
- COVID-19 on nsw.gov.au – NSW Department of Customer Service
- Victoria Together – Department of Premier and Cabinet Victoria

Emerging digital talent award

- Meagan Carlsson – Department of Premier and Cabinet Victoria
- Jeremy Holt – Services Australia
- Melissa Carlill – Department of Education, Skills and Employment

Digital professional award

- Michael Ashworth – QLD Department of Transport and Main Roads
- Rebecca Lee – Department of Industry, Science, Energy and Resources

Our virtual events platform

The Digital Summit 2020 is a virtual event. We will present sessions, workshops, and presentations through OnAIR from EventsAIR.

Event features

- The Timeline is your live agenda of sessions and activities on one easy-to-use screen.
- Attend keynote presentations, panel discussions, workshops, case studies and on-demand presentations.
- The Meeting Hub is our virtual meeting place for one-on-one interactions with other attendees. You can network, swap contact details and exchange ideas.

Engage

You can engage with presenters and other attendees during the event. Participate in question-and-answer sessions with the presenter, take notes and discuss presentations with other attendees on the Discussion Forum.

Virtual exhibition

You can meet with our sponsors and exhibitors as you would at an in-person event. Explore the virtual exhibition area, browse the booths and meet our exhibitors.

Live support

If you are having problems, you can chat or share your screen with one of our support team to get technical assistance during the Digital Summit.

Further information

For more information on using the platform, [please read our attendee guide](#).

Plan your Digital Summit experience

Get the best virtual Digital Summit experience by following these steps.

1. Download our attendee guide

We've written an [attendee guide](#) so you can get the most out of your Digital Summit experience.

2. Download the latest version of Chrome

Our virtual events platform works best on the latest version of Google Chrome web browser. [Make sure yours is installed and up to date.](#)

3. Download the app

Our virtual event app gives you the best experience for engaging with the Digital Summit. You can download it from the [Google Play Store](#) and the [Apple App Store](#) when it becomes available. We will send you a launch link for the app. This will allow you to login to the app once you have installed it.

4. Login to our virtual events portal and update your profile

Our virtual event portal, OnAIR from EventsAIR, gives you access to the Digital Summit. It will allow you to watch our keynotes, engage with workshops and case studies, visit our Virtual Exhibition and network with other attendees.

5. Check your agenda and star your favourite sessions

When you 'star' your favourite sessions in the Digital Summit app, you create your own schedule for the Digital Summit, so you won't miss out.

6. Set up a quiet space

The Digital Summit is a virtual event so you need to set up a space where you won't be disturbed while you are engaging with our speakers, exhibitors, or other attendees. Make sure you have everything you need to keep comfortable.

7. Have lunch ready on the days you have booked.

Unfortunately we're not offering a virtual meal service, so you'll need to plan that for yourself.

Digital Summit 2020

10–19 November

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