

DevCon 2010 Programme



Performance Improvement: Leading through tough times

Venue Wellington Convention Centre: Wellington Town Hall (WTH) and Michael Fowler Centre (MFC)
Date Friday 18 June 2010
Chair Bronwyn Dalley, Deputy Chief Executive, Ministry for Culture & Heritage

7.30am – 8.30am	Registrations Foyer (WTH)	11.30am	Case Study Presentations (Session 2) Repeat of Session 1, see above for details
8.30am	Welcome and housekeeping (Chair) Main Auditorium (WTH)	12.00pm	Lunch / Exhibits Renouf Foyer (MFC)
8.40am	Official Opening (Minister of State Services) Main Auditorium (WTH)	1.00pm	Afternoon Keynote Address: Leading through tough times – prioritising for the future (Al Morrison) Main Auditorium (WTH)
9.00am	Opening Keynote Address: Leading through tough times – Success with tight budgets (Rob Fyfe) Main Auditorium (WTH)	1.45pm	Igniting the Workshop session Main Auditorium (WTH)
9.45am	Morning tea / Exhibits Renouf Foyer (MFC)	2.15pm	Interactive Workshop session topics: Better Administrative and Support Services (BASS) Programme Main Auditorium (WTH) Open Government Square Affair (WTH) Auckland Civic Suite (WTH) Better, Smarter Services for less Civic 3 (WTH) Innovation Lion Harbourview Lounge (MFC)
10.15am	Morning Keynote Address: Leading through tough times – Improved performance through improved service delivery (Guy Gordon) Main Auditorium (WTH)		
11.00am	Case Study Presentations (Session 1) Ministry of Social Development & Inland Revenue The Elephant and the Hippo – can they tango? Main Auditorium (WTH) State Services Commission Maple Syrup on Pavlova: Sweetening New Zealand service delivery using Canadian know how Square Affair (WTH) Department of Corrections Diamonds in the rough - reinventing Corrections Civic Suite (WTH) Department of Internal Affairs Fair cop: the final frontier – regulators working together for improved performance Civic 3 (WTH)	3.15pm	Afternoon tea / Exhibits Renouf Foyer (MFC)
		3.45pm	Closing Keynote Address: Leading through tough times – Driving performance through employee engagement (Robyn Hart) Main Auditorium (WTH)
		4.30pm	Closing Remarks (Iain Rennie) Main Auditorium (WTH)
		5.00pm	DevCon 2010 / IPANZ Gen-i Excellence Awards Reception Renouf Foyer (MFC)