#shifthappens APAC

Business Continuity & Productivity

IN THE DIGITAL WORKPLACE

25-27 Aug, 2020 #ShiftHappens APAC Week Online

#shifthappens APAC

Leading Through Change

What Devonport City Council Learnt on Their Journey to Enable True Digital and Cultural Transformation

Alyssa Blackburn

Director, Records & Information Management Strategy, AvePoint

Jeffrey Griffith

Deputy General Manager, Devonport City Council

What a change we've seen!

Public Sector Records Readiness Report

- Surveyed records and information managers to gain an understanding of the state of records management in the public sector across Australia
- Report was released earlier in 2020
- At the time of the survey
  - 72% said that moving a move to the cloud was something their organisation was pursuing
  - Only 31% said they had moved records to a cloud solution (but 39% were on their way to implementing)

LEADING THROUGH CHANGE

Local Government is not often known for innovation, digital transformation and a dynamic organisational culture

For Devonport City Council, that has **CHANGED!**

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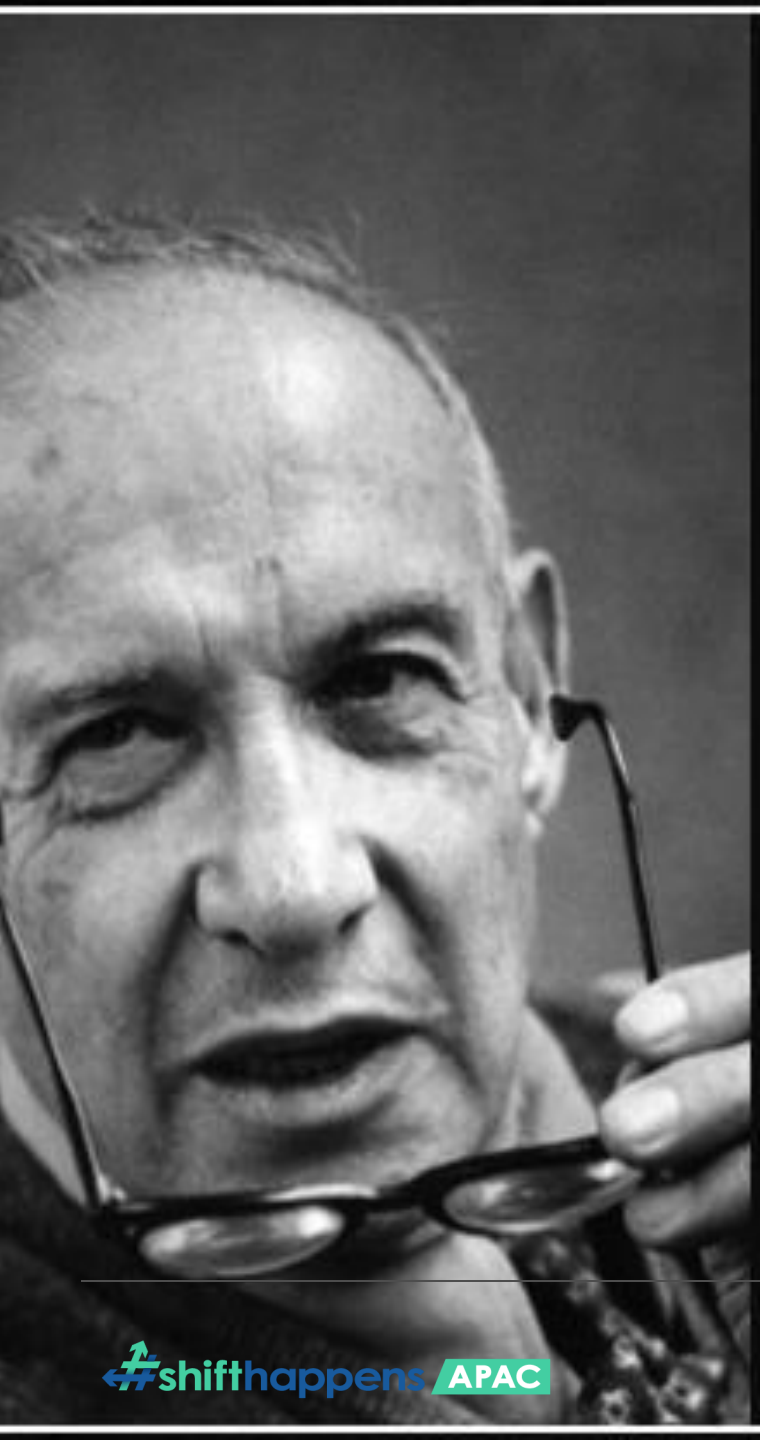
Jeffrey Griffith
Deputy General Manager | Devonport City Council

CHANGE BEFORE YOU HAVE TO
jack welch
THE COMBINATION OF CULTURES THAT RESIST CHANGE AND MANAGERS WHO HAVE NOT BEEN TAUGHT HOW TO CREATE CHANGE IS LETHAL
john kotter
IF YOU WANT TO MAKE ENEMIES, TRY TO CHANGE SOMETHING
woodrow wilson



Change is the norm; unless an organization sees that its task is to lead change, that organization will not survive.

— Peter Drucker —

AZ QUOTES

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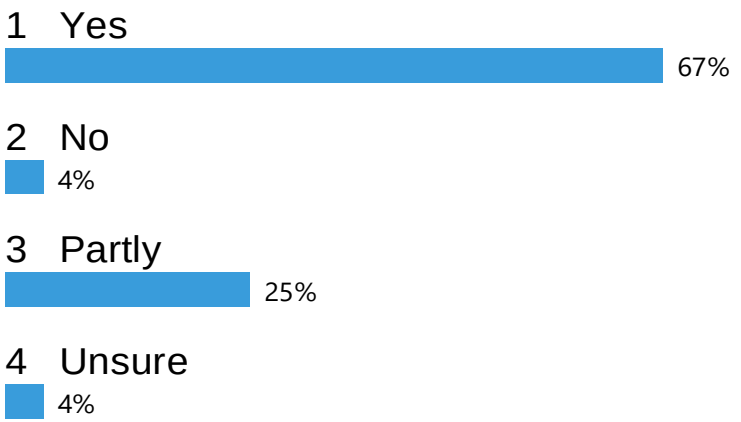
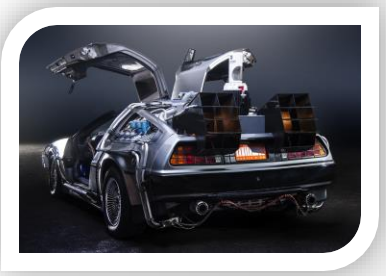
John Hennessy - Municipal Association of Victoria

"LG is at the cross roads between reinvention and decline"

Does Local government require transformational change in the next 5 to 10 years?



Jeff's 1st Day in Local Government
@ Devonport City Council



2098

LIVING CITY

Changing the heart, reviving the region

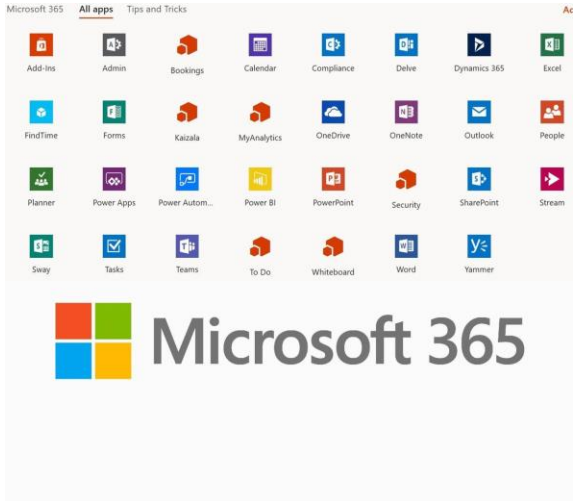
LIVING CITY is the largest urban renewal project ever undertaken in regional Tasmania.

DIGIT
TRANSFO
2020

1st

THINK
MOBILE
FIRST
APP
SEARCH

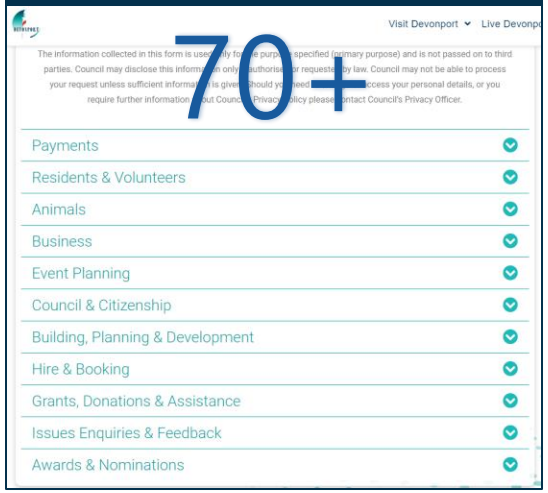
75%



AvePoint Cloud Records

Council Website – Electronic Forms & Payments
devonport.tas.gov.au

70+



Council Reports & Agenda Development
Harbour Software – Doc Assembler

Microsoft 365 Usage Executive Summary

Adoption

July 2020 Active User %

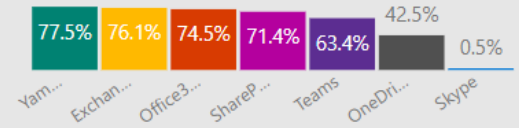
74.5%

July 2020 Active and Enabled Users

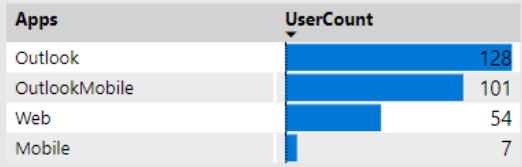
172 of 231

Usage

July 2020 Active User %

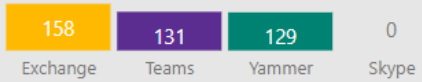


Mobility



Communication

July 2020 Active Users



Collaboration

July 2020 Total Files in OneDrive

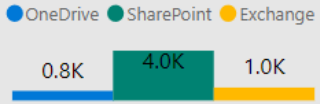
229.0K

July 2020 Total Files in SharePoint

1.5M

Storage

July 2020 Storage Used



Exchange

July 2020 Active User %

76.1%

July 2020 Mailbox Count

213

OneDrive

July 2020 Active Sites

85

July 2020 Active Users

91

SharePoint

July 2020 Active Sites

273

July 2020 Active Users

152

Teams

July 2020 Active Users

137

July 2020 Active User %

63.4%

Yammer

July 2020 Active Users

134

July 2020 Active User %

77.5%

Skype for Business

July 2020 Active Users

1

July 2020 Active User %

0.5%

DIGITAL DELIVERY

Judy Skatssoon

Councils struggle on road to transformation

26 August, 2019

Local governments need to transform the customer experience if they are to remain relevant, a report says.

> The biggest challenge to transformation is a lack of skill, leadership and resources

Customer and technology transformation in local government report

MAY 2019

KPMG

IMPLEMENT
IMPROVE
CHANGE LEADERSHIP
INNOVATE
INSPIRE

1
Maintain Vision

② Culture of Innovation

3
High Velocity

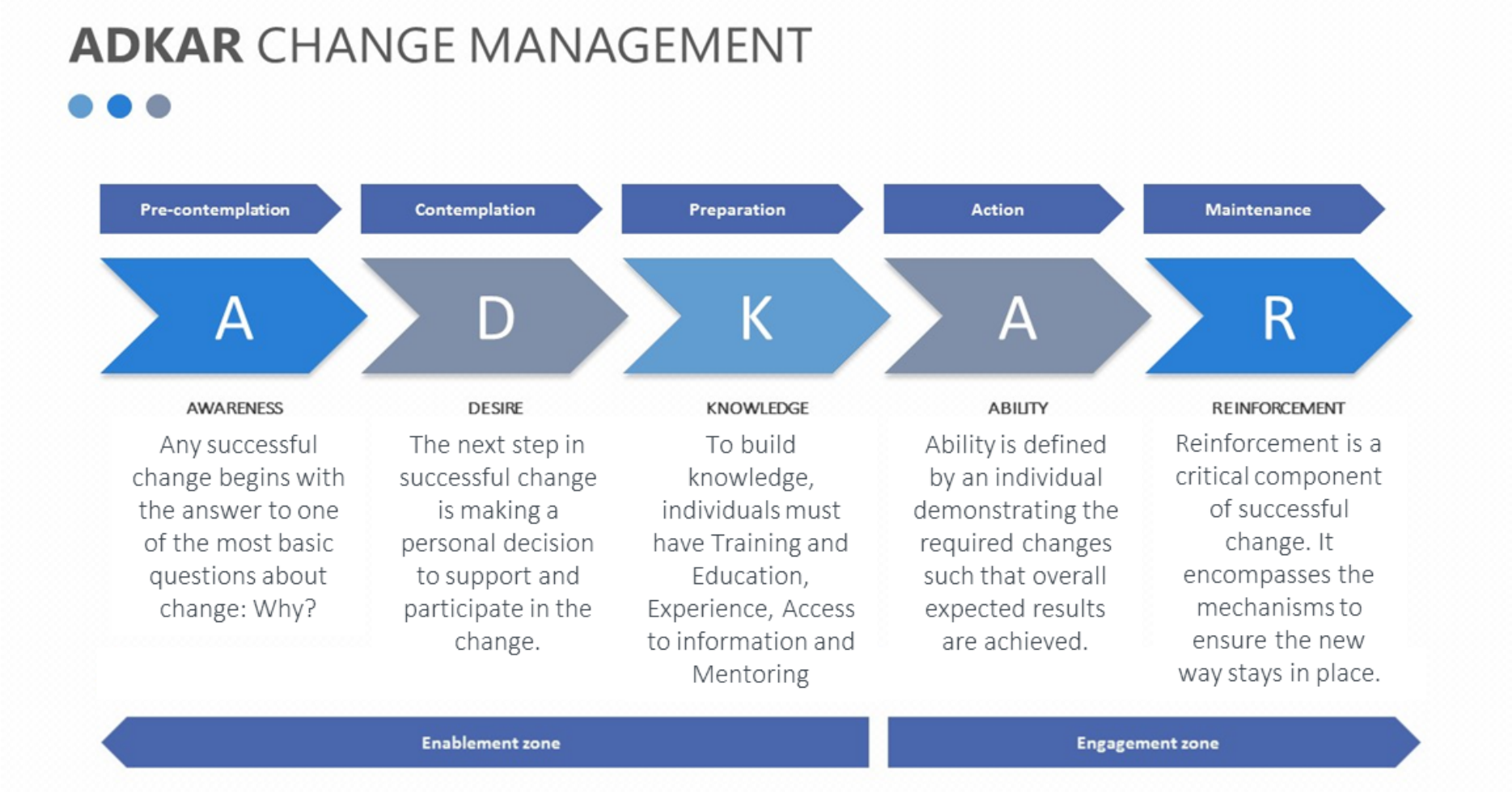
4
Customer Experience

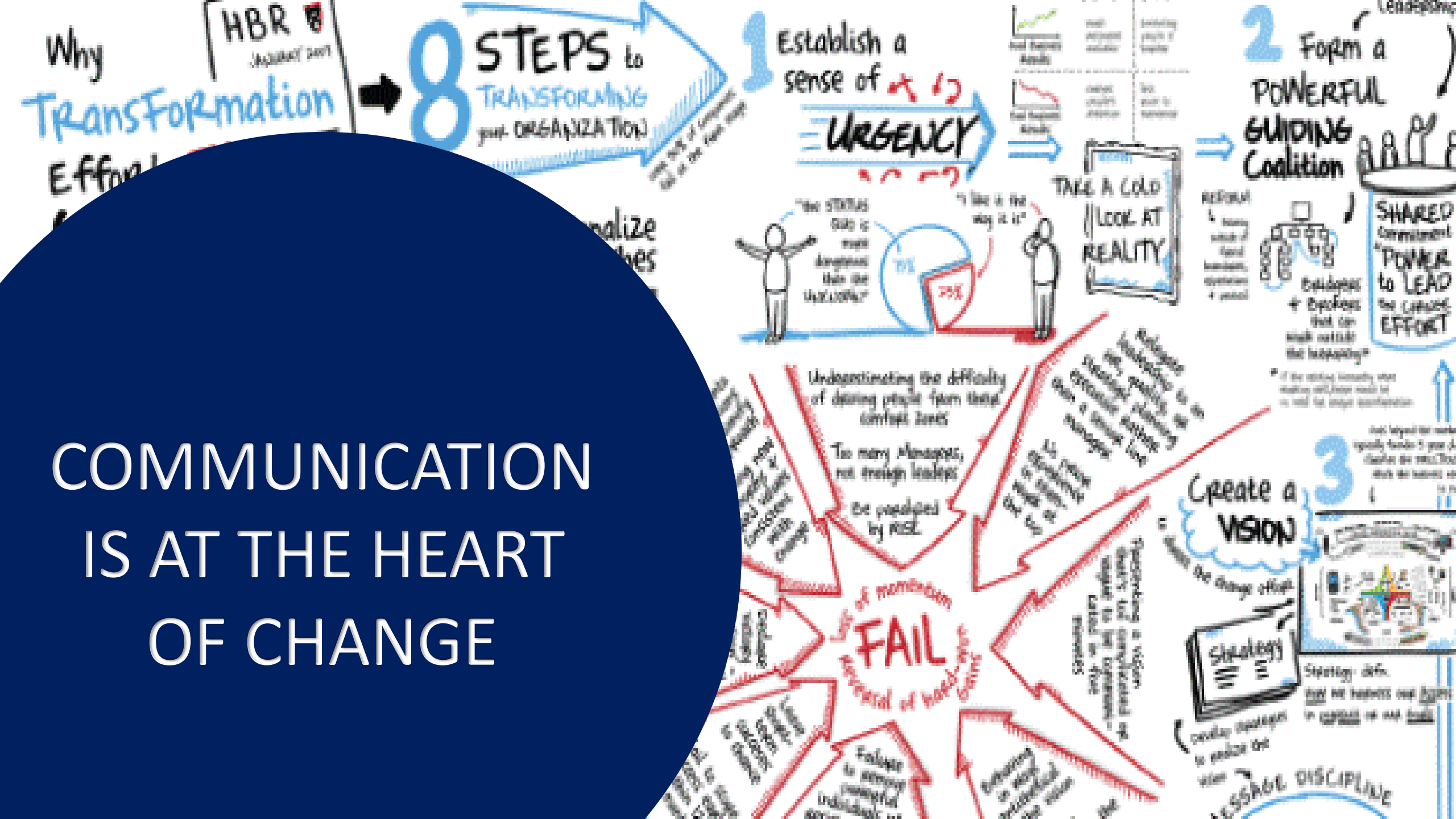
5
Inspire, Motivate & Empathy

WHAT
SKILLS
DO
WE
NEED

Innovation
commitment
Project
Strategy
Milestone
Leadership
Believe
Improvement
Organization
Change
Growth
Business
Management
TeamWork
Positive
Coordination
Values
Manifestation
Production
Motivation
Marketing
Plan
Achievement

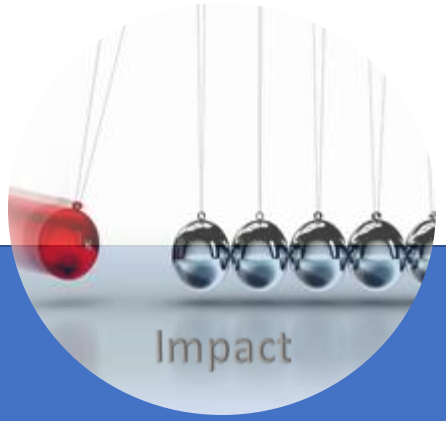
Change Management Competence





COMMUNICATION IS AT THE HEART OF CHANGE

DELIVERING THE MESSAGE



SUMMARY | CHANGE STARTS WITH US

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thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكرم	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとうございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulţumesc	спасибо	Merci
תודה	多謝晒	дякую	Ďakujem	धन्यवाद