eGovernment Technology Cluster Newsletter

13 April 2012

Message from Cluster Manager
Michelle Carden

This year the eGovernment Cluster will be running events in four key areas of innovation:

- Digital Transition Policy
- Social Innovation
- Big Data
- Mobile.

In keeping with this, the cluster is proud to announce our support for Innovation Week 2012, as hosted by the University of Canberra's INSPIRE Learning Centre. We are sponsoring three key events in June with a focus on openness, collaboration and innovation of government: GovHack, GovCamp and GovJam. Visit the Inspire Innovation website for more information.

We are also pleased to welcome a new member to the eGovernment Cluster's Steering Committee: William Murphy, the NSW Government's Executive Director of ICT Policy.

Finally, the cluster has grown its participant base significantly since its launch in September 2009. This month we feature an interview with the cluster's first participant, Alacrity Technologies, as represented by Walt Heuer.

Best wishes,

Michelle

Featured Member

Latest News

Follow us on Twitter and Facebook!
Twitter: @eGovCluster
Facebook: 'Like' our page

Upcoming Events

What's Over the Horizon in Service Systems?
April 30, 2012

The cluster is hosting a seminar to investigate opportunities for Australian industry to export services.

Visit the website for more information and to register for this free event.

Enhancing Online & Mobile Content for Government
May 30-31, 2012
www.govcontent.com

The Online & Mobile Content for Government Conference will examine a range of web accessibility plans being implemented across government agencies to conform with WCAG requirements.More information on programme and speakers is available on the conference website.

Walt Heuer, Business Development Manager, Alacrity Technologies

Why did you join the cluster?

Alacrity's modus operandi is to remain an SME whose growth depends on delivering new solutions with R&D development, implementation and solution delivery provided by local organsations whose business acumen specializes in the provision of such specialists. To achieve this objective Alacrity decided to make R&D a profit line in its yearly financial budget. This could only accomplished if such an organisation was currently operational, with access to intuitions that could deliver expertise in the ICT sector and enabled the commercialisation of R&D projects undertaken.

Thus when the Australian National Information and Communications Technology Research Centre of Excellence (NICTA) announced the e-Government Technology Cluster, Alacrity proudly became the first commercial organisation accepted as a member.

What problem does your technology solve for government?

The capability of having real time, secure, mobile information exchange (messaging). Much has been published in the press, in government departmental announcements and in ICT seminars regarding this capability and with its return path process Alacrity's CLEW® (Closed-Loop Environment for Wireless) provides that functionality.

What, in your view, are the hot technology topics in government at the moment?

Cloud computing, business mobility and security are and will be the largest growth segment in the ICT market place for the next 3-5 years in both the commercial and non-commercial sectors.

What is the biggest impediment or frustration you have found working with government?

The propensity for governments to limit purchasing goods

and services only through approved ICT panels whose membership consist of large companies that usually resist utilising and fostering the capabilities of SMEs.

Alacrity believe the appointment of Don Easter as the ICT Supplier Advocate by the Minister for Innovation, Industry, Science and Research, Senator the Hon Kim Carr (as part of the Australian Government's Supplier Advocate Program) goes a long way in elevating those impediments and frustrations.

Featured Event
GovCamp Queensland

Image courtesy of www.govcampqld.info

GovCamp Queensland was held on Saturday 3rd March at The Edge in the State Library of Queensland. Approximately two hundred participants attended this event, which was sponsored by the eGovernment Technology Cluster. Key topics discussed included:

1. The Importance of a Community of Practice

- "Hearing people say something gives you new ways to 'solve the puzzle' thus generating new ideas. It's the translation of something that worked well for someone else into your context."
- "I am not alone!! It was great to discover I am part of a community that shares my views."
- "There are so many people in government who are making it [Gov 2.0] happen!"

2. The Value of Opening Up Government Data

- "We need research on the economics of data sharing."
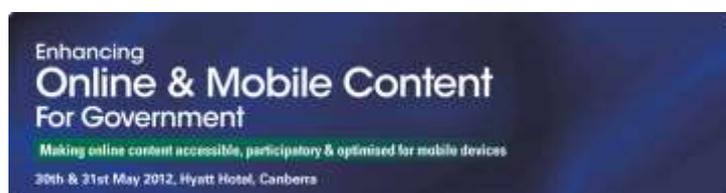- "Open Data is more than just dumping datasets."

- "Global standards for data sets is essential for collaboration, development, planning, learning, etc."
- "Information is an asset that is paid for by the taxpayer."
- "Need ongoing management of information – authenticity, taxonomy, privacy."

3. Innovation

- "We need to move outside the structural format of government"
- "The app economy may slow down – we need to move away from platform specific apps."
- "Risk avoidance is often seen as risk management."
- "Accepting failure as part of innovation. Avoiding timidity. Not always waiting for 'best practice' to emerge."

Enhancing Online & Mobile Content for Government
Marketing online content accessible, participatory and optimised for mobile devices

**$100 discount off today's conference rate
for eGovernment Cluster participants!**
(see below for more information)

The roll-out of the National Broadband Network (NBN) will provide a utility for all Australians to access the Internet regardless of location. It will transform the way citizens access information and services from government and will open up the opportunity for participation in content and policy creation.

In addition, citizens are purchasing more and more connected devices, such as tablets and smartphones, than ever before and recent trends indicate that this consumer pace will only increase.

However, these trends and opportunities do not exist without mandatory obligations to citizens. Obligations to ensure the development of content and information can be accessed, navigated and read by the widest range of

capabilities.

The Online & Mobile Content for Government Conference will examine a range of web accessibility plans being implemented across government agencies to conform with WCAG requirements. Speakers will share successful approaches with moving existing online presences into the mobile channel, and innovations to improve user experience and online consultation.

Featuring leading expertise from:

- **Senator the Hon. Kate Lundy**, Parliamentary Secretary to the Prime Minister & Immigration and Multicultural Affairs
- **Andrew Arch**, Senior Policy Officer, AGIMO, Department of Finance & Deregulation
- **Bob Smith**, Director, Web Information Capability, Department of Defence
- **Raven Calais**, Accessibility Manager, User Centred Design, Competency Centre, Department of Immigration & Citizenship
- Plus many more!

For the full speaker line-up and conference agenda visit: http://govcontent.com/agenda/.

Cluster Discount: The eGovernment Cluster and Criterion Conferences are pleased to offer eGovernment Cluster participants an exclusive $100 discount off today's conference rate. Email the Cluster Coordinator for the discount code required at registration.

For more information or to register contact:

<div align="center">

Criterion Conferences
1300 316 882
registration@criterionconferences.com

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Proudly supported by NICTA and the ACT Government

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