

REPORT FROM THE CHAIR
NSW ECM Tech One User Group / AGM Meeting
24 October 2019

Our last meeting was held back on 05 June 2018 at Willoughby City Council and we had 28 x attendees from 12 x NSW Councils including 2 x partner presentations from Redman Solutions and Technology One.

Case studies presented to the user group included the use of Promapp to map out identified processes as well as updating Council's Knowledge Base.

The City of Port Adelaide Enfield, the City of Unley and Yarra Ranges presented to the user group on email integration, reporting and user engagement with CiAnywhere training and support. These presentations provided the user group with an insight of the possibilities and advantages in 4.03.

A **partner presentation** was presented to the NSW chapter by Matthew Pearce of Redman Solutions on how to become PCI compliant ready and considerations with the capture of credit card numbers in ECM.

Sydney held the Game On: Be Digital Ready – Tech One National Conference in May at the Novotel in Brighton Le Sands.

Around 112 x conference delegates, from 48 Councils attended the 3 x day conference which was jam packed with information, presentations and case studies.

The Big Picture challenge held by the BeChallenged team was a huge success and the final grouped image of a digital ready Council was fantastic, well done to everyone for their participation.

A massive thanks to everyone that presented at the National Conference including:

- Andrew Gall and Rhonda Cabalzar from the City of Launceston
- Michelle Stewart from the City of Greater Bendigo
- Michelle Harris and Naomi Henderson from Yarra Ranges
- Bronwyn Money from the City of Casey
- Matthew Romaine from the City of Mitcham
- Tony Wilson from Mosman Council

It is necessary that sites present at both the National and User Group Conferences as this is your conference and your opportunity to share an improvement or business case study with your ECM colleagues.

A special thank you to Imelda Devaney for flying out from New Zealand and welcoming us to Waipa District Council's flight ECM, your presentation and journey was outstanding and I look forward to sharing more of your success stories at the next National ECM conference.

Thank you to our executive and platinum partner sponsor presentations by:

- Angus McDonald, Kylie Allen, Michelle Langley, Lea-Anne Borton, David O'Connor at Technology One.
- Fabian De Angelis at Ezescan
- Fiona Cullen and Jade Reed at Redman Solutions

Thank you to both Pauline Webb (Treasurer) and Diane Shaw (Secretary) for their continued executive support to the user group.

With special thanks to Pauline for her contributions over the past 17 x years to the National ECM user group. Pauline created the user group account, has been our Treasurer in supporting and growing the ECM user group, it went national and covers all of Victoria, Tasmania and NSW.

Overall, it has been a busy and successful year for the ECM user group, with good numbers attending each meeting. In 2020 I look forward to arranging specific workshops on what you would like more detail and training within 4.03 CiA.

Regards
Steve Pogorelec