

eWorld Government & Healthcare – 21st & 22nd October 2004

Session 1	OPENING KEYNOTE	9.30am-10.00am
The Role of eGovernment in Organisational Transformation Peter Byard, Strategic Advisor – eGovernment, Improvement & Development Agency (IDeA)		

Session A – RS Components	10.10am-10.40am
How to Drive eCommerce in Your Business - A Supplier's Perspective An insight into common issues and trends faced by organisations implementing e-procurement. A supplier's perspective based on hundreds of implementations world-wide.	

Session B – O2	10.10am-10.40am
Harnessing the Power of Mobile An insight into how mobile is helping the Government sector: - Achieve electronic service delivery targets - Deliver fast and efficient access to information - Improve services to citizens	

Session E – Inland Revenue Online Services	10.50am-11.20am
Do it Online - Focus on Services for Large Organisations Find out about the benefits of online filing, details on the services available and important deadlines that may involve your organisation.	

Session F – Sophos	10.50am-11.20am
Viruses and Spam: Whats Happening Out There? Did you know that there are over 800 new viruses detected every month, and that spam accounts for 50% of email traffic? Learn how to combat the virus and spam threat with expert advice and top tips for protection.	

COFFEE plus an opportunity to speak to suppliers & other guests

Session I – MODCOMP Ltd	11.50am-12.20pm
Delivering a Transactional Web Application Using the example of a recent successful project at English Nature, MODCOMP will describe how we built a workflow and eForms based transactional web application. We will cover issues such as the importance of user interface; project approach and will show screen shots of the application.	

Session J – Special Briefing	11.50am-12.20pm
Update: The National Smartcard Project A special briefing on current progress with the National Smartcard Project, working to establish a framework for functional smartcard solutions.	

Session M – SERENA	12.30pm-1.00pm
Streamlining and Automating Government & Healthcare Processes The types of process that will benefit from automation are identified and an approach to streamlining automated processes is explained.	

Session O – TIBCO Software Ltd	12.30pm-1.00pm
Integration and BPM - The Business Opportunity Business Process Management (BPM) requires the integration and co-ordination of human and electronic resources inside your organisation and across your network of citizens and partners.	

LUNCH plus an opportunity to speak to suppliers & other guests

Session 2 – LUNCHTIME KEYNOTE	2.00pm-2.30pm
Risk Management: Maximising Your Chances of Success John Whitfield / Owen Mapley, PricewaterhouseCoopers	

Session S – Steria	2.40pm-3.10pm
Norwich City Council: Making Strategic Partnerships Work Mike Grundy explains how to create and manage strategic partnerships that really work, drawing on real-life experiences at Norwich City Council.	

Session T – Special Briefing	2.40pm-3.10pm
The CRM National Programme: Rethinking The Way We Deliver Services A special update on the second phase of the ODPM's Local e-Gov Project for Customer Relationship Management, including the new helpdesk facility and implementation tools.	

Session 3	CLOSING PANEL DISCUSSION	3.20pm-3.50pm
Round-Up: Key Technology Issues for the Public Sector A mixed panel of speakers, suppliers & end-users discuss key issues arising from the day		

KEY:  Keynote  Issue-based  Case Study  Product Demo  Interactive Discussion

NOTE: This programme is identical on both days – please book online