

Digital in 60 Minutes

Friday 18 November 2016

Insights



“The world is going digital at an increasing pace. The challenge for us is simple: digitise, collaborate, increase productivity, and make Australian life better.”

Standards Australia brought 60 leaders together to talk about digital in 60 minutes. No specific sector. Just common opportunities, risks and challenges.

Digital in 60 Minutes — thought leaders series

Is digital disruption just this week's buzz phrase?

The world has gone digital. Examples can be found across all sectors of the economy and community. Disruption is the new normal in many sectors and for many businesses beyond FinTech startups.

As Australia's national standards body, Standards Australia has a deep interest in digital. From leading international work on blockchain standards development, making it easier for our community to collaborate, to ultimately delivering our content in a seamless and integrated way, digital disruption cannot be ignored, discounted, or managed outside of core business.

At the heart of the focus for Standards Australia is a very simple message: "Imagine when we can."



“Since Standards Australia’s Board approved the Digital Transformation Program in May 2016, we have been working hard to deliver a digital platform for Standards Australia”.

Kareen Riley-Takos, Standards Australia

An enablers perspective

Ron Cruickshank, WSP Digital

Enabling digital environments matters for all. Government and industry sometimes have different drivers and needs.

Across the many aspects of digital innovation, everything that is considered, and ultimately done, needs to have the customer experience at the core.

Digital disruption is changing government delivery

The Australian Building Codes Board develops a model national construction code for all Australian governments. Historically, the code has been paper based. As part of a wider package of reform, the code has gone online and is transitioning to digital as part of a wider program. This shift will see useability, digitisation and increased use of performance delivering on the theme of improving access, awareness and understanding of the NCC. In turn, this will significantly contribute towards the vision of increased productivity and compliance.



“The book is dead.
Transformational
change required.”

Neil Savery, Australian Building Codes Board

The consumer voice

*Teresa Corbin, Australian Communications
Consumer Action Network*

A connected consumer will increasingly engage in a connected home, with connected service providers and with a connected government.

The consumer must be heard and respected through a transition to digital. The same consumer rights and responsibilities which exist outside of a digital environment exist in a digital world.

Affordability, serviceability, interoperability, and accessibility are key consumer issues. Combined with privacy and security, this presents new challenges for consumers and those who serve them through a transition to digital.



Across all perspectives came two recurrent themes: Engagement and collaboration

Understanding that digital means more than taking paper and making it electronic, a panel discussed the broad issues coming through from the presentations.

In order to achieve strong digital outcomes, true collaboration and a testing of views are necessary within an enterprise and with its constituencies.



With ambitious plans for the City of Melbourne, digitising a construction code requires collaboration and a new type of engagement. Rolling out a digital Standards Australia requires just as much engagement on the people side as it does on the tech side and bringing a strong consumer voice is key.

To quote ISO: “Great things happen when the world agrees.”

Panellists and Presenters

Ron Cruickshank, Director, WSP Digital

Dr Bronwyn Evans, CEO, Standards Australia

Teresa Corbin, CEO, Australian Communications Consumer Action Network

Neil Savery, General Manager, Australian Building Codes Board

Michelle Fitzgerald, Chief Digital Officer and Smart City Manager, City of Melbourne

Moderators (Standards Australia)

Adam Stingemore, General Manager, Stakeholder Engagement and Public Affairs

Karen Riley-Takos, General Manager, Standards Development