AGENDA

2025 Infor Public Sector User Forum Annual Conference

Wed 27 – Thurs 28 August 2025

Sydney Masonic Centre, 66 Goulburn St, Sydney

INFOR PS
USER FORUM

INFOR PUBLIC SECTOR USER FORUM
SYDNEY MASONIC CENTRE
27 – 28 AUGUST 2025

THE POWER
OF SHARING
INFORMATION

*This agenda is only a draft and will constantly change and subject to re-order. ==Last updated 17 June 2025==.

Wednesday 27 August 2025

7.00am – 9.00am	Conference Registration and Light Breakfast	Banquet Hall, Level 1
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9.00am – 9.10am	**Conference Welcome** Kim Caldwell, Chairperson Infor Public Sector User Forum	
9:10am – 10.10 am	**Keynote presentation** New world networks. Old work habits. Julia Palmer Relationship Strategist and Chief Executive, Relatus	
10:10am – 10:45am	IPSUF Annual General Meeting **Includes State SIG updates to all attendees – 2 minutes each**	
10.45am – 11.15am	**Morning Tea**	**Banquet Hall, Level 1**

	Ionic Room, Ground Floor	Tuscan Room, Ground Floor	Doric Room, Ground Floor	Corinthian Room, Ground Floor
	Pathway Stream 1	Pathway Stream 2	Infor Public Sector (IPS) / CloudSuite Public Sector Stream 1	Infor Public Sector (IPS) / CloudSuite Public Sector Stream 2
11.15am – 12.45am	**Pathway Roadmap and Product Update** Speaker/s TBA Infor	**All in IONIC ROOM**	**Michelle's World + IPS Roadmap and Product Update** Michelle/Reece Infor	**All in DORIC ROOM**
12.45pm – 1.30pm		**Lunch**	**Banquet Hall, Level 1**	
1:30pm – 2:00pm	**Pathway UX- Move to Role-Based Permissions (RBP)** Nathan Allen Lake Macquarie City Council Privileged user access and risk-based decisions are at the forefront of cybersecurity. The new Pathway UX menu security models require all user access to align with their current active menu roles. Lake Macquarie will guide you through the concepts and design of their role-based security for Pathway UX.	**Eftpos integration** Joe Duncan City of Wodonga	**Deeper dive into CloudSuite** Michelle/Reece INFOR	**Deeper dive into CloudSuite** Michelle/Reece INFOR
2:00pm – 2.30pm	**Modern methods of giving and getting IT Support** Steve Read City of Greater Geelong	**Implementing Citywatch and Business Event Notifications Implementation**	**"CHW's transition to CloudSuite"**	**Moving IPS Assets to Cloud and implementation of the OS Tech Stack**

	Ionic Room, Ground Floor	Tuscan Room, Ground Floor	Doric Room, Ground Floor	Corinthian Room, Ground Floor
	Pathway Stream 1	**Pathway Stream 2**	**Infor Public Sector (IPS) / CloudSuite Public Sector Stream 1**	**Infor Public Sector (IPS) / CloudSuite Public Sector Stream 2**
	Using the necessary tools and training to implement ITIL methodologies in managing the IT services Council provides We can live and work in ticket heaven or hell depending on the day's events. What's a ticket, it used to mean it was your spot in the queue at the deli, now it means your spot in the queue to get some help with something, how quickly that happens, depends on how well you fill in the information we ask you to put in the ticket. There is a real art to this on both sides i.e. the questions and the answers, and I hope to explore this with you and that we can all learn something in the process.	Simon Murray City of Bayside	CHW has already completed Stage 1 which involved Financials including Budgeting and Planning, and Stage 2 is in progress to migrate from IPS on premise to CloudSuite with additional components John Irvin Team Leader - ICT Business Systems Central Highlands Water	Kym Foster ERP Infor – Technical Lead Lower Murray Water
2:30pm – 3:00pm	**Technical housekeeping** Speaker/s TBC Infor	**Customer Experience project for connecting Salesforce CX to Pathway** Speaker/s TBC organisation TBC	**Breakout session 2**	**Cloud Journey** Rod Murray South Gippsland Water
3.00pm – 3.30pm		**Afternoon Tea**	**Banquet Hall, Level 1**	

Banquet Hall, Level 1	
3.30pm – 4.00pm	Roundtable discussion session #1
4.00pm – 4.30pm	Roundtable discussion session #2
4.30pm – 5.00pm	Roundtable discussion session #3

	Round table topics for Pathway	Round table topics for IPS / CloudSuite
	• **Interactive Roundtable on AI** • **User Experience (UX) and SaaS Journey** • **Pathway & DPIE Integration** • **Pathway UX - Drag and Drop'** • **Pathway UX Rates** • **Pathway Rates EOFY and Rates Generation in UX** • **Rates Modelling by Acquum** • **Redesign Responsibility Structures** • **Pathway Steering Group and Responsibilities for Pathway Champions** " Discover how a user-led Pathway steering group can drive alignment, spark innovation, and shape smarter system decisions through shared insights and priorities".	• Recommendations can be made for topics.
5.00pm – 5.15pm	**Day one wrap-up** Kim Caldwell, Chair, IPSUF	

Banquet Hall, Level 1		
7.00pm-11.00pm		**Conference Dinner - "That Bingo Show"** Join us for a night of fun at the Sydney Masonic Tower, Sydney. Dress code is smart casual. That Bingo Party is a themed, interactive game show company for live events. And may the best team win...with bragging rights and prizes up for grabs!

Thursday 28 August 2025

8.00am – 9.00am	Light breakfast		Banquet Hall, Level 1	
	Ionic Room, Ground Floor	**Tuscan Room, Ground Floor**	**Doric Room, Ground Floor**	**Corinthian Room, Ground Floor**
	Pathway Stream 1	**Pathway Stream 2**	**Infor Public Sector (IPS) / CloudSuite Public Sector Stream 1**	**Infor Public Sector (IPS) / CloudSuite Public Sector Stream 2**
9.00am–9.30am	**Business Event Notifications** Monique Ross City of Melville Learn from Melville's implementation of BEN for new and completed customer requests, which worked too well, and had to be rolled back, as the business wasn't ready.	**Rates modelling** Speaker/s Acquum TBC	**Demystifying AI for Business** Speaker/s INFOR	**Together in the other room**
9.30am– 10.00am	**Pathway UX SaaS Journey** Fred Storbeck City of Salisbury	**Navigation on Pathway UX** Speaker/s Infor	**Breakout session 3**	**Breakout session 3**
10.00am–10.30am	**Morning Tea**		Banquet Hall, Level 1	
10.30am–11.00am	**Pathway and Council Assets** Roger Nicholls Ipswich City Council How Pathway can support councils with tracking of Council Assets especially Land and Buildings	**Getting the most out of report export formats** Speaker/s Infor	**Land Development TBC** Speaker/s INFOR	**Fieldmaps and IPS Integration** Doreen Smith Gisborne District Council
11.00am–11.30am	**Customer Panel Session on how to move to UX**	**Break out session** Speaker/s Organisation	**Breakout session 5** Speaker/s Organisation	**Zoo App/CAFAMI** TBD Hamilton City Council

	Speaker/s Infor So, what is the best way to transition to Pathway UX? Hear from a panel of your peers and Infor as to how Pathway customers have successfully moved their staff to Pathway UX. Get their advice on what worked best for their Council and how their approach could make it a smooth process for you.			
11.30am -2.00pm	**Break out session** Speaker/s Organisation	**Break out session** Speaker/s Organisation	**Breakout session 6** Speaker/s Organisation	**IPC (INFOR Industry Process Catalogue) approach to contractor claims and integration** Monica Nicholls INFOR
12.00pm–12.45pm	**Lunch**		*Banquet Hall, Level 1*	
	Banquet Hall, Level 1			
12.45pm-1.45pm	**Keynote presentation** How the AI revolution is changing work and business forever Adam Spencer MC, Speaker, Comedian, Author and Maths Geek			
1.45pm – 2.15pm	**Session Title: AI Case Study** Speaker/s: Dale Drechsler Organisation: City of West Torrens			
2.15pm – 3.00pm	Interactive discussion – **How to harness the power of AI and technology- driven innovation** Facilitator: Adam Spencer Speaker/s TBC			
3.00pm-3.15pm	**Conference wrap-up** Kim Caldwell, Chair, IPSUF			

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