

Australian CIO Summit

The Future Face of Tech Leadership

24 October 2024 Sofitel, Melbourne

#LogicalisCIOSummit



10 Years of the Logicalis CIO Report:

Key Outcomes and Learnings for CIOs in 2024



Robert Bailkoski, CEO, Logicalis Group



Logicalis Global CIO Report 2024

The Future Face

of Tech Leadership

Robert Bailkoski, CEO Logicalis



We are Architects of Change.



We help organisations succeed in a digital-first world.

+30

territories

+7000

employees

>10,000 clients worldwide

US\$1.8B

in revenues (FY24) Logicalis





Charting a decade of CIO research



2014

The 'shadow IT' phenomenon dominated headlines

2016

A decentralisation of IT & establishing the internal services provider (fall out from shadow IT) 2018

Digital transformation top of mind 2020

Transformation accelerated through COVID and remote working 2023

CIOs celebrate a meteoric rise from basement to boardroom

2024

Top priorities in 2024 AI and Security, amidst transformation slowdown

Logicalis







Mastering the balancing act



LOGICALIS Architects of Change

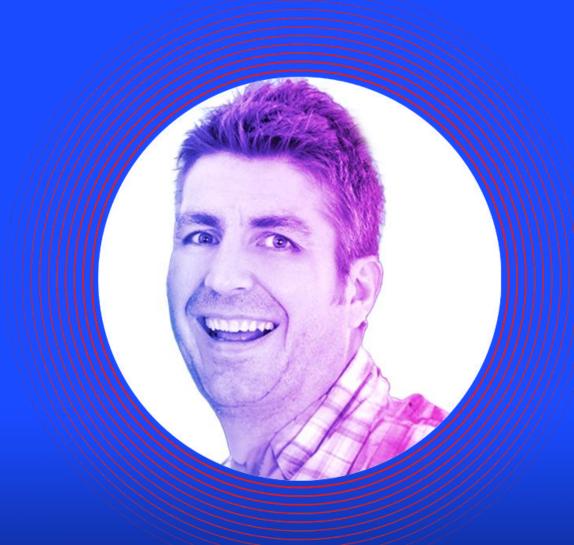
Questions





Unlocking AI Potential

Microsoft's guide to AI enablement in Australian organisations



Philip Barlow Director Partner Technology & CTO, Microsoft



Unlocking the Potential of Al

Phil Barlow Director Partner Technology Microsoft ANZ

Considerations for your AI transformation



Which employees and teams should you prioritize?



What business processes can you transform with AI?



How can Al help you serve customers and partners better?



Where can you innovate with Al to differentiate?



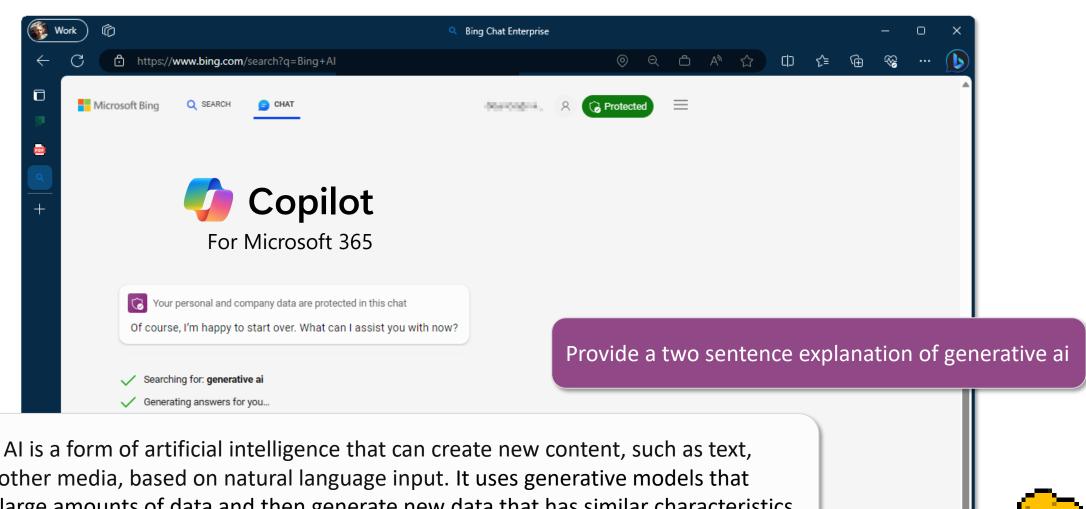




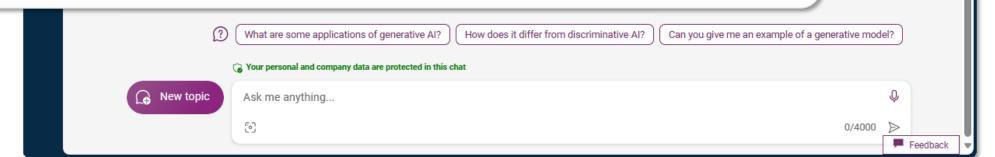








Generative AI is a form of artificial intelligence that can create new content, such as text, images, or other media, based on natural language input. It uses generative models that learn from large amounts of data and then generate new data that has similar characteristics



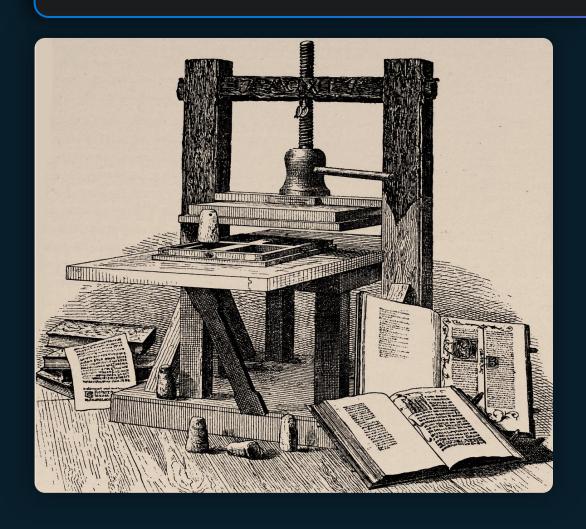








Not just an invention, but a new economy





The "Tech Stack"

Writers and Readers

Publishers, booksellers

Bookbinders

Newspapers, newsletters, organisations

Ink

Paper

Type foundries, punch setters

Printing press

Users & Consumers

Retailers

Appliances

Wiring, switches and sockets

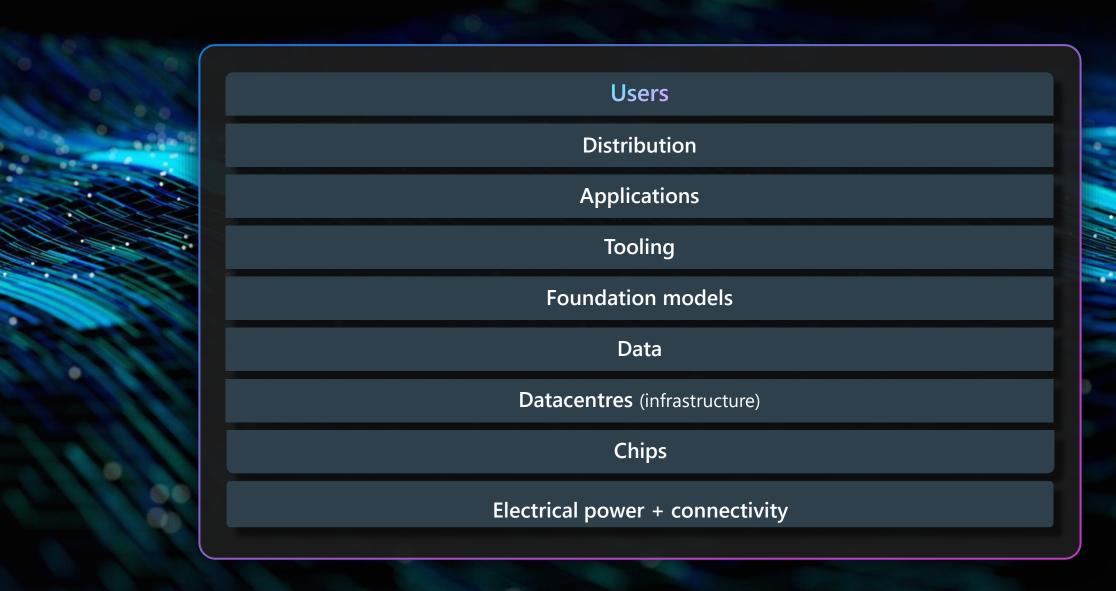
Transformers / Circuit breakers

Electric Grid / Distribution

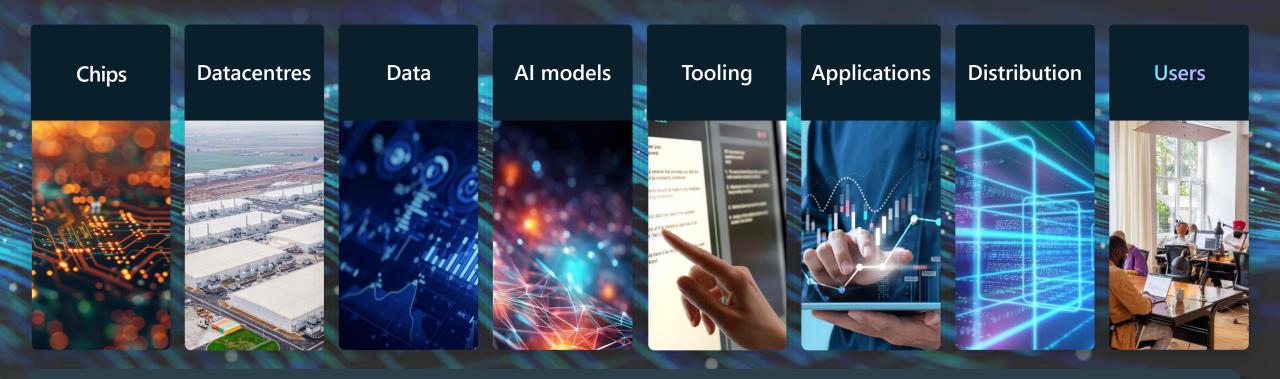
Power Generation

Fuels

The AI Tech Stack



The New Al Economy



Electrical power + connectivity



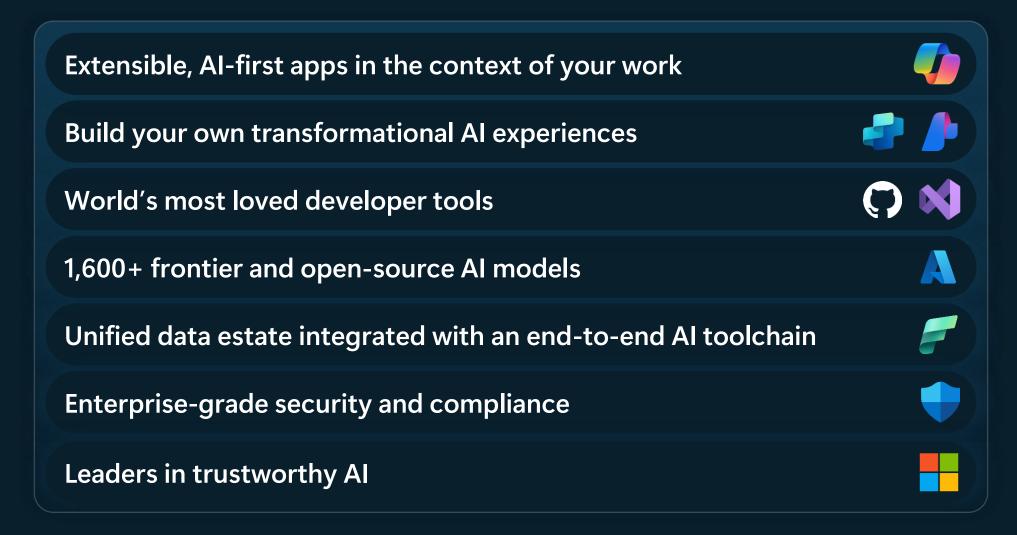
Generative Al could contribute \$115 billion annually to Australia's economy by 2030

New report highlights the significant economic and productivity opportunities of generative AI for the nation



92% CIO's seeking AI opportunities

with 2/3 cautious over regulation



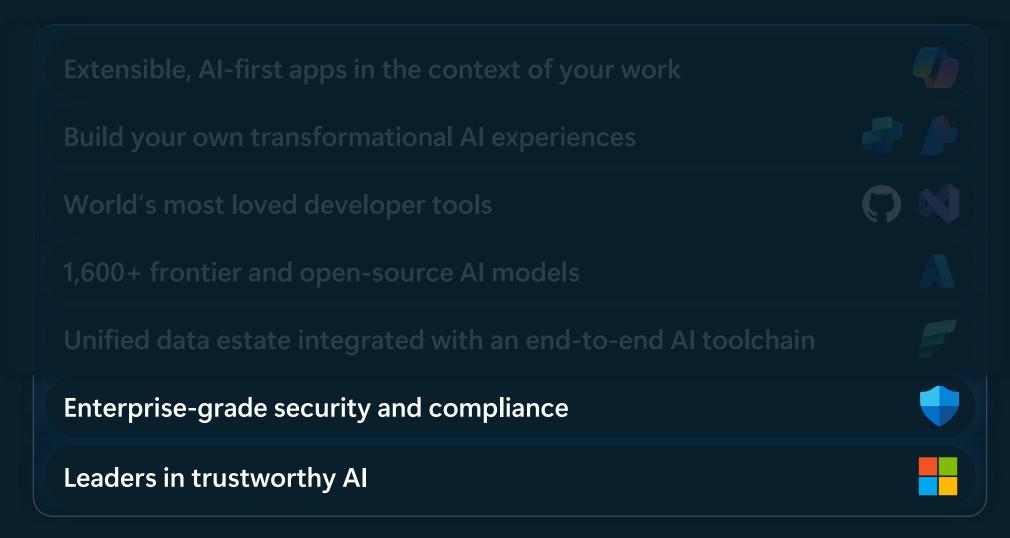


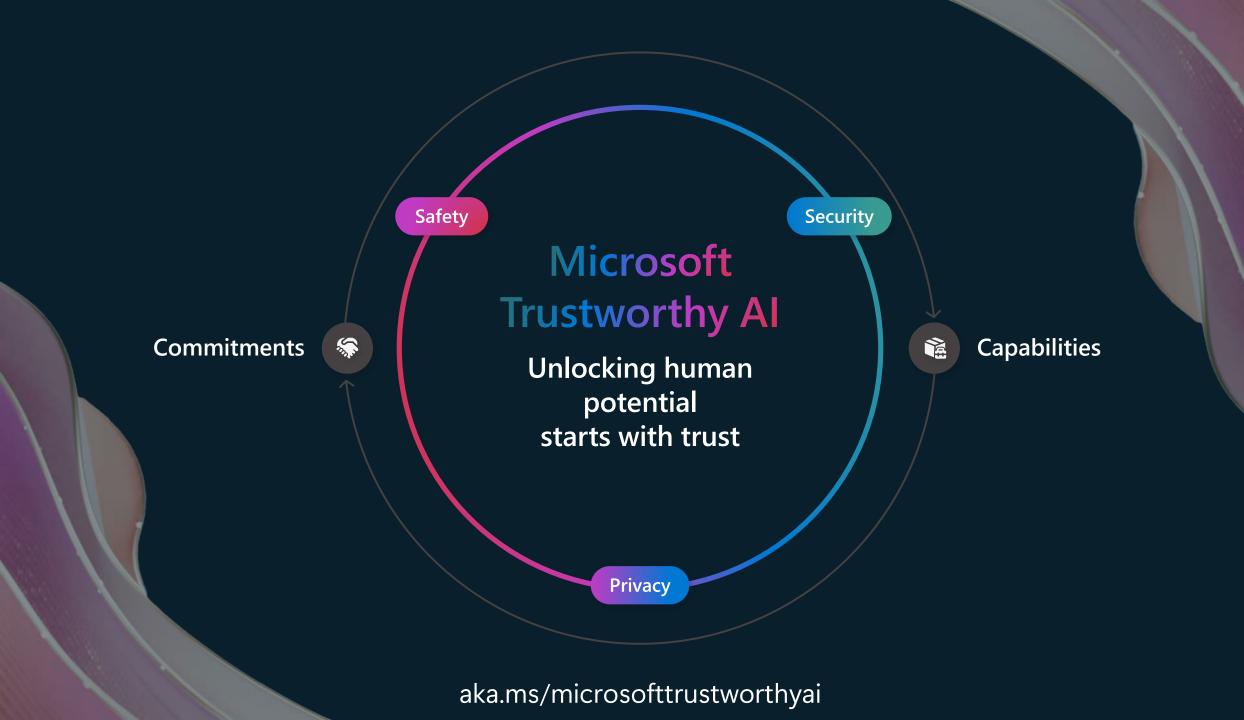
How can I trust it?
Doesn't it hallucinate?
How safe is it?
Will it take my job?
Will the machines take over?

~ Everyone exploring AI right now

91% CIO's experienced Cyber Attack

with only 2/5 prepared for more





Our enterprise Al commitments

Your data is your data

Customer Copyright Commitment

Commitment

Customer Copyright Responsible Al

Commitment Responsible Al

Customer Copyright Responsible Al

Sustainable by design



Improving energy efficiency of AI

- Al optimization
- Silicon innovation
- 3X-6X efficiency improvements



Advancing low-carbon materials

- Green building materials and equipment
- Supply chain decarbonization
- Sustainable aviation fuel



Optimizing datacenter energy, water, and waste

- Efficiency and circularity innovation
- Carbon-free energy and water-free operations
- Carbon removal and water Replenishment

Considerations for your AI transformation



Which employees and teams should you prioritize?



What business processes can you transform with AI?

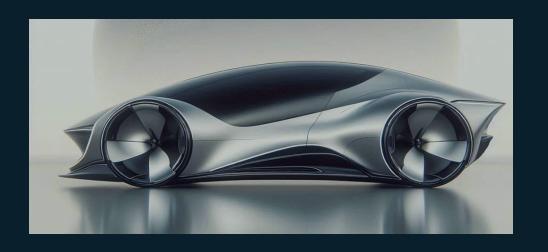


How can Al help you serve customers and partners better?



Where can you innovate with Al to differentiate?

Thank you drivers, Question time







Gartner IT Symposium & Xpo

2024 in Review

Presented by iTnews



Velvet-Belle Templeman Publishing Director – B2B, Nextmedia



Gartner
Symposium 2024
in Review

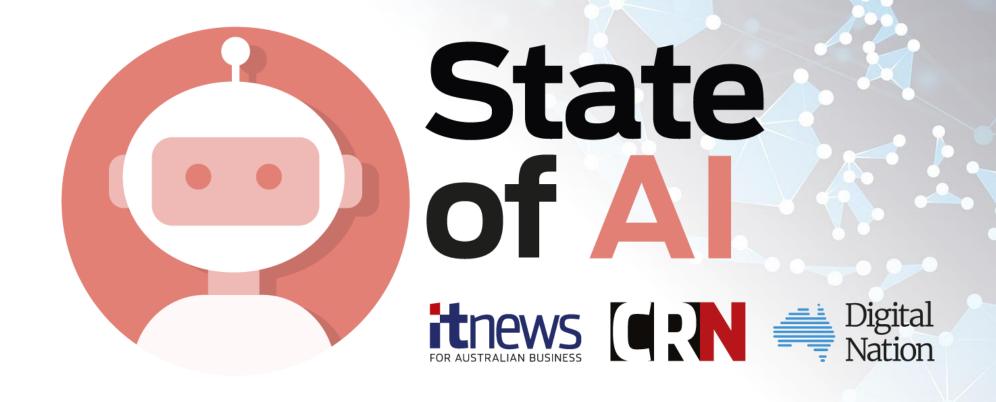
"Most [IT leaders] admit that employees have a hard time integrating Al into their daily work."



"Productivity gains from Gen Al are not equally distributed. Gains vary by employee according to complexity of job and level of experience."

- Kristian Streenstrup, Research VP and Fellow, Gartner







Al demands really high capacity, high security, and reliable infrastructure.

Rob Ison

chief information officer, Vocus







More than 90% of CIOs said that managing cost limits their ability to get value from AI for their enterprise.

(Based on the 2024 Gartner Al Survey - CIO and Technology Leader View)



"If you don't understand how your Al costs scale, you could make a 500 to 1000% error in your cost estimates."

- Kristian Streenstrup, Research VP and Fellow, Gartner





State of Data







powered by



ON EXTOC



One of the ambitions we have is that by mid next year we are not going to have any static reporting going forward in the organisation, so nobody is going to create and build reports - we are building generative Al reporting.

Balamurugan P. M CTO and GM for technology - NRL





It's not a case of just simply rubbing AI on a problem, it's a case of identifying where you have a systemic advantage because of the nature of your data, and then working out where the new efficiencies can be gained by utilising machine learning and artificial intelligence.

Tim Hogarth CTO, ANZ







Home > News > Technology > Software

Transurban using AI to aid toll collection

By Eleanor Dickinson See 12 2024 6:58AW #6 X f □ □ = 0

Results in 40 percent fewer license plate images being sent for human review.

Transurban is using artificial intelligence to help it bill toll road users whose e-tags aren't detected or recognised as the vehicle passes under a collection point.



Artak Amirbekvan, Transurban

The toll road operator has built an "auto-correction" AI model to identify vehicles missed by its e-tag system.

Operational on Transurban's toll roads across Australia, the AI model analyses imagery from automatic license plate recognition (ALPR) cameras to identify a car's make, number plate and location, which is then combined with other customer data to determine where to send an invoice.

This, according to Transurban's head of data, Al and ML, Artak Amirbekyan, has reduced the number of images sent for human review by Up to 40 percent.

Speaking during Gartner Symposium in the Gold Coast, Amirbekyan said that "most customers use e-tags" on its roads, which for the most part "work very well."

"But sometimes the tag doesn't work; someone doesn't have it or [there have been] some changes. So, we need to read the licence plate to be able to identify the car and the customer."

Transurban processes roughly 2.5 million customer trips each day across Australia and most will be billed through the e-tag system.







Home > News > Technology > Cloud

Australian Red Cross brings AI into its operations

By Eleanor Dickinson Sep 26 2024 6:52AM



Builds with Azure Cognitive Services.

Australian Red Cross has rolled out a series of Al use cases following the completion of its foundational "digital spine".



The not-for-profit organisation has spent the past 18 months consolidating its infrastructure into six core systems, as well as achieving new data maturity and governance models.

Off the back of that, Red Cross CIO Brett Wilson said his team had built a new Alpowered transcription and translation system using Asure Cognitive Services.

Speaking during Gartner Symposium in the Gold Coast, Wilson said the organisation has to transcribe and translate 600 audio files every day.

"Within that conversation, you could have several different languages," he said.

"Before, it was something we needed to externally send out and it would come back in batches over two weeks.

"As a conservative estimate, we've saved about 90 days of waiting time just for those files to come back and 150 hours of administrative time. It's over half a year of time we have saved."

That saving was achieved within the first fortnight of the tool's use.

Alongside this, Wilson unveiled Red Cross' new API tool for Auslan translation in its emergency videos using an Al-trained avatar.







Home > News > Digital Nation > HR



Flight Centre rapidly trains staff in new systems

By Eleanor Dickinson Oct 3 2024 6:29AM

Including CRM and a newly deployed Monday.com instance.

Flight Centre has turned to digital "nudging" to help its teams adopt new technology, using software from the vendor WalkMe.



Speaking during the Gartner Symposium in the Gold Coast, Brian Luckins, global leisure business improvement manager at Flight Centre said that the post-pandemic recovery brought systems and people together "really rapidly".

Recently acquired by SAP, WalkMe's software primarily acts as personalised guidance to users, using workflow automation and business insights.

Flight Centre has mostly used WalkMe to "nudge" employees to carry out the required IT and systems training that stemmed from a pandemic-era technology transformation.

"We have a real focus around the adoption process," Luckins said. "You can be gentle, but you can be forceful, and it's paid dividends.

"You know that people now are happier and they're seeing the value of the systems because they're using it right and they weren't going to spend a half-hour session on how to use a CRM for the 15th time."

More recently, Flight Centre has started using WalkMe to troubleshoot issues in its CRM systems and to help sales teams use a newly implemented Monday.com platform.

In addition, the company has implemented Avery, WalkMe's digital persona for front-

"People love the idea that you've got a persona there who rolls out new things," Luckins said. "And we get a lot of extra leeway, because [people] can find information really quickly."







Home > News > Projects

Bega Cheese to deploy IoT sensors into dairy supply chain

By Matt Johnston Jul B 2020 1:15PM P: X f D D = B

Partners with Swinburne Uni, Software AG.

Bega Cheese is set to launch a new internet of things (IoT) service linking its farmer suppliers, milk transport and storage and processing facilities with real-time data.



The project with Germany's Software AG and Swinburne University will involve developing a new, low-cost milk quality sensor along with the deployment of existing weather and transport-based IoT devices.

The ASX-listed dairy company is set to combine data from these devices on a 'Dynamic Pick Scheduling and Monitoring' tool based on Software AG's Cumulocity IoT platform.

It will monitor for milk supply change events so that optimal pickup schedules are maintained.

It will also look at how capable suppliers and distributors are of adapting to the new ways of working.

Data from all of these sources will be used with long-term historical data to train a machine learning-based forecasting tool that attempts to predict milk quality and quantity – something that should also help reduce transport and distribution costs through better planning and resource management.

Bega Cheese's supply chain general manager, Adel Galman, said the deal takes advantage of Swinburne's experience with IoT and industrial partnerships, which has already helped the company receive IoT research funding through the government's cooperative research entire projects.

"What we (at Bega) didn't have was experience in setting up 107 projects, so we started looking around for a partner that could provide us with 107 expertise, resources, industry contacts and help with government backing." Salman said.







Home > News > Technology > Software

Services Australia to run end-toend architecture review

By <u>Ry Crozier</u> Jun 4 2024 6:824M p: X f D D m B

Will remap and cost upgrade paths for key applications.

Cervices Australia is set to kick off an end-to-end architecture review this year that will help it to determine a future path for several key but ageing applications.



Chief information and digital officer Charles McHardie told a senate estimates hearing yesterday that the agency had invested "significant" resources in recent years into its core infrastructure, but not into the applications or database software hosted on it.

"We've had significant investment over the last few years in our infractructure, so the servers, whether they're mainframe, mid-range or xSo, [or] our gateways, all of that capability is pretty much best-in-class," McHardie said.

"Where we do suffer is in some of the applications that have been around for a while, maintaining the workforce that is required to look after those applications, and also making sure that they are patchable, secure and you have vendor support moving forward into the future."

McHardie said that the architecture review would address these concerns, and map out and cost an upgrade path for these applications.

"This year we're undertaking an end-to-end architecture review, primarily focused on each of our major systems," he said.

"We have some brand new systems and we have some systems that have been around for some time, and the results of that architecture will drive some of that furture investment."





Key Al Considerations for ClOs



Employee adoption



Cost Management



Governance



ROI

