

# CONTINUOUS IMPROVEMENT NETWORK

- SOCIAL MEDIA  
- INCREASING PROFIT

## SERVICE REGISTERS, SERVICE REVIEWS AND AUTOMATION

### AIMS

- ∴ Build your professional networks
- ∴ Broaden your perspective of the sector
- ∴ Take time out of the office to think and reflect
- ∴ Connect and share with your peers

### SERVICE REGISTERS AND SERVICE REVIEWS

City of Adelaide will present on their approach to building their first fully costed service register, the challenges faced and where they aim to take this piece of work over the next 12 months. This presentation will also cover some key service reviews that have explored the impacts to their outdoor workforce through the changes in infrastructure investment and assets throughout the city.

### AUTOMATION PROCESSES

#### SECTION 7'S

The City of Mitcham recently automated their Section 7 searches. In this presentation, Matt Romaine, Group Manager will share how this automation has improved the experience for their customers, as well as making it more efficient for back office processing.

#### MAIL PROCESSING

Artificial intelligence and machine learning are creating opportunities to apply intelligence to information management capture, classification and management. In this session, Nathaniel Mason, Business Solutions Team Leader at The City of Tea Tree Gully will share ideas and practical applications of intelligent automation to capture and manage retention of regular emails, and applying machine learning to process the daily mail.

#### JOIN US!

Registrations for this event are open to Local Government Professionals Australia, SA members, council employees and employees of regional subsidiaries.

For further information please contact **Tahlia Willey, Network & Program Officer** at [connect@lgprofessionals.org.au](mailto:connect@lgprofessionals.org.au) or on **8291 7994**.

**When /** Monday, 5 August 2019

**Where /** City of Adelaide, 25 Pirie Street, Adelaide

**Time /** 9:30am – 12:00pm  
Includes morning tea

**Investment /**  
Attendance is free, however registrations are essential

**Register online /**  
<https://www.lgprofessionals.org.au/event-3289997>

**Registrations close /** Wednesday 31 July 2019

### PROGRAM

9:30 am	Arrivals, Tea and Coffee
9:45 am	Welcome
9:50 am	Service Registers and Service Reviews
10:15 am	Morning Tea
10:30 am	Automation Processes
11:30 am	Hot Topics
12:00 pm	Event close

A cancellation policy applies. Please view at:  
[www.lgprofessionals.org.au/about-us](http://www.lgprofessionals.org.au/about-us)