

Diversus



Digital Leadership Day
Innovation, Trust, and Creativity in
Government Settings

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Introductions

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- 30+ years in ICT
- Specialist in strategy, solution architecture
- Perth based



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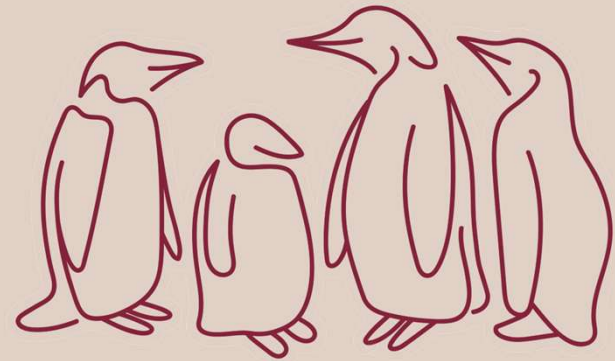
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Who We Are

- Commencing 2006, Diversus is a wholly Australian owned and operated business.
- Office locations:
 - Perth (HQ)
 - Brisbane
 - Adelaide
 - Canberra
- Established by like-minded IT professionals who sought to make a difference to IT solutions and services.
- Diversus actively supports the Australian ICT community and broader community.



Why Penguins?

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Our Key Services

Cloud Solutions

Customer Experience

Cybersecurity

Modern Workplace

Data & Insights

Digital Transformation

Intelligent Automation

Applications Development

Service Management

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Innovation, Trust, and Creativity in Government Roundtable 3

- How to shift the mindset to an innovative culture
- Why failure is the road to success – and how safe-to-fail environments empower creative risk-taking
- Driving experimentation at scale and low cost while maintaining trust
- Accelerating decisions through agile prototyping with a focus on ethical and secure innovation

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Shifting to an Innovation Culture

Psychological Safety First

- Create "innovation time" - dedicate 10-15% of work hours to experimentation
- Establish "learning budgets" where small failures are expected and celebrated
- Implement reverse mentoring programs pairing tech-savvy junior staff with senior leaders

Structural Changes

- Form cross-functional "innovation squads" that bypass traditional silos
- Create citizen co-design sessions to involve end users in solution development
- Establish innovation labs or sandboxes separate from operational systems

Procurement

- Undertake Proof of Concept engagements with gateway in order to proceed

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Safe-to-Fail Environments

Cloud-Powered Experimentation

- Use separate accounts or segmentation for experimentation vs production
- Leverage cost analysis, insights and budgets to cap experimental spending
- Implement “Infrastructure as Code” for rapid environment spin-up/tear-down

Failure Framework

- "Pre-mortems" - identify potential failure points before launching pilots
- Create a "failure wall" showcasing lessons learned from unsuccessful experiments
- Establish clear criteria for when to pivot vs persist with initiatives

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Low-Cost, High-Impact Experimentation

Cloud-Native Approaches

- Serverless-first architecture (microservices, API Gateway) for minimal operational overhead
- Use managed services to reduce infrastructure complexity
- Implement feature flags for gradual rollouts and quick rollbacks

Rapid Prototyping Tools

- Use application frameworks for quick web app development
- Create rapid data visualisation prototypes using tools
- Practice real-time collaboration

GenAI

- Location of model and data (in Australia)
- Train incrementally and use synthetic data where possible

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Maintaining Trust Through Innovation

Transparency Mechanisms

- Public dashboards showing project progress, costs, and outcomes
- Regular "demo days" where teams showcase experiments to stakeholders
- Open-source non-sensitive components to build community trust

Security and Compliance by Design

- Use cloud native mechanisms for audit trails from day one
- Implement least-privilege access patterns even in experimental environments
- Regular security reviews integrated into the innovation process

AI

- Artificial Intelligence Policy and Assurance Framework (by DGov)
- Pick models that already meet compliance

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Accelerating Decisions

Data-Driven Decision Making

- A/B testing frameworks for policy and service delivery experiments
- Real-time feedback loops using citizen surveys and usage analytics
- Automated reporting dashboards for leadership visibility

Agile Governance

- Weekly innovation review boards instead of quarterly committees
- "Innovation passports" - pre-approved frameworks for common experiment types
- Delegation of decision-making authority to innovation teams within defined parameters

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Your people-centric partners for technology solutions

