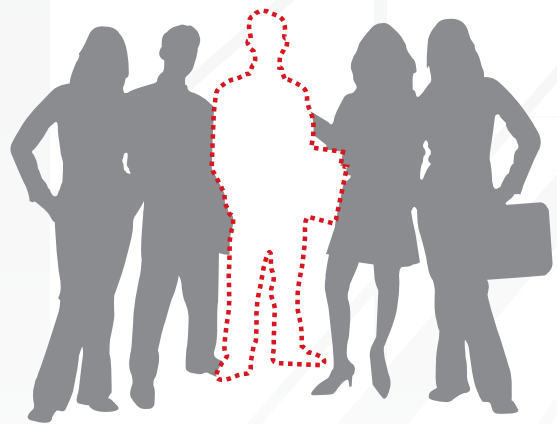


We're Hiring!

tuanz

**ICT SKILLS
SHORTAGE**

CONFERENCE 2007



In association with



Tuesday 6 November, 2007

Tamaki Yacht Club, Mission Bay, Auckland

This one-day conference will address how New Zealand can attract and retain the brightest and best in the digital age. And it will offer practical solutions to the skills crisis that professional managers can implement the next day in their workplace.

- 8.30am Registration and arrival tea & coffee
9.00am Welcome from the Chair
Ernie Newman, Chief Executive, TUANZ

AUTHENTIC LEADERSHIP IN THE NEW ZEALAND WORKFORCE

- 9.10am **Dr Lester Levy, Chief Executive, Exceleator and Adjunct Professor of Leadership University of Auckland Business School**

This keynote address is based on the findings of Exceleator's just released report 'More Right than Real: The Shape of Authentic Leadership in New Zealand'. Hear Lester Levy explain why the low level of Authentic Leadership in New Zealand is having a direct and debilitating effect on our workforce.



Lester has extensive management and governance experience in the fields of healthcare, biotechnology, and film and television production. He has previously been seconded to the Department of the Prime Minister and Cabinet as an advisor, and has received the prestigious King's Fund International Fellowship from the King's Fund in London. He is a Fellow of the New Zealand Institute of Management and is the author of the book 'Leadership and the Whirlpool Effect.'

LONG HOURS AND LOW PRODUCTIVITY: THE KIWI DILEMMA

- 9.50am **Dr David Skilling, Chief Executive New Zealand Institute**

What is New Zealand's economic performance and current position? David Skilling will identify some of the key priorities for action in order to more effectively compete in the global economy. He will talk about the importance of creating a 'weightless economy' in New Zealand, and the actions that are needed to make progress.



David, who is the founding Chief Executive of the New Zealand Institute, has a Master of Commerce in Economics from Auckland University and a PhD in Public Policy from Harvard University. The *Listener* recently named him one of the top 50 most influential New Zealanders, commenting that "Skilling is listened to by the top brass of Labour and National, setting him up for ongoing influence regardless of the outcome of the next election."

- 10.30am Morning tea

HOW THE LARGEST ICT EMPLOYER RECRUITS AND RETAINS SKILLED STAFF

- 10.50am **Chris Quin, General Manager Gen-i New Zealand**

Chris Quin leads one of Australasia's fastest-growing and innovative ICT services businesses. Under his leadership, Gen-i is transforming the delivery and support of integrated IT and telecommunications solutions to around 3,000 organisations across New Zealand and Australia.



Chris is able to offer his insights into the challenges he faces employing skilled ICT employees. With the shortage of skilled staff an industry-wide problem, Gen-i has focused on developing a strong internal culture to attract and retain the best talent within New Zealand. Chris can outline his approach to recruiting, training and retaining staff, as well as the technologies and tools Gen-i has developed and deployed to automate processes and increase staff productivity.

COMPETING FOR TALENT INTERNATIONALLY

- 11.20am **Garth Biggs, Executive Director HiGrowth Project**

We hear that a horde of qualified and experienced foreign ICT workers would like to work in New Zealand, and we know that there are serious shortages of ICT workers in this country, so why aren't we successfully resolving our shortage with international talent?



Garth Biggs is Executive Director of the HiGrowth Project, an initiative to grow the ICT sector in New Zealand. Garth has 35-years experience in the ICT industry, including roles as CEO of Gen-i and CIO of Air New Zealand, Sky Television and other corporates. Garth is now a professional director and consultant on high-level ICT issues.

PREPARING THE NEXT GENERATION FOR A CAREER IN ICT

- 11.50am **Garry Robertson, Chair, National Advisory Committee on Computing Qualifications**

Why did the numbers of tertiary sector ICT graduates peak in 2002 and why has it been in decline ever since? At the same time the trend in ICT job vacancies has been steadily increasing during a period of record high employment. Garry Robertson will discuss the reasons why students aren't choosing a career in ICT and outline the ways in which the Ministry of Education and the tertiary sector is working to strengthen the links between secondary schools, tertiary institutions and the wider ICT industry.



Garry has recently been contracted by the MoE to implement the Digital Technologies Framework for senior secondary schools students over the next three years. He is Principle Academic Staff Member, Programme Manager and Education Manager in the School of IT at the Waikato Institute of Technology (Wintec). His is also Chair of the National Advisory Committee on Computing Qualifications.

- 12.20pm Lunch

1.10pm *Workshops are split into two distinct streams. One for CIO and IT Managers and the other for Contact Centre Managers.*

ICT Workshop

Are contractors the Solution to the Skills Crisis?

A live debate lifted from the pages of *Computerworld* chaired by the magazine's Editor **Rob O'Neill**.

Tony Stewart, Managing Director of IT service provider and developer Interger, argues that contracting out is self-defeating in the long term.

Berend de Boer, an IT Contractor specialising in web architecture and best software engineering practices argues that contractors are skilled professionals providing a necessary service in the New Zealand ICT sector.

Contact Centre Workshop

Coping with the Talent Wars

Gerrit Bahlman, Chief Information Officer at Massey University will lead a discussion on how Contact Centre Managers can retain their skilled staff. This is an open session in which participants will be encouraged to share their own experiences in training new agents to become leading members of their contact centre. Delegates should leave this session with solid ideas on how to prevent valuable staff members from being poached.

2.00pm Workshop changeover

2.10pm *Workshops are split into two distinct streams. One for CIO and IT Managers and the other for Contact Centre Managers.*

ICT Workshop

Coping with the Talent Wars

As it gets harder to find ICT workers with the right skill set many Chief Information Officers and IT Managers are recruiting for attitude and aptitude rather than for bona fide expertise. But, having invested time and money in training, how do you prevent skilled staff from leaving? **Gerrit Bahlman**, Chief Information Officer at Massey University will lead a discussion on how to recruit for attitude, train for excellence and retain your skilled staff for the ongoing benefit of your company or organisation.

Contact Centre Workshop

Outsourcing – a threat or an opportunity?

Telecommunication companies run some of the largest contact centres in the country, recruiting agents that are highly skilled and knowledgeable in the ICT area. So what happens when they send part of their operation offshore? And can the move by large companies to invest in outsourcing actually benefit New Zealand?

Mark Callander, General Manager of Slingshot, will outline why the company has outsourced its outbound contact centre to an off-shore company. Why was the Kiwi-owned company forced to go overseas to market its broadband and calling services at home?

Garry Jones, Contact Centre Manger for iiNet in Auckland, will present the other side of outsourcing – his 90-seat contact centre is based in Auckland but deals entirely with an Australian customer base. Why did iiNet decide to retain a contact centre in Auckland after it sold its ihug subsidiary to Vodafone last year?

3.00pm Afternoon tea

WHAT CAN RECRUITMENT AGENCIES OFFER IN A TIME OF HIGH EMPLOYMENT?

3.20pm Panel Discussion

Sally Cannan, Manager of HR Solutions, Drake NZ Ltd

Suzanne Kendrick, Independent recruitment strategist

Richard Manthel, President, IT Contracting and Recruitment Association

Jane Temel, National Manager for IT, Madison Recruitment

Finding skilled ICT workers in today's employment climate can be costly, so how important are recruitment agencies?

Does the answer to effective recruitment strategies in the 21st century lie in the traditional agency or with in-house recruitment models? How can you brand your workplace online – via your website and Web 2.0 sites such as FaceBook – to attract the brightest and best both in New Zealand and overseas.

Delegates are encouraged to actively participate in this discussion.

HOW TO DEVELOP A 'KILLER CULTURE' IN THE WORKPLACE

4.10pm **Annie James**, Co-Director Keenan Consulting Group

Is your culture killing your people or are they dying to stay? Culture is that wonderful intangible described as "what's it like to work around here?" - hard to put your finger on but often the reason why some of your best talent leaves you in droves. What can you do, what should you do to keep your people engaged and motivated to stay with you?



Annie James is a co-director of The Keenan Consulting Group, a company that specialises in coaching corporate teams to realise their potential. This includes creating high performing cultures, leadership development, coaching skills, facilitation skills and facilitation of strategic and business workplaces. Recent clients include Telecom Wholesale, Microsoft NZ and Australia, Auckland City Council, Department of Corrections, TrueLocal (Sydney based), Actronic Ltd.

4.50pm Closing remarks from the Chair
Ernie Newman, Chief Executive, TUANZ

5.00pm Networking drinks

NUMBERS ARE LIMITED – REGISTER NOW



ICT SKILLS SHORTAGE CONFERENCE 2007

Registration Form

The fastest way to register is online at tuanz.org.nz. Alternatively complete the form below and fax or post it back to TUANZ. Registrations must be received by TUANZ before 5pm on Friday 26 October**

Please register the following people:

Name and job title: _____

Company: _____

Postal Address: _____

Telephone: _____

Facsimile: _____

Mobile: _____

Email: _____

Prices

TUANZ Members _____(no.) tickets @ \$695 + gst Total \$ _____

Non-members _____(no.) tickets @ \$995 + gst Total \$ _____

Combined Registration* _____(no.) tickets @ \$1095 + gst Total \$ _____

Payment details

Invoice with purchase order number _____

Cheque attached (or in the post if faxing)

Charge credit card (details below)

Mastercard

Visa

AMEX

Diners

Card number: _____

Cardholder's name: _____

Expiry date: _____

Signature: _____

Telecommunications Users Association of New Zealand Inc.

PO Box 33 1014, Takapuna, North Shore City 0740

Phone: 09 488 1888 Facsimile: 09 489 9515

Email: events@tuanz.org.nz

***Combined registration:** If there are two representatives - one for the IT stream and the other for the Contact Centre stream – from the same organisation or company, the cost is \$1095 for two. To receive this discount both registrations must be made at the same time, offer for TUANZ members only.

**A Late fee of \$100 per person applies after this date.

Cancellations: Should you be unable to attend a substitute delegate is welcome at no extra cost. Alternatively, a refund less \$100 per person will be made for cancellations received in writing up to Friday 26 October, 2007. Regrettably, there will be no refunds after this date.

TUANZ reserves the right to make any amendments that it may deem to be in the best interest of the conference.

Liability for postponement or cancellation of the event: TUANZ is not responsible for any loss or damage as a result of a speaker substitution, alteration, cancellation or postponement of this event. If the event is altered, rescheduled, postponed, cancelled or rendered inadvisable, impracticable or impossible due to a fortuitous event or unforeseen occurrence TUANZ shall not be liable for any loss or damage directly or indirectly arising from a failure to perform any term of this contract. For the purposes of this clause a fortuitous event shall include an Act of God, fire, armed conflict, disaster, civil commotion, government restrictions and/or regulations, riots, terrorism or an act of terrorism; any emergency, curtailment, suspension and/or restriction on transportation facilities/means of transportation or any other cause beyond the reasonable control of TUANZ. No refunds will be made.