Annual Knowledge Management Forum Day Agenda

Time	Session
8:30AM	Registration Open
9:00AM	Welcome and CEO Address
9:15AM	**Evolving Governance and Processes for a Growing Business	Jennifer Madden, ART**
9:45AM	BINGO Networking
10:15AM	Morning tea
10:35AM	**Combining Data for Better Customer Outcomes	Jeff Martin, Mitsubishi Motors**
11:05AM	livepro: A Year in Review & Future Roadmap
11:40AM	Knowledge Management Q&A session
12:30PM	Lunch
1:30PM	**Taking the Complexity Out of AI Adoption By Simon Kriss, AI Expert**
2:20PM	**A Deep Dive: livepro Features at Their Best	Dan O'Callaghan, Transurban**
2:45PM	Afternoon tea
3:00PM	Product Feedback Session
3:30PM	Closing Remarks
6:00PM	**See you at the National Awards Gala and Dinner over at The Crown Aviary Rooftop**

Meet Your Guest Speakers

Jennifer Madden
Lead Technical Knowledge Analyst at Australian Retirement Trust

Jennifer has 15 years' experience in the Superannuation Industry specialising in Learning and Development, Instructional Design, and Knowledge Management. During this time, she has led the development & implementation of several different knowledge management platforms. In 2021-2022 she led the onboarding of 8 different business units into livepro. Currently Jennifer is the lead application owner and oversees the knowledge management governance for Australian Retirement Trust with over 1500 users and growing. With a passion for continuous improvement and a strong belief in knowledge sharing, Jennifer is committed to fostering a dynamic and informed workplace environment.

Jeff Martin
GM of National Field Support at Mitsubishi Motors Australia

Jeff brings over 20 years of Supply Chain expertise, and over the past four years has focused on enhancing national contact centre and dealer technical support solutions. Drawing on his extensive background in operational efficiency, Jeff has successfully launched the livepro knowledge management system and recently integrated knowledge support with the MS Dynamics CRM. These advancements have provided agents and consultants with powerful tools to resolve customer issues more effectively. Jeff is now dedicated to further driving efficiency by advancing automation and self-help solutions through AI technology.

Simon Kriss
Chief AI Officer at simonkriss.ai

Simon Kriss is a sought-after keynote speaker and consultant. He is author of "The AI Empowered Customer Experience", hosts podcasts on CX and AI, and was named in the 2024 CX Top 50 Global Influencers to follow. Based in Melbourne Australia, Simon is a CX and AI futurologist who presents to audiences around the world and works with company boards and C-suite executives to help them better understand where the AI opportunities lie for their businesses, and how they can get started with effective and ethical AI adoption. He is a divergent thinker who creates unique ideas and solutions, often finding the hidden opportunities for businesses to innovate now and win in the future.

Dan O'Callaghan
Knowledge Management Specialist at Transurban

With more than 20 years experience in both Knowledge Management and Learning and Development in call centres, Dan is the Knowledge Management Specialist at Transurban. Dan is very passionate about Knowledge Management, and has been instrumental in the redesign of the Transurban livepro platform, including the use of embedded content and page containers aligning with the Knowledge Management principle as a single source of truth.

2024 Awards Gala

Time	Event
6:00pm	Arrival drinks
6:30pm	Please be seated | Welcome
	Entrees Served
	Awards Ceremony
	Dinner
	Awards Ceremony Continued
	Dessert
11:00pm	Event Concludes