

CUG

CONCEPT USER GROUP

[HTTP://WWW.CONCEPT-INTL.COM/CUG](http://www.concept-intl.com/cug)

FIFTH INTERNATIONAL CONFERENCE 2001

**Wrest Point Casino, Hobart, Tasmania
Sunday 29 April to Tuesday 1st May 2001**

INITIATIVES FOR 2001:

The program has been carefully tailored to meet the needs of all Concept Users including Workforce and Lattice

Parallel sessions will occur on both days commencing after morning tea. These alternative sessions will include:

- a technical stream which builds on the dba session from last year.
- specialist presentations and workshops covering other issues raised by users.

Delegates are encouraged to extend the informal workshops if this has value to the participants. There are a number of break-out rooms available.

WHY YOU SHOULD ATTEND:

- learn how to make better use of your software
- establish personal contact with people in similar roles to yourself and share ideas and hints
- meet CSI staff face-to-face who have previously only been a voice on the 'phone
- discuss within the group, the future direction of your HR software
- discuss strategic issues about HRM
- take part in 1:1 clinics with CSI experts
- join in the workshop sessions.

Concept Systems Australia Pty Ltd has offices in Brisbane, Adelaide, Perth, Sydney, and Melbourne
Concept International Limited has offices in Hong Kong, Kuala Lumpur and Jakarta
The company is also represented in New Zealand, Papua New Guinea and the United Kingdom



Greg Phillips

Concept Systems International Limited



Maree Argy

Concept Training Institute



Jenny Dunstan

Transport South Australia



Senator Brian Gibson



Gary Gibson

Concept Training Institute



Brett Hooker

Oracle Corporation



Peter McFerran

Qld Health HR Management Information Systems



Olaf Moon

The InTACT Group



Brad O'Connor



Professor Arthur Sale



Michael D Tovey

Exceller Consulting Services



Sheryl Williams

Transport South Australia

CONFERENCE VENUE AND ACCOMMODATION

Wrest Point Casino is located in a commanding position on a 4.5 hectare promontory overlooking the Derwent River, enjoying spectacular views of the nearby city and majestic Mt Wellington. The hotel is only 3km from the city centre, 20 minutes from the airport and an hour's flight from Melbourne. A coach service is available from the airport to Wrest Point at a cost of approximately \$A7. Facilities at the hotel include heated indoor pool, health club, spa, sauna, tennis court, mini golf course, laundry and babysitting service.

Wrest Point offers both 5 star deluxe and 3.5 star motel accommodation at \$A143 and \$A98 per room per night respectively for single/double or twin occupancy. These rates include GST and are valid pre and post conference. As CUG has a block booking, **reservations should be made via the CUG Secretariat at the time of conference registration.**

ANSETT AUSTRALIA APPOINTED OFFICIAL CONFERENCE AIRLINE

Ansett Australia is offering special event airfares in economy class as well as business class for the conference along with their normal published discount airfares. Conditions and specific seating class availability apply to all fares.

For all flight reservations and fare conditions please telephone Ansett Australia on 131300 and quote Masterfile MC07012.

Quoting this number will ensure that CUG is attributed with your booking which will assure plenty of prizes at the welcoming event!!

REGISTRATION

Full information, including delegate costs, is detailed on the enclosed Registration Form or visit the website

<http://www.concept-intl.com/cug>

THE PROGRAM

Sunday

29th April

6pm **Conference Registration, Wrest Point, Hobart, Tasmania**

6.30pm

Welcoming event sponsored by Cognos

Meet fellow delegates, enjoy the fun.

Monday

30th April

7.30 - 9.15

Annual General Meeting of the Concept User Group

Vote for the executive committee and especially your local representative. Debate the future emphasis and direction of the Concept User Group.

9.30 - 10.00

Opening Address - Skills shortage in the new economy - impact on Australia, impact on you

Senator Brian Gibson has been parliamentary secretary to the Federal Treasurer and is a board member of the Intelligent Island project in Tasmania - the Federal Government's \$40 million initiative to encourage and sustain growth in the Tasmanian IT&T and related industries. This has given him substantial insight into these issues. What is the government doing to address this; what is the global impact; how can organisations ameliorate the situation themselves?

10.05 - 10.45

How will we deliver information to clients in 2010

Emeritus Professor Arthur Sale. Telegraph to telex to fax to email to web to WAP! What next? Previously Pro Vice-Chancellor of the University of Tasmania, Professor Arthur Sale gives courses focussing on the future of IT and writes a syndicated e-publication titled Digital Trekking. In his talk he promises to take you on an odyssey anticipating future developments affecting all of work and leisure. Somewhere in the talk he says you will find a fact that you can use to astonish even your children and grandchildren, or anyway reflect on in the next ten years - a dangerously long time in the digital world.

10.45 - 11.15

Coffee, tea, networking - book a clinic, create a Special Interest Group (SIG)

Monday

30th April

11.15 - 11.55

Designing internal websites for HR, lessons from the coal face

Olaf Moon, GM for The InTACT Group and CIO for the ACT Government. Olaf has worked in the IT industry for 20 years, including with IBM, DEC and Wang. He was CEO for QANTM Multimedia in Queensland, the most successful of the six Co-operative Multimedia Companies around Australia. He has also consulted on IT Development for the State Governments of Queensland, Tasmania and ACT. Most recently, he has implemented an online web based HR system for ACT Government, that links two legacy systems covering payroll and HR for both Public Servants and Contractors. The InTACT website is <http://www.intact.act.gov.au>.

12.00 - 12.40

Performance Management - Why would you bother?

Michael Tovey, Principal Consultant - Excelier Consulting Services. This session addresses the latest research contained in Michael's new book "Managing Performance Improvement". It explores the reasons why performance management doesn't work and provides the components of an effective performance management system. It also describes the skills manager's need to make performance management effective and how to integrate performance management into the daily operations of your organisation.

12.40 - 1.40 Lunch, sponsored by QSP

1.40 - 2.20

Training and development: a textbook case

Jenny Dunstan, Senior Human Resource Consultant, Sheryl Williams, Systems Coordinator Transport SA. Transport SA had overpowering business reasons to better manage the training and development of staff. What was the business case and how did the implementation work in practice?

2.25 - 3.05

Is Your Organisation ready for On-line Training?

Maree Argy, Manager Training Development, Gary Gibson, Market Development Manager, Concept Training Institute. Synopsis: On-line and 24x7 availability has changed the way we approach learning for business management skills to advanced technical subjects. Is it a cure-all? Or is there still a place for instructor-led training courses? Whatever your views, the introduction of on-line learning needs to be carefully planned. How should you structure a pilot program to better understand on-line training and how it fits your organisation? What should you do to keep the 'learning' in e-learning and how can you help students optimise their on-line learning experience?

3.05 - 3.35 Tea, coffee, networking - book a clinic, create a SIG

3.35 - 5.00

Upgrade planning to Lattice 2.50/3.10

Led by Andrea Trefeu, CSI

Upgrade planning to Concept e8.06

Led by Rob Fox, CSI

Using the Web for the delivery of information

Led by Grant Edmunds, Insurance Commission of WA and Coralie Gibbison, University of Waikato

6.30pm Conference dinner sponsored by Concept Systems International

Your host: Greg Phillips, Founder and Managing Director.

Presentation by QSP

QSP introduces the Budget Advisor Series - Payroll Planner module to overcome the nightmare of completing detailed payroll projections. Using an Excel interface with industry standard databases, the system allows you to plan for everything that will impact on your payroll budget. The overall payroll budget can then be updated to the enterprise budget. Factors such as anniversary dates, taxes, superannuation, temporary and casual staff can be covered. Tables can be built to store variable rates, individual contracts and award agreements as required by each workplace. Of course, reporting and access is governed by tight security controls.

COLOSAS

- an enterprise wide workflow and information system

Doug Gillanders, Manager, Personnel Information Systems and Training, Norm Boessler, Analyst Programmer, Northern Territory University.

COLOSAS is an NTU initiative to provide better access to information for staff and managers using a Lotus Notes interface. It is an electronic repository of all current staff details based on information from Concept including expenditure, commitments, leave bookings, balances and payslips with appropriate access restrictions. It uses the hierarchical structure of positions and occupancy information in Concept.

Lifeboat has merged with SolNet - this brings a new range of products and services, leveraging of SolNet's relationship with Sun Microsystems and iPlanet E-commerce.

Latest Sun Hardware - Matthew Jurgens: Senior System Engineer-SolNet. Sun have released a completely new processor range, the UltraSparc III. SparcServer brings features previously available only in the E10K Starfire platform such as cross-bar architecture, multi-domaining, dynamic re-configuration and alternate pathing. How can this enhance your operation?

Productivity Improvement Tools.

Peter Forbes: Solutions Architect-SolNet. Are you looking for a more affective way of handling your timesheets? This presentation will show you how *Timesheet Loader* accepts timesheets in a flat file, verifies the timesheets and reports against data in Concept, and automatically creates the timesheets in the pepaytran table.

The *Batch Queue* is a tool that helps in the execution of user processes run from GUI, or in the background. It replaces the Concept Batch Processor whilst maintaining the functional integrity. Learn how your application will perform significantly better

Steve Kues now Technical Director, SolNet will also run informal 'dba' sessions as required.

Sponsored by



Throughout the conference a range of Concept experts will be on hand at the venue to conduct individual sessions with delegates - make sure you book a time for one of these clinics.

Concept Systems International Limited, Business Objects, Cognos, Eucalypt Software Partners, e-BI Solutions, Solnet and QSP will all be demonstrating their latest products and services at the conference exhibition.

The organising committee included Karen Harris, Nathan Asher, Gina Bavin, Steve Campbell, Joe Dascoli, Geoff Duce, Wendy Jones, Bob Willan, Di Worth, Bob O'Connor, and Desley Thomas.

To confirm your attendance at the conference please use the attached booking sheet.

Or contact:

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Secretariat

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Tuesday 1st May

9.10 - 9.50

The future of CSI

Greg Phillips, Managing Director, Concept Systems International. 2000 has been a very busy year for the company with the acquisition of the Lattice and Workforce clients. What are the companies' plans to evolve the three products streams to build corporate strength and a win for all parties.

9.55 - 10.35

Better Information for Clients and Stakeholders

Brett Hooker, Senior Director Applications Development, Oracle Corporation. Oracle has recently released products such as Portal, IFS and Workflow, which are designed to reduce effort, increase levels of service, and provide better information. For example, Oracle 9i can be configured to send customised emails to trigger decisions from clients, and manage such things as corporate policy statements and version control via the web. As the Senior Development Director for Oracle Business Intelligence, Brett is well equipped to explain how these and other tools can be used to provide strategic information for senior management.

10.35 - 11.05 **Tea, coffee, networking - book a clinic, create a SIG**

11.05 - 11.45

Lessons from a Lattice User

Peter McFerran, Senior Manager, HRMIS Business Centre, Queensland Health. The Queensland Health Human Resource Management Information Systems are part of a national Project Management Benchmarking Network established by the Australian Quality Council and the Australian Institute of Project Management. In a recent national survey the QHHRMIS Project was identified as the "benchmark" in a number of key Project Management functions. This achievement is due to a commitment to staff development and training particularly in the areas of Leadership, Project Management and continuous improvement in service, and to a robust Business Case.

11.50 - 12.30

e-HR

Rob Fox, Concept Systems International. 'Commercially - focused organisations are increasing service quality and reducing total operating costs by streamlining business practices and rationalising non-core activities'. Outsourced and ASP'd! What is the business case; how does it work in practice; what lessons can be learned? Is this the future of HR?

12.30 - 1.40 **Lunch sponsored by e-BI Solutions and Business Objects**

1.40 - 2.20

True labour management, what makes it different!

Brad Cole, Market Development Manager, Concept Systems International. Over the last 20 years in Australia we have seen the emergence of Time & Attendance and Intelligent Rostering Systems. In Europe there has been a trend in the last five years towards real Labour Management. This has returned tens of millions of dollars per year to large complex organisations. How can the European lessons be applied in Australia? And especially into traditional white collar operations.

2.30 - 3.10

Workshops Three parallel discussion groups will be organised in three separate rooms. Each room will break into smaller groups to discuss particular issues relating to the topic. It's an opportunity for you to share your own ideas and learn from others.

Staff productivity and training workshop

Led by Maree Argy and Gary Gibson, CTI

Management reporting

Led by Derek Klerck, head of Management Reporting and Information Unit, UTas.

Future directions of HR

Session leader to be confirmed

3.10 - 3.40 **Tea, coffee, networking - book a clinic, create a SIG**

3.40 - 4.20

Workshops - continue. The intent is for each of the groups within each room to present their discussions to their colleagues. There will be time for the moderator to draw an overall conclusion.

Staff productivity and training workshop

Management reporting

Future directions of HR

4.20 - 5.00 **Closing address and summary by the Chair of the Concept User Group**

For more details about the conference and CUG visit <http://www.concept-intl.com/cug>