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| **Field Summit Management Summit Day One:**  **Tuesday, August 26th** | |
| 09:00 | **IQPC Opening Address |**  **Alexandra Craggs,** Portfolio Director, **IQPC** |
| 09:10 | **Group brainstorm with solid fillPanel Discussion | FSM 2030: How Will Emerging Technologies Reshape the Industry?**  *As the field service industry evolves, emerging technologies like AI, IoT, and AR are set to redefine how organisations operate and deliver value. This panel will explore the transformative impact of these innovations, offering insights into their potential to enhance efficiency, customer satisfaction, and future-proof field service operations.*  *Moderator:* **Simone Doolan,** Industry Director, **IFS**  *Panellists:*   * **Annie Smith,** General Manager: Wireless**, Ventia** * **Justin Morgan,** EM Digital Strategy & Innovation, **NBN** * **Jarrod Ring,** Head of Zinfra Technology**, Jemena** |
| 09:50 | **Lecturer with solid fillSalesforce Partner Address | Agent-First Field Service: Your Workforce Multiplier**  *The people you send on site are mission-critical. See how AI agents for mobile workers and the teams that support them will augment these highly skilled groups and create transformative efficiencies. Plus hear from a panel of industry leaders on how they are approaching data and AI to drive excellence in their organisations.*  **David Campbell,** General Manager: Safety & Operations, **Endeavour Energy**  **Peter Aggelis,** Head of Corporate & Field Technology**, CitiPower & Powercor**  **Chané Ballantine,** Manager: Contracting Platforms, **Northpower**  **Shahar Banay,** Distinguished Solutions Engineer, **Salesforce**  **Bharath Kadiam,** Account Executive, **Salesforce**  **Lisa Steyn,** Lead Solution Engineer, **Salesforce**  **Ron Shpilman,** Principle Solution Consultant, **Salesforce** |
| 10:30 | **Group brainstorm with solid fillPanel Discussion |** **Process Re-Engineering in a World of AI & Automation**  *In an era dominated by AI and automation, re-engineering processes is no longer optional—it’s essential for staying competitive. This panel will delve into how organisations can optimise workflows, eliminate inefficiencies, and seamlessly integrate advanced technologies to drive innovation and operational excellence.*  *Moderator:* **Robert Ward,** General Manager: Solutions Innovation, **Chubb**  *Panellists:*   * **Gary Dodd,** Manager Workforce Optimisation & Performance**, APA Group** * **Alex Lassauniere,** Enterprise Architect**, CEA** * **Rob Buckley,** Solutions Architect, **Coates** |
| 11:10 | **Lecturer with solid fillService Max Partner Address | Field Productivity @ NBN**  **Justin Morgan,** EM Digital Strategy & Innovation, **NBN** |
| 11:40 | **Handshake with solid fillMorning Networking Break** |
| 12:10 | **Meeting with solid fillInteractive Discussion Groups**  **IDG A | “Field Service + AI: What’s Working, What’s Hype, What’s Next?”**  **David Horvath,** Director Business Applications, **Velrada**  **Meeting with solid fill**  **IDG B | The Knowledge Shift - Retaining Intelligence as Your Workforce Evolves**  **Alex Towns,** Strategic Engagement Manager, **Certus Digital**  **Meeting with solid fill**  **IDG C | Optimising Fleet Utilisation: Ensuring the Right People are in the Right Place**  **Joeanne Fox,** Advisor, **RiverCity Strategy**  **Meeting with solid fill**  **IDG D | Evolving Expectations: Meeting Customer Needs**  **Harrison Sangster,** Director: Service Division**, Remax Doors**  **Meeting with solid fillIDG E | Talent & Skills: Workforces for the Future of FSM**  **Bonita Carroll,** Consultant, **Conita Carroll Consulting**  **Meeting with solid fill**  **IDG F | Designing Adaptive Asset Management: Aligning Strategy, Structure and Processes for Evolving Demands**  **Anthony Cook,** Asset Management Strategist, **Enerven Energy Infrastructure** |
| 13:40 | **Handshake with solid fillLunch Break** |
| *Digital Transformation & Technological Innovation* | |
| 14:40 | **Lecturer with solid fillTelstra Case Study | The Challenge & Case for Change**  **Daniel Gray-Hobbs,** Field Service Systems & Data Principal, **Telstra** |
| 15:10 | **Lecturer with solid fillOn Stage Interview | Solving the Problem with Automation**  **David Starkey,** Chief Financial Officer, **Sapio** |
| 15:30 | **Handshake with solid fillSpeed Networking |** |
| 16:00 | **Handshake with solid fillDemonstration Drive** |
| 16:20 | **Handshake with solid fillAfternoon Networking Break** |
| 16:40 | **Group brainstorm with solid fillPanel Discussion | Driving ROI: Balancing Technology Investments with Operational Excellence**  *Investing in technology is crucial, but maximising its return requires a strategic balance with operational efficiency. This panel will examine how organisations can align technology investments with business goals, optimise processes, and measure success to achieve sustainable growth and profitability.*  *Moderator:* **Robert Ward,** General Manager: Solutions Innovation, **Chubb**  *Panellists:*   * **Vanessa Thompson,** General Manager Field Services, **Urban Utilities** * **Joeanne Fox,** Advisor, **RiverCity Strategy** * **Rob Buckley,** Solutions Architect, **Coates** * **Sunny Bhasin,** General Manager – Assets, **Queensland Rail** |
| 17:20 | **Champagne glasses with solid fillNetworking Drinks** |

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| **Field Service Management Summit Day Two:**  **Wednesday, August 27** | |
| 09:00 | **Chairs Opening Remarks |**  **Bonita Carroll,** Consultant, **Conita Carroll Consulting** |
| *Talent Management in the Field* | |
| 09:05 | **Group brainstorm with solid fillPanel Discussion | Optimising Field Teams in a Talent-Constrained Market**  *With ambitious infrastructure goals set across Australia for the next five years, competition for skilled talent is fiercer than ever. The challenge of attracting and retaining employees is compounded by the slow pace of training new workers to meet demand. This panel will explore innovative strategies for optimising field service teams in this competitive environment, focusing on leveraging technology, upskilling existing employees, and implementing strategic workforce management. Speakers will share insights on how to attract top talent, retain skilled workers, and develop capabilities within teams to maintain high performance while meeting infrastructure and operational demands.*  *Moderator:* **Bonita Carroll,** Consultant, **Conita Carroll Consulting**  *Panellists:*   * **Paul Cook,** Former - Executive General Manager: Growth & Emerging Markets, **BSA** * **Luai Taha Al-Mahbashi,** BMA Project Manager & Field Service Engineer, **Environmental Automation** * **Sai Kasivajjula,** Manager Field Services – NSW/ACT, **Electrolux Group** |
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| 09:45 | **Lecturer with solid fillSaartha Partner Address | AI Meets Infrastructure: 5 Keys to Unstoppable Service Delivery for Critical Asset Infrastructure**  **Bhaskar Pilla,** Founder, **Saartha** |
| 10:15 | **Group brainstorm with solid fillPanel Discussion |** **Addressing the Skills Shortage: Programs to Boost Untapped Talent** *This session will examine innovative programs aimed at tackling the skills shortage in field service management, focusing on lessons learned from successful initiatives. Speakers will share strategies for attracting and developing untapped talent through diverse recruitment pipelines, upskilling opportunities, and practical adjustments to meet workforce needs. The discussion will provide actionable insights to help build a sustainable and inclusive workforce.*  *Moderator:* **Bonita Carroll,** Consultant, **Conita Carroll Consulting**  *Panellists:*  **Amy McIlvenie**, NSW Lead, **MAS National**  **Abby Kempe,** Major Projects & Major Partnership Manager, **Tradeswomen Australia** |
| 10:55 | **Handshake with solid fillMorning Break** |
| *Creating Customer Centric Field Service Management Teams* | |
| 11:25 | **Group brainstorm with solid fill****Panel Discussion | Balancing Operational Efficiency with Customer Experience**  *This panel will explore the delicate balance between driving operational efficiency and maintaining exceptional customer experiences. Experts will discuss strategies, technologies, and best practices to optimise operations without compromising on service quality or customer satisfaction.*  *Moderator:* **Alexandra Craggs,** Portfolio Director, **IQPC**  *Panellists:*   * **Joeanne Fox,** Advisor, **RiverCity Strategy** * **Harrison Sangster,** Director: Service Division**, Remax Doors** * **Helen Falk,** NSW Customer Account Manager, **LMN Plumbing** |
| 12:05 | **Lecturer with solid fillAir Powered Services Address | Are Your Customers Truly at the Heart of Your Operations?**  **Quentin St Baker,** National Operations Manager**, Air Powered Services** |
| 12:35 | **Group brainstorm with solid fillP****anel Discussion |** **Customer Driven Field Service: Putting the Customer at the Heart of Culture and Operations**  *This panel will delve into the future of field service, focusing on how customer-driven approaches are shaping personalised and proactive experiences. Panellists will discuss the role of data, technology, and customer feedback in delivering tailored services that anticipate needs and enhance satisfaction.*  *Moderator:* **Alex Lassauniere,** Enterprise Architect**, CEA**  *Panellists:*   * **Anthony Cook,** Asset Management Strategist, **Enerven** * **Craig Mendel,** Head of IT Customer Experience, **Uniting** |
| 13:15 | **Handshake with solid fillLunch** |
| *A Sustainable Transition: Preparing for the Future* | |
| 14:05 | **Workshop One | Sustainability and Reducing Carbon Footprints in the Field Service Industry**  *This workshop will facilitate an open group discussion about different initiatives organisations have undertaken to reduce their environmental impact while delivering exceptional service to their clients. The workshop will discuss initiatives such as vehicle fleet electrification, service scheduling/planning efficiencies, energy efficiency and ESG commitments, strategy, compliance and reporting.*  **Benjamin Clements,** Solutions & Service Manager – APAC, **Kempower** |
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| 14:50 | **Workshop Two | Planning for Transition: The Road to Sustainability**  *This workshop will explore the critical steps organisations must take to transition towards sustainable fleet practices, focusing on long-term strategies for environmental, social, and economic sustainability. Looking to the rest of he world, guide book.*  **Simon Roycroft,** Manager Future Fuels, **Refuelling Solutions** |
| 15:35 | **Close of Conference & Afternoon Refreshments** |