

Kelly Pedler – ICT Rising Star Award FINALIST

As a process improvement specialist and project manager with the Department of Transport and Main Roads' (TMR), Digital Capability Unit, Kelly Pedler uses her passion for business improvement, technology and customer-centric design to lead proofs of concept for emerging technologies and facilitate workshops to uplift capability in digital thinking methods across TMR in a bid to achieve positive customer outcomes.

“One of my key achievements in this role is leading the collaborative development of TMR’s first Digital Initiative Lifecycle. This lifecycle provides a clear process and framework to guide the business in digital ways of working and promote transformational change in TMR’s digital thinking,” Kelly says.

Kelly has more than 12 years’ experience working within the public sector in operational service delivery and strategic environments across customer services, and most recently moved into the information technology space.

Kelly claims she’s always had an interest in technology; her first exposure involved designing information for digital consumption, and designing and implementing ICT systems via her role as a DocBase Officer, within Customer Services Branch (CSB) in the Department of Transport and Main Roads (TMR) – then known as Queensland Transport.

“In this role I was part of the team that maintained TMR’s knowledge management systems for all policy and procedures relating to services delivered by frontline staff (customer service centre, call centre, transport compliance and road safety) in CSB,” Kelly says.

“I led projects to review, re-design and streamline information in these systems (and the systems themselves), in consultation with multiple stakeholders, content owners, project

teams and customers. Due to the diverse nature of the information I maintained, I was able to utilise my engagement skills to develop a large network across the policy and service delivery areas of TMR.”

Kelly became a reliable and trusted contact for many areas across the department for advice and support with information design, project management and delivery, and systems design, implementation and maintenance.

“This gave me the opportunity to relieve in higher duties in service delivery policy/procedural and training roles and positioned me well to progress into business and continuous improvement roles,” Kelly says.

“This early exposure to information and systems design also laid the foundation for the work I do now, supporting my journey into the world of ICT.”

Previously, Kelly led the state-wide Continuous Improvement Program for CSB, where she empowered teams to identify and implement improvement opportunities in their workplace. Her work promoted a culture of continuous improvement in CSB, which has seen the realisation of significant benefits for customers.

Whilst in this role, Kelly was able to put her leadership skills to the test and for a short time, relieved in higher duties within the CSB Business Improvement Team as the Principal Advisor. In this role, she led multiple team members, supporting them to achieve outcomes for ICT projects.

In both roles, Kelly was exposed to emerging technologies that support business improvement (for example, automation). This prompted her to research ways to get involved with the work TMR was doing in this field.

“It was here that I joined the Digital Advocate Network and began to learn more about the Digital Capability Unit and the changes they were enabling across the department. As soon as the Principal Advisor (Digital Delivery) role was advertised, I leapt at the opportunity and applied. In this role, I work with business areas across TMR to lead proofs of concept for emerging technologies, including robotic process automation, machine learning, voice assistants and Software-as-a-Service solutions to date,” Kelly says.

Kelly’s work in this role includes working with TMR business areas to identify opportunities, gather high level requirements and partner with stakeholders and industry, then working with the business area and industry to gather detailed requirements, design, develop and test the technology, and evaluate the PoC.

She also facilitates Lean, Design Thinking and Customer Journey Mapping sessions and workshops, aimed at uplifting capability in digital thinking methods across TMR and achieving positive customer outcomes.

“This includes working with business areas to scope and design the workshop, identifying and using appropriate digital capabilities, facilitating the workshop itself (including providing training and mentoring to workshop participants to uplift their capability), and reporting on the outcomes identified in the workshop to executive sponsors to secure buy-in to implement solutions,” Kelly says.

Kelly is also very active in her community; with the Rotary Youth Leadership Award (RYLA) she's aided in the development of leadership capability in future leaders aged 18 to 26 for more than 11 years. Last year she was awarded a Paul Harris Fellowship for her contribution to the RYLA program.

Outside of work, Kelly and her partner, Daniel, run a small suburban "farm" on the northside of Brisbane, with four chickens, a rescue lorikeet, a rescue Staffy, around 60,000 bees and several native birds and animals.