

**Andrew Scarr – General Manager, Strategy and Planning for PEXA and Director of Business Development and Growth for Service NSW**

If you want to get in a fight with Andrew Scarr, tell him that you plan to utilise the ‘build it and they will come’ philosophy to a digital transformation project. In both the establishment of the Electronic Conveyancing Platform underpinning PEXA and Australia’s biggest and most successful digital transformation project, Andrew and his team were pivotal to their acknowledged success.

If you really want to make him angry, suggest to him that a central agency working with a consulting firm should determine what customers, citizens and business, wanted and would sign up for.

If you really want to see incandescent rage in a very large man, further tell him that service providers, business units or government departments and agencies need little say or influence as to how their services will be presented ‘on their behalf’.

Andrew Scarr is a highly skillful and extremely well credentialled ‘middle man’. Andrew, at both PEXA and Service NSW managed to work in the vital space between actual service provider and digital service presenter. Andrew made sure (without a mandate) that service providers got what they wanted and the service presenters, Service NSW, provided it, within both a policy and technical framework, what they wanted.

At Service NSW this meant that Andrew and his team managed to onboard more than 40 departments and agencies during his tenure while generating multi-million-dollar revenues for Service NSW from the outset of the platform being made available.

Andrew, in addition to going through what happened in a short presentation, will also be happy to answer the question he’s been asked ever since by government official Australia wide, “how did you do it”.