

Public Services 2019

Transformation • Innovation • Delivery



Thursday 28th February 2019 • Croke Park, Dublin

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In association with

Deloitte.

Our Public Service 2020 was launched in December 2017, providing a framework that supports continuous development and innovation across the public service. It is hoped that its actions will build a stronger public service, delivering better outcomes for citizens.

The framework is based on three pillars:



Delivering for our Public



Innovating for our Future



Developing our People and Organisations

The game changer?

As 2018 comes to an end, there has been some real progress in the key areas of promoting innovation, digitising services and improving the development of people and workforce planning. 6 of the framework's 18 core actions have been prioritised by the Public Service Leadership Board for immediate implementation. There are certainly many excellent examples of organisations innovating for more impactful and efficient services.

However, according to Minister Paschal Donohoe, the game changer now must be *'a clear, well-articulated and properly-understood innovation strategy for public services'*. The challenge will be not only embracing the concept of innovation but the practical tools and skills which are necessary to implement large scale transformation programmes such as project management and effective stakeholder engagement.

This conference will bring together key stakeholders from across Ireland's public sector to look ahead to what's next and how we can innovate and reconfigure to deliver Our Public Service 2020.



Key topics covered:

- ✓ Our Public Service 2020: Looking at **progress** and the next phase of innovation;
- ✓ Developing an **innovation strategy** for public services;
- ✓ The public service **innovation ecosystem**;
- ✓ Improving accessibility to services – becoming **citizen-centric**;
- ✓ Fostering a public service **culture** that stimulates creativity and innovation;
- ✓ **Customising and targeting** public services;
- ✓ New ways of working – planning for the **future workforce**;
- ✓ Looking at the realities of **automation** and **technology** enabled solutions;
- ✓ Innovation in **healthcare**;
- ✓ Smarter use of **data** for decision making;
- ✓ **Sectoral update**: health; justice; education; local government;
- ✓ Best practice **case studies**.

Minister for Public Expenditure and Reform Paschal Donohoe, TD

'Ireland is very good at pockets of innovation throughout our public services. However, the real game changer for us must be a clear, well-articulated and properly-understood innovation strategy for public services. This will transform those pockets of innovation

into system-wide, locally led innovation, where creativity and change come consistently from the frontline as well as from Board level.'



Conference programme

0900 Chairman's welcome and introduction:
Shane Mohan, Public Sector Lead
Partner, **Deloitte**

Public
Service 2020

*The game changer: Delivering an
innovation strategy for public services*

Lucy Fallon-Byrne, Assistant Secretary
**Department of Public Expenditure
and Reform**

Health

*Transforming the Health Service in
Ireland - delivering change in a
complex system*

Anne O'Connor, Director General
Health Service Executive

Workplace
transformation

Planning for a modern workforce

Valarie Daunt, Partner, Human Capital
Deloitte

Civil
Service

*Project management skills for wide
scale reform and innovation*

Maurice Quinn, Secretary General
Department of Defence

Visiting
speaker

*Transforming public services: The
Scottish experience*

Leslie Evans, Permanent Secretary
Scottish Government

Questions & answers / Panel discussion

11.00 Morning coffee / networking break

11.20 *Creating a digitally skilled workforce
for transformation*

Digital
skills

Beverley Smith, Head of Digital Faculty
GDS Academy, UK

Service
user

Focusing on the service user

Vivian Geiran, Director
The Probation Service

Local
government

*Transforming local government to
deliver better services*

Dr Pat Daly, Deputy Chief Executive
& Director of Economic Development
Limerick City and County Council

Education

*A new vision for Ireland's Higher
Education sector*

Michael Horgan, Chairman
Higher Education Authority

Leadership

*The role of leadership in enabling
public service reform and innovation*

Majella McCloskey, Senior Manager
Centre for Effective Services

Questions & answers / Panel discussion

13.15 Chairman's summary and conference
close followed by networking lunch

Transforming public services



Exhibition opportunities

There are a limited number of opportunities for interested organisations to become involved with this conference as exhibitors. This is an excellent way for organisations to raise their profile with a key audience of senior decision-makers from across Ireland's public services. For further information on how your organisation can benefit contact **Clare Breen** on 01 661 3755.



Registration form

I wish to:

- ☐ Reserve _____ places at the Transforming Public Services conference

Delegate fee €225 + VAT @ 23% = €276.75

Fee includes documentation, lunch and other refreshments served during the conference and is payable in advance.

Fee does not include accommodation or travel.

Delegate details

Name (Mr/Mrs/Miss/Ms/Dr): _____

Job title: _____

Organisation: _____

Address: _____

_____ Eircode: _____

Telephone: _____

Email: _____

Payment options

- ☐ I enclose a cheque for €_____ Payable to 'bmf Business Services'

- ☐ Please invoice me

- ☐ Please debit my Visa / Mastercard

Card number

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Name of card holder _____

Signature _____

Expiry date _____

Security code _____

(Please provide card billing address if different from company address)

Cancellations / substitutions

For those unable to attend, a substitute participant may be sent at any time for no additional charge. Alternatively for cancellations received in writing, by fax or email, the following charges will apply:

- More than 14 days before the conference: 25% fee
- Less than 14 days before the conference: 100% fee
- Failure to attend: 100% fee

You can unsubscribe from receiving information at any time. Please let us know by emailing info@eolasmagazine.ie or phoning 01 661 3755

Who should attend?

This conference will be of interest to senior managers and decision-makers working across Ireland's public services. The event will also appeal to those within organisations interacting with the public sector, both in policy-making and service delivery roles. The conference will be of particular interest to:

- Chief Executives / Directors / senior managers
- Local government officers
- Elected representatives
- Policy-makers
- Corporate planners
- Board members of public sector agencies
- Voluntary / community sector leaders / NGOs
- Health / education sector professionals
- Services organisations – IT / telecoms / advisory

Benefits of attending

Delegates attending the conference will:

- ✓ Gain insight into the government's objectives for public service reform
- ✓ Hear directly from those responsible for driving forward this programme of reform
- ✓ Get an update on what's happening in local government, health, education and justice
- ✓ Have the opportunity to network with other professionals

Acknowledgement of registration

Confirmation of registration will be sent to all delegates, following registration details. If you have not received your acknowledgement seven days prior to the date of the conference, please contact Ashley Green at eolas to confirm your booking.

Email: registration@eolasmagazine.ie

Other ways to register



By phone

+353 (0) 1 661 3755



By fax

+353 (0) 1 661 3786



Online

www.eolasmagazine.ie/events



By email

registration@eolasmagazine.ie



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