

Public Service 2020

Innovating for our future



Wednesday 21st February 2018
Croke Park, Dublin

Media partner

eolas
magazine

In association with




Deloitte.

The next phase of reform

Reform has been a central part of the response to the challenges of recent years. The final progress report on the implementation of the 2014-2016 Public Service Reform Plan makes for encouraging reading and outlines a number of achievements over the last three years including better procurement, smarter use of resources, embracing digital, deploying shared services, changing the HR approach and having a more accountable relationship with service providers.

As we begin 2018, we are now at a new stage of reform. The successor to the 2014-2016 Reform Plan is **Our Public Service 2020**, launched by Minister Donohoe in December. This new framework for driving development and innovation will deliver better outcomes for the public and build a responsive and agile public service over the period 2018-2020 and beyond.

The framework is based on three pillars to include both new initiatives and actions that build on reforms already in place. They are:

-  Delivering for our Public
-  Innovating for our Future
-  Developing our People and Organisations

Our Public Service 2020 will encompass other strategies already in place including the Public Service ICT Strategy and the Open Data Strategy, ensuring that the potential for the digital delivery of services remains at the forefront of transformation. In addition, the creation of a Public Service Leadership Board will ensure shared ownership of actions right across the public service.

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 the next phase of reform
- ✓ **Technology** to deliver better public services
- ✓ Improving **accessibility** to services
- ✓ Winning the war for **talent**
- ✓ Innovation in **healthcare**
- ✓ Positioning **HR** as a key strategic driver
- ✓ Smarter use of **data** for decision making
- ✓ **Shared services** for better outcomes
- ✓ **Sectoral** update: justice; education; local government
- ✓ Best practice **case studies**

Minister for Public Expenditure and Reform **Paschal Donohoe, TD** speaking at the launch of **Our Public Service 2020**

"This is a really important milestone in our reform agenda, as we mark our entry into a new phase of improving our public service. Great progress has been made so far on the reform agenda. Our Public Service 2020 shows we can still achieve more, and build a public service to meet challenges and opportunities up ahead. Our focus is also

on using new and more innovative ways to deliver improvements that will benefit everyone."



Conference programme

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

Public
Service 2020

Our Public Service 2020: The next phase of reform

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

Health

Delivering better healthcare

Tony O'Brien, Director General
Health Service Executive

Transformation

Digital innovation - unlocking the power of citizen-centred design

Claire Dowling, Creative Director
Deloitte Digital

Justice

Delivering effective policing services

Pat Leahy, Assistant Commissioner
An Garda Síochána

Innovation

Innovation: The new normal

Jamie Berryhill, Public Sector
Innovation Analyst, OECD

Questions & answers / Panel discussion

1045 Morning coffee / networking break

1115 *Delivering efficiencies through shared
services*

Shared
Services

Connie Costello, Programme Director
Financial Management Shared Services
National Shared Services Office

Local
Government

Transforming local government to deliver better services

Philomena Poole, Chief Executive, Dún
Laoghaire-Rathdown County Council

Digital
Transformation

Transforming the Online Passport Renewal Service

Fiona Penollar, Director of the Irish
Passport Service, Department of
Foreign Affairs and Trade

Education

Building on the Action Plan for Education

Alan Wall, Assistant Secretary
Department of Education and Skills

Talent

Strategic workforce planning: Attracting, retaining and developing talent

David Cagney, Chief Human Resources
Officer, Department of Public
Expenditure and Reform

Questions & answers / Panel discussion

1315 Chairman's summary and conference
close followed by networking lunch



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 **Lynda Millar** on **01 661 3755**.



Registration form

I wish to:

Reserve _____ places at the Public Service 2020 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: _____

_____ Postcode: _____

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

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 Michelle Davidson at eolas to confirm your booking.

Email: registration@eolasmagazine.ie

Other ways to register



By phone

+353 (0) 1 661 3755



Scan QR code



By fax

+353 (0) 1 661 3786



Online

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By email

registration@eolasmagazine.ie

