

Delivering transformation at scale

PUBLIC SERVICES 2024



Wednesday 15th May • The Gibson Hotel, Dublin

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In recent years there has been huge progress in the key areas of promoting innovation, digitalising services and improving the development of people and workforce planning. There are 370,000 public servants working across different sectors, all working to deliver better, more effective services.

Launched last year, *Better Public Services* is the new transformation strategy for the public service aimed at delivering for the public and building trust. The successor to the *Our Public Service 2020* programme, core pillars of the strategy are:

-  Digital and innovation at scale
-  Workforce and organisation of the future
-  Evidence-informed policy and services designed with and for the public

The vision is to create an inclusive, high quality and integrated public service provision that meets the needs and improves the lives of the people of Ireland. An *Action Plan for Designing Better Public Services* was launched in December 2023, a roadmap for embedding design across our public services.

This conference will bring together key stakeholders from across Ireland's public service to look ahead to what's next and how we can deliver transformation at scale.

A high level panel of experts will look at key issues including:

- ✓ **Better Public Services:** Update on delivery;
- ✓ **Strengthening public trust** in government;
- ✓ **Embedding design** across our public service;
- ✓ Engaging with the service user – becoming **citizen-centric**;
- ✓ Identifying **skills gaps** in the public service;
- ✓ **Upskilling and reskilling** staff;
- ✓ Delivering **large scale transformation**;
- ✓ New **workforce models**;
- ✓ Innovative **leadership**;
- ✓ **Innovation** in healthcare delivery;
- ✓ Creating and using **innovative solutions** for government;
- ✓ **Sectoral update:** health; justice; education; local government;
- ✓ **Best practice** case studies.



Conference programme

0900

Chairman's welcome and introduction:
Kieran O'Neill, Consulting Partner, **Deloitte**

Ministerial
address

Ministerial address
Paschal Donohoe TD, Minister for Public
Expenditure, NDP Delivery and Reform

Health

Delivering better healthcare in Ireland
Damien McCallion, Chief Operations Officer
Health Service Executive

Digital
transformation

Can Tech Cure Healthcare?
Suzanne McDonald, Health and Social Care
Lead, **Deloitte**

Service design

**Enhancing the citizen experience with user
centered design**
Laura Yarrow, Head of Design
Government Digital Service, UK

Finding
solutions

**Creating and using innovative solutions for
government**
Kamila Gasinska, Strategic Partnerships
Lead, **GovTech Lab Lithuania**

Questions & answers / Panel discussion

1100

Morning coffee / networking break

1120

Targeting
resources

**Pobal HP Deprivation Index: Targeting
resources to communities most in need**
Martin Quigley, Director of Data and
Analytics, **Pobal**

AI

**Practical Roadmap to Execute your
Generative AI Strategy**
William Flanagan, Director of Technology
and Commercial, **OpenSky**

Justice

**Transforming policing for a changing
Ireland**
Eimear Bourke, Executive Director, Strategy
and Transformation, **An Garda Síochána**

Local
Government

Delivering better services for citizens
Eileen Quinlivan, Deputy Chief Executive
Dublin City Council

Large scale
transformation

Implementing complex change at scale
Brian Molloy, Head of Transformation
Defence Forces

Questions & answers / Panel discussion

1315

Networking lunch

1415

PANEL DISCUSSION: CREATING THE WORKFORCE AND ORGANISATION OF THE FUTURE

William Beausang, Assistant Secretary
**Department of Further and Higher Education,
Research, Innovation and Science**

Helen Brophy, Director General
Institute of Public Administration

Andrew Brownlee, CEO, **SOLAS**

Geraldine Hurley, Assistant Secretary, Human
Resources, **Department of Social Protection**

Bernie Kelly, Chief Executive, **National Shared
Services Office**

1515

Comfort break

1530

PANEL DISCUSSION: RETHINKING POLICY AND RESHAPING DELIVERY: DESIGNING BETTER PUBLIC SERVICES

Jasmina Behan, Assistant Secretary, **Department
of Public Expenditure, NDP Delivery and
Reform**

Elizabeth Canavan, Assistant Secretary
Department of the Taoiseach

Emma Creighton, Assistant Lecturer
National College of Art and Design

Emer Darcy, Assistant Secretary
The Courts Service of Ireland

Caitriona Heffernan, HSE Spark National
Innovation Lead, **Health Service Executive**

Valerie O'Sullivan, Chief Executive
Cork County Council (invited)

1630

Chairman's summary followed by conference
close

PUBLIC SERVICES 2024



Sponsorship and exhibition opportunities available!

Join Ireland's leading organisations in partnering with Public Services 2024. There are a small number of high-profile packages available. For further information on how your organisation can benefit, contact us directly on **+353 (0)1 661 3755** or email **Olivia.Ross@eolasmagazine.ie**.

#PublicServicesIRL

Registration form

I wish to:

☐ Reserve _____ places at Public Services 2024

Delegate fee €325 + VAT @ 23% = €399.75

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 E&P Ltd'

☐ 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)

Terms and conditions

Once booked places may not be cancelled.

If you are unable to attend, you can send a substitute participant instead, at no additional charge.

Failure to attend requires full payment.

Conference fees includes entry for one person per ticket.

We intend to photograph this event. Any photographs will be used only for our own publications.

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 transformation
- ✓ 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 within 48 hours, please contact us at eolas to confirm your booking.

Email: registration@eolasmagazine.ie

Other ways to register



By phone

+353 (0) 1 661 3755

Scan the QR code



Online

www.publicservices.ie



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