

eolas PUBLIC SERVICES CONFERENCE 2026



Thursday 28th May • Radisson Blu Royal Hotel, Golden Lane Dublin

Sponsored by

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YOUR VISION.REALISED.

PUBLIC SERVICES 2026

Launched in 2023, Better Public Services is the transformation strategy for the public service aimed at delivering for the public and building trust. The Public Service Transformation Framework is at the core of the strategy and comprises three priority themes:



Digital and Innovation at Scale



Workforce and Organisation of the Future



Evidence-Informed Policies and Services Designed with and for the Public.

The transformation programme will enhance the resilience of the public service to face future challenges; apply modern working methods and digital tools; improve evidence-based decision-making; strengthen innovation strategies; improve policy-making and delivery of public services; and increase the capacity and efficiency of the public service.

In November 2025, the Government launched the Digital Public Services Plan 2030, which sets out a roadmap for delivering seamless, inclusive, and user-centred public services through digital transformation.

As a key part of the Better Public Services strategy, it represents Ireland's most ambitious digital reform agenda to date. Central to the plan is the Life Events Approach, which designs services around important moments in people's lives, such as starting school, becoming a parent, or accessing housing, making services more intuitive, proactive, and integrated.

The vision is to create an inclusive, digitally enabled and integrated public service provision that meets the needs and improves the lives of the people of Ireland. Real progress is being made. 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 **user-centric design** across our public service;
- ✓ Engaging with the service user – **becoming citizen-centric**;
- ✓ **Data-driven research** to inform policy-making;
- ✓ Designing **inclusive and accessible** public services;
- ✓ **Upskilling and reskilling** staff;
- ✓ Driving **equality, diversity and inclusion** within organisations;
- ✓ Delivering **large scale transformation**;
- ✓ **Innovative leadership**;
- ✓ Innovation in **healthcare delivery**;
- ✓ Creating and using **innovative solutions** for government;
- ✓ **Sectoral update:** health; justice; education; local government;
- ✓ **Best practice** case studies.



0830 Morning registration

0900 Chair's welcome and introduction:
Deloitte

Delivering better healthcare: Turning Sláintecare into reality

Louise O'Hare

Assistant National Director
Sláintecare Transformation and Innovation Office (STIO), Health Service Executive

Transformative design for the public sector

Soulmaz Alavinia

Campus de la transformation publique
French Government

Transforming probation to deliver better outcomes

Fiona Ní Chinnéide

Deputy Director of Operations,
Prisoners and Reintegration
The Probation Service

Enabling innovation in the public sector

Presented by Deloitte

Questions & answers / Panel discussion

1100 Morning coffee / networking break

1130 *Better Public Services: Update on implementation and delivery*

Frank Feighan TD

Minister of State for Public Procurement,
Digitalisation and eGovernment
Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation

Integrating AI into digital government solutions

William Flanagan

Director of Technology and
Commercial and Co-Founder
OpenSky Data Systems

Data-driven research to inform policy-making

Aideen Maguire

Co-Director
ADRC NI

Innovation in local government: Transforming services for citizens

Pat Daly

Director General
Limerick City & County Council

Questions & answers / Panel discussion

1300 Networking lunch

1400

Design as a driver of reform: Shaping the future of our public services

Alison Boland

Principal Officer
Department of Housing, Local Government and Heritage

PANEL DISCUSSION: DESIGNING FOR PEOPLE: A USER-CENTRED DESIGN APPROACH



Alison Boland

Principal Officer
Department of Housing, Local Government and Heritage



Caoimhe McMahon

Service Design Course Coordinator
DesignLab: Civic



Kevin Horan

Head of Design
HSE



Paula Lyons

Head of Service Development
Department of Social Protection



Shivaali Scully

Assistant Principal Officer & Senior Design Advisor for
Products, Services & Systems
Centre for Excellence in Universal Design, National Disability Authority

1545 Chair's summary followed by conference close



Sponsorship and exhibition opportunities available!

Join Ireland's leading organisations in partnering with Public Services 2026. 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 Sophie.Adair@eolasmagazine.ie

Registration form

I wish to:

Reserve _____ places at Public Services 2026

Delegate fee €345 + VAT @ 23% = €424.35

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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registration@eolasmagazine.ie