

Future Services

Modern Service Delivery: Transforming
Government Operations for the 21st Century

Wednesday, 28th February 2024

Future Services

The digital revolution is revolutionising the way the public sector operates, offering a more efficient, customer-centric approach that leverages technology and innovation, reshaping how governments deliver services to their stakeholders. As we move further into the 21st century, the imperative for Federal, State and local governments to innovate, streamline processes, and leverage technology has never been greater, and at the core of this transformation is the blending of technological solutions with a deep understanding of user needs, ensuring that every service touchpoint is optimised for the digital age. This event brings together industry leaders, government officials, and technology providers to discuss strategies, challenges, and the future of modern service delivery.



Benefits of Attending



The Future Series will enable you to share ideas, benchmark, and network with 100+ peers across Australia and New Zealand



Hear from 7+ inspiring speakers on the hottest topics in the sector such as user experience, digital accessibility and inclusion, AI in digital services and human centered design



Discover strategies to integrate technology without losing the human touch in service delivery

Who You'll Meet

Chiefs, Heads, Directors, Managers and Senior Executives of:

- Digital
- Customer Experience
- User Experience
- Product
- Service Design
- Service Delivery
- Transformation
- Customer Engagement

Why Attend

- **You Asked, We Listened:**
We polled over 1200+ attendees from across ANZ Government on their current challenges and knowledge gaps and have crafted the program to address these things.
- **Nationwide Learning and Collaboration:**
Engage with key insights from Federal, State, and Local Governments across Australia and New Zealand, fostering nationwide collaboration and knowledge sharing on critical issues.
- **Flexible Participation:**
Join virtually to enable flexible scheduling, eliminate travel time commitments and participate without disrupting your busy schedules. By registering, you can also access the content anytime on-demand.
- **Inclusive Knowledge Exchange:**
The Future Series promotes inclusivity for regional areas and non-CBD natives and facilitates the involvement of a diverse audience.



Your Inspiring Speakers



Katherine McDermott

Founder

See Me Please



The Hon. Victor Dominello

*Former Minister of
Customer Service & Co-
Founder*

ServiceGen



Damon Rees

*Former Chief Executive
Officer, Service NSW & Co-
Founder*

ServiceGen



William Chumley

Chief Customer Officer

**Governor's Office of
Information Technology,
State of Colorado (US)**



Daniel Ramos

GM, Digital Identity

**Australian Competition
and Consumer
Commission**



Steven Matainaho

Secretary

**PNG Department of ICT
(PNG)**

Explore the Agenda

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11:00am	PSN Welcome
11:10pm	Chair Opening Remarks Katherine McDermott , <i>Founder</i> , See Me Please
11:20pm	Government Keynote: Digitising Public Services <ul style="list-style-type: none">• Delving into the current landscape of digital public services and their impact on citizen experiences.• Exploring the potential of emerging technologies to shape the future of public services The Hon. Victor Dominello , <i>Former Minister of Customer Service & Co-Founder</i> , ServiceGen Damon Rees , <i>Former Chief Executive Officer</i> , Service NSW & <i>Co-Founder</i> , ServiceGen
11:45am	Government Keynote: Advancing Customer Experience and Improving Service Delivery via Collaboration William Chumley , <i>Chief Customer Officer</i> , Governor's Office of Information Technology, State of Colorado (US)
12:05pm	Government Keynote: Automation with Human Touchpoints and Exploring Strategies for Integrating Technology Without Losing the 'Human Element' in Service <ul style="list-style-type: none">• Mastering the intersection between self-service and human connection: Striking the X factor within CX to build citizen trust and confidence in government.• Navigating the realm of service personalisation – designing and embedding an inclusive, seamless and accurate service for all citizens.• Leveraging digital technologies to create a 'simple' digital service – unpacking the steps for success. Daniel Ramos , <i>GM</i> , <i>Digital Identity</i> , ACCC
12:25pm	Fireside Chat: Beyond 2023: The Evolving Landscape of Modern Service Delivery <ul style="list-style-type: none">• What are some lessons from the past few years that we should learn from, and what should we start, stop, and continue to do, to drive forward modern service delivery?• How do you envision the role of emerging technologies in shaping government service delivery beyond 2023?• In the context of rapid digital transformation, what strategies should governments adopt to ensure their workforce is equipped with the necessary skills and capabilities? Steven Matainaho , <i>Secretary</i> , PNG Department of ICT (PNG)
12:55pm	Closing Remarks
1:00pm	Close



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