

Shared Services 2023

Transforming Public Service in a Digital Era

Tuesday 20th June

Radisson Blu Royal Hotel, Dublin



Oifig Náisiúnta
um Sheirbhísí
Comhroinnte

National
Shared Services
Office



An Roinn Oideachais
Department of Education



LGMA
Local Government
Management Agency

Shared Services 2023

Shared Services 2023 is taking place in Dublin on Tuesday 20th June, and will bring together key stakeholders, leaders and managers who are involved in transforming the public service through shared services.



This Conference will have a range of expert speakers from Ireland and beyond who are spearheading the transformation of shared services and will examine not only the vital role of technology, but also the

critical importance that transformational leadership plays in this journey. It will also explore important questions about the future of work and digitally enabled skilled workers particularly in the context of shared services.

The Conference is being organised by the National Shared Services Office (NSSO) in partnership with the Department of Education, the Health Service Executive and the Local Government Management Agency.

Topics covered by our speakers and panellists will include:

- ✓ Portugal Shared Services: A platform for collaboration
- ✓ Transformational Leadership
- ✓ Leading Finance Shared Services
- ✓ From Service Delivery to Strategic Partner
- ✓ Future of Work in Shared Services
- ✓ Delivering RPA at scale in the HSE
- ✓ Technology for shared services transformation



Speaker line-up includes:



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



Hilary Murphy-Fagan
CEO, National Shared Services Office



César Pestana
President
eSPap, Portugal



Barbara Ubaldi
Head of Digital Government and Data Unit, OECD



Helen Gallagher
Group Chief People Officer, Org



Libby Mason
Partner
EY



Bernie Kelly
Assistant Secretary, Head of Financial Management Shared Services, National Shared Services Office



Barry Lowry
Government Chief Information Officer
Department of Public Expenditure, NDP Delivery and Reform



Kevin Kelly, General Manager (Digital Workflows & Automation)
Health Service Executive



Yselt Freney
Professor of Organisational Psychology
DCU Business School



Tim Willoughby
Head of Digital Services and Innovation
An Garda Síochána



Micheál Lenihan
Head of ETB Payroll Operations, Department of Education



Dermot O'Loughlin
Director
MyPay



Steven Darcy
Project Manager – Reporting and Analytics
Department of Education

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9.00 SHARED SERVICES – TRANSFORMING PUBLIC SERVICE IN A DIGITAL ERA

Time	Topic	Speaker
	<i>Welcome</i>	Dearbhail McDonald , Conference MC
	<i>Delivering Value through Shared Services</i>	Hilary Murphy-Fagan CEO, National Shared Services Office
	<i>Portugal Shared Services – a Platform for Collaboration</i>	César Pestana , President, eSPap
	<i>Shared Services: From Service Delivery to Strategic Partner</i>	Libby Mason , Partner, EY
	<i>Implementing the Digital Decade in Ireland</i>	Barry Lowry , Government CIO, Department of Public Expenditure, NDP Delivery and Reform
11:00	Networking break	

11:30 TRANSFORMATIONAL LEADERSHIP

Time	Topic	Speaker
	<i>Shared Service Spotlight - ETB Gender Pay Gap Report</i>	Steven Darcy , Project Manager - Reporting and Analytics Department of Education
	<i>Leading Finance Shared Services</i>	Bernie Kelly , Assistant Secretary, Head of Financial Management Shared Services, National Shared Services Office
	<i>Digitising Frontline Policing in Ireland</i>	Tim Willoughby , Head of Digital Services and Innovation An Garda Síochána
	<i>Panel discussion: Enabling the next wave of innovation in Shared Services</i>	Barry Lowry , Government CIO, Department of Public Expenditure, NDP Delivery and Reform Libby Mason , Partner, EY Tim Willoughby , Head of Digital Services and Innovation An Garda Síochána Bernie Kelly , Assistant Secretary, Head of Financial Management Shared Services, National Shared Services Office
	<i>Shared Service Spotlight – Robotics Process Automation</i>	Kevin Kelly , General Manager (Digital Workflows & Automation), Health Service Executive
13:15	Networking lunch	



Barry Lowry Libby Mason Tim Willoughby Bernie Kelly

14:15 THE FUTURE OF WORK

Time	Topic	Speaker
	<i>Shared Service Spotlight – MyPay</i>	Dermot O'Loughlin , Director, MyPay
	<i>The Future of Work - A Global Perspective</i>	Barbara Ubaldi , Head of Digital Government and Data Unit, OECD
	<i>Panel discussion: How does Shared Services prepare for the workforce of the future?</i>	Barbara Ubaldi , Head of Digital Government and Data Unit, OECD Yseult Freeney , Professor of Organisational Psychology DCU Business School Helen Gallagher , Group Chief People Officer, Org Micheál Lenihan , Head of ETB Payroll Operations Department of Education
	<i>Ministerial address</i>	Paschal Donohoe TD Minister for Public Expenditure, NDP Delivery and Reform
16:00	<i>Closing remarks</i>	Hilary Murphy-Fagan , CEO, National Shared Services Office



Barbara Ubaldi Yseult Freeney Helen Gallagher Micheál Lenihan

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WHO WILL ATTEND?

The event will be of interest to senior managers and decision-makers working across Ireland's public service. Delegates will include:

- Chief Executives / Directors
- Finance Directors
- HR Directors
- Chief Information Officers / IT Directors
- Senior leaders in shared services
- Senior managers involved in service delivery such as payroll, HR and finance
- Local government managers
- Policy makers
- Academics
- Senior leaders who are public service clients of shared services
- Board members of public service bodies
- Health / education / local government / justice professionals



Networking

The conference is structured in such a way to provide a high level of interaction between speakers and delegates. There will be plentiful opportunities for questions as well as discussion in each of the sessions. In the margins of the event there will also be ample scope for networking, learning and sharing best practice for shared services across the public service.

Get involved



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Cancellations/substitutions

For those unable to attend a substitute delegate may be sent at any time. Please notify us of any name changes in advance by emailing registration@sharedservices.ie or by calling 01 661 3755.

Acknowledgement of registration

Confirmation of registration will be sent to all delegates following receipt of registration details. If you have not received your acknowledgement within 48 hours please contact us to confirm your booking at registration@sharedservices.ie.

Special requirements

The conference venue is accessible for those in wheelchairs or with limited mobility. If you have any additional requirements or accessibility needs and wish to attend the conference, please contact us and we will be happy to discuss how these can be accommodated.



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