



An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform



**Quality Customer
Service Network**

Annual Quality Customer Service Conference **Wednesday, 8th December 2021**

'Digital for All - bringing the benefits to all our customers'

REGISTER

10.00 Conference Opening

Welcome by Brian Boyle, Assistant Secretary, Office of the Revenue Commissioners and Chair of the Quality Customer Service Network

10.10 Address by the Minister of State

Ossian Smyth T.D., Minister of State at the Department of Public Expenditure and Reform

10.20 The Future of Digital Transformation

Tony Shannon, Head of Digital Services, Office of the Government Chief Information Officer

10.30 Adult Literacy for Life Strategy

Roisin Doherty, Director of Learner Support, SOLAS

10.40 Government Communications Response to the Covid-19 Pandemic

Eugene Farrelly, Government Information Service, Department of the Taoiseach

10.50 Questions and Panel Discussion, followed by a short break

11.00 Case Study: How An Garda Síochána use Digital to Improve Internal Communications

Joanna Parsons, Head of Internal Communications, An Garda Síochána

11.20 Placing the user at the centre of our customer service journey

Angela Denning, CEO, Courts Service

11.30 Panel Discussion

11.50 Closing Remarks

Brian Boyle, Chair of the Quality Customer Service Network



**Our Public
Service**