

Virtual Workforce Mobility and Remote Service Management

Driving operational efficiency with digital technologies

Online | Tuesday, 16 February 2021

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Agenda Overview

Delivering timely and efficient civil services is a common goal across government. Recently, the COVID-19 crisis has forced all levels of government to prioritise remote service delivery, as many face-to-face programs could no longer be delivered safely. Utilising 'on the ground' staff to deliver civil services has become crucial, with frontline services and their workforces needing reliable and flexible means of management when working across sites.

Prior to the pandemic, the private sector had developed sophisticated remote service technology to automate the administration of field operations through mobile systems. By utilising digital systems to tackle variables that would otherwise be logged, monitored and controlled by human labour, this technology eliminates the risk of human error and decreases logistical complexity. In the wake of the COVID-19 crisis, the public sector must follow suit and leverage technology to further develop workforce mobility and remote service management. Developing workforce mobility 'future-proofs' service delivery, ensuring that frontline workers can deliver essential services to citizens in everchanging conditions.

Public Sector Network's **Workforce Mobility and Remote Service Management** Summit will help government to realise the benefits of administrative technology in civil service delivery. By eliminating the time, cost and labor otherwise invested in managing mobile staff, the public service can develop 'elastic workforces' that are no longer reliant on hard infrastructure or human intervention.

Sponsorship packages range from \$5,000-\$10,000 +GST.
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Speakers



SIMON RAYBOULD
AV Director General of Transformation and Organisational Readiness, Service Canada



KIERSTEN FISHBURN
Coordinator General - Planning Delivery Unit NSW Department of Planning, Industry and Environment



MATT MCDONALD
Manager, City Services Strategy City of Sydney



CHERIE HUGHES
Chief Operating Officer Transport Canberra and City Services Directorate (TCCS)



TODD CLARKE
Director City Services Randwick City Council



LACHLAN JOHNSON
Executive Manager, Construction Contracts & Operations City of Port Phillip



FIFI SPECHLER
Quality Assurance Manager HealthShare NSW

Reasons to Attend

Strategise methods of mobile workforce management by leveraging administrative technology, including 'soft' cloud infrastructure and 'hard' digital devices 

Break the codependence between people and assets by building an 'elastic workforce' who can deliver essential services across sites and times 

Eliminate high-cost, labor intensive and time inefficient methods of service delivery, making staff increasingly available for higher value work 

Drive operational efficiency by decreasing human error and managing the ever changing variables faced in day-to-day service delivery 

'Future-proof' service by delivery allowing workers to be managed remotely with the assistance of digital aids 





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09:00am	PSN Opening	09:50am	Government Case Study: Exploring how successful remote audit management can provide positive outcomes to patients
09:10am	<p>Chair Opening: Realising the benefits of FSM systems in government</p> <ul style="list-style-type: none"> Exploring how cloud-based Field Services Management systems can help utilise 'on the ground' staff and optimise workflows Enabling workforces to become more flexible in the face of increasingly complex consumer demands <p>Colin Fairweather, PSN Advisor & Former CIO (City of Melbourne)</p>	<ul style="list-style-type: none"> Reviewing the changes to regulatory audits undertaken remotely by HealthShare NSW due to the COVID-19 pandemic Implementing remote food safety and external site audits using tablets and other technologies, and mitigating connectivity issues onsite Exploring how the NSW Quality Assurance Team collaborated closely with eHealth to ensure all sites had reliable access to technology required to complete remote audits <p>Fifi Spechler, Quality Assurance Manager, HealthShare NSW</p>	
09:20am	<p>Keynote Session: Building the future, remembering the past: Driving digital transformation in remote service delivery</p> <ul style="list-style-type: none"> Exploring the overhaul of remote service delivery in COVID-19 response, and examining how fast-tracked digital transformation helped to transform Service Canada's systems of operation Exploring the potential for hybrid service delivery beyond crisis response, and combining in-person and eServices to increase accessibility and improve customer experience Advocating for experimentation out of necessity, and realising the benefits of fast-tracking strategic decisions under extreme circumstances <p>Simon Raybould, A/Director General of Transformation and Organisational Readiness, Service Canada</p>	10:05am Break	
09:35am	<p>Government Case Study: Fast tracking priority projects and service delivery through the Planning Delivery Unit (PDU)</p> <ul style="list-style-type: none"> Engaging a range of stakeholders in the planning and delivery of field services, eliminating delays of outcomes due to competing or conflicting interests Removing the 'blockages' in the planning system by taking a case management approach and methodology to provide stakeholders with an open door to the planning system, while resolving issues for a more streamlined and efficient operations Addressing the benefits of the PDU to project outcomes and their stakeholders including councils, agencies and proponents <p>Kiersten Fishburn, Coordinator General - Planning Delivery Unit, NSW Department of Planning, Industry and Environment</p>	<p>10:10am Panel Discussion: Addressing the primary obstacles faced in implementing FSM in local government</p> <ul style="list-style-type: none"> Acknowledging the challenges of digitising service delivery and identifying how to motivate appropriate cultural change Brainstorming strategies to overcome the challenges of FSM technology implementation, including workforce and stakeholder collaboration and consultation <p>Panellists Panel Facilitator: Colin Fairweather, PSN Advisor & Former CIO (City of Melbourne) Cherie Hughes, Chief Operating Officer, Transport Canberra and City Services Directorate (TCCS) Matt McDonald, Manager, City Services Strategy, City of Sydney Todd Clarke, Director City Services, Randwick City Council Lachlan Johnson, Executive Manager, Construction Contracts and Operations, City of Port Phillip</p>	
		10:50am End of Session	