

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. By effectively managing remote services and their workforces, government agencies can achieve this outcome by utilising 'on the ground' staff to execute their vision. Positive citizen outcomes depend on stronger frontline services, and as such, their workforces need reliable and flexible means of management when working across sites.

In recent years, the private sector has developed sophisticated Field Services Management (FSM) technology which automates the administration of field operations through mobile systems. By utilising technology 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. It's time for the public sector to follow suit and make workforce mobility and remote service management a priority. Investing in mobile infrastructure to centralise remote services management has significant value - not only for internal operations, but for staff, external stakeholders and customers too.

Public Sector Network's **Workforce Mobility and Remote Service Management** will help government personnel realise the benefits of FSM technology in their organisation's operations. By eliminating the time, cost and labor otherwise invested in managing mobile staff, governments can promote the development of '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



JENNIFER VAN CLEEF
Executive Director, Clinical Support Services HealthShare NSW



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

Reasons to Attend

Develop methods of mobile workforce management by leveraging FSM technology and utilising 'soft' cloud infrastructure



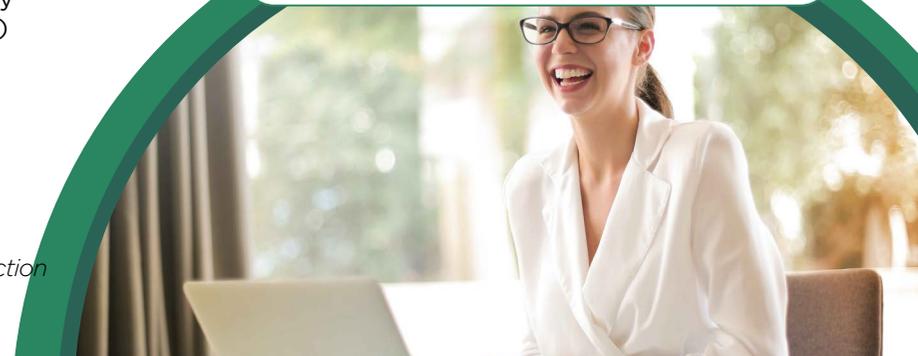
Break the codependence between governance and 'hard' infrastructure by building an 'elastic workforce' who can deliver services efficiently across sites and times



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





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09:00am	PSN Opening
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
09:20am	<p>Keynote Session: Building the future, remembering the past: Harnessing new technologies to enhance remote service delivery</p> <ul style="list-style-type: none"> Increasing operational efficiency in crucial civil services by leveraging real time analytics to allocate staff Providing positive outcomes to citizens by building workforce capability and better project management processes <p>Simon Raybould, <i>A/Director General of Transformation and Organisational Readiness, Service Canada</i></p>
09:35am	<p>Partner Session: Leveraging innovative technologies to support the implementation of FSM</p> <ul style="list-style-type: none"> Exploring both 'soft' and 'hard' FSM infrastructure that can be utilised by agencies in service delivery Equipping government with interoperable technologies that can be used in tandem with existing digital infrastructure and workforces
09:50am	<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, <i>Coordinator General - Planning Delivery Unit, NSW Department of Planning, Industry and Environment</i></p>

10:05am	<p>Partner session: Tackling administrative challenges with FSM technology</p> <ul style="list-style-type: none"> Developing systems and strategies to manage challenging time and spatial variables when delivering field services Using modelling to anticipate service demands and the required service distribution to meet customer expectations
10:20am	<p>Government Case Study: Exploring how successful remote audit management can provide positive outcomes to patients</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>Jennifer Van Cleef, <i>Executive Director, Clinical Support Services, HealthShare NSW</i></p>
10:35am	Break
10:40am	<p>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 Cherie Hughes, <i>Chief Operating Officer, Transport Canberra and City Services Directorate (TCCS)</i> Matt McDonald, <i>Manager, City Services Strategy, City of Sydney</i> Todd Clarke, <i>Director City Services, Randwick City Council</i> Lachlan Johnson, <i>Executive Manager, Construction Contracts and Operations, City of Port Phillip</i></p>
11:10am	End of Session