



PARTNERSHIP FOR PUBLIC SERVICE

OURPUBLICSERVICE.ORG

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MEDIA ADVISORY

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EXPERTS TO DISCUSS HOW GOVERNMENT CAN BETTER SERVE THE AMERICAN CITIZEN, ITS NUMBER ONE CUSTOMER

WASHINGTON – On Wednesday, July 12, the nonpartisan, nonprofit Partnership for Public Service will host a panel discussion on the future of the customer experience in government.

When technology giants met with the American Technology Council at the White House last month, the takeaway was clear: there is a desperate need to modernize how Americans interact with their government.

In response, President Donald Trump said that “the goal is to lead a sweeping transformation of the federal government’s technology that will deliver dramatically better services for citizens.”

Studies have shown the government is way behind the private sector, with some agencies relying on computer systems and software that are decades old. Many government websites, for example, are not easily viewed on smart phones even though about 40 percent of visits to federal websites come from mobile phones and tablets.

“Outdated IT systems make it incredibly challenging for our government to respond to the needs of its number one customer: the American citizen,” said Max Stier, president and CEO of the Partnership for Public Service. “President Trump has promised to make government more efficient, and an ideal way to follow through on this promise is to improve the customer experience with government services. This means making it a top priority to simplify and speed up how people get help with their taxes, make it through airport security and obtain countless other services the government provides.”

The Partnership for Public Service and Accenture been working with the government to improve the customer experience with federal services. Through [our research](#) and events designed to spread best practices, we have found that agencies can greatly enhance how they deliver services by collecting customer feedback and data and using insights from the data to drive improvements.

What: Panel discussion with and remarks from senior executives leading efforts to modernize services and make their agencies more citizen-centered.

Who:

- Chris Liddell, assistant to the president and director of strategic initiatives, White House Office of American Innovation
- John Koskinen, commissioner, Internal Revenue Service
- Lynda C. Davis, Ph.D., chief veterans experience officer, Department of Veterans Affairs
- Brenda Sprague, deputy assistant secretary for passport services, U.S. Department of State
- Max Stier, president and CEO, Partnership for Public Service
- David Moskovitz, CEO, Accenture Federal Service

When: Wednesday, July 12, 9:00 – 10:30 a.m. (8:30 a.m., registration)

Where: Partnership for Public Service, 1100 New York Ave, NW, Suite 200 East, Washington, D.C.

Media registration or inquires: Erika Walter, ewalter@ourpublicservice.org

During the past 16 years, the nonpartisan, nonprofit Partnership for Public Service has been dedicated to making the federal government more effective for the American people. We work across administrations to help transform the way government operates by increasing collaboration, accountability, efficiency and innovation. Visit ourpublicservice.org to learn more.

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