



PARTNERSHIP FOR PUBLIC SERVICE

OURPUBLICSERVICE.ORG

1100 New York Ave NW Suite 200 East Washington DC 20005

MEDIA ADVISORY

FOR IMMEDIATE RELEASE: Oct.2, 2019

CONTACT: [Onamé Thompson](#)

202-775-6898

FEDERAL LEADERS TO DISCUSS FINDINGS FROM FIRST-OF-ITS KIND CUSTOMER EXPERIENCE PROFILES AT ANNUAL SUMMIT

WASHINGTON – On Tuesday, October 8, the nonpartisan, nonprofit [Partnership for Public Service](#) and [Accenture Federal Services](#) will host their annual customer experience summit and release their latest report: “Government for the People: Profiles on the Customer Experience.” The report is a first-of-its kind collection of customer experience data, feedback and insights from across eight of the federal government’s highest-impact service providers.

The summit will include a presentation on the report’s findings; a panel discussion with executives from Federal Student Aid, the U.S. Patent and Trademark Office and the Transportation Security Administration; and a keynote address from the commissioner of the Internal Revenue Service. Each speaker will discuss how their agency has prioritized and improved the customer experience, and will share insights and conclusions from the report.

The new report builds on customer experience data and information on 25 high-impact federal service providers that the Office of Management and Budget published last month and profiles eight of the agencies with the highest volume of direct contact with the public.

WHAT: 2019 Government for the People: Customer Experience Summit

WHO:

- **Charles P. Rettig**, commissioner, Internal Revenue Service
- **Mark A. Brown**, chief operating officer, Federal Student Aid
- **Mary B. Denison**, commissioner, U.S. Patent and Trademark Office
- **Kimberly Walton**, executive assistant administrator for Enterprise Support, Transportation Security Administration
- **Biniam Gebre**, managing director, Accenture Federal Services
- **Kathy Conrad**, director of digital government, Accenture Federal Services
- **Max Stier**, president and CEO, Partnership for Public Service
- **Katie Malague**, vice president for government effectiveness, Partnership for Public Service
- **Eric Keller**, senior manager, Partnership for Public Service

WHEN: Tuesday, October 8, from 8:30 a.m. – 10:00 a.m. (8:00 a.m. registration)

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

Media registration or inquiries: Onamé Thompson, othompson@ourpublicservice.org

About the Partnership for Public Service

During the past 18 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. Follow us on social [@RPublicService](#) and [subscribe](#) today to get the latest federal news, information on upcoming Partnership programs and events, and more.

About Accenture Federal Services

Accenture Federal Services, a wholly owned subsidiary of Accenture LLP, is a U.S. company with offices in Arlington, Virginia. Accenture's federal business has served every cabinet-level department and 30 of the largest federal organizations. Accenture Federal Services transforms bold ideas into breakthrough outcomes for clients at defense, intelligence, public safety, civilian and military health organizations. Learn more at www.accenturefederal.com.

###