

Customer Service Workshop 22 November 2019

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| 10.15-10.30 | Registration and Coffee |
| 10.30-10.35 | Welcome Tara Buckley Chair NOAC Communication and Customer Survey Sub Group |
| 10.35-11.15 | IPSOS presentation and Q&A |
| 11.15-11.30 | Waterford City and County Council - Kieran Kehoe |
| 11.30-11.45 | Cork County Council Service rePublic- Julianne Coughlan |
| 11.45-12.00 | DLR New Civic Hub and Customer Service area- Mary T Daly |
| 12.00-12.15 | Kildare County Council re: N7 roadworks project -Niall Morrissey |
| 12.15-12.30 | Q&A |
| 12.30-12.50 | LGMA Service Catalogue-Melanie Cunningham and Q&A |
| 12.50-13.45 | Breakout session, lunch and wrap up |