

Factsheet Ireland

Main interoperability activities

Ireland currently has no formal NIF available. The [Department of Public Expenditure and Reform](#) (previously part of the Department of Finance) now intends preparing a National Interoperability Framework in line with requirements of the Digital Agenda for Europe. This factsheet outlines a brief overview of the existing organisational aspects of central initiatives and gives details of a number of developments, both central and sector specific, that currently facilitate interoperability.

Summary of the NIF

The Centre for Management and Organisation Development (CMOD) is a division in the Department of Public Expenditure and Reform. It has a public service-wide brief with responsibility for researching, developing and implementing policies in the areas of telecommunications, technology, shared ICT services, and eGovernment¹. It provides a number of central services for public service bodies.

[eGovernment Strategy 2010](#), issued by CMOD in December 2009, was centred on three key goals: Enhanced Information Provision – online information about all services will be improved; Enhanced Electronic Delivery of Services – the online delivery of services by all public bodies will be improved and every effort will be made to eliminate the need for non-online channels; and, Enhanced Use of Shared Approaches – the public service will seek to make as much use as is feasible of shared approaches in the achievements of the above goals.

Since eGovernment Strategy 2010 was issued, a number of other key documents have been produced at both National and European levels, including: a new *Programme for Government* following the change of Government in 2011 which promises “more progress on eGovernment and moving services online”; *A Digital Agenda for Europe*; and, *The European eGovernment Action Plan 2011-2015*.

Consequently, eGovernment Strategy 2010 is being updated to take account of these developments and to set out priorities for eGovernment for the period 2012-2015. This new strategy will set out key actions to be delivered in the next phase of eGovernment to help further improve public services by: providing better and more access online to informational and transactional services and related data; identifying new services for online delivery; incentivising take-up of online services; exploiting the potential benefits of new and emerging technologies and, by further reforming associated back-end government processes. Many of these actions will result in new or improved opportunities for interoperability within or between public bodies. Many actions also have horizontal impacts which are important to the delivery of the overall strategy. The strategy, which is expected to be published in Q1 2012, will also set out the intention to prepare a National Interoperability Framework.

Alignment NIF/EIF

The NIF/EIF alignment will be made after the formal publication of the Irish NIF.

¹ CMOD also operates as the sanctioning authority for ICT expenditure in the Irish public service. It represents Ireland at EU level in relation to public service ICT, eGovernment and CIO working groups and fora

Other initiatives on interoperability

Standards: In general, the market is considered as leading when it comes to standards. While CMOD is responsible for general ICT policy, and has put in place central initiatives or services that facilitate interoperability, specific technology implementations are the individual responsibility of public bodies.

Examples of Projects or Services – Central services:

Single Customer View: CMOD has developed a central system to provide a single view of the identity of Public Service customers. This solution will be instrumental in helping public bodies to improve the quality of customer identity data, improve assurances around identity claims, remove duplication of effort from recording and checking processes, and facilitate the provision of online identity services.

Events Notification: CMOD implemented a solution for the central electronic publication of life events in a simple and secure way.

Government Networks/Telecommunications: Government Networks (GN), managed by CMOD, is a private, managed, secure, reliable, wide area network (WAN) connecting government agencies on a data, voice and video capable network. A number of key Government applications (including G2C and G2B) are supported by this network, such as the Revenue Online System at www.revenue.ie.

National Digital Radio Services: The National Digital Radio Service, based on Tetra, has been implemented allowing for unlimited communications between the various emergency and security services of the State.

Examples of other Projects or Services:

Justice Sector – Criminal Justice Interoperability Project (CJIP): was developed to facilitate the exchange of summons applications made by An Garda Síochána (the national police force) to the District Courts. This was put in place as a solution to a labour intensive administrative process prone to delays. It has eliminated 75% of the administrative process steps and has replaced a paper based information exchange with a standardised integrated electronic information exchange delivering improvements in the timeliness, accuracy and quality of criminal prosecution data.

Procurement – eTenders: www.etenders.gov.ie is part of the Irish Government's strategy for the implementation of eProcurement in the Irish Public Sector. The site is designed to be a central facility for all public sector contracting authorities to advertise procurement opportunities and award notices. This site is interoperable with the Official Journal of the European Union (OJEU), allowing Awarding Authorities to publish notices on the site which will then be sent to the OJEU automatically.

Public Services Card: The Department of Social Protection has started rollout of a Public Services Card (PSC) which will bring improvements over the existing Social Services Card and Free Travel schemes. The card includes customer photo identification and introduces a number of significant improvements. The new card incorporates a contactless integrated ticketing chip for travel entitlement on services which have been enabled with smart card reading devices. The new eGovernment strategy will require other Public Service organisations to examine whether the Public Services Card can be utilised as part of their own approach to service delivery.

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