NIFO Factsheet – Ireland

The Irish Public Service ICT strategy is available on a user-friendly structured way on a dedicated website:

- See http://ictstrategy.per.gov.ie/index.html

Main interoperability highlights

The Public Service ICT Strategy[1] was approved and launched by the Irish Government in 2015. The Strategy, which is aligned with the Public Service Reform and Civil Service Renewal Plans, ensures an integrated approach to the exploitation of ICT across all Departments and Public Service Bodies, accelerating the delivery of digital services across Ireland and a transformation in the use of the Government's information assets.

The Strategy aims to maximise the contribution of ICT to the delivery of public services to the citizen and to business, and to increase the efficiency of interactions across the public service - delivering better outcomes and efficiency through innovation and excellence in ICT. Its implementation, led by the Office of the Government Chief Information Office (part of the Department of Public Expenditure and Reform), has 5 key strategic objectives setting the future direction for innovation and excellence in ICT within the Public Service:

- Build to Share
- Digital First
- Data as an Enabler
- Improve Governance
- Increase Capability:

This strategy comes in the prolongation of the '*Supporting Public Service Reform – eGovernment 2012-2015*[2] of the Ministry for Public Expenditure and Reform (published back in April 2012).

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[1] http://ictstrategy.per.gov.ie/index.html

[2] http://www.epractice.eu/en/library/5360191

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 eGovernment[3]. It provides a number of central services for public service bodies.

The Public Service ICT Strategy sets out to build the ICT foundations that will deliver the government services into the future. It aims to provide a framework for the delivery of greater efficiencies in Public Service ICT delivery and administration, with better outcomes for citizens, businesses and public servants.

The Strategy is based on a high level analysis of the current Irish ICT services across a range of Public Bodies, analysis of international best practices for the use of ICT within Governments and consultation with the Public Service CIO Council.

The challenge of this strategy, through its concrete and correct implementation, is to deliver more efficiency and effectiveness in service delivery with better outcomes for citizens, businesses and public servants through a more integrated, shared and digital environment structured around its strategic objectives:

- **Build to Share:**
  Creating ICT shared services to support integration across the wider Public Service, to drive efficiency, standardisation, consolidation, a reduction in duplication and to control cost;
- **Digital First:**
  Digitisation of key transactional services and the increased use of ICT to deliver improved efficiency within Public Bodies and to provide new digital services to citizens, businesses, and public servants;
- **Data as an Enabler:**
  In line with statutory obligations and Data Protection guidelines, facilitate increased data sharing and innovative use of data across all Public Bodies to enable the delivery of integrated services, improved decision making and improved openness and transparency between Government and the public;
- **Improve Governance:**
  Ensure that the ICT strategy is aligned, directed, and monitored across Public Bodies to support the specific goals and objectives at a whole-of-government level and with an emphasis on shared commitment;
- **Increase Capability:**
  Ensure the necessary ICT skills and resources are available to meet the current and future ICT needs of the Public Service.

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[3] 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

Alignment NIF/EIF

Despite the formal absence of NIF, Ireland is aligned with some principles and some criteria of conceptual model, while it is fully aligned with interoperability governance.

NIF/EIF Alignment
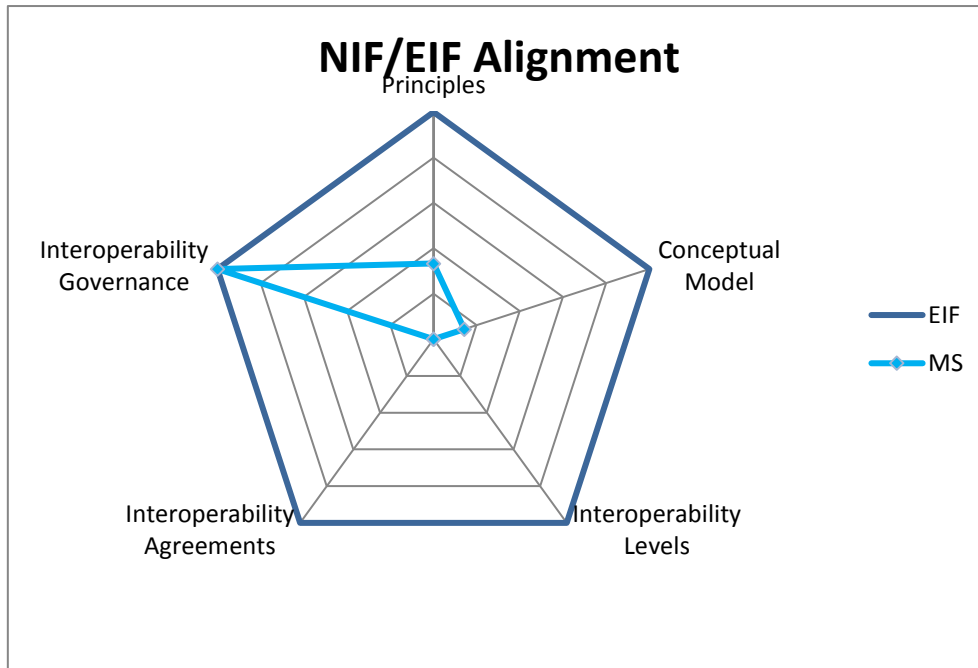
Implementation of NIF

Some principles are partially implemented, as well as one element for conceptual model and another of Interoperability levels, mainly within the framework of the national data warehouse data.gov.ie and the eService application for citizens' myGovID[4]: This is a SAFE-based online Identity Authentication solution to facilitate the provision of end-to-end and high-value transaction services digitally. MyGovID, was implemented in February 2016, by the Department of Social Protection (DSP). Access is initially available to DSP services but the MyGovID service is being made available for use by all Government Departments and agencies. Over time the number of Government service providers offering services using MyGovID will increase. In this way, all agencies will have shared access to and use of identity information to make it easier for customers to use the full range of Government services.

In relation to Principle 8 "Electronic Records should be preserved for as long as needed" – the National Archives and the Department of Public Expenditure and Reform are progressing a plan to implement coherent and comprehensive records management within the Public Service.

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[4] https://www.mygovid.ie/

NIF Implementation
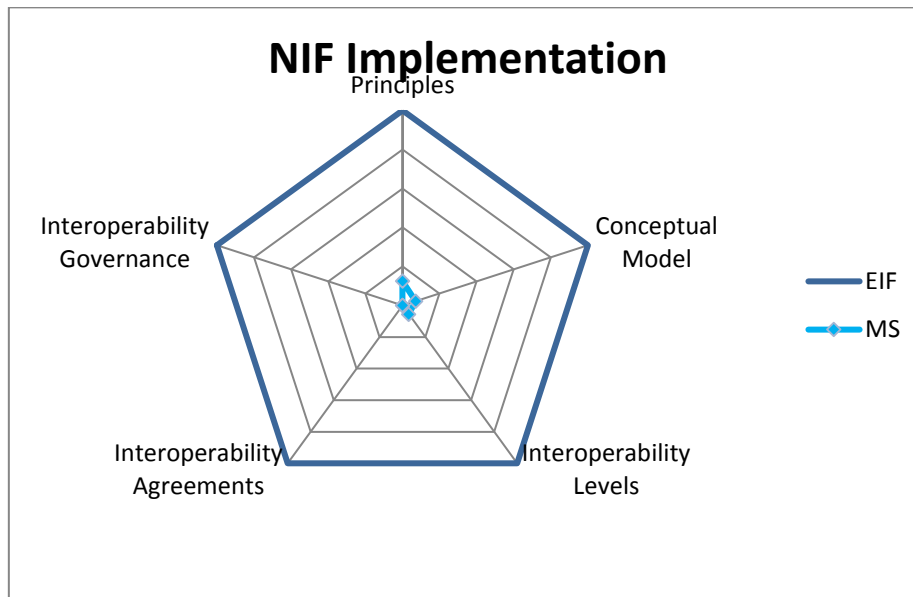
Other initiatives on interoperability

Data Sharing and Governance Legislation: a work is currently underway on a Data Sharing and Governance Bill. Once enacted it will aim to improve data-sharing across the public service. A clear legal basis will help by reducing uncertainty about what data can and cannot be shared.

On the Open Data topic, an initiative is launched as a key part of public service reform activities in Ireland. It is closely aligned with the Public Service Reform Plan, the Public Service ICT Strategy, and the Civil Service Renewal Plan. Internationally, it is a core element of the EU-wide approach to the "Re-Use of Public Sector Information", which has been transposed by Ireland. It is also central to Ireland's participation in the Open Government Partnership (OGP). In this domain, data.gov.ie (http://data.gov.ie/) is the Irish open data portal that provides access to national datasets. The portal is currently providing access to near 5000 datasets (http://data.gov.ie/dataset), which are also accessible via ODIP (https://www.europeandataportal.eu/), the pan-European single point of access to European datasets.

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.

The portal www.gov.ie provides details of and access to over 300 public services that are available online. Services can be limited to those that allow you to apply for, pay for, complain about or just find various services.

NIF responsible contact person for Ireland

- Enda Holland (enda.holland@per.gov.ie)
- Mary O'Donohue (mary.ODonohue@per.gov.ie)
- Thomas Bohan (Thomas.Bohan@per.gov.ie)