



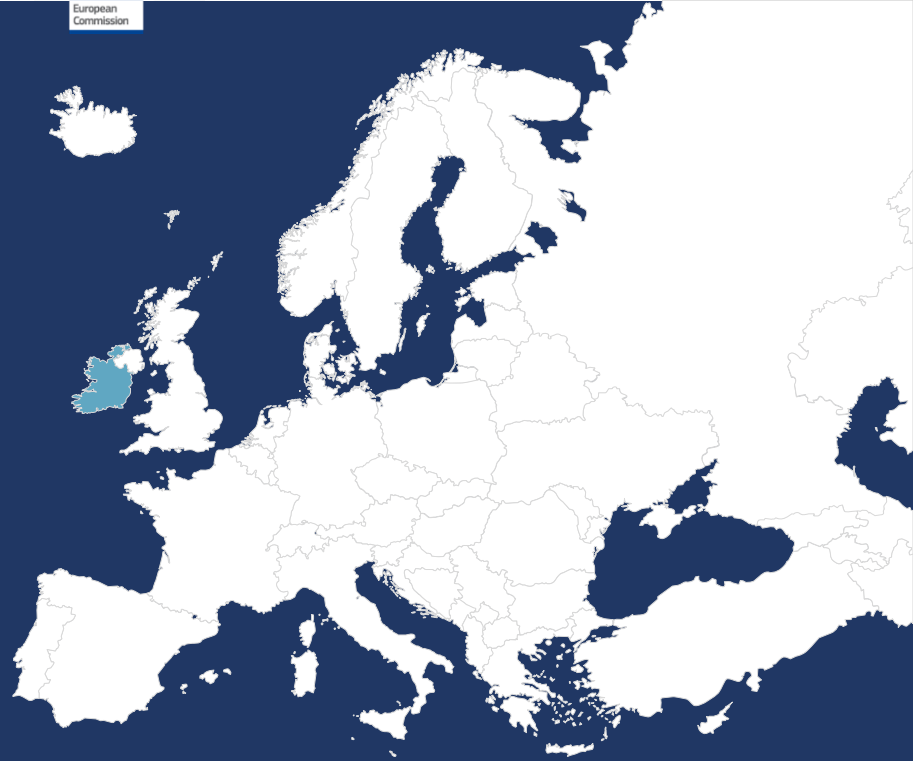
IRELAND

Digital Public Administration Factsheet

2024

Main developments in digital public administrations and interoperability

JULY 2024



HIGHLIGHTS - KEY PROJECTS

- The 2024–2027 Data Strategy under development focuses on leveraging evidence from across the Public Service under the guidance of the Data Governance Board. Key themes include streamlining data collection, addressing climate goals, enhancing governance and transparency, exploring AI's impact, and integrating ethics in Public Service operations.
- Ireland's [Digital Inclusion Roadmap](#), launched in 2023, aims to position the country as one of the most digitally inclusive countries in the EU. The roadmap prioritises achieving digital inclusion through a government-wide approach aligned with the UN principle of "Leave No One Behind." It emphasises ensuring access to digital infrastructure, fostering confidence and skills for digital engagement, and involving businesses in contributing to digital inclusion. The roadmap also underscores the importance of integrating digital inclusion into the design and delivery of quality public services, maintaining trust, seeking user feedback, and measuring impact and outcomes.



Key figures

2 new initiatives adopted in 2023–2024

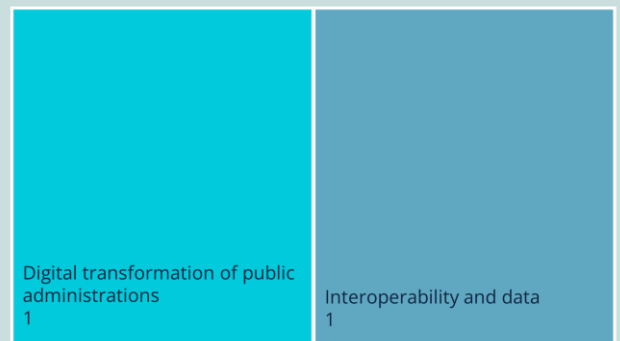


Figure 1

Number of initiatives per topic adopted in 2023–2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)
YES

eHealth records (0–100)
11.4%

Digital Public Services for Citizens (0–100)
81.2%

Digital Public Services for Businesses (0–100)
100%

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- In May 2023, Ireland introduced the Better Public Services – Public Services Transformation 2030 Strategy, succeeding the Our Public Service 2020 program.

This strategy aims to enhance public service provision to meet the diverse needs of Irish citizens. The strategy's core framework includes Digital and Innovation at Scale, Workforce and Organisation of the Future, and Evidence-Informed Policies and Services, setting a clear direction for public service reform until 2030. It aligns with sectoral reform initiatives and prioritizes the objectives outlined in the Civil Service Renewal 2030 and other key strategies.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- [MyGovID](#) is a single online identity for Irish citizens allowing access to a range of online public services more easily, using only one password. With approximately 2.3 million verified accounts in March 2024, MyGovID gives users faster, more secure access to public services from their PC, smartphone or tablet device. Currently MyGovID can be used to gain access to the following services online:

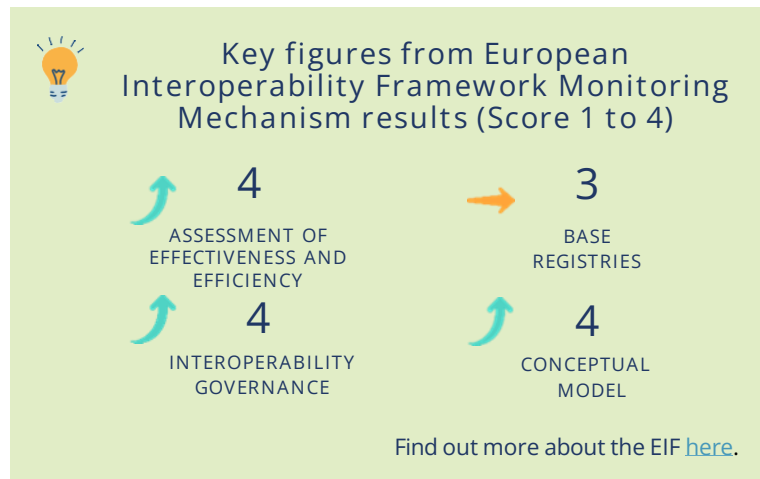
- Apply for a childcare subsidy;
- Apply for jobseekers' allowance;
- Apply for maternity allowance;
- Apply for paternity allowance;
- Apply for a driver's license renewal; and
- Register to vote.

TRUST AND CYBERSECURITY

- Both the [Harnessing Digital – The Digital Ireland Framework](#) and the [Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service](#) highlight that Ireland is experiencing strong growth in the use of eIDs for government services. The numbers of verified MyGovID using eID have grown from 900,000 in 2021 to 2.3 million in 2024.

INTEROPERABILITY AND DATA

- Ireland is continuing to progress the implementation of the Single Digital Gateway Regulation, meeting regularly with the Commission and other Member States. Ireland has also attended all technical events hosted by the Commission throughout 2023 and 2024.
- Ireland's new [Open Data Strategy for 2023-2027](#), building on the success of the previous strategy, aims to enhance transparency and innovation. The strategy focuses on supporting data publishers, providing services through the Open Data Platform, and engaging users to ensure data relevance and transparency. With nearly 15,000 datasets from 160 publishers, Ireland's open data portal is well-developed, aligning with the government's broader goal of fostering a thriving digital economy.



INNOVATIVE TECHNOLOGIES

- The [AI – Here for Good: National Artificial Intelligence Strategy for Ireland](#), published in July 2021 with a [progress report in 2023](#), aims to guide the development, adoption, and implementation of AI in Ireland. Key objectives include building public trust in AI, establishing robust governance and regulatory frameworks, enhancing productivity and public service outcomes, fostering a strong AI research and innovation ecosystem, ensuring secure digital infrastructure, and preparing the workforce for AI adoption.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).