

Lead topic: Public Service ICT Strategy	Sub-topic:	Contact: Mary O'Donohue Ext: 7076
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FAST FACTS

- **The Public Service ICT Strategy is about “Delivering better outcomes and efficiency through innovation and excellence in ICT”**
- **New developments in Information and Communications Technology (ICT) are fundamentally changing the way we live, work and interact with each other.**
- **Citizens’ expectations for technology enabled government services have risen significantly in recent years.**
- **New opportunities exist for Government to be more agile and deliver more user centric and innovative services for citizens and businesses.**
- **ICT has been recognised as a critical component for the successful delivery of many existing public services. The Public Service ICT Strategy will enable the Public Service to build on these successes and use ICT to operate in a more efficient, shared and integrated manner across all of Government.**
- **The potential for improvements through the innovative use of ICT is significant and if implemented successfully, will deliver an enhanced quality of service as well as social and economic benefits.**
- **The Strategy defines guiding principles and actions that will deliver real change while creating a structure through which individual Public Bodies can deliver their own strategies to support their individual business needs.**
- **The Strategy will ensure ICT investment is aligned with Public Service Reform Agenda.**
- **The Public Service Strategy provides a 5-year horizon for delivering better outcomes through innovation and excellence in ICT.**

Q&A’S

What are key objectives of the ICT Strategy?

The ICT Strategy has 5 strategic objectives:

- **Build to Share** – Creating shared services to support integration across the wider Public Service to drive efficiency, standardisation, consolidation, reduction in duplication and control cost. This will include a government cloud and a government cloud network to support delivery of common applications such as eSubmissions, ePQs, eFOI etc.
- **Digital First** – Digitisation of key transactional services and the increased use of

ICT to deliver improved efficiency within Public Bodies and 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, improve decision making and improve 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 skills and resources are available to meet the current and future ICT needs of the Public Service.

What progress has been made to date with the implementation of the Strategy?

The main focus at this initial stage in the Strategy has been to identify to scope of potential strategic initiatives and mobilising activities across the various streams. In addition, progress has been made in a number of key areas including:

- **Build to Share:**
Development of a common application for **eSubmissions** for internal use, is available to Departments and is currently being rolled out in the initial pilot Department. The on-boarding process for two other Departments is underway.
- Rollout of the new resilient, high-speed **Government Cloud Network** continues and is completed in 20 towns and cities with a further 15-20 scheduled up to the end of Q1 2016.
- **Data as An Enabler:**
- OGCIO is working with the **Road Safety Authority** around access to the Single Customer View to support the drivers licence application process by NDLS.
- OGCIO is working with the **National Archives** on its Public Service Records Management strategy to improve and protect both physical and digital records across Government

How will the implementation of the Strategy be funded?

Funding has been made available to the OGCIO for 2016 to support the investment needed for Build to Share, i.e. implement the initial phase of the Government Cloud, continue the rollout of Government Networks, and continue the development of common applications and other cloud services, such as ePQs, eCorrespondence, eSubmissions, eFOI, etc. In addition, other Public Service Bodies will be making provision for Digital First initiatives from their own allocations for 2016.

What are the expected outcomes of the ICT Strategy?

- The Public Service will be more agile and deliver more user centric and innovative services for citizens and businesses.
- Innovative use of ICT in the Public Service will deliver better value for taxpayers by creating efficiencies through integration, consolidation and sharing of common

infrastructure, systems and resources.

- Adoption and facilitation of digital technologies will increase productivity, improve the relationship between citizens, businesses and government and will deliver social and economic benefits for Ireland.
- Integrated services and increased data sharing will drive significant efficiencies; will facilitate insight driven decision making; will increase openness and transparency between Government and the public; and will provide a much higher user experience and quality of service for citizens, businesses and public servants.
- Improved ICT governance will ensure alignment, reduce risk and support unification as envisaged under the Public Service Reform Plan and Civil Service Renewal Plan.
- The future needs for ICT skills will be met through professionalisation of ICT streams, targeted recruitment and improved mobility and succession planning across all Public Bodies.