

**Lead topic: Public Service
ICT Strategy**

**Sub-topic: Digital
Services**

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FAST FACTS

- eGovernment is a specific facet of a Government ICT Strategy. It is intended to specifically support administrative processes, improve the quality of the services and increase internal public service efficiency. It is generally recognised across the public service that digital public services reduce administrative burden on businesses and citizens by making their interactions with public administrations faster and efficient, more convenient and transparent, and less costly. Governments can also use eGovernment and Digital to help unlock economic and social benefits for society as a whole. The eGovernment Strategy, to be published in June 2017, therefore sets out the means to deliver the Government's commitment to better serve its people using modern, secure and robust technology.
- A new **Government Digital Services Gateway** to go live this month (June 2017) at **gov.ie** is a key element of the eGovernment Strategy. The Gateway is a simple front-end that presents public services of most interest or relevance to citizens and businesses. The aim is to ensure that all of our Digital Government Services are high quality, secure, reliable and easy to use; that these are provided on a cross-government basis and designed around a positive user experience.
- **MyGovID**, an online identity service, enables clients to access Government provided online services in a safe and secure manner.
- The **Public Services Card** and **MyGovID** together with the **Government Digital Services Gateway gov.ie** are key to Ireland becoming an exemplar in digital transactions.
- **Examples of Digital Services:** apply for passport renewals online and track passport applications; apply online for student grants, driving licences and car tests, pay taxes, and interact with local authorities. Examine Government expenditure at whereyourmoneygoes.gov.ie
- We have been working with the other departmental CIOs and Heads of IT on implementation of an **18 Step Action Plan** which covers the five pillars of the Public Service ICT strategy.

Q&A'S

Are there recent examples of progress in "Digital"?

- The **MyWelfare** website from the Department of Social Protection can be used for a variety of services including application services, jobseeker's services, request payment statements and booking appointments for allocation of Personal Public Service Numbers (PPSNs) and Public Services Cards. (<https://www.mywelfare.ie/>)
- Irish Citizens who are over 18, and have held an Irish Passport can now apply for their **Passport Book online** at www.passport.ie
- The HSE introduced a range of initiatives in the Health area, including completion of **eReferrals** rollout. GPs across the country can now refer patients into every acute hospital electronically.

- **eVetting**, provided by the National Vetting Bureau of An Garda Síochána, enables quicker turnaround times for organisations and vetting subjects. The system also allows applications to be tracked. (<https://vetting.garda.ie/>)
- The **Irish Naturalisation and Immigration Service** of the **Department of Justice and Equality** introduced an online appointment booking and information provision system for **re-entry visas** into Ireland (<https://reentryvisa.inis.gov.ie/>)
- **Revenue** just this month (June 2017) launched a redesign of its website revenue.ie to provide information that is easy to find, easy to read and easy to understand. Revenue continues to expand its range of electronic systems and now permits access to its **myAccount** facility using the **MyGovID** service.
- The Department of Social Protection's **Jobs Ireland** website allows job-seekers to search for available vacancies and allows job-seekers to apply for available positions online.
- The **Department of Jobs, Enterprise and Innovation** provides **Employment Permits Online**. Benefits include a faster turnaround of applications; easy to use supporting documentation, and in built validation. (<https://epos.djei.ie/>)
- A graphical, easy-to-use tool for examining Government expenditure over a period of ten years is available at whereyourmoneygoes.gov.ie

What is the level of take-up in the use of online services?

There are good examples of services with a very high take-up, i.e. over 80%. –

- Income Tax Self-Assessment (Form 11) and Employers' Annual PAYE returns (**Revenue**)
- Change of vehicle ownership involving motor dealers (**Department of Transport, Tourism and Sport**)
- Electronic filing of trade mark applications and the e-payment of the trade mark application fee (**Patents Office**)
- Driving Test applications (**Department of Transport, Tourism and Sport**)
- *Eurostat* measures individuals using at least one of the following eGovernment services: for obtaining information from public authorities websites, for downloading official forms, for submitting completed forms. This has shown an increase between 2013 and 2016:

	2013	2016
Ireland	45%	52%
EU28	41%	48%

Are there other developments related to this area?

- The **Civil Service Business Customer Survey** in 2016 found that 83% of businesses interact with the Civil Service online with high levels of satisfaction with the information or documents available and the quality of advice received.
- The **European Digital Economy and Society Index (DESI)** for 2017 ranked Ireland in 8th place overall of the EU28 across five measures: Connectivity, Human Capital, Use of Internet, Integration of Digital Technology and Digital Public Services.