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

FAST FACTS

- The Public Service ICT Strategy was launched by the Minister for Public Expenditure and Reform in January 2015

- The Strategy sets out to build the ICT foundations that will deliver the government services into the future.

- It is specifically aligned with the objectives of the Public Service Reform Plan and the goals of the Civil Service Renewal Plan.

- 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 identified 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, and Increase Capability.

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?

An 18 Step Action Plan to deliver the Public Service ICT Strategy was approved by CSMB in October 2016 to take forward the five strategic themes of the strategy. An ICT Advisory Board has been established and meets quarterly to oversee the implementation of the Strategy and Action Plan. The Action Plan is fully mobilised and working groups are making good progress in each of the areas identified. A summary of progress is set out below:

Build to Share
There are a number of strands to this pillar of the Strategy for which a range of actions have been identified in the 18 Step Action Plan. The aim of the Build to Share initiative is to drive efficiency, standardisation, consolidation, reduction in duplication and control cost.

- Options have been developed for creating a **Government Infrastructure Shared**

Services model (incorporating on premise government cloud capability) - shared service which could ultimately provide services to the wider public sector. The model will be further refined in the next three months and a business case developed for the recommended way forward.

- Exploration of the appropriate options to take forward the delivery of a **Government Data Centre** has been completed. A business case is currently being prepared and will be submitted for approval by early June. The business case will take into account a Data Centre evaluation report and other specific Public Service factors.

- **Initial Government Cloud Service**
  The design, build and testing of the Proof of Concept (POC) Private Government Cloud is complete. Three Government agencies have agreed to be involved and the on-boarding process is well underway. This includes establishing connectivity, via Governments Networks, between these agencies and the Private Government Cloud Infrastructure Service. The POC will run for a number of months and if deemed successful the project will progress to the pilot phase.

- **Common corporate applications**
  The on-boarding and rollout of Government Departments to the Build to Share Common Applications platform continues apace:
  - 13 Departments are connected to the platform
  - ePQ – 6 Departments live
  - eSubmissions - 11 Departments live/pilot
  - eCabinet- initial pilot on target for October
  - eFOI and eCorrespondence rollout commenced
  - eDocs - Productisation continuing
  - "HIVE", a Civil Service collaboration space to be launched in Q2 2017

- **Government Networks**

  The Government Cloud Network (GCN) service for data, voice and video, continues to be rolled out nationwide. GCN provides private, cost-effective, high speed network services to Public Service Bodies across the country. GCN enables secure inter-agency connectivity and facilitates the delivery of shared services from central locations or from the public cloud, where appropriate.

  GCN facilitates co-located bodies to reduce telecommunications costs by sharing the underlying network infrastructure. In addition, the architecture of the GCN has been designed to allow the OGCIO to offer additional services to PSBs that reduce the overhead of network administration. As of May 2017 there are 294 nodes live on GCN – this includes central Government Departments, the Local Authority sector, Education and Training Boards and various Government bodies.

Digital First

A full Public Service wide cataloguing of all public services that are, or can be, delivered online has taken place. This creates an up-to-date authoritative register of such services, supporting the Minister for eGovernment in policy formulation, via a newly established **Digital Programme Office**.

Under the guidance of the Digital First workgroup the **Government Digital Services Gateway** (GOV.IE) was launched in June, using the recently established digital services catalogue. The User Interface (UI) and User Experience (UX) was been designed and approved by the workgroup based on public consultation and involvement with the National Disability Authority.

Data as an Enabler

There are a number of elements to this stream of the Strategy:

- OGCIO is working with DSP through the Interdepartmental Public Service Identity Group to progress Public Services Card and MyGovID adoption. The Group has agreed to include Eircode adoption into scope of its work.

- OGCIO continues to progress the Data Sharing and Governance Bill with the Reform Office which is currently at pre-legislative scrutiny stage.
- The Central Statistics Office is chairing a new National Data Infrastructure (NDI) Champions group to promote an NDI and to take forward a project on unique business identifiers.

MyGovID and the Public Services Card

MyGovID was launched by Ministers Donohoe and Varadkar in March which enables the public and businesses to easily find government digital services, to register for transactions and targeted information and to ultimately be able to provide information to government on a "once only" basis.

This is an initiative that has been adopted by the most forward thinking EU countries. Investment in the Strategy will ensure a more integrated and cross-government approach to digital government services with better sharing of information and reducing duplication while making it easier for citizens and businesses to interact and engage with government on line.

Intensive bilateral meetings are being held with PSBs to agree transition dates to PSC and MyGovID. Programme Board set up co-chaired by DSP and OGCIO. Plans to increase uptake are being developed.

Improve Governance

An **ICT Advisory Board** has been established and is representative of the Civil Service Management Board. The Board meets four times annually to oversee the implementation of the 18 Step Action Plan to achieve the PS ICT Strategy.

In addition, the Government CIO, and his office, work closely with other agencies including An Garda Siochána, the HSE and the local authority sector to ensure alignment with the Strategy.

Increase Capability

A sub-group of the ICT Advisory Board is working on a HR Strategy ICT in the Civil

Service in line with the Civil Service Renewal programme. The group is looking at a range of areas including recruitment, apprenticeships, retention, mobility and professionalisation and will provide an initial report in early autumn.