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

FAST FACTS

- There are over 400 informational and transactional public services accessible via the Government's central portal – www.gov.ie – with more to be added over time.

- Examples of Digital Services: apply online for student grants, driving licences and car tests, pay taxes, track passport applications, and interact with local authorities.

- The Public Service ICT Strategy Implementation Plan will include a rolling programme of projects to support the digitisation of key transactional services and provide new digital services to citizens, businesses and public servants.

- Prioritisation will be agreed and progress monitored centrally by the Office of the Government Chief Information Officer on an ongoing basis

Q&A'S

Are there recent examples of progress in "Digital"?
- www.myplan.ie - an initiative of the **Department of Environment, Community and Local Government** - has seamlessly integrated over 400 forward plans of the 31 city and county councils with a wide range of spatial planning maps and data including floodplain mapping, heritage designations, location of schools, unfinished housing survey data and census data.

- **Revenue** has expanded its range of electronic systems including a new Electronic Manifest System to facilitate imports and exports, a system to administer the Home Renovation Incentive Scheme, and an e-Form 12 Return of Income. It also introduced a Charitable Donations refund scheme and the VAT Mini One Stop Shop to facilitate the filing of returns and payment of VAT by suppliers of telecommunications, broadcasting and e-services in the EU.

- In 2014, the **Department of Agriculture, Food and the Marine** added the Online Payment and Account Enquiry application via the agfood.ie portal.

- The **Office of Public Works** now ensures that all river flow and water level archive data is published on the near real time website www.opw.ie/hydro-data with 58 station data sets now posting. Usage of the real time website, www.waterlevel.ie saw more than 250,000 visits recorded during 2014

- Cork and Mayo Local Authorities provide online planning application services.

- 2015 should see the completion of an online planning application service which is being led by Dublin City Council, on behalf of the four **Dublin Local Authorities**,

- The **Property Registration Authority**'s website now allows people to find information on properties and land, www.landdirect.com, and includes an online payment facility.

- The **Department of Transport, Tourism and Sport**'s Online Sports Capital Register (OSCAR) allows clubs to register and to submit grant applications and payment requests online which streamlines the application process

- The **Department of Education and Skills** published a Digital Strategy for Schools in September 2015. The Strategy provides an action plan for integrating ICT into teaching, learning and assessment practices in schools over the next five years.

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 2014:

	2013	2014
Ireland	45%	51%
EU28	41%	47%

Are there other developments related to this area?
- The "Digital First" stream of the Public Service ICT Strategy will include a rolling programme of projects to support the digitisation of key transactional services and provide new digital services to citizens, businesses and public servants. This will be in addition to existing programmes such as:

- **Public Services Card (PSC):** Access to public services continues to be improved through the continued roll-out of the PSC by the **Department of Social Protection**.