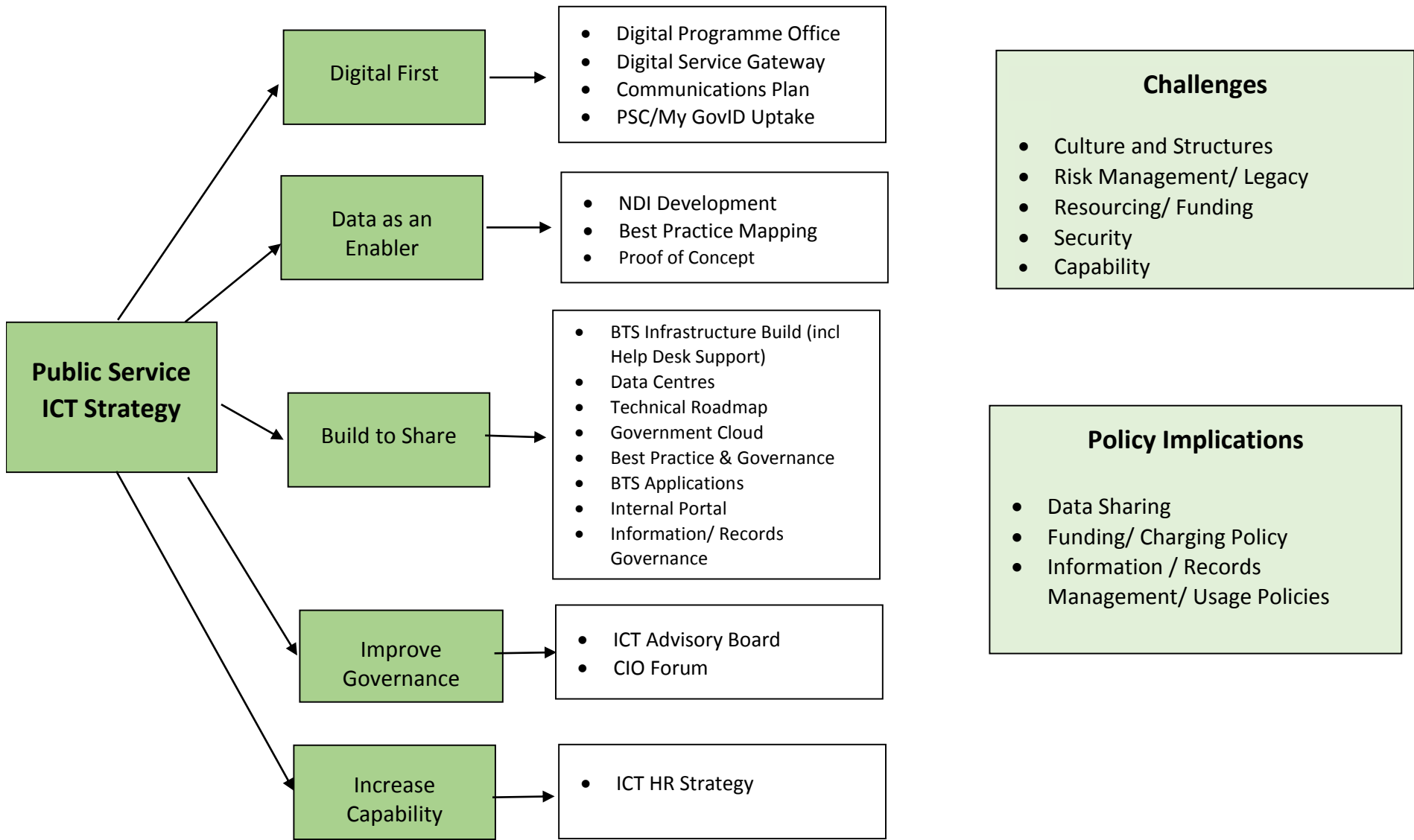


Public Service ICT Strategy - 18 Step Action Plan



Theme/Pillar	Step
Build to Share Infrastructure	<ol style="list-style-type: none"> 1. The new ICT Advisory Board (see below) should develop the case for a recommended approach to take forward the delivery of shared, common infrastructural services across Government. This should look at the viability of a new organisation being created within Government to run common ICT services; the viability of an existing organisation extending its remit to provide a service to all Departments, i.e. under the ambit of CSMB; and the viability of 2-3 organisations working together to provide an holistic service. An outsourcing solution could also be examined. Clearly, the main issues affecting any option would include accountability, resourcing and (particularly) governance. These matters will be considered carefully during the process and consultation with key stakeholders will be undertaken. 2. An opportunity for early sharing would be with regard to data centres – this also provides a wider sectoral opportunity. A case will therefore be developed which will explore options for a Public Service data centre provision to replace the status quo, where limits of capacity are close to being reached. The case should take into account the significant assets that we already have in place, the existing plans for their development and also explore commercial or quasi-commercial options. 4. The ICT Advisory Board will develop a technical roadmap to facilitate simplification of the Government Enterprise Architecture and make sharing easier. 5. OGCIO will proceed with plans to implement a pilot, private Government Cloud solution for use with candidate agencies. This will mean that smaller departments and agencies will not have to support their own hardware platforms and also exploit opportunities to maximise the value of the hardware through sharing and re-use. 16. The plans to develop new models of ICT Shared/Common Services will include projects to implement best practice layers of governance, engagement, and stewardship.
Build to Share Applications	<ol style="list-style-type: none"> 3. OGCIO will continue to develop and roll out its common corporate support application offerings: <ol style="list-style-type: none"> a. eSubmissions is available to all Departments to implement; b. ePQs is currently in pilot by two Departments and will be generally available in Q3 2016 c. eCorrespondence will be ready to pilot during Q4 2016; d. Additional applications, e.g. eFOI and eDocs, are planned for the 2017 programme. 9. We should also, in due course, consider the viability and business case for an internal portal being used to support Civil Servants.

	<p>14. OGCIO will also continue to progress and support the implementation of the Public Service wide Records Management Plan with the National Archives, which aims to reform how the Public Service manages and preserves its general documents and records, with particular attention to digital.</p>
Digital First	<p>6. OGCIO will carry out a review to collate information on existing digital services, services planned and services to be scoped and report collective progress back to CSMB, and other stakeholders, through quarterly or biannual dashboards.</p> <p>7. OGCIO will develop a first-cut Government service gateway, using appropriate consultation within Government and with other stakeholders, including the public and/or their representatives.</p> <p>8. OGCIO will work with CSMB and the Minister of State for eGovernment on measures to improve awareness of Government Digital Services;</p> <p>13. OGCIO will continue to work with DSP to increase the uptake of MyGovID and the Public Service Card, including its use by Government agencies, and to develop the SAFE authentication model, in line with previous CSMB direction. This will also enable Citizens to access Government services online with confidence.</p>
Data as an Enabler	<p>10. OGCIO will continue to work with DSP, Revenue, DJEI, CSO and other stakeholders to develop the concept of a National Data Infrastructure including the initiation of some pathfinder projects that will demonstrate the value of linking data from multiple sources. One of the objectives of this work will be to facilitate better sharing and a stronger analytics capability through the use of individual, business and location identifiers.</p> <p>11. One of the objectives of the pathfinder work will be to demonstrate how we might develop better insight and evidence to inform debate about current policy issues, e.g. housing. This will build on the success of a number of analytics projects based on shared data such as the Jobseeker Longitudinal Dataset.</p> <p>12. In parallel, we will build on the existing relationships and practice sharing with the most advanced data-enabled EU countries (specifically the Nordics and the Netherlands), and take advice as appropriate, to define the gap between Ireland and EU exemplars and strategies to make up the ground. In doing so, we will seek to maximise our innovative use of data and our readiness for the European Single Market, and confirm that our operational, policy and legislative plans will establish Ireland as an eGovernment leader while maintaining compliance with Data Protection requirements.</p>
Improve Governance	<p>15. An ICT Advisory Board, representative of Public Service and reporting to CSMB through the CIO, will be set up to (initially) oversee and participate in the delivery of the recommendations contained within this</p>

	<p>paper, and (thereafter) ensure that corporate ICT concerns are dealt with in a cohesive and inclusive way. This Board should contain CSMB representation including bodies under the aegis of Departments and Offices, as appropriate, at a level which can represent the views of the Departments and Offices concerned.</p> <p>17. A CIO forum will be convened to encourage dialogue and ideas sharing between central and local Government, HSE, Garda Síochána and Education.</p>
<p>Increase Capability</p>	<p>18. OGCI, supported by the ICT Advisory Board and Heads of Civil Service HR and PAS, will work with HR staff to develop an ICT Human Resource Strategy. This strategy, by aligning with the wider Civil Service HR Strategy and industry best practice, could be used to test the concept of wider Civil Service planned initiatives on Professionalisation, particularly with regard to recruitment, talent management and continuous professional development (CPD).</p>