

# Public Service ICT Strategy

*“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.
- Given the broad range of services provided by all Public Bodies, this 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.

## Strategic Objectives

The Public Service ICT Strategy has identified 5 key strategic objectives that will set the future direction for innovation and excellence in ICT within the Public Service.

### 1. Build to Share



Creating ICT shared services to support integration across the wider Public Service to drive efficiency, standardisation, consolidation, reduction in duplication and control cost.

### 2. 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.

### 3. 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.

### 4. 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.

### 5. Increase Capability



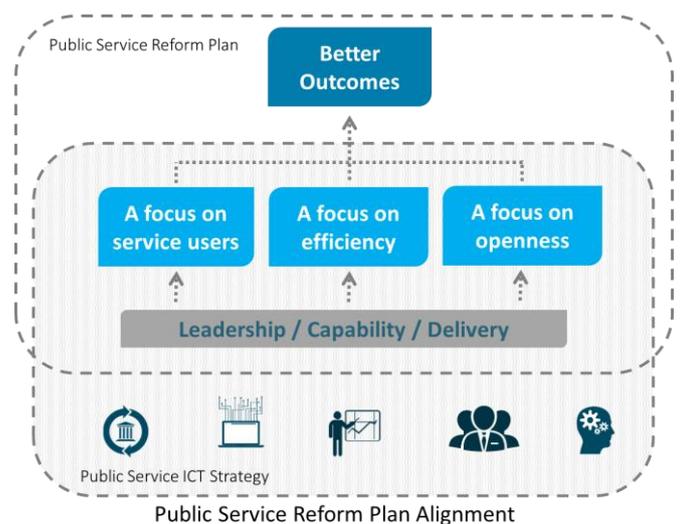
Ensure the necessary ICT skills and resources are available to meet the current and future ICT needs of the Public Service.

## Public Service Reform Plan Alignment

The Strategy will ensure future investment in ICT is aligned on a whole-of-government basis and continues to deliver the required services efficiencies for the Public Service, for citizens and for businesses. Accordingly, this ICT Strategy is aligned with the objectives of the Public Service Reform Plan of increasing efficiencies and the overarching objective of providing better outcomes for citizens, businesses and public servants through embracing the latest technological advances.

## Strategy Timelines

The Strategy provides a 5-year horizon for delivering better outcomes through innovation and excellence in ICT but given the ever-changing nature of ICT, the Strategy will be reviewed for currency and updated accordingly on an annual basis.



## Guiding Principles

### 1. Build to Share

- Focus on the sharing of services across Public Bodies delivered through a Government Cloud to drive efficiency, reduce cost and support integration across the Public Service. This will include services, infrastructure and technology platforms that are common across Public Bodies but will not include core business applications required by an individual Public Body.
- An integrated infrastructure will allow Public Bodies to collaborate and share information and facilitate the easier integration of systems in order to provide new digital services for citizens and businesses.

Public Service Reform Plan Alignment

Focus on Service Users 	Focus on Efficiency 	Focus on Openness 	Leadership & Capability
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### 2. Digital First

- Build on previous successes by continuing to digitise high volume citizen and business interactions with Public Bodies.
- Recognise that the digitisation of services, interactions and processes provides new opportunities to deliver increased efficiency through end to end digital processes and provide more effective delivery channels for citizens and businesses.

Public Service Reform Plan Alignment

Focus on Service Users 	Focus on Efficiency 	Focus on Openness 	Leadership & Capability
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### 3. Data as an Enabler

- Facilitate better sharing of data on a whole-of-government basis to support better decision making, drive efficiency and deliver a range of new digital Government services to citizens and businesses, subject to relevant legislation.
- Recognise that the governance and management of data is critical to ensuring data quality, as is the implementation of the necessary infrastructure to allow sharing of data between Public Bodies while recognising citizens data privacy rights.

Public Service Reform Plan Alignment

Focus on Service Users	Focus on Efficiency 	Focus on Openness 	Leadership & Capability 
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### 4. Improve Governance

- Focus on improving ICT governance to ensure alignment, reduce risk and support unification, as envisaged under the Public Service Reform Plan and Civil Service Renewal Plan.
- Ensure that ICT projects are aligned, directed and monitored to support the specific goals and objectives of a Public Body at a whole-of-government level.

Public Service Reform Plan Alignment

Focus on Service Users	Focus on Efficiency 	Focus on Openness 	Leadership & Capability 
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### 5. Increase Capability

- Ensure that the necessary resource levels and skillsets are available through targeted recruitment and succession planning to meet the future ICT needs of the Public Service.
- Professionalise the ICT career streams to allow progression within ICT as per the Civil Service Renewal Plan.
- Increased use of external managed services providers (MSP's) to support delivery of non-core ICT services to free up critical ICT resources for more value added services.

Public Service Reform Plan Alignment

Focus on Service Users	Focus on Efficiency 	Focus on Openness	Leadership & Capability 
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## Public Service ICT in Numbers

**1st** Ireland is the easiest country in Europe and the sixth easiest country in the world to pay business taxes according to a report by PwC, the World Bank and IFC.

**€9.54m** the value of fraudulent overpayments recovered by the Department of Social Protections' Compliance and Anti-Fraud efforts

**63%** the percentage of Single Payment Scheme applications submitted through the Department of Agriculture, Food and the Marines' online systems in 2014 representing a 19% increase from 2012

**77%** the percentage of Local Property Tax returns processed through Revenue's online systems in 2013

**1 in 3** the number of Automated Number Plate Recognition vehicles in the Garda Síochána now using 3G technology to enable live uploads and downloads of data and alert/warning information

**2.4m** the number of transactions processed annually through the Department of Education and Skills' Online Claims System (OLCS) by primary and post-primary schools to submit details of school employee absences, along with claims for the payment of substitute and casual appointees

**2.5m** the number of payments made on the Department of Transport, Tourism and Sport's online motor tax website in 2013

## ICT Industry in Numbers

**105k** the number of people employed in the technology sector in Ireland<sup>1</sup>

**€76bn** technology exports per annum from Ireland<sup>1</sup>

**4 of 5** top exporters in Ireland are technology companies<sup>1</sup>

**9 of 10** top global software companies are operating in Ireland<sup>2</sup>

**€800m** invested in 2012 by the state in R&D helping to ensure Ireland stays at the forefront of technological innovation<sup>2</sup>

<sup>1</sup><http://www.ictireland.ie>

<sup>2</sup><http://www.idaireland.com>