

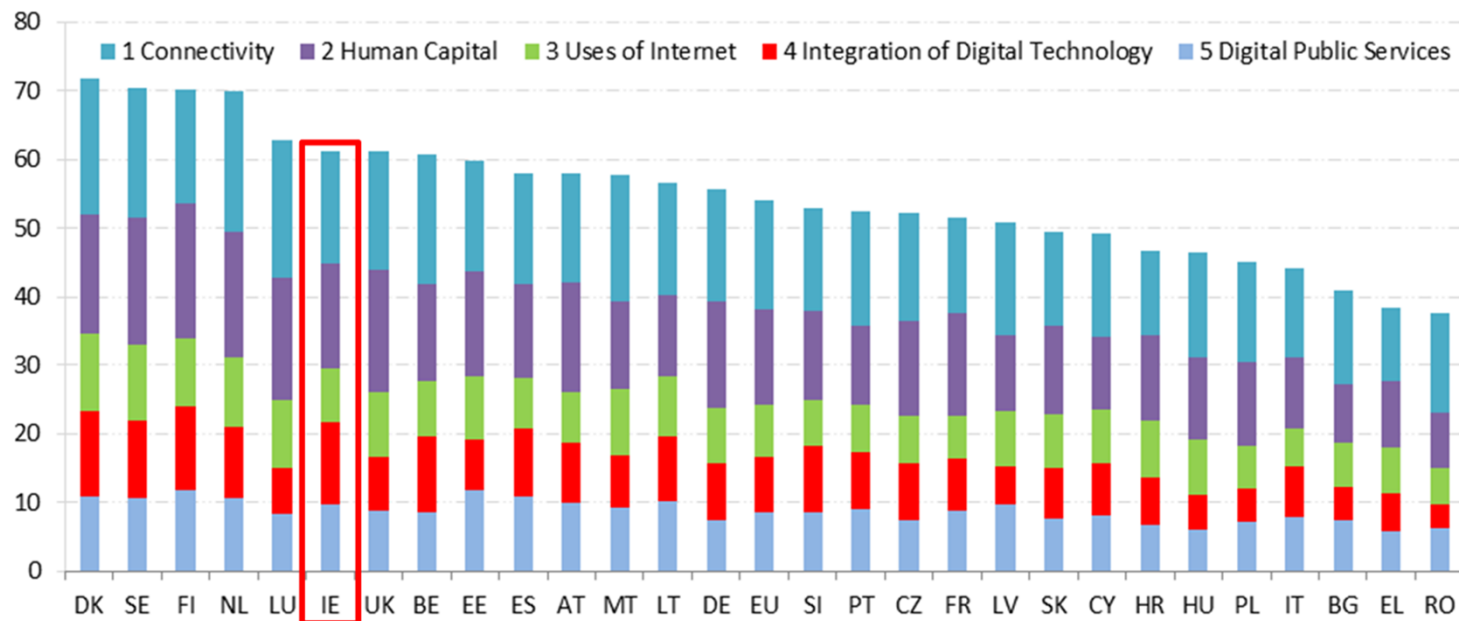
The Criticality of Data in driving the Best Digital Outcomes for Citizens and Businesses in Ireland

*Barry Lowry
Irish Government CIO
June 2019*



Where we are today

Digital Economy and Society Index (DESI) 2018 ranking



Public Services

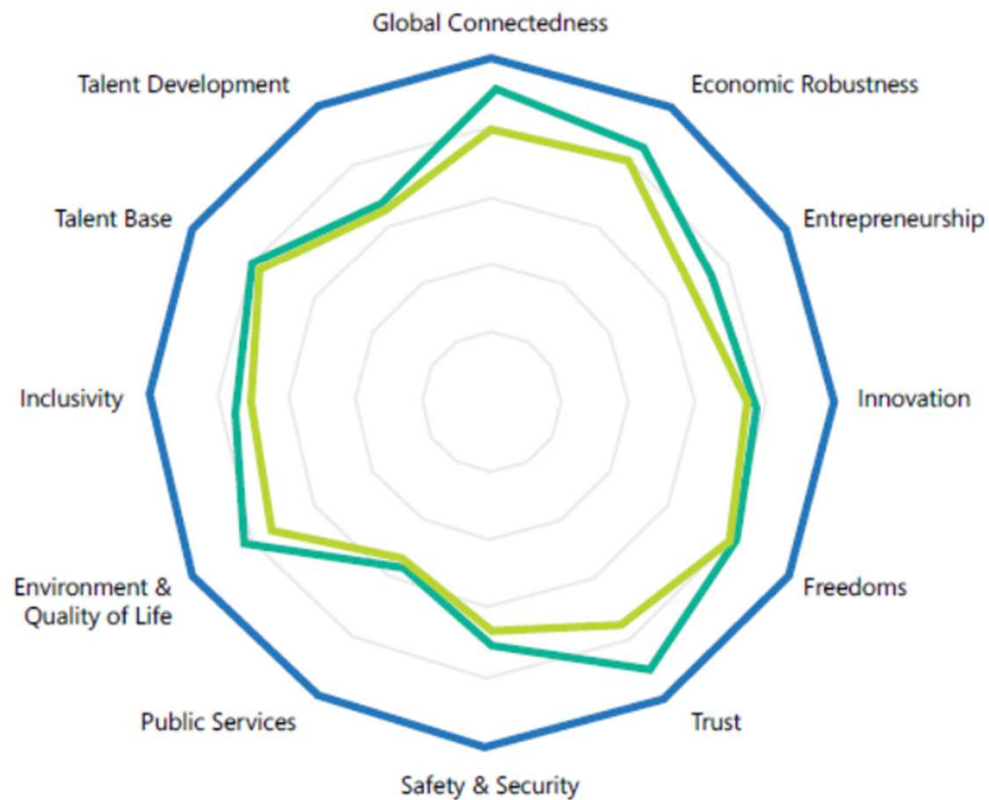
5 Digital Public Services	Ireland		Cluster	EU
	rank	score	score	score
DESI 2018	10	64.7	63.0	57.5
DESI 2017	9	60.6	60.2	53.7

“Ireland ranks 10th in Digital Public Services with no significant change in the rankings. It achieves top ranking in Open Data and an almost perfect result in digital public services for businesses. When it comes to services aimed at and used by citizens, the results are less impressive”.

Figure C: Irish Smart Society progress 2012-2017

Source: Digital Planet, The Fletcher School at Tufts University, May 2018

— Benchmark - 2016 - 2017 — Ireland - 2012 - 2013 — Ireland - 2016 - 2017



- Recommendation 1: “Expand the scale, scope and reach of digital public services: The digitisation of public services delivery is key to improving the sluggish demand sophistication that is holding Ireland’s digital momentum back.”.

Enabling Digital Ireland 2018

The “Building Blocks” of Ireland’s Public Service ICT Strategy; and some key principles

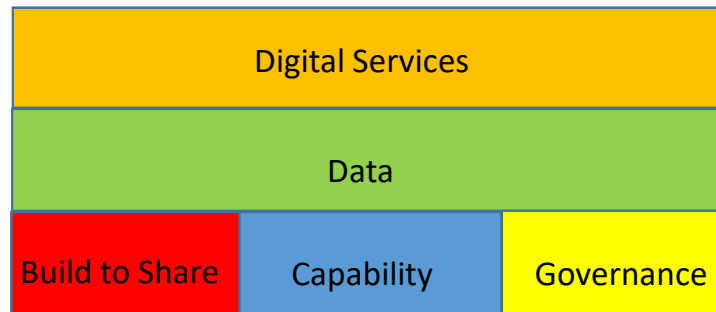
Our citizens should be able to access Government Services at a time and place convenient to them and using their device of choice.



Citizens should not have to tell us what we already know. But our use of their data should be appropriate and transparent.

All digital services should be consistent and easy to use. They should also reflect the diversity of our society.

Everyone running their own infrastructure is inefficient, ineffective, increases risk and obstructs data sharing.



We need to ensure that we maximise the value of our data, including historical.

Our ambitions are dependent on skills, competence and confidence amongst users, service providers, system builders and leaders. Good governance is essential to generate trust and confidence among all stakeholders.

eGovernment Strategy 2017 – 2020: Key Actions

We will...

... develop a Digital Service Gateway

... maintain an overall Digital Programme plan overseen by our eGovernment Minister

... develop our existing e-ID capability

... develop similar plans to facilitate business and location identification

... enhance our data-sharing capability

... introduce legislation to support our data-sharing ambitions

... continue to develop our Open Data portal

... transform our “back office”

... ensure appropriate governance is in place

... ensure our people have the skills and capabilities to help us move forward

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Getting Ireland Brexit Ready

Apply for an Irish Passport Card

Find an Eircode

Find Your Local Revenue Office

Motor Tax Online

BETA

This is a prototype - your feedback will help us to improve it.

Education

College and university websites, education, training boards and grants

Social Welfare

Includes Maternity Benefit, Child Benefit and Jobseeker's Payment

Family and Relationships

Adoption applications and birth, death and marriage registration

Money and Tax

Budgetary services, funding support and debt assessment

Housing

Social housing and homelessness, renting, owning, planning or building homes

Transport and Travel

Travel visas and public services



BETA This is a prototype - your feedback will help us to improve it.

Consultations

Find information on public consultations held by government departments and local authorities. This consultations portal is in beta and not yet complete with all consultations.

299 results

Public Consultation - CGT Entrepreneur Relief

Open; Department of Finance ; 3 May, 2019

Public Consultation - Employment and Investment Incentive (EII), Start-Up Refunds for Entrepreneurs (SURE), Start-Up Capital Initiative

Open; Department of Finance ; 3 May, 2019

Public Consultation - Key Employee Engagement Programme (KEEP)

Open; Department of Finance ; 3 May, 2019

Liffey Cycle Route

Open; Dublin City Council ; 2 May, 2019

Draft Traveller Accommodation Programme 2019-2024

Open; Leitrim County Council ; 1 May, 2019

Public Consultation Research and Development Tax Credit Review 2019

Open; Department of Finance ; 29 April, 2019

Notice of Intention to make Bye-Laws

Open; Tipperary County Council ; 29 April, 2019

Temporary Public Road Closure at L-81111-0/L-8111-0 Courtmacsherry for Installation of Watermain.

Closed; Cork County Council ; 27 April, 2019

Part 8 Planning Application - Bothar Guide/Church Road Improvement Works, Carrigaline

Open; Cork County Council ; 26 April, 2019

Consultation Status

All

Topic

All

Organisations

All

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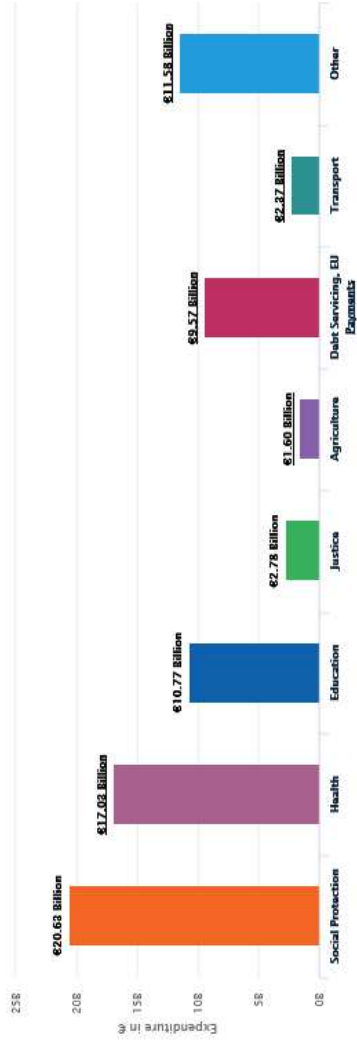


2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009

2019 Total Expenditure: €76.3 billion

Social Protection €20.6 billion	Health €17.0 billion	Education €10.8 billion	Justice €2.8 billion	Agriculture €1.6 billion	Debt Servicing, EU Payments €9.6 billion	Transport €2.4 billion	Other €11.6 billion
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Sectoral Expenditure (Drilldown)

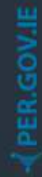


ADDITIONAL GRAPHS



Ainí Fhíaim-Airgeadais
Department of Finance

Produced by OGCIO
Government of Ireland



Rialtas na hÉireann
Government of Ireland

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A core principle of digital government is to leverage digital technologies more fully for a **user-driven approach**, i.e. to design, develop, deliver and monitor public policies and services **centred around people and user needs** (citizens and businesses), rather than based on top-down assumptions.

Digital technologies should not only be used to digitise analogue processes and services but as an **opportunity to fundamentally rethink and reorganise government processes**, procedures and services and being digital by design, and facilitate the **involvement of people's preferences** and user needs and drivers of change.

OECD 2019 (Going Digital: Shaping Policies, Improving Lives).

Objectives for Driving Digital Transformation

- Ensuring our most important services are used digitally;
- Ensuring all Government services have the same look and feel and deploy the same means of log on etc. (e.g. MyGovID, Digital Postbox);
- Ensuring that services are developed in line with best practice, e.g. transformational, user-driven, mobile centric ...

What our service “users” say



An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

“I would have preferred to do the whole experience online”

“RSA could let you upload your form online and then the NDLS could post your card, rather than you having to go in”

“Super stressful process”

“Inefficient, frustrating, outdated”

“It is obvious the people who are citizens already make the immigration process”

“You need to think more about a portal and apps”

“85% of the information collected in the three documents was exactly the same”

“Young people expect responses in real time or close to it, e.g. online chat, rapid responses to tweets etc”

“I love Ireland and I think it is important to engage politically. Although I am on board, the registration process should be simplified and modern”

There was an app but it crashed repeatedly”



Rialtas na hÉireann
Government of Ireland

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Rialtas na hÉireann
Government of Ireland

PUBLIC SERVICE DATA STRATEGY 2019 - 2023

Office of the Government Chief Information Officer
Department of Public Expenditure and Reform

“To establish a data ecosystem that will improve how we govern, manage and re-use data in a secure, efficient, and transparent way, for the benefit of citizens, businesses and policy makers.”

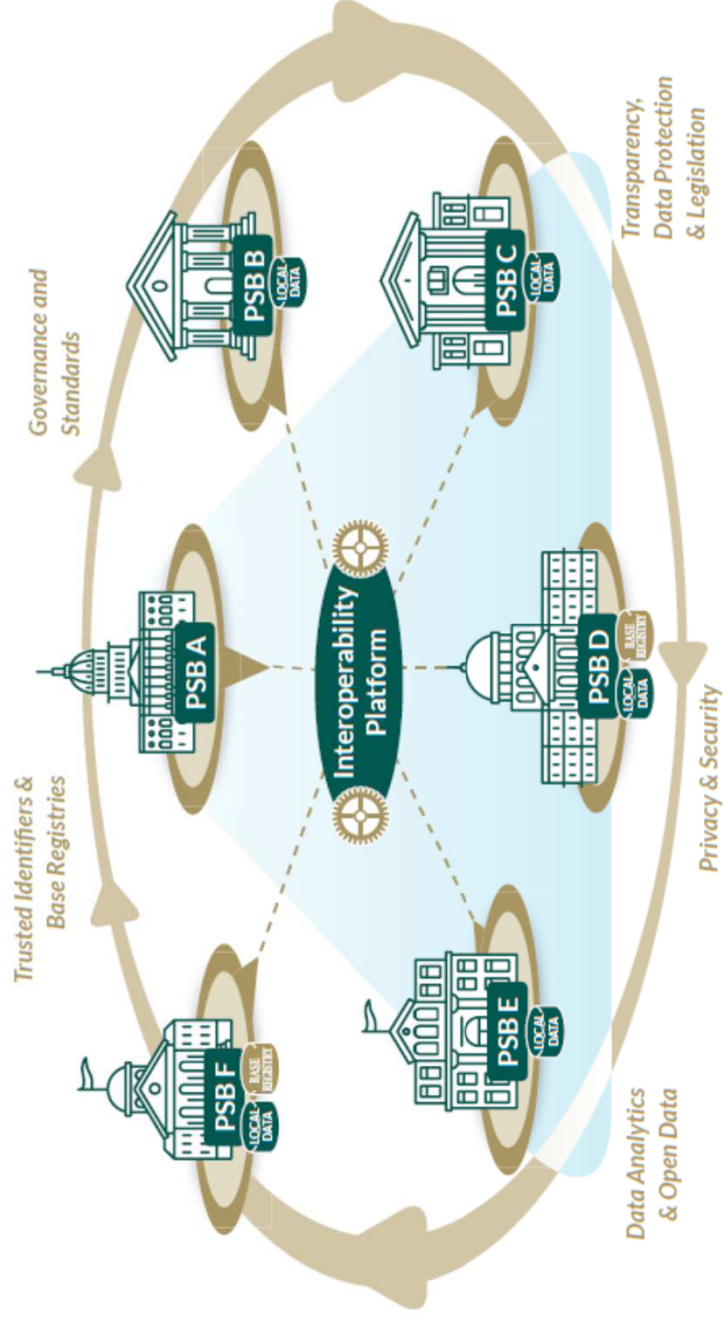


Figure 2: Target State Data Ecosystem for the Public Service



Rialtas na hÉireann
Government of Ireland

Protection & Legislation

- Action 1 Complete the Data Sharing and Governance Bill and bring it into law
- Action 2 Create a framework to support PSBs in sharing data in line with the Data Sharing and Governance Bill
- Action 3 Each PSB that processes personal data will ensure their data processing practices are demonstrably in line with data protection legislation

Governance & Standards

- Action 1 Establish a Data Governance Board to oversee and monitor data management practice within the Public Service with appropriate supports
- Action 2 Define and publish a set of standards and guidelines, in line with GDPR Article 40, addressing areas of data management

Privacy & Security

- Action 1 Publish privacy-by-design and security guidelines for which PSBs must have regard, and apply in the context of public tenders
- Action 2 PSBs to implement appropriate security and privacy measures to comply with Data Protection obligations
- Action 3 PSBs should ensure that personal data is protected online at point of access and collection via the use of MyGovID
- Action 4 Implement a secure cross-agency Digital Postbox solution

Capability

- Action 1 Define and publish a self-assessment data maturity framework for PSBs to execute
- Action 2 Define and publish a data strategy template for PSBs to use when developing their own data strategy
- Action 3 PSBs, where appropriate, will appoint an officer with overall responsibility for data, and the development of their own data strategy in line with this document

GeoSpatial

- Action 1 Encourage PSBs to catalogue and share geospatial datasets, where appropriate to do so using a common reference (i.e. a UGI)
- Action 2 Further develop the State's geospatial data hub (GeoHive) providing discovery, evaluation and access to Government geospatial data
- Action 3 Ensure the appropriate governance structure and best practice methodologies are in place through the Data Governance Board to optimise the state's geospatial data and related resources

Records Management

- Action 1 Implement Governments Public Service Records Management plan

Digital Collection

- Action 1 PSBs to adopt digital data collection as the default method of collection where appropriate, while exploring opportunities for a shared service approach
- Action 2 Develop a secure platform for online surveys that has general applicability to multiple surveys and is capable of scaling to accommodate very large surveys, including the Census
- Action 3 Establish a UI/UX procurement framework to assist PSBs in accessing UI/UX skills and consider establishing a Government UI/UX style guide for online content. This will help build a more consistent look and feel to Government online, including data collection and input forms
- Action 4 Develop a platform for online self-service forms that meets the needs of PSBs seeking to collect non-complex data as part of an administrative process

Interoperability Platform

- Action 1 Incrementally develop an Interoperability Platform and supporting guidelines and processes to support interoperability

Analytics

- Action 1 Develop an analytics platform supporting secure virtual data rooms with a standard analytics and visualisation toolset, and governance process to facilitate cross-agency data analysis
- Action 2 PSBs to adopt analytics and visualisation tools to ensure policy development can engage with available data in a meaningful and intuitive manner

Discovery

- Action 1 Develop a Government data catalogue, for internal and public use, cataloguing key data holdings within PSBs, supporting reuse and transparency
- Action 2 Develop a Government API portal, as part of the Interoperability Platform supporting the discovery of data and services that are available for reuse via a machine to machine mechanism

Trusted Identifiers

- Action 1 Promote rollout and adoption across the Public Service of the PSC, MyGovID and Eircode
- Action 2 Progress the UBI initiative to assess the introduction of a unique identifier for business

Base Registries

- Action 1 Develop base registries and the processes required to govern their operation

Transparency

- Action 1 Develop a secure Personal Data Portal for citizens, underpinned with appropriate legislation
- Action 2 PSBs to publish data sharing agreements on a Government portal, complementing the Government data catalogue
- Action 3 PSBs to catalogue and release open datasets in line with the Open Data Strategy 2017



Data Sharing and Governance Act 2019

(Act 5 of 2019)

Data Sharing and Governance Bill 2018 (Bill 55 of 2018)

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Bill entitled an Act to provide for the regulation of the sharing of information, including personal data, between public bodies; to provide for the regulation of the management of information by public bodies; to provide for the establishment of base registries; to provide for the collection of public service information; to establish the Data Governance Board; to amend the Social Welfare Consolidation Act 2005; and to provide for related matters.

Last updated: 4 Mar 2019

Sponsored by: Minister for Public Expenditure and Reform

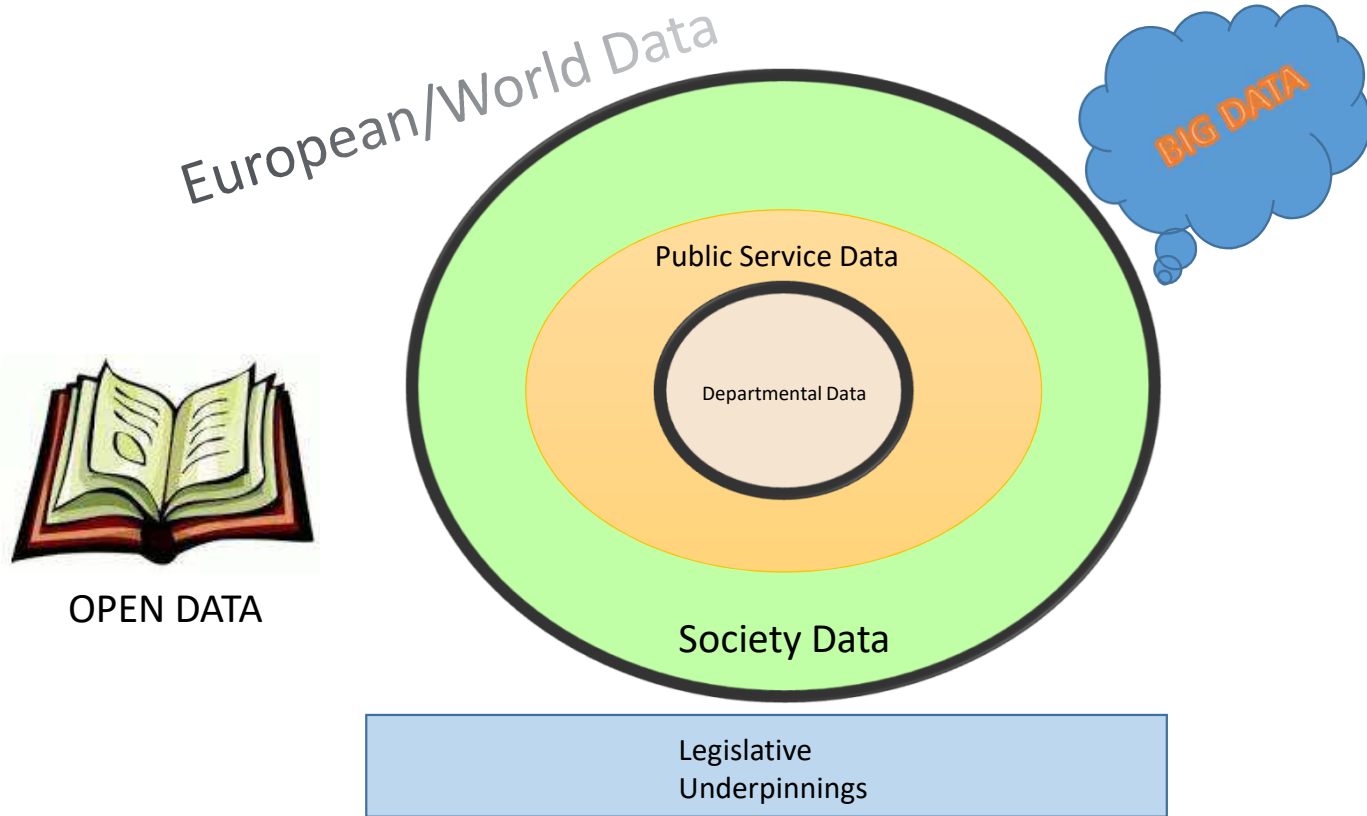
Source: Government

Originating House: Seanad Éireann

History of this Act

The Bill has been signed into law by the President





The Data Sharing Opportunity

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Data.Gov.IE

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- Regions and Cities
- Transport

Publication of the Open Data Strategy 2017 – 2022

We are delighted to welcome the publication of the Open Data Strategy 2017 – 2022, which builds on the substantial achievements made in implementing the Open Data Initiative and sets out a roadmap for continued progress and development.

[Read the full update](#)



SHOWCASING IRELAND'S DATA

[Amharcóir Pleanála Teanga GIS / Language Planning Viewer GIS](#)

Is áis é an Córas Faisnéise Geagrafaí (GIS) ina gcuirtear eolas ar fáil, ag úsáid amharcóir mapa, maidir le húsáid na Gaeilge mar a bhaineann sé: leis na Limistéir Pleanála...

Tweets by GovDataIE

TECHNICAL FRAMEWORK

Read the technical framework which underpins the publication of open datasets

[READ MORE](#)

RE-USE OF PUBLIC SECTOR INFORMATION

Access documentation regarding the re-use of Public Sector Information in Ireland

[READ MORE](#)

E-LEARNING

Access Open Data course modules provided by the European Data Portal

[READ MORE](#)

TRAINING/SUPPORT FOR PUBLIC BODIES

Open Data Training and Technical Support available for Public Bodies

[READ MORE](#)

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Thanks!