

Our Digital Transformation Challenge and what we might do about it

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Government CIO
October 2017

Udaráis Áitiúla Éireann
Local Authorities Ireland

Local Government ICT Strategy
2017 - 2022

DESI 2017 - Ireland amongst "high performing countries"

Digital Economy and Society Index 2017 - Ireland

Ireland ranks 9th in DESI 2017. Ireland ranks very high when it comes to the integration of digital technologies by businesses, mostly because many SMEs embraced e-commerce. Internet users increasingly take advantage of high-speed infrastructures and also make good use of online public services. Ireland's main challenge is to equip more than half of the population with at least basic digital skills.

DESI 2017	Ireland rank	Cluster score	EU score
DESI 2017	9	0.536	0.483
DESI 2016	8	0.535	0.480

The Digital Economy and Society Index is a composite index measuring progress in digital through five components:

- 1 Connectivity: Fixed broadband, mobile broadband, broadband speed and prices
- 2 Human Capital: Basic skills and internet use, Advanced skills and Development
- 3 Use of internet: Citizens' use of Content, Communication and Online Transactions
- 4 Integration of digital: Business digitization and e-commerce
- 5 Digital Public Services: e-government

DESI 2017 - relative performance by dimension

Clustering: Ireland belongs to the cluster of high performing countries.

Digital Economy and Society Index (DESI) 2017 ranking

DESI - evolution over time

Explore DESI at <https://ec.europa.eu/digital-single-market/en/desi>

5) Digital Public Services: Demand among internet users is one of the highest in Europe. Ireland has greatly improved in providing Open Data. Filling in online forms could however be made more user-friendly.

DESI 2017	Ireland rank	Cluster score	EU score
DESI 2017	7	0.67	0.59
DESI 2016	10	0.58	0.57

5 Digital Public Services - evolution over time

Methodological note

1. DESI 2016 was recalculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.

2. 40 coverage: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.

3. Openness: There is a decrease in most of the Member States due to the additional EU implementation of the 200 MiB band in April 2016.

4. ICT Specialist: Historical data have been revised by Eurostat.

5. Basic Skills and Internet: Break in series due to a change in the European survey.

6. Values on Demand: Break in series due to a change of data source. New source is Eurostat.

7. Open Data: Change of data source. The historical data have also been re-assessed. The new source is the European Data Portal.

Explore DESI at <https://ec.europa.eu/digital-single-market/en/desi>

"Europe's economy needs to overcome this fragmentation in online markets to make the most of the opportunities offered by new emerging technologies, along with the chance to generate economic growth and employment."

"The successful establishment of a DSM could generate €415bn a year."

European Commission VP Andrus Ansip (February 2017)

new batch observations from the UK (beta)

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Government is different because

1. We don't pick and choose our customers;
2. We have LOADS of stakeholders;
3. We have LOADS of Legacy (unless we are Estonian!);
4. People losing their jobs is ALWAYS our problems;
5. We are not one entity;
6. It can therefore be REALLY hard to define success;

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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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Government Online Services

Education: Post-Primary, Primary School, Third Level, More...

Family and Relationships: Children, Research, Statistics, More...

Money and Tax: Tax, Budget, Payments, More...

Social Welfare: Payments, Social Welfare, Pensions, More...

Housing: Land and Property, Environment, Laws, More...

Transport and Travel: Transport, Tourism, Mooring, More...

Health: Safety, Emissions, Environment, More...

Business: Money, Tax, Loans, More...

Government in Ireland: Research, Statistics, Education, More...

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The Irish Government's Expenditure Data

Explore Expenditure by Year

2017 Total Expenditure: €68.7 billion

Social Protection	Health	Education	Justice	Agriculture	Debt Servicing, EU Payments	Transport	Other
€19.9 billion	€14.8 billion	€9.5 billion	€2.6 billion	€1.5 billion	€10.6 billion	€1.8 billion	€8.2 billion

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MyGovID – Ireland’s Online Identity Engine

GOVERNMENT LAUNCHES MYGOV ID – A SAFE SECURE ONLINE IDENTITY FOR GOVERNMENT SERVICES IN IRELAND

Minister for Public Expenditure and Reform, Paschal Donohoe, T.D. and Minister for Social Protection, Leo Varadkar, T.D. today launched MyGovID – a safe and secure way to access Irish government services online, at an event held at The Digital Hub.

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Ireland’s Cultural Debate?

- Ireland must learn from UK data protection and ID disasters
 - “ Ditching of costly databases in UK suggests more care needed with public services card”
 - TJ McIntyre lecturer in the UCED Sutherland School of Law, a solicitor with FP League Solicitors and the chair of Digital Rights Ireland) 28/09/17
- (the card) exemplifies a systematic disregard for privacy and data protection throughout the State
- The common pattern in these cases is that fundamental rights are viewed as inconvenient obstacles.**

Public Services Card reveals State ignorance of data privacy issues

Significant cybersecurity risks evident in Public Services Card database

Each citizen
Last Updated: September 22, 2017 00:18
Concern over the new infrastructure Public Services Card has been a slow build.
A very slow build.
The card was being discussed in the Dail in 2007 – Fine Gael’s **Colm Mícheál** asked then minister for social and family affairs Seamus Brennan when such a card might be introduced. The card was formally launched in 2011. About 2.6 million people now have one.
As Minister for Employment Affairs and Social Protection **James Spillane** noted, the card is not “mandatory” but not “optional”, the difference between the two being about as thin as the skin of the current US president.

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We can’t be left behind

We will in our countries:

take steps to increase the findability, quality and technical accessibility of data in key base registers and/or similar databases, to build up readiness for applying the once only principle for national or cross-border digital public services;

co-ordinate, exchange and collaborate more with each other to increase our strategic, operational, research and development capacity in the area of cybersecurity, in particular via the implementation of the network and information security (NIS) directive to strengthen the security and resilience of our public administration and services.

Tallinn Agreement, October 2017

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National readiness for international excellence?

The European Union (early 2016)

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2017 EXPENDITURE

#Budget17
www.budget.gov.ie

Home About Expenditure Reform

DATA-SHARING AND GOVERNANCE BILL

Home > Data-Sharing and Governance Bill

Public Consultation
on
Data-Sharing and Governance Bill: Policy Proposals

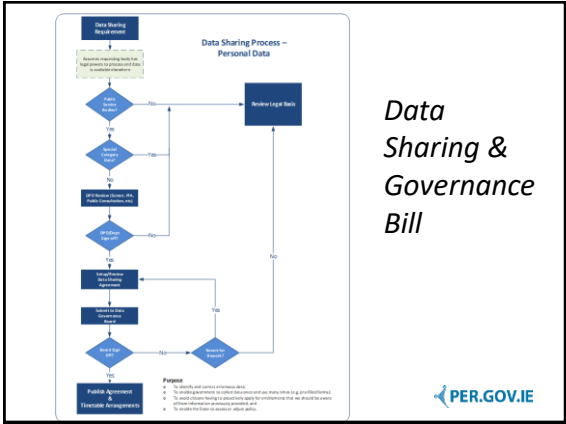
In October 2013, the Department of Public Expenditure and Reform brought a Memorandum to Government setting out a series of actions to improve data sharing in the public service. Chief among these was the development of the **draft Data-Sharing and Governance Bill**.

On 1 August 2014, the Department of Public Expenditure and Reform published a policy paper entitled, **“Data-Sharing and Governance: Policy Proposals”** which set out key elements of proposed legislation. Interested parties were invited to make submissions responding to the policy proposals. The Department received many constructive submissions, which are published below. The submissions received have contributed significantly to the development of policy on Data-Sharing, and the Department is very grateful to the respondents for their contributions to date.

On 24 November 2014, a public information event was held to discuss the outcomes of the consultation. The event was addressed by Robert Watt, Secretary General of the Department of Public Expenditure and Reform, Helen Dixon, Data Protection Commissioner, and Daraagh O’Brien of Cambridge Associates. This event allowed for useful discussion of the main policy issues from different perspectives.

Having considered the submissions received, the Department prepared a draft General Scheme of the Data-Sharing and Governance Bill in July 2015. The Government approved the drafting of the Data-Sharing and Governance Bill along the lines of the General Scheme, subject to such drafting or technical amendments as may be agreed between the Minister and the Attorney General.

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Data Sharing & Governance Bill

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THIRD-LEVEL ENROLLMENT DATA VAT REGISTRATIONS BY SECTOR DATA PUPIL-TEACHER RATIO DATA

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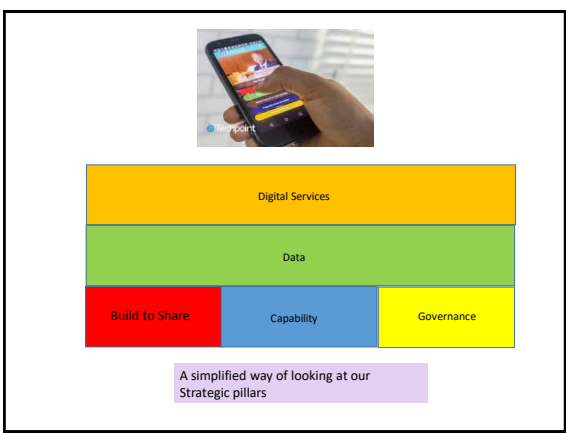
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Approach to Professionalisation



- ✓ Why we need in-house ICT capability?
- ✓ What will the in-house ICT capability look like?
- ✓ Grades and Titles
- ✓ Having the staff in place to meet the challenge
- ✓ Developing staff in place to meet the challenge
- ✓ Recognition and Reward
- ✓ Managing the ICT Staffing Resource
- ✓ Next Steps



Issues being managed

<http://1945ghmBusinessItems.blogspot.com>

The trouble with generalists is that they know less and know about more. The more they generally know, the less they know about anything.

The trouble with specialists is that they know more and know about less and less. They eventually know everything about nothing.

They're both right...

THE SPECIALIST VS THE GENERALIST

Special Feature! You can draw in any face you'd like.

Thanks!

