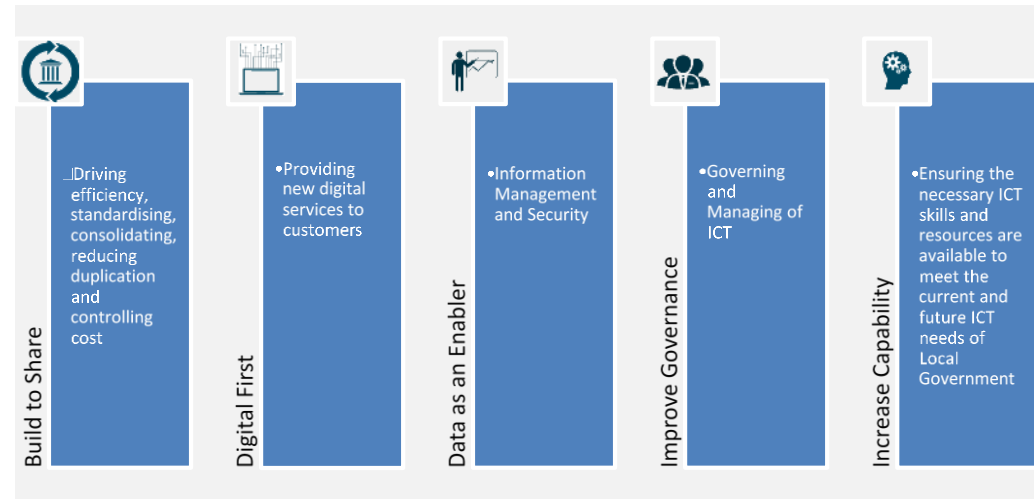


# Our Digital Transformation Challenge and what we might do about it

Barry Lowry  
Government CIO  
October 2017



Údaráis 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



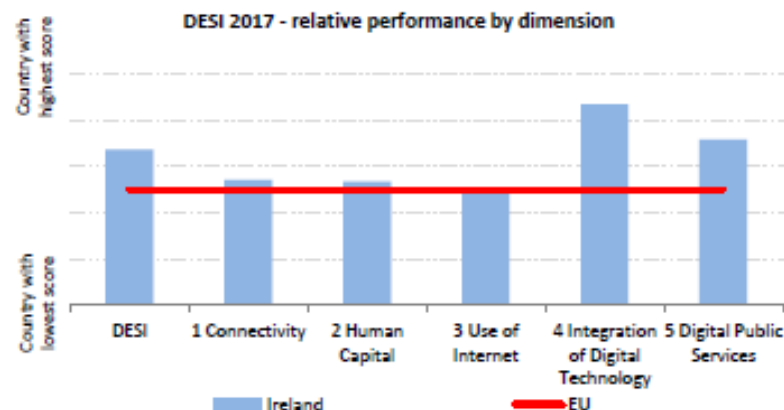
Ireland ranks 8<sup>th</sup> in DESI 2017. Ireland ranks very high when it comes to the integration of digital technologies by businesses, mostly because many SMEs embraced e-commerce. Internet users increasingly take advantage of high-speed infrastructures and also make good use of online public services. Ireland's main challenge is to equip more than half of the population with at least basic digital skills.

	Ireland rank	Ireland score	Cluster score	EU score
DESI 2017	8	0.59	0.63	0.52
DESI 2016 <sup>1</sup>	8	0.55	0.60	0.49

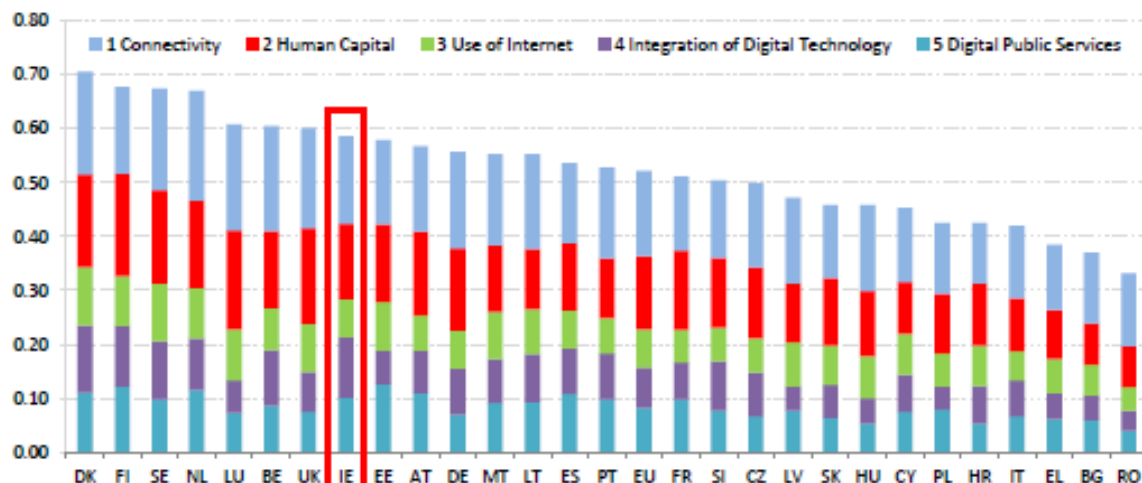
The Digital Economy and Society Index is a composite index measuring progress in digital through five components:

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 Technology	Business digitisation and eCommerce
5 Digital Public Services	eGovernment

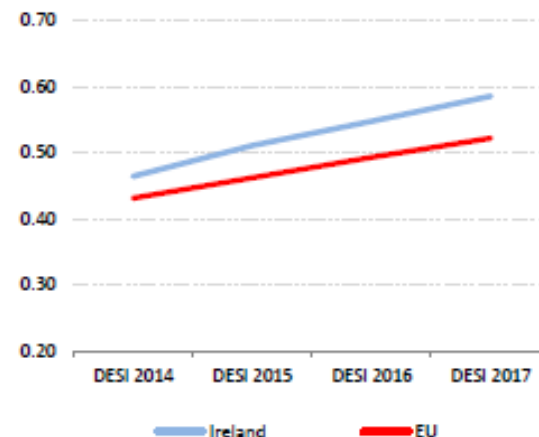
Clustering: Ireland belongs to the cluster of high performing countries.



Digital Economy and Society Index (DESI) 2017 ranking



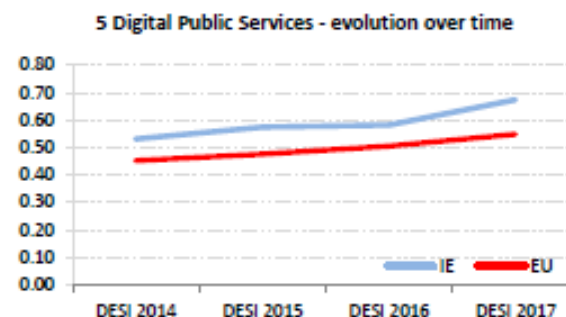
DESI - evolution over time



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.

	Ireland				EU
	DESI 2017 value	rank	DESI 2016 value	rank	DESI 2017 value
<b>5a1 eGovernment Users</b> % internet users (last year)	58% ↑	5	56%	4	34%
<b>5a2 Pre-filled Forms</b> Score (0 to 100)	35 →	18	35	17	49
<b>5a3 Online Service Completion</b> Score (0 to 100)	89 ↓	10	90	9	82
<b>5a4 Open Data<sup>8</sup></b> % of maximum score	80% ↑	3	44%	18	59%

5 Digital Public Services	Ireland		Cluster	EU
	rank	score	score	score
DESI 2017	7	0.67	0.59	0.55
DESI 2016	10	0.58	0.57	0.51



#### Methodological note

<sup>1</sup> *DESI 2016* was re-calculated 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.

<sup>2</sup> *4G coverage*: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.

<sup>3</sup> *Spectrum*: There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.

<sup>4</sup> *Fixed Broadband Price*: Due to a slight methodological change, historical data was re-calculated.

<sup>5</sup> *ICT Specialists*: Historical data have been revised by Eurostat.

<sup>6</sup> *Music, Videos and Games*: Break in series due to a change in the Eurostat survey.

<sup>7</sup> *Video on Demand*: Break in series due to a change of data source. New source is Eurostat.

<sup>8</sup> *Open Data*: Change of data source. The historical data have also been restated. 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)

You are here: Home > News Room > Releases

## Releases

Published on Thursday 27th July 2017

### Minister of State O'Donovan announces eGovernment Strategy 2017-2020

Patrick O'Donovan T.D., Minister of State for Public Procurement, Open Government and eGovernment, today (Thursday 27th July) announced the publication of the [eGovernment Strategy 2017-2020](#).

The new strategy has been developed to build upon the first eGovernment Strategy (eGovernment 2012-2015) with the aim of succinctly setting out the next phase for eGovernment in Ireland. The Strategy focuses on 10 key actions which cover a range of themes, including presentation of services, secure online identification, underlying infrastructure and appropriate skilling.

The new strategy also takes note of the contextual changes that have taken place in Ireland over the last number of years, such as technology innovation, a more 'joined-up' Civil Service, and developments across the EU, particularly in the areas of data protection, the eGovernment Action Plan and the Digital Single Market. It also recognises the progress that has continued to be made and the momentum that has been created by the Public Service ICT Strategy, and its 18-step delivery plan.

### News Category Finder

Art, Sport & Culture

## Latest News

August 1st, 2017

Government funds 5,000 extra childcare spaces

July 31st, 2017

125 new jobs for Waterford

July 26th, 2017

Appointment of Chief Justice

July 20th, 2017

Taoiseach convenes first meeting of Government Security Committee

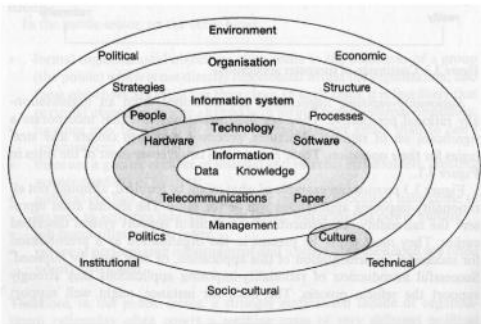
July 19th, 2017

Special Government Meeting

July 19th, 2017

Publication of Ireland's first statutory National Mitigation Plan





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RECENT POSTS

- "Artificial Intelligence" and the House of Lords inquiry
- the 'inadequate scope of public sector "reform"'

THE INADEQUATE SCOPE OF PUBLIC SECTOR "REFORM"

August 14, 2017 Jerry Fishenden One comment

In the 1999 book "Reinventing Government", information is placed at the centre of the government reform model:



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## Privacy and identity expert Fishenden calls for Verify rethink

David Bicknell  
Published 05 May 2017

GOV.UK Verify and other "competing" initiatives such as HMRC's Government Gateway should be "subject to an open, honest and fundamental reset"; Cabinet Office reiterates Verify's role in transformation strategy

Former Privacy and Consumer Advisory Group (PCAG) co-chair Jerry Fishenden has called for a "reset" of the government's thinking around its GOV.UK Verify identity assurance scheme.

Fishenden, who this week quit as co-chair of PCAG over concerns about the present government's commitments to its work and a perceived failure to address warnings about data handling in the new Digital Economy Act, called for the rethink, saying that despite the "significant amount of money, time and resource (that) have been sunk into the Verify platform in particular", it is not "delivering the results desired or the success repeatedly promised."

Fishenden said, "It's time that the Verify platform, other "competing" initiatives such as the updated Government Gateway, and the underlying work on an identity assurance framework are subject to an open, honest and fundamental reset."

Fishenden, writing in a [blog](#), pointed out that the National Audit Office's (NAO) recent report set out a series of high-level recommendations for the GOV.UK Verify programme, emphasising the importance of establishing a clear case; adequate early analysis or "discovery"; and a consideration and assessment of options.

He went on, "GDS needs to follow the principle of 'physician, heal thyself' and rigorously apply its own guidance to itself - from a fundamental and honest re-appraisal of user needs and a thorough (re)discovery process, through to a fundamental review of the original business case and the assumptions it made.

**Related News**

**Related Sectors**  
Public Services > Central government  
Management > Identity Management > Security  
Business > Transformation

**Related Dates**  
2017 > May

**Latest News**

**Manzoni calls in McKinsey to conduct review of online identities for public services**  
Work likely to consider Verify 'next steps' including commercial model and governance as well as how to deliver on Transformation Strategy goal of having 25m Verify users by 2020  
[Public Services > Central government > News](#)

**Gauke presses ahead with Universal Credit rollout**  
Work and Pensions secretary rejects calls for rollout pause but promises new guidance to DWP staff over possibility of giving advance payments for some claimants  
[Public Services > Central government > News](#)

**EU to award grants to analyse and exploit complex public datasets**  
Up to €5m EU grants available to help public administrations and supplier partners address the scalable exploitation of massive amounts of public and open data  
[Public Services > Central government > News](#)

**Universal Credit is back on the agenda at the Tory party conference**  
Despite concerns about the social impact of an acceleration in LIC's rollout in October, work and

**Whitehall Agenda:**  
The policy and politics of public sector ICT  
[WHITEHALL SW1](#)  
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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 Estonia!);
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;





## eGovernment Strategy 2017 – 2020: Key Actions

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... 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

# Government Online Services



## Popular

[Motor Tax Online](#)[Track the progress of a passport application](#)[View 1901 and 1911 Census](#)[Search the Irish High Court Case Tracking System](#)

## Education

Post-Primary, Primary School, Third-Level,  
[More...](#)

## Social Welfare

Payments, Social Welfare, Pensions, [More...](#)

## Health

Safety, Emissions, Environment, [More...](#)

## Family and Relationships

Children, Research, Statistics, [More...](#)

## Housing

Land and Property, Environment, Laws, [More...](#)

## Business

Money, Tax, Laws, [More...](#)

## Money and Tax

Tax, Budget, Payments, [More...](#)

## Transport and Travel

Transport, Tourism, Motoring, [More...](#)

## Government in Ireland

Research, Statistics, Education, [More...](#)



### Where your Money Goes

Congratulations to OGCIO on receiving a special merit award for the WhereYourMoneyGoes.gov.ie website, at the 2017 Miriam Hederman O'Brien Prize ceremony. The Foundation for Fiscal Studies organises the event on an annual basis to recognise work that contributes towards the public understanding of fiscal policy.



# The Irish Government's Expenditure Data

Explore Expenditure by Year



- 2017**
- 2016
- 2015
- 2014
- 2013
- 2012
- 2011
- 2010
- 2009
- 2008
- 2007

2017 Total Expenditure: **€68.7 billion**

Social Protection	Health	Education	Justice	Agriculture	Debt Servicing, EU Payments	Transport	Other
€19.9 billion	€14.6 billion	€9.5 billion	€2.6 billion	€1.5 billion	€10.6 billion	€1.8 billion	€8.2 billion



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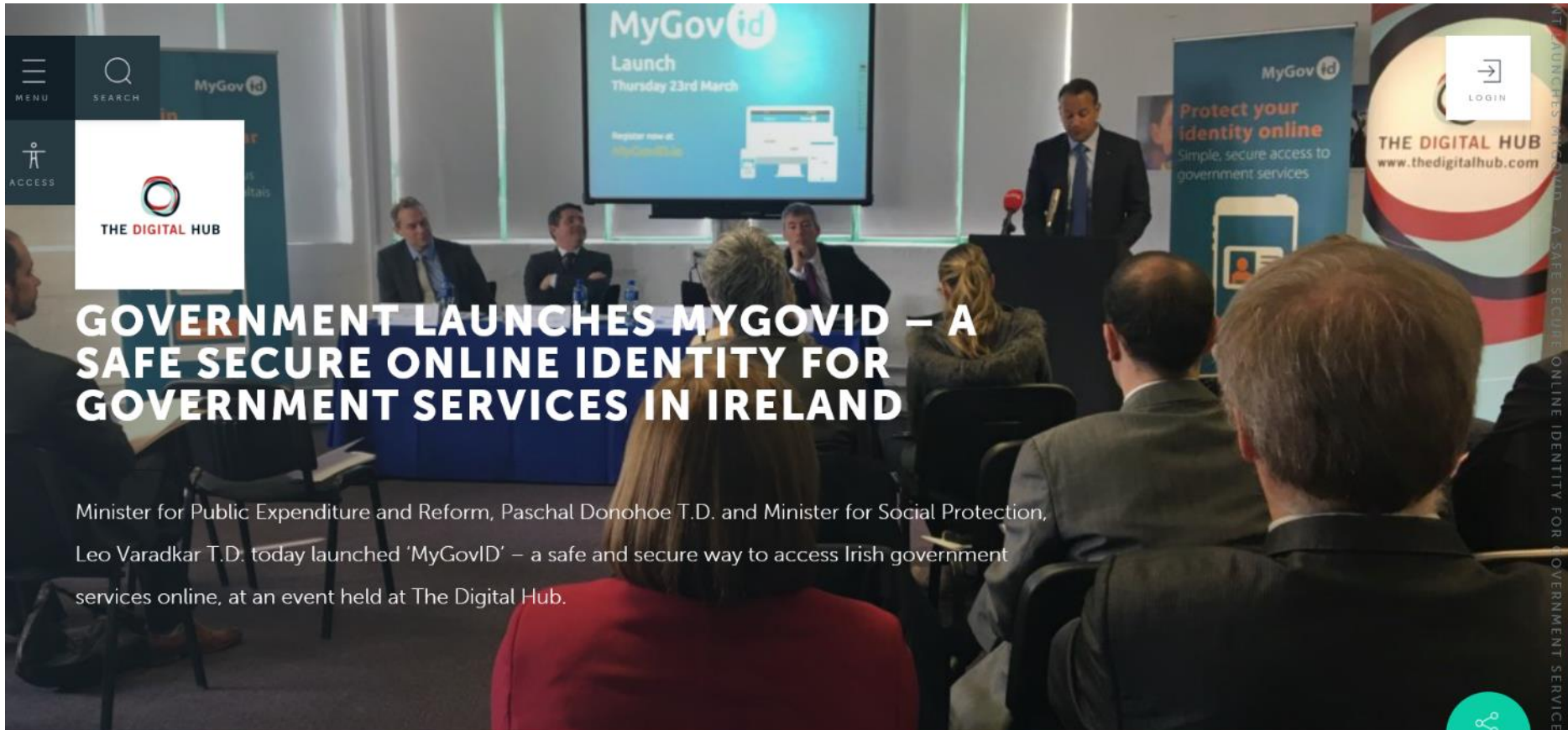
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## MyGovID – Ireland's Online Identity Engine



### GOVERNMENT LAUNCHES MYGOVID – 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.

# 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 UCD Sutherland School of Law, a solicitor with FP Logue 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



[Karlin Lillington](#)

*Last Updated: Thursday, September 21, 2017, 06:10*

Concern over the now infamous Public Services Card has been a slow build.

A very slow build.

The card was being discussed in the Dáil in 2005 – Fine Gael's [Olivia Mitchell](#) asked then minister for social and family affairs Séamus Brennan when such a card might be introduced. The card was formally launched in 2011. About 2.8 million people now have one.

As Minister for Employment Affairs and Social Protection [Regina Doherty](#) noted, the cards are now “mandatory but not compulsory”, the difference between the two being about as thin as the skin of the current US president.



## Significant cybersecurity risks evident in Public Services Card database

Published on September 21, 2017

[Ciarán Mc Mahon](#) | + Follow  
Director at Institute of Cyber Security  
2 articles



While much debate has focussed on the legality Public Services Card, there has been little of mention of its associated database of personal information. Not much is known about this database – referred to in Department’s literature as “Public Service Identity Data Register” – but what we do know is enough to raise significant cybersecurity concerns. A full risk analysis of this database is not possible at a distance, so we will have to be satisfied with some broad strokes, namely examining possible external and internal threats.

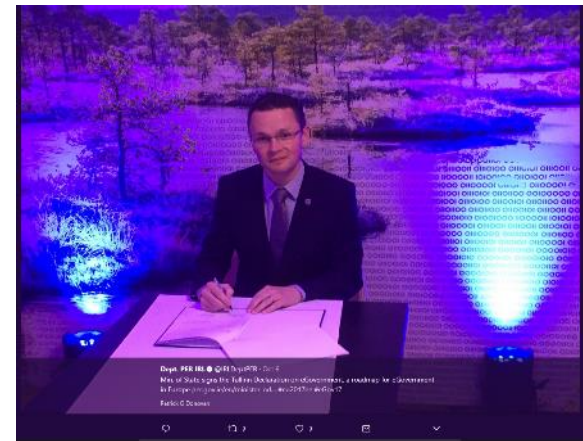
In terms of external threats, this means either nation-states or organised criminals (or some combination of the two). For example, it is believed that China was behind the Office of Personnel Management breach, where the [social security numbers of 21.5 million individuals](#) were stolen. Such an attack is an irreparable harm to the United States internal security. Notably, it was several months before this breach was noticed, which is quite common in this type of incident. Similarly, in the recent record-breaking

# 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

# National readiness for international excellence?

The European Union  
(early 2016)





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## DATA-SHARING AND GOVERNANCE BILL

[Home](#) > [Data-Sharing and Governance Bill](#)

### Public Consultation

on

#### Data-Sharing and Governance Bill: Policy Proposals

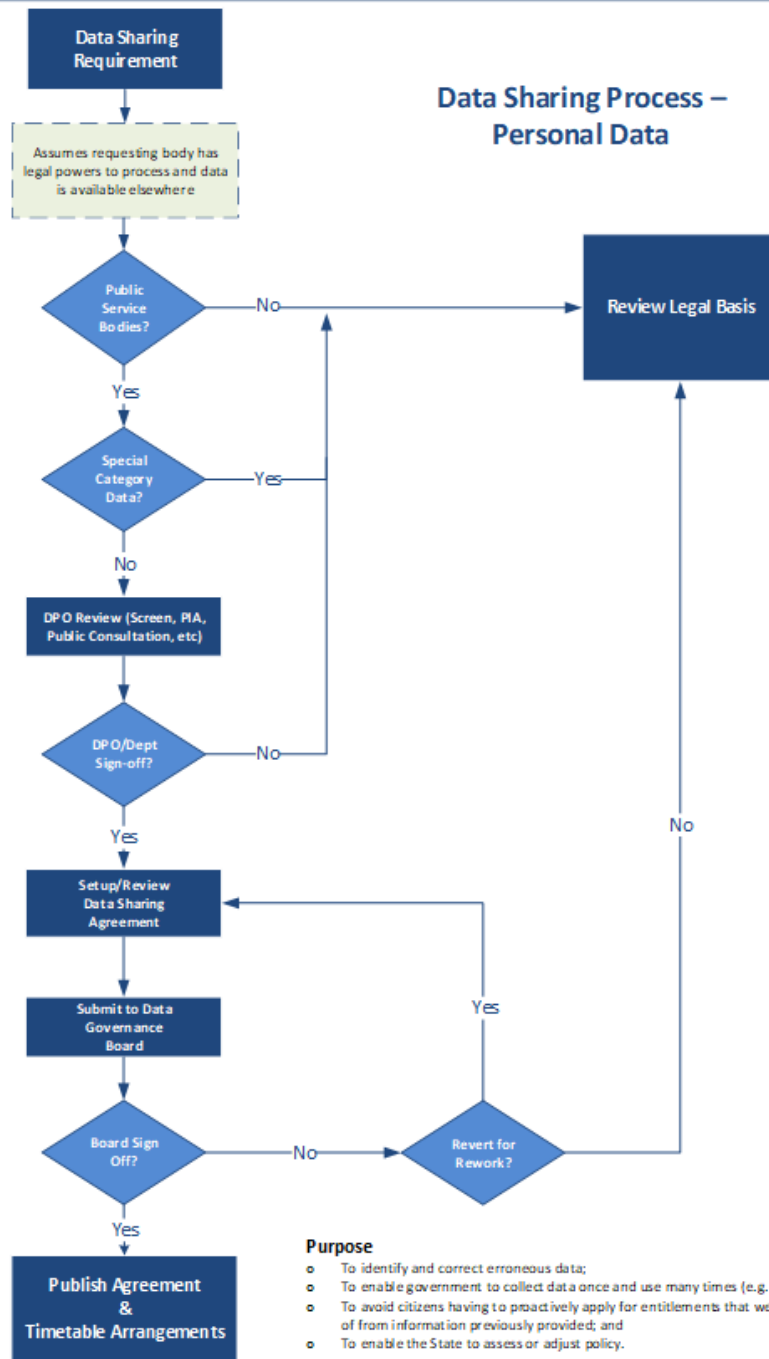
In October 2013, the Department of Public Expenditure and Reform brought a Memorandum to Government setting out a series of actions to improve data-sharing in the public service. Chief among these was the development of the Heads of a Data-Sharing and Governance Bill.

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 Daragh O'Brien of Castlebridge 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.

## Data Sharing Process – Personal Data



### Purpose

- To identify and correct erroneous data;
- To enable government to collect data once and use many times (e.g. pre-filled forms);
- To avoid citizens having to proactively apply for entitlements that we should be aware of from information previously provided; and
- To enable the State to assess or adjust policy.

# Data Sharing & Governance Bill

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## IRELAND'S OPEN DATA PORTAL

Promoting innovation and transparency through the publication of Irish Public Sector data in open, free and reusable formats.

[Explore Datasets](#)


4883


Datasets

97

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 Environment

 Government and Public Sector

 Health

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 Population and Society

 Science and Technology

 Regions and Cities

 Transport

THIRD-LEVEL ENROLMENT DATA

VAT REGISTRATIONS BY SECTOR DATA

PUPIL-TEACHER RATIO DATA



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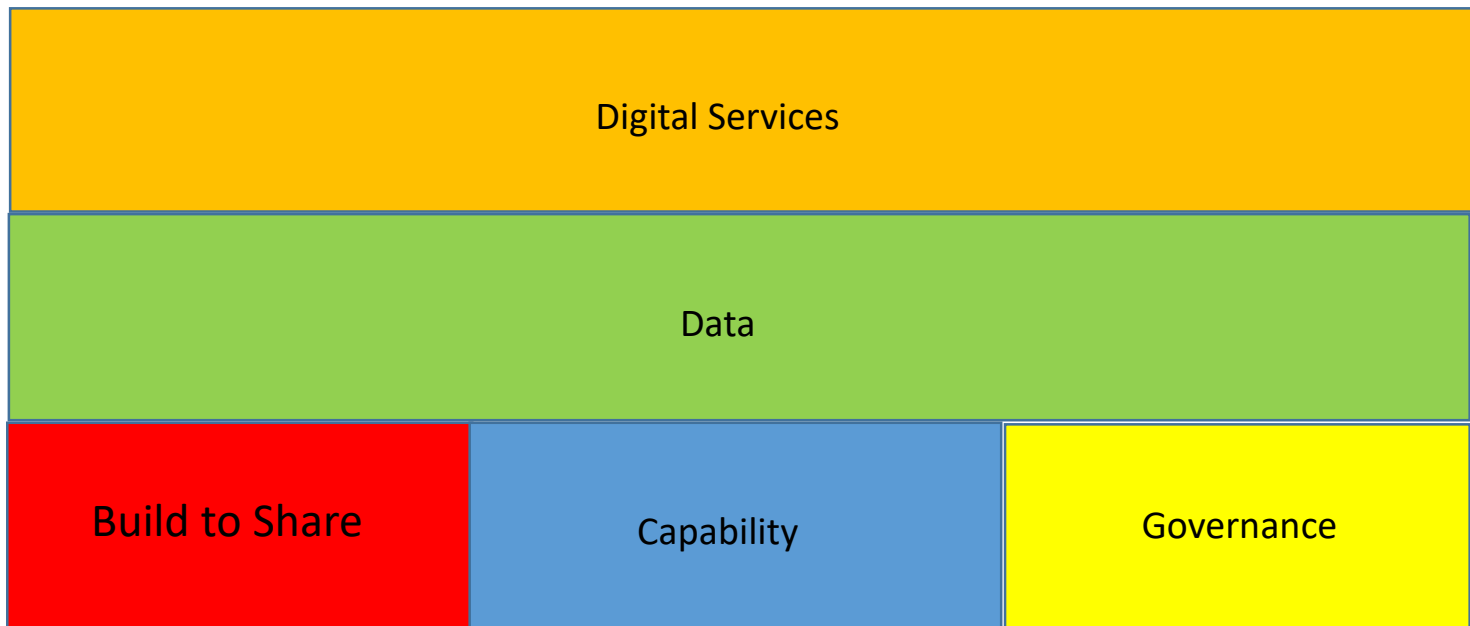
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A simplified way of looking at our Strategic pillars



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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://InfoSphereBusinessAlerts.blogspot.com>



*The trouble with generalists is that they know less and less about more and more, they eventually know nothing about everything*

*The trouble with specialists is that they know more and more 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 faces you'd like.



Thanks!