Strategy Update

Barry Lowry
Government CIO
October 2018

Rialtas na hÉireann
Government of Ireland

YES, WE KNOW WHAT THE GOAL IS, BUT WHAT IS OUR STRATEGY?

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Public Service ICT & eGovernment Strategies

National Digital Strategy

EU Digital Europe Programme, eGovernment & mGovernment Strategies

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Make Europe a digital champion

“A truly integrated European Digital Single Market is clearly a pre-condition to enable our digital sector to compete.”

“With an allocation of €9 billion, the Digital Europe Programme is the EU's first digital programme. It focuses on five areas: high-performance computing, artificial intelligence, cybersecurity and trust, digital skills, and ensuring a wide use of digital technologies across the economy and society.”

“It is crucial that national governments support this program”.

“our focus should not be on technology but on people: either we will build human-centred digital ecosystems based on people and values, or we are simply going to fall”.

Commissioner Maraya Gabriel (Sept 18)

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Focus on European citizens

“we must ensure that our citizens are equipped to reap the benefits of digital, while being protected against the new risks of the digital life”.

“the automation of labour through artificial intelligence will most significantly affect all types of jobs, including skilled white-collar middle-class workers”.

“Today, 90% of jobs require basic digital skills, but one third of the European labour force is lacking such skills. The 350,000 open vacancies for information and communication technology specialists in Europe show that the European digital transformation is slowed down by the lack of adequately skilled employees”.

“A budget of €700 million for advanced digital skills is proposed for the period 2021-2027 as part of the Digital Europe programme”.

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Ensuring that our digital society remains fully in line with our fundamental values

"Building on the General Data Protection Regulation framework, the tech ecosystem needs to develop the technologies to allow individuals to be fully in charge of their personal data. In the future internet, people should have full transparency on the use of their data in areas as diverse as health, democracy, environment, or mobility. This is essential to unleash the power of data both economically and socially".

"The AI Alliance, and High-Level Expert Group on artificial intelligence, will deliver draft guidelines on the ethical development and use of artificial intelligence by the end of this year".

"We are accelerating the deployment of new technologies to tackle disinformation: reputation tools, blockchain-based mechanisms to ensure the integrity and the traceability of content" and "making sure intellectual property is protected as a fundamental right"

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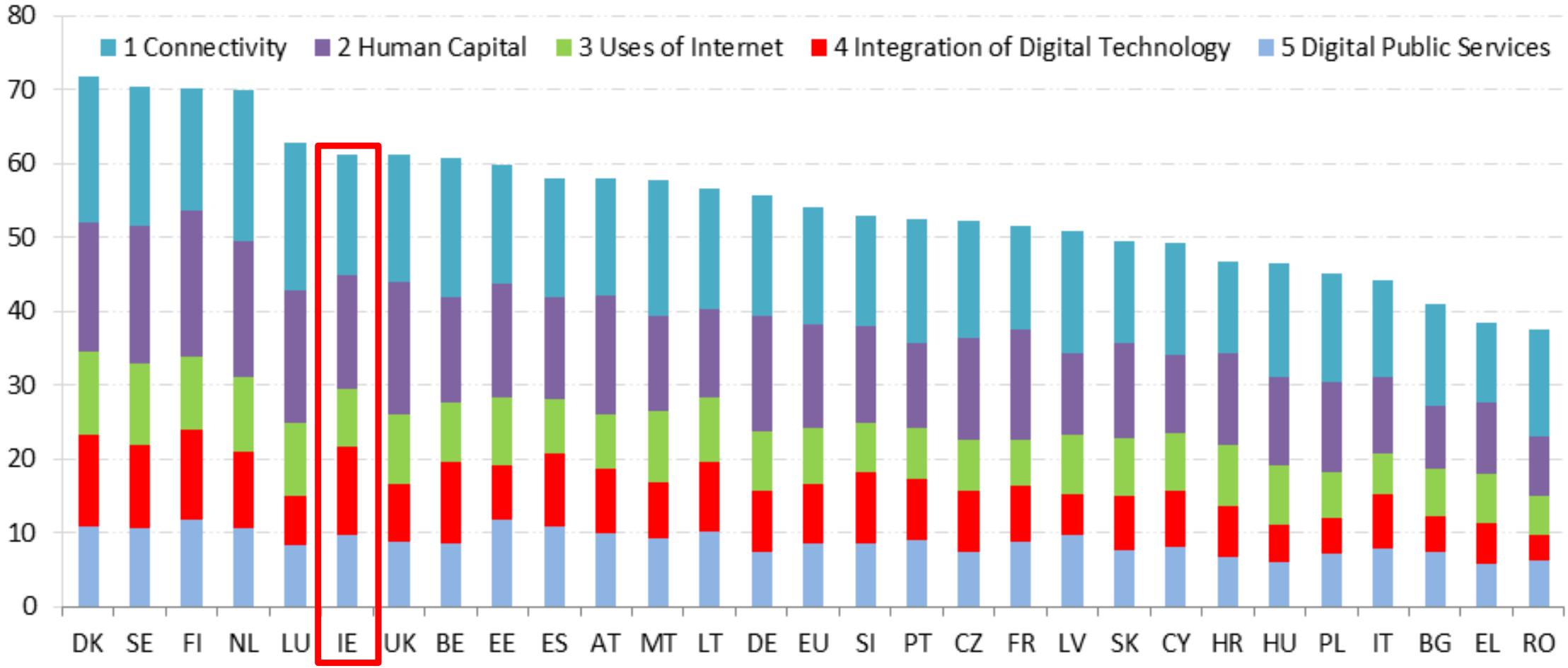
Digital Economy and Society Index (DESI) 2018 ranking



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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".

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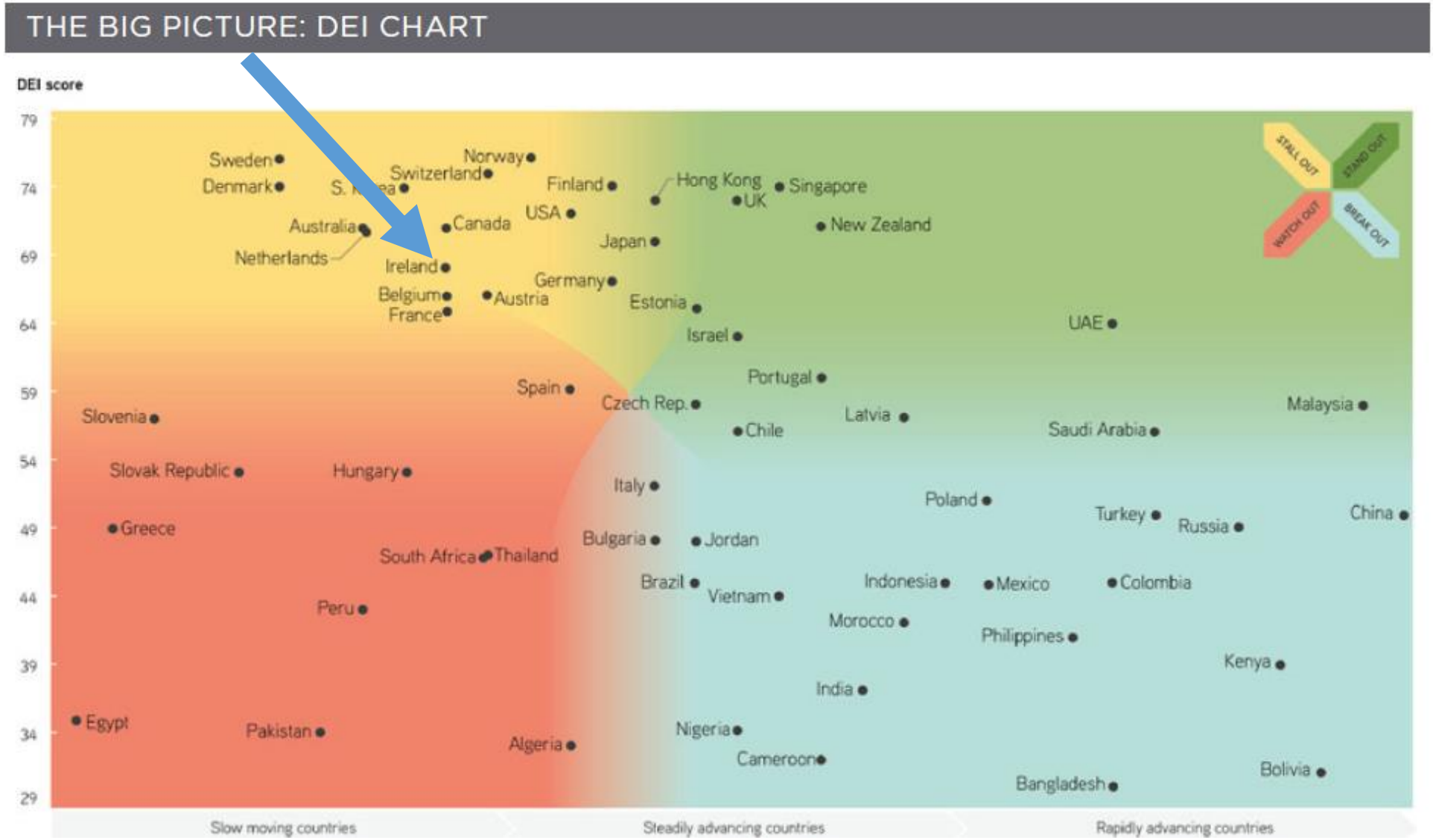
Key Takeaway #1*: "Use Public Policy as Key to the Success of the Digital Economy"*



Fletcher School Digital Planet 2017 Report: How Competitiveness and Trust in Digital Economies Very Across the World –

1. Supply Conditions
2. Demand Conditions
3. Institutional Environment
4. Innovation & Change

- Digital Trust

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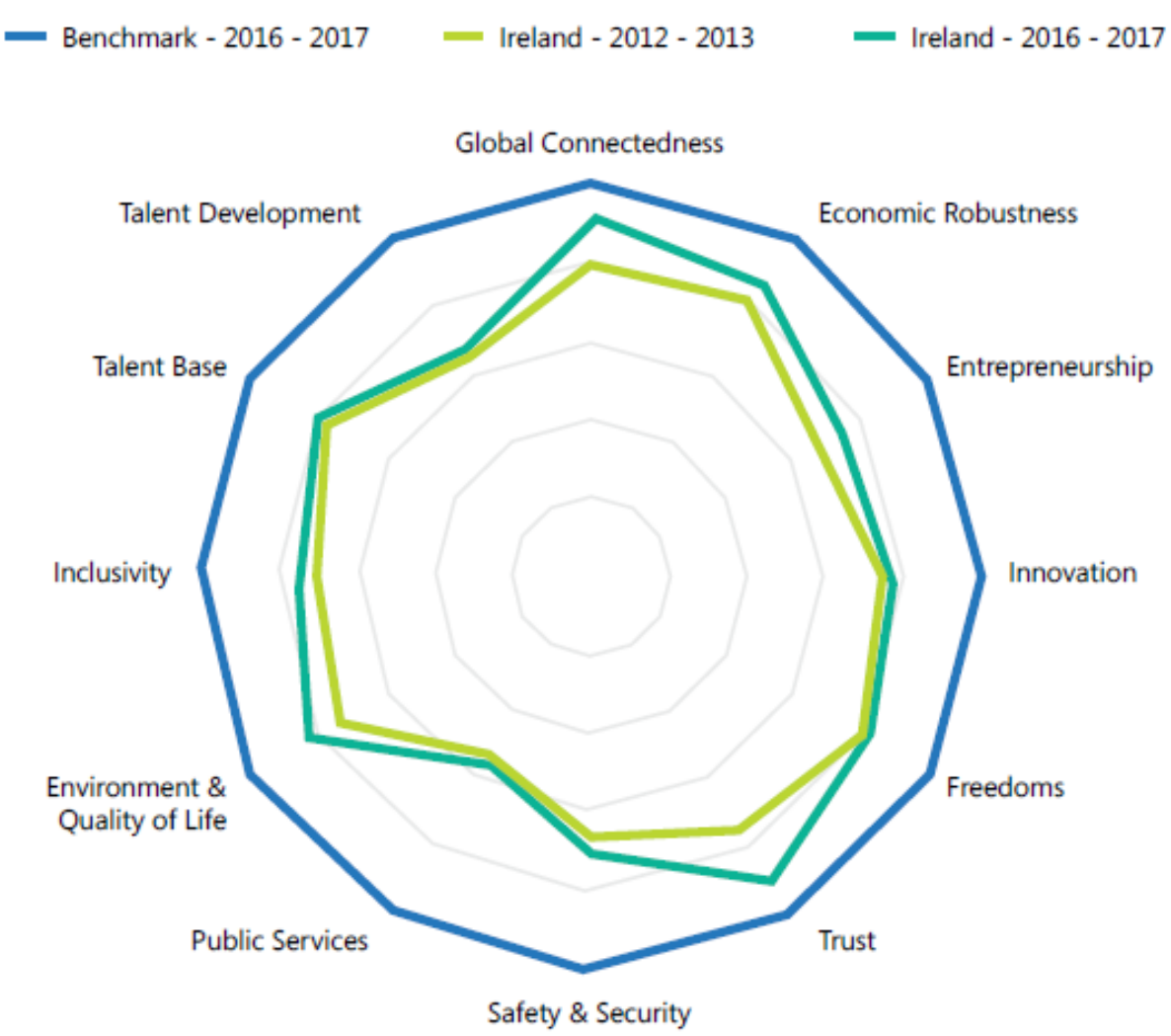
Figure C: Irish Smart Society progress 2012-2017

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



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.".

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National Digital Strategy – Emerging Themes

Digital Foundations

- Connectivity (Fibre, 4G/5G – quality and sustainability)
- Cyber Security
- Regulation
- Open Data

Trust, Society and Well-being

- Education & Skills
- Informed Citizens & Trust
- Well-being & Inclusion
- Social Impacts & Public Services

Effective Use of Digital by Citizens and Enterprise

- Digital Public Services (inclusive, Improved quality and consistency)
- Education (Capability & confidence of citizens/SMEs)
- Digital Security & Privacy and Data Protection
- Business Dynamism

Innovation and Economy

- Digital Economy Eco-System (Using Multi-National strengths to aid indigenous business, SME access to finance & R&D, Competency centres and Regional Development)
- Labour Market (Digital Transitioning & Regulating)
- Sectoral Issues (Inconsistent digital penetration, new areas and opportunities e.g. transport, taxation)

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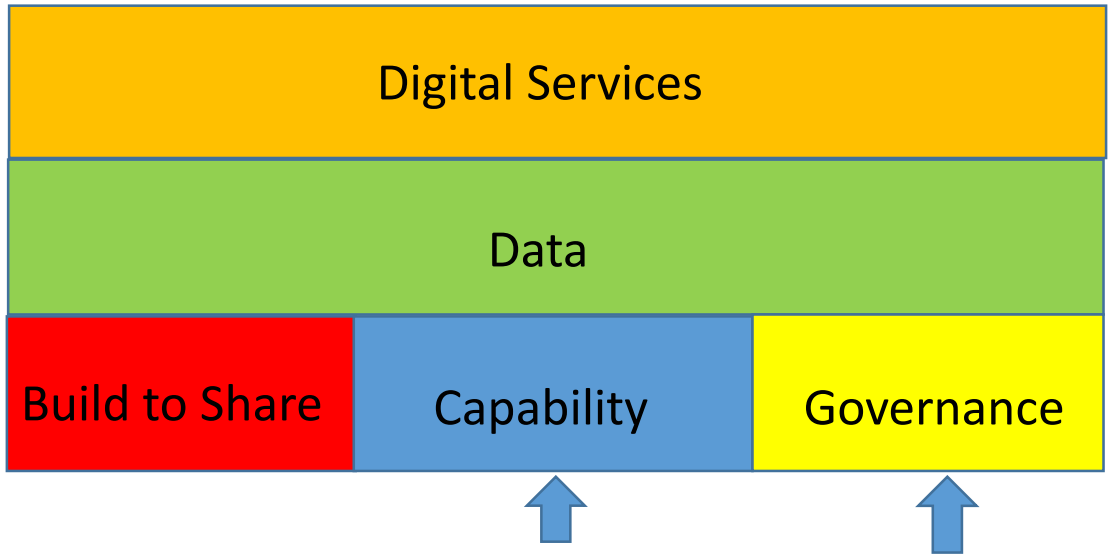
The "Building Blocks" of our Public Service ICT Strategy; and some key principles

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

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

We need to simplify and rationalise our own sharing of infrastructure, knowledge and processes



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

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.

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Office of the Government Chief Information Officer

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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Search for services or information

Search gov.ie

The 1901 and 1911 Censuses

Find an Eircode

Apply for an Irish Passport Card

Planning Applications in Your Local Authority

Motor Tax Online

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

Family and Relationships

Adoption applications and birth, death and marriage registration.

Social Welfare

Includes Maternity Benefit, Child Benefit and Jobseeker`s Payment.

Housing

Social Housing and renting.

Transport and Travel

Travel visas and public services.

Business

Tools and guidance for businesses.

National Government

Provides statistics, budgetary information and government services.

Our Public Service 2020

Overview of the framework for *Our Public Service 2020*

Action 1: Accelerate Digital Delivery of Services

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“Making MyGovID ubiquitous and essential to the consumption of all public services would create multiplier effects across Ireland’s digital economy”

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

Public Service Data Strategy

2018 – 2021

OGCIO

Department of Public Expenditure and Reform

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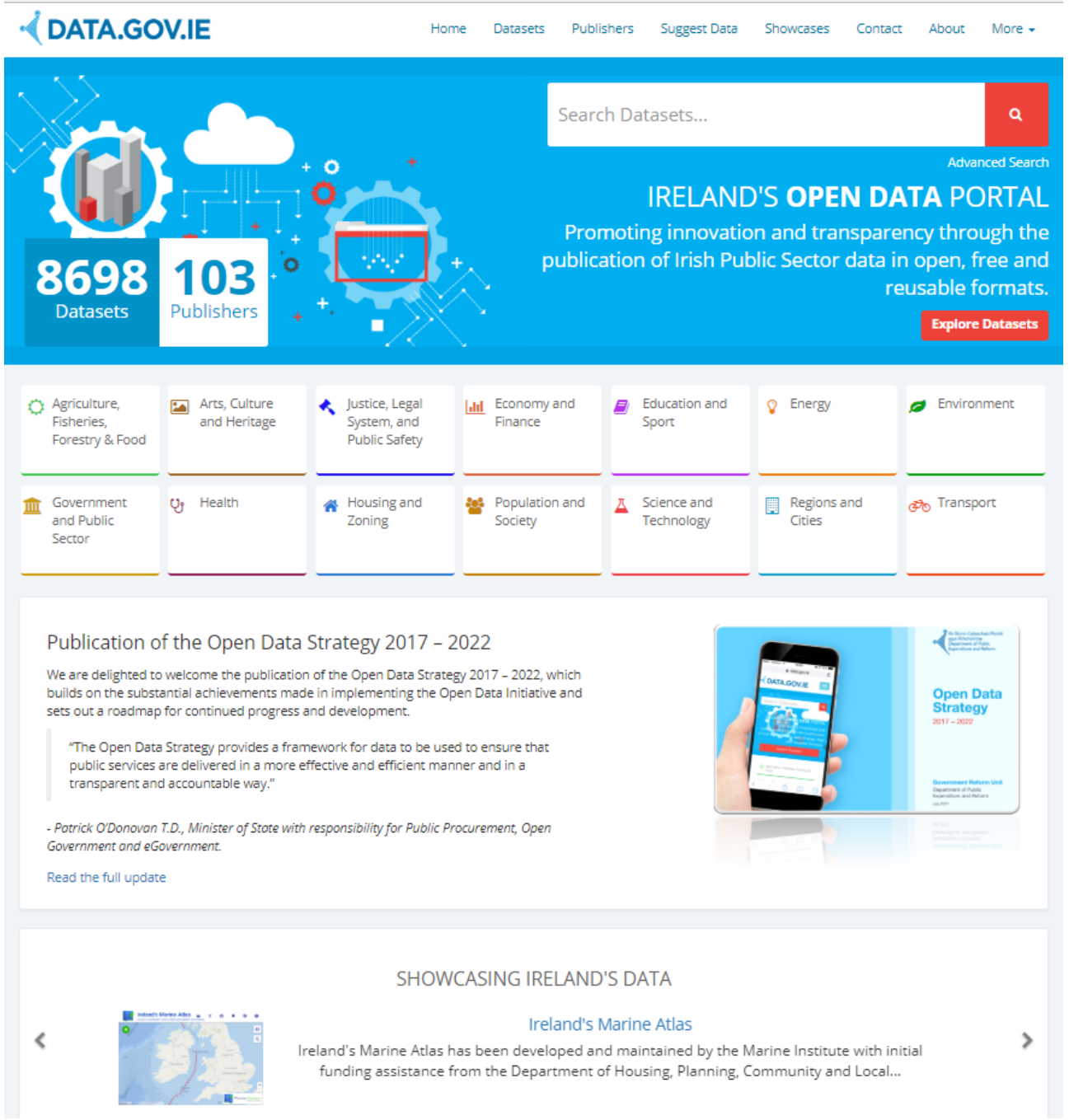
Data.Gov.IE



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- Government Networks
- Government Cloud
- State Data Centre

ICT Professionalisation

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Risks?

1. Investment
2. Culture
3. Politics & Media

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"Most cost-cutting programs fail. To do better for less, governments need to build capabilities, harness data and analytics, and reinvest savings."

McKinsey June 2018

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“I am firm in my belief that the technology present in our world is just one part of a more powerful story. It’s the people and organizations pushing the boundaries on innovation and applying technology to tackle big challenges that inspire me”.

Satya Nadella

December 2017

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Our Public Service 2020

Overview of the framework for *Our Public Service 2020*

Action 6: Promote a Culture of Innovation in the Public Service

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Risks?

1. Investment
2. Culture
3. Politics & Media

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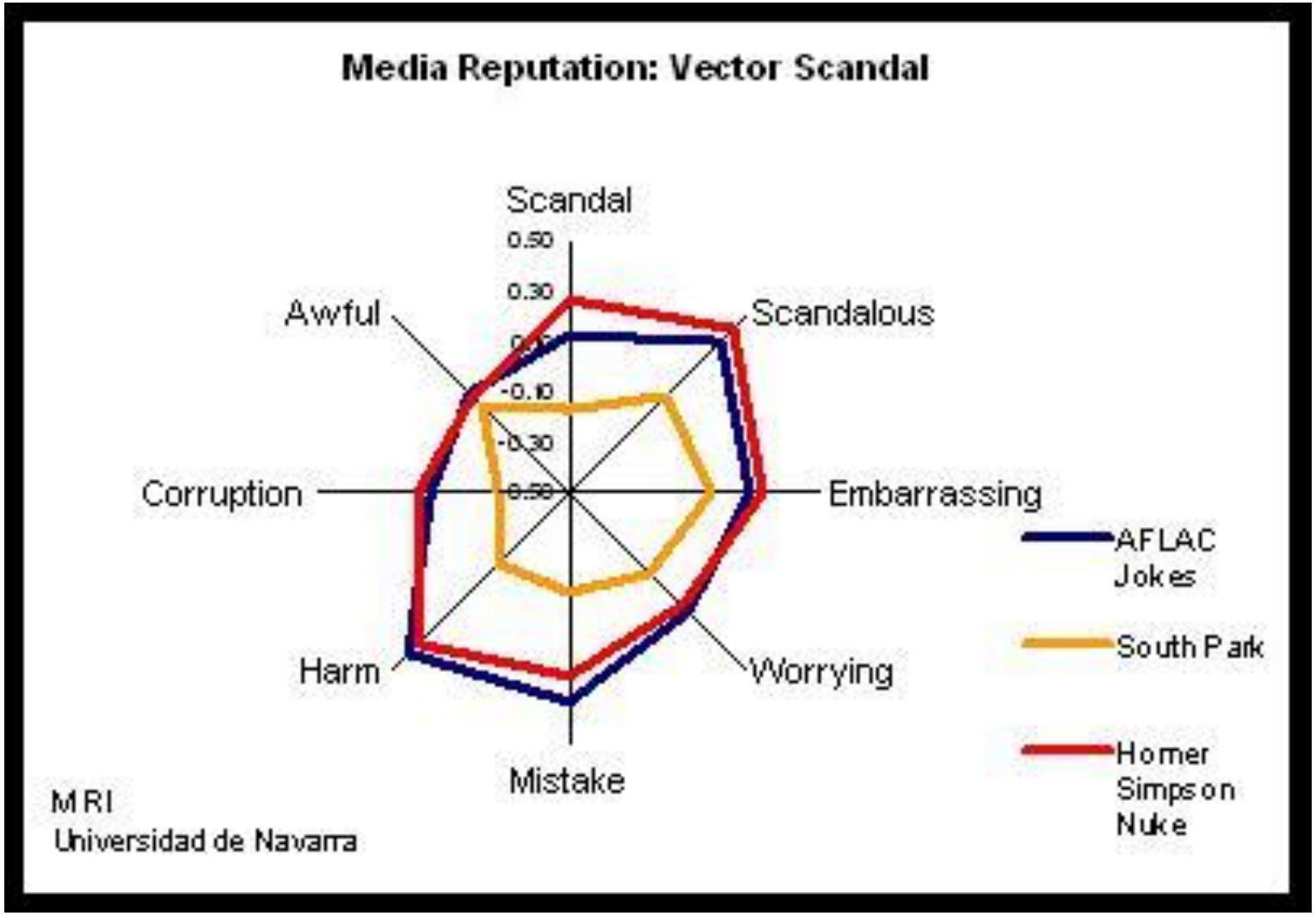
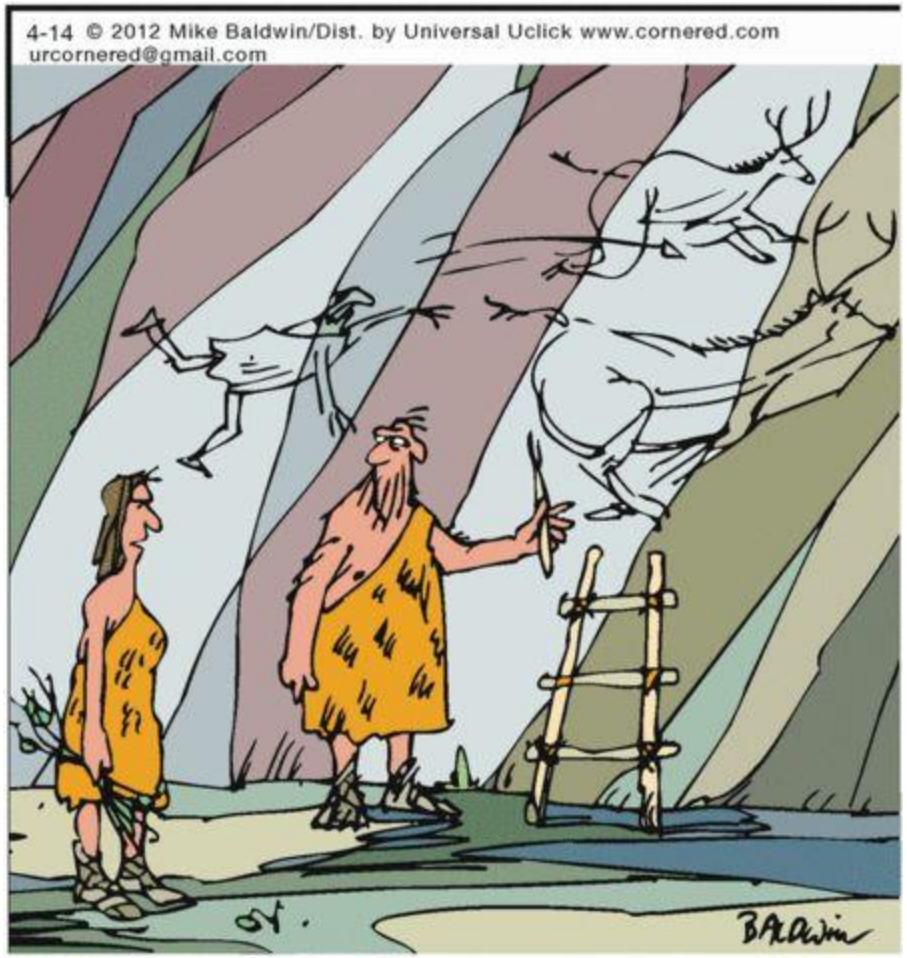

Media Reputation: Vector Scandal
Scandal
0.50
0.30
-0.10
-0.30
-0.50
Awful
Scandalous
Corruption
Embarrassing
Harm
Worrying
Mistake
AFLAC Jokes
South Park
Homer Simpson Nuke
MRI
Universidad de Navarra



"Enough with all the strategic planning.
Get out there and kill something."

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Thanks!

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