



# Local Government Heads of Information Systems Conference 2022

Date: 31<sup>st</sup> March 2022

## The challenge



31 Distinct  
Organisations



> 1,000  
Services

# Our solution - MyCoCo

- Original concept in Monaghan County Council as a build-to-share solution for solicitor services
- Identified opportunity to scale MyCoCo
- Established collaboration with 9 other local authorities
- Secured funding under OPS Innovation Fund 2021 to develop MyCoCo prototype / proof-of-concept - €55,000
- Prototype successfully piloted in Monaghan County Council
- Won Future Tech Challenge 2021 Cloud Category - €100,000 AWS services plus AWS consultancy and support



The screenshot displays the MyCoCo web application interface. The header includes the MyCoCo logo, navigation icons (home, notifications, shopping cart), and a user profile for 'Welcome Alok Tiwary' (Logged in as End User). The main section is titled 'Orders' and features a 'New Request' button. On the left, there is a 'Filters' sidebar with options for 'Select Council' (Monaghan County Council), 'Select Services', 'Select Status', and 'Select Date'. The main content area shows a table of orders with columns: Order No, Council Name, Service, Attachment, Price, Status, and Created date. A single order is listed: Order No 1, Council Name Monaghan County Council, Service Roads & Services, Price €10.00, Status In-Progress, and Created date 08-03-2022. Below the table, it says 'Showing 1 to 1 of 1 entries' and includes 'Previous' and 'Next' navigation links.

MyCoCo

uat.mycoco.ie/orders#

## New Request

Service & County Permit Details Vehicle and Load Details **Route Details** Contact Information Review & Submit

Route Details Add New Route for Vehicle

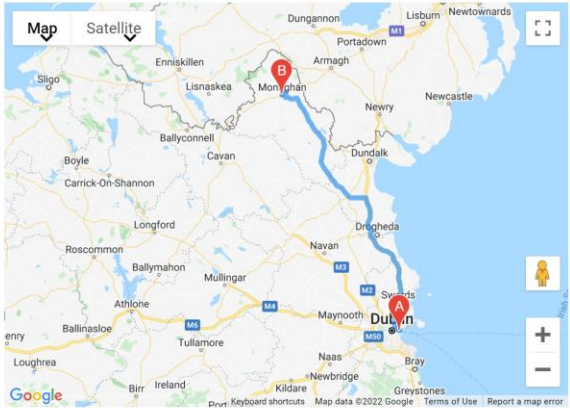
Name this route  
e.g. Route 1  
Dublin to Monaghan

Select route for vehicle  
Vehicle Registration  
SDA

Enter Start and End Point  
Start Point  
Dublin Port, Dublin, Ireland  
End Point  
Monaghan, Ireland

Search in Google Maps

Details of proposed route in the County



MyCoCo

uat.mycoco.ie/home

Monaghan County Council

## All Orders

Filters

Select Status

- ☐ New
- ☐ In-Progress
- ☐ With customer
- ☐ Complete
- ☐ Rejected
- ☐ Canceled
- ☐ Unpaid

Clear

Custom Filter

Select Date

Select Services

Show 10 entries

Search:  [Advance Search](#)

Order No	Service	End User	Attachment	Price	Status	Date	Assigned
1	Roads & Services	Aloke Tiwary		€10.00	In-Progress	08-03-2022	+9

Showing 1 to 1 of 1 entries

Previous **1** Next

MyCoCo

Home / Order

Submitted By: **Aloke Tiwary** (alokeshwar@ascendas.ie)

**Audit Trail** **Add/View Notes** **Send Letter** **Cancel Order** ☐ With Customer

**Service Type:** Roads & Services  
**Status:** Payment Made ([View Status History](#))  
**Order ID:** 1  
**Order Date:** 08-Mar-2022 - 08:54  
**Order Summary:** [Download PDF](#)

**Total Amount:** €10.00  
**Total Payment:** €10.00  
**Last Payment:** €10.00  
**Last Payment Date:** 08-Mar-2022 - 08:55  
**Additional Payments:** [View Payments](#)

**Contact Info** | **Order Notes** | **Order Attachments** | **Tasks** | **Letters** | **Logs**

Property Address: SDFRGRE, Monaghan  
 Folio Number:  
 Planning Ref:  
 Transaction id: ZDc3NTNIYTktY2ZiNjNmNg  
 Price: €0.00

**Messages**

Public Reply | Internal Notes

Carmel O'Hare 1 second ago

Hi, this is a test message

Messaging to end-user

Type a message

MyCoCo

Home / Order

Submitted By: **Aloke Tiwary** (alokeshwar@ascendas.ie)

**Audit Trail** **Add/View Notes** **Send Letter** **Cancel Order** ☐ With Customer

**Service Type:** Roads & Services  
**Status:** Payment Made ([View Status History](#))  
**Order ID:** 1  
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**Contact Info** | **Order Notes** | **Order Attachments** | **Tasks** | **Letters** | **Logs**

Show 10 entries

Task Id	Task Type	Assigned To	Flagged By	Status	Assigned By	Notes	Action
13	Approve Letter 3	+Sinead McCann	Sinead McCann	Open	Carmel O'Hare	<a href="#">Add/View</a>	
12	Approve Letter 2	+Carmel O'Hare	Carmel O'Hare	Open	Carmel O'Hare	<a href="#">Add/View</a>	
10	Order Task	+2		Open	Carmel O'Hare	<a href="#">Add/View</a>	<a href="#">Assign To Me</a>
9	Order Task	+Carmel O'Hare	Carmel O'Hare	Open	Carmel O'Hare	<a href="#">Add/View</a>	
8	Order Task	+Gerry Connolly	Gerry Connolly	Open	Carmel O'Hare	<a href="#">Add/View</a>	

**Messages**

Public Reply | Internal Notes

Carmel O'Hare 28-Mar-2022 08:43 > 1 minute ago

Hi, this is a test message

Messaging to end-user

Type a message

## Benefits for the customer

- Single secure portal to access local authority services
  - Authentication using MyGovID – single digital identity
  - Enter data once
  - Secure two-way messaging
- Easy to use
  - AI and Natural language services to help find services
  - Provide a common look and feel for all services
- Will provide a faster service

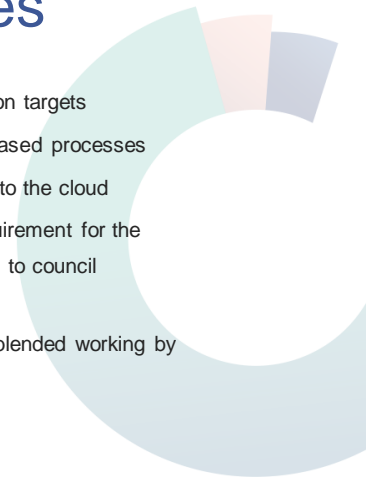


## Benefits for the local authorities

- Reduce back-office workloads, using automation and AI
- Automate financial transactions
- Reduce Staff training requirements
- Allow for common streamlined services
  - Enabling improved Management and Business Information
  - Enabling standard national KPI reporting
- **Help meet targets of Connecting Government 2030**



- Help meet climate action targets
  - Eliminate paper-based processes
  - Move IT services to the cloud
  - Eliminate the requirement for the customer to travel to council buildings
  - Enable on-going blended working by back-office staff



## Benefits of collaborative approach

- True 'Build to Share' collaborative project
  - Shared resources - Subject Matter Experts and Business Analysts from 31 Organisations
  - Pilot, Validation, Roll-out delivery model
  - Third party development - can scale up
  - Sustainable
- Shared governance
- Agile, speedy delivery
- 'One size fits all' best-practice approach to requirements



## Project Governance & Funding

- Project Board Setup and terms of reference agreed
- Central secure repository for project documentation
- Risk Register in place
- Service Priority Evaluation
- Data protection – external consultants (Mazars)
- Independent Security Audit (Wards)
- DHLGH Funding – Local Government Digital Services Development



# Project Plan

- Phase 1 (Future Tech Challenge, Oct. 2022) –
  - Build secure infrastructure in AWS
  - Deliver 10 services
  - Develop local authority onboarding pack (includes DPIA and DPA)
  - Onboard 10 local authorities



- Transport of Abnormal Loads
- Roads and Services in Charge
- Deeds of Discharge (Removal of council charge from a housing loan)
- Confirmation of Planning Contributions/Development Levies
- Planning Searches
- Consent to Sale(Former council house that is due to be resold)
- NPPR
- Grave Permits(Erection of headstone)
- Scaffolding Permits
- Hazardous Waste Booking
- Residential Parking Permits
- Housing Loan – Eligibility Checker

## Project Plan - Timeline

Tasks	2022 Project Plan											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Configure AWS accounts and foundation services (backup, security, monitoring)												
UAT(Monaghan)												
Onboard 9 Pilot Local Authorities												
Mobile Application for Councillors												
Develop Additional Services												
Marketing Campaign												
MyGovId Integration												
Q&A Chatbot												
Federate access from Amazon Cognito with Azure AD												



## Current Status (31<sup>st</sup> March 2022)

- Secure AWS Environment setup complete – Dev, UAT, Live
- DPIA in progress (Mazars)
- 12 Services developed
- Localgov.ie branding in progress
- Grand reveal - Demo of MyCoCo to Project Board 22<sup>nd</sup> April 2022

Organisation	Name	Role
Monaghan County Council	Carmel O'Hare, Head of Information systems	Chairperson and Programme Manager
Dún Laoghaire-Rathdown County Council	Stephen Brady, Head of Information systems	Vice Chairperson & Programme Manager
Sligo County Council	James O'Brien, A/Head of Information systems	Secretary
Clare County Council	Alfie Jones, Head of Information systems(operations)	Board Member
Laois County Council	Patrick Grassick, Head of Information systems	Board Member
Mayo County Council	Margaret Mulligan, A/Head of Information systems	Board Member
Cavan County Council	Enda Tiernan, Head of Information systems	Board Member
Louth County Council	Helen Divilly, A/Head of Information systems	Board Member
Leitrim County Council	Feargail Quinn, A/Head of Information systems	Board Member
Kildare County Council	Rory Hopkins, Head of Information systems	Board Member
Department of Housing, Local Government and Heritage	Alison Boland, Assistant Principal – Business Solutions	Board Member
Local Government Management Agency	Eddie O'Loughlin, PMO Manager	Board Member
Ascendas Ltd.	Gerry Connolly, Company Director	Future Tech Challenge partner





# Thank You

## Q & A