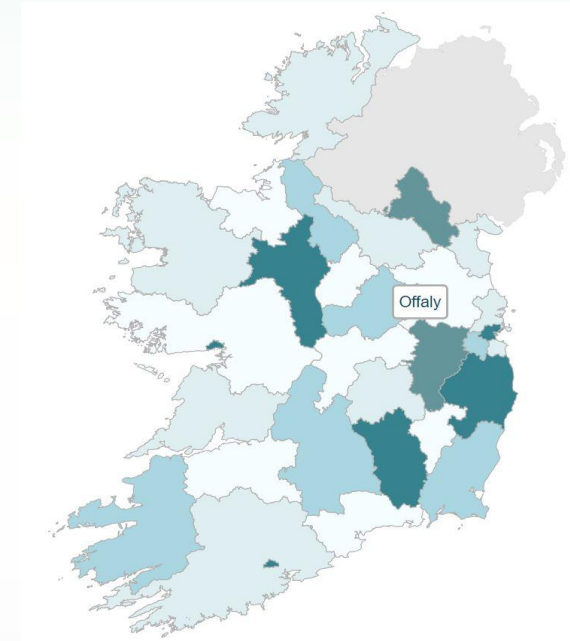# Local Government
Heads of Information Systems Conference
2022

Date: 31st 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

MyCoCo

Welcome Aloke Tiwary
Logged in as End User

2

0

Orders

Click this button to raise a new request

New Request

Filters

Select Council ⌃

☐ Monaghan County Council

Clear

Select Services ⌄

Select Status ⌄

Select Date ⌄

Show 10 ⇕ entries

Search:

Order No ↕	Council Name ↕	Service ↕	Attachment	Price ↕	Status ↕	Created date ↕
1	Monaghan County Council	Roads & Services		€10.00	In-Progress	08-03-2022

Showing 1 to 1 of 1 entries

Previous **1** Next

New Request

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

ome Aloke Tiwary
d in as End User

New Request

Orders

Filters

Select Council

☐ Monaghan C

Clear

Select Service

Select Status

Select Date

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
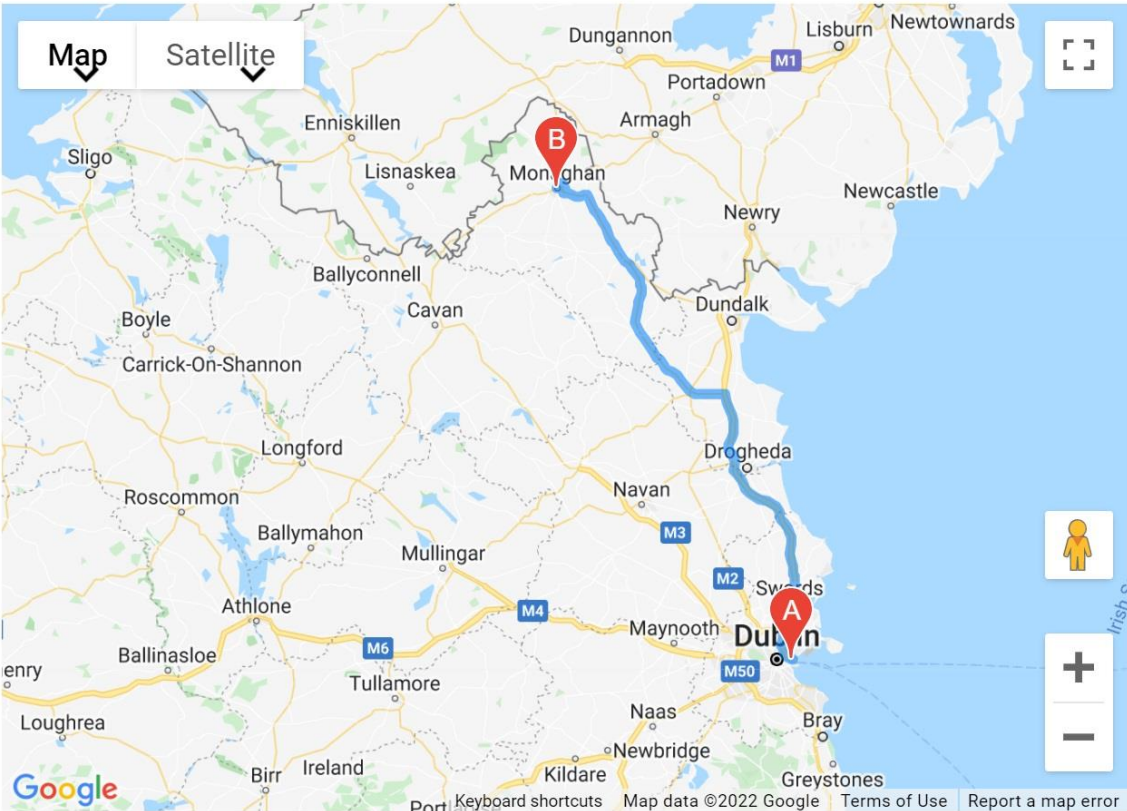
End Point
Monaghan, Ireland

Search in Google Maps

Details of proposed route in the County

ed date

3-2022

us   1   Next

Map   Satellite

Google   Keyboard shortcuts   Map data ©2022 Google   Terms of Use   Report a map error

All Orders

Monaghan County Council

Welcome Carmel O'Hare
Logged in as LA Manager

LA Users | End Users

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

uat.mycoco.ie/order/1

Update

LA Users

End Users

1

Welcome Carmel O'Hare
Logged in as LA Manager

Home / Order

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

Audit Trail | Add/View Notes | Send Letter | Cancel Order

With Customer

Service Type:	Roads & Services	**Total Amount:**	€10.00
Status:	Payment Made (View Status History)	**Total Payment:**	€10.00
Order ID:	1	**Last Payment:**	€10.00
Order Date:	08-Mar-2022 - 08:54	**Last Payment Date:**	08-Mar-2022 - 08:55
Order Summary:	Download PDF	**Additional Payments:**	View Payments

Messages

Public Reply | Internal Notes

Carmel O'Hare 1 second ago

Hi, this is a test message

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

Property Address: SDFRGRE, Monaghan

Folio Number:

Planning Ref:

Transaction id: ZDc3NTNlYTktY2ZiNjNmNg

Price: €0.00

⚠ Messaging to end-user

Type a message

MyCoCo

🏠 👤 LA Users   👤 End Users   🔔¹

Welcome Carmel O'Hare ▾
Logged in as LA Manager

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 |

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	Add/View	👤⇄
12	Approve Letter 2	+Carmel O'Hare ▼	Carmel O'Hare	Open	Carmel O'Hare	Add/View	👤⇄ ✅
10	Order Task	+2 ▼		Open	Carmel O'Hare	Add/View	👤⇄ 🗑 ✅ [Assign To Me]
9	Order Task	+Carmel O'Hare ▼	Carmel O'Hare	Open	Carmel O'Hare	Add/View	👤⇄ 🗑 ✅
8	Order Task	+Gerry Connolly ▼	Gerry Connolly	Open	Carmel O'Hare	Add/View	👤⇄ 🗑 ✅

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
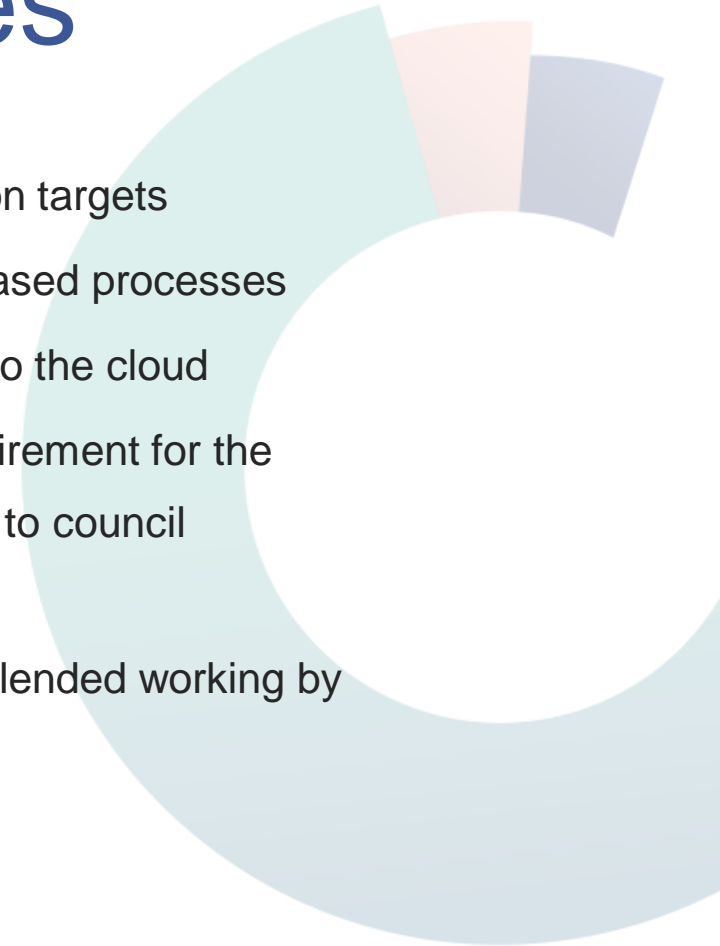
- Will provide a faster service

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)

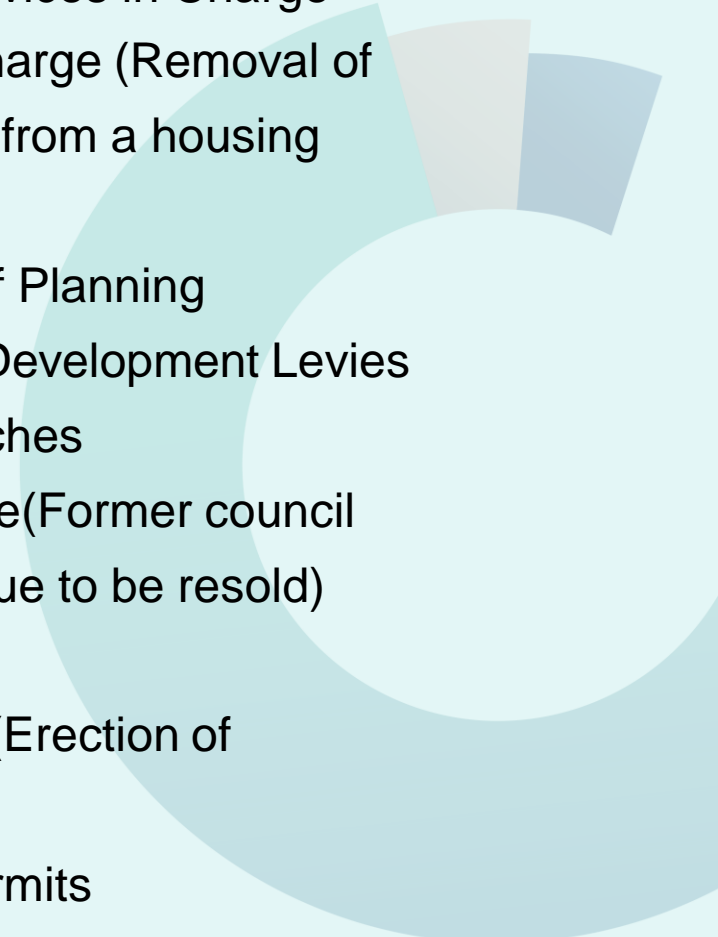- DHLGH Funding – Local Government Digital Services Development

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 (31st 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 22nd 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