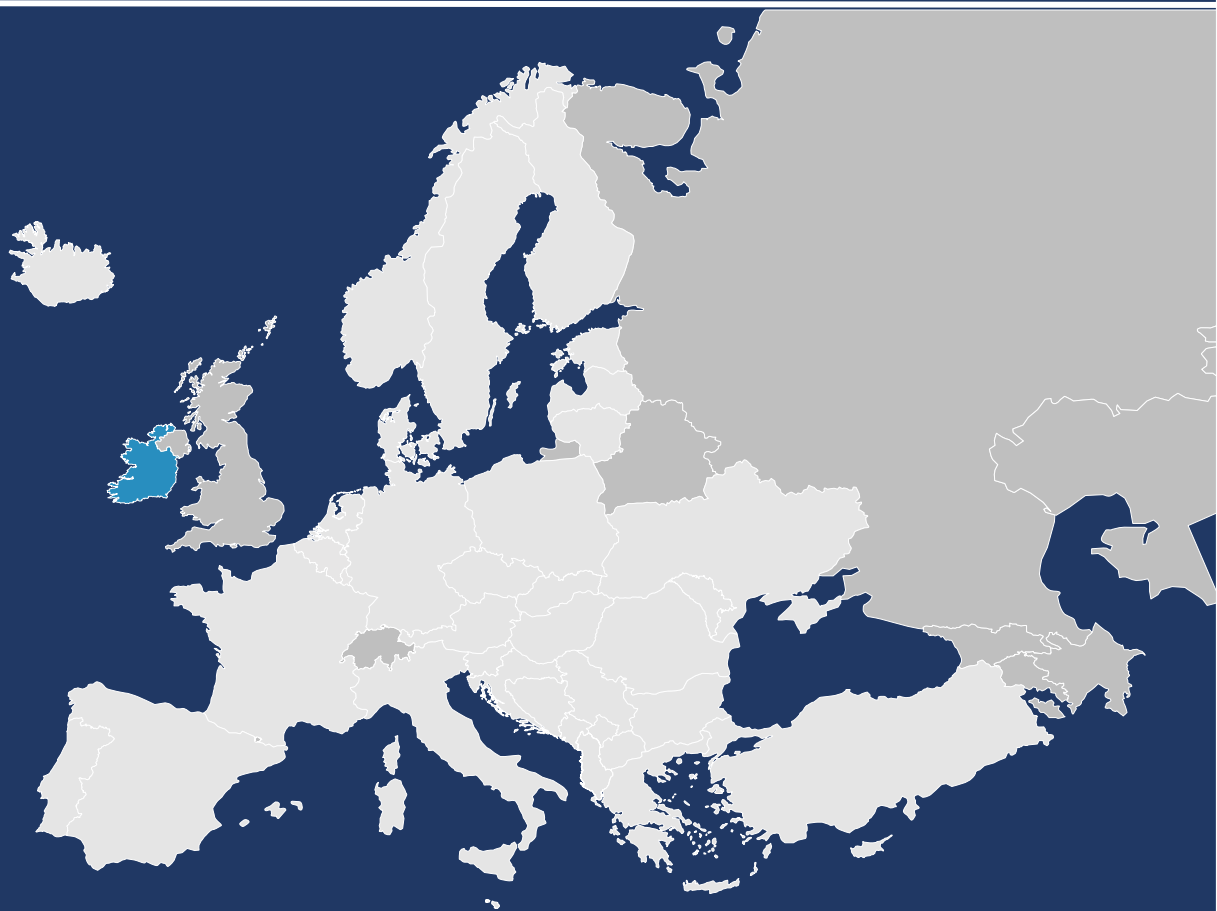


# IRELAND

## 2024 Digital Public Administration Factsheet

Supporting document






Main developments in digital  
public administrations and  
interoperability

JULY 2024

# Table of Contents

1.	Interoperability State-of-Play .....	3
2.	Digital Transformation of Public Administrations .....	6
3.	Interoperability and Data .....	11
4.	Digital Transformation of Public Services .....	16
5.	Trust and Cybersecurity.....	21
6.	Innovative Technologies .....	23
7.	Digital Public Administration Governance .....	26
8.	Cross border Digital Public Administration Services for Citizens and Businesses .....	29

Icons Glossary		
<i>Political Communication</i>	<i>Legislation</i>	<i>Infrastructure</i>
		

## 2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

- 1) a digitally skilled population and highly skilled digital professionals;
- 2) secure and sustainable digital infrastructures;
- 3) digital transformation of businesses;
- 4) digitalisation of public services.

### Skills

20 million employed **ICT specialists**, more graduates + gender balance  
80% of adults can **use tech** for everyday tasks

### Government

**Key Public Services** - 100% online  
Everyone can **access health records online**  
Everyone can use **eID**



### Infrastructure

**Gigabit connectivity** for everyone, **high-speed mobile coverage** (at least 5G) everywhere  
EU produces 20% of world's **semiconductors**  
10 000 **cloud edge nodes** = fast data access  
EU **quantum computing** by 2025

### Business

75% of companies using **Cloud, AI or Big Data**  
Double the number of **unicorn startups**  
90% of **SMEs taking up tech**

The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.



# 1. Interoperability State-of-Play

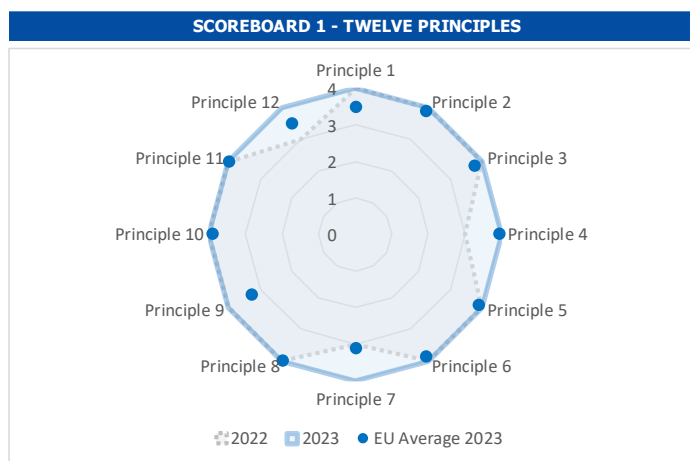
In 2017, the European Commission published the **European Interoperability Framework (EIF)** to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations divided in three pillars. The EIF Monitoring Mechanism (MM) was built on these pillars to evaluate the level of implementation of the framework within the Member States. The mechanism is based on a set of 91 Key Performance Indicators (KPIs) clustered within the three scoreboards (Principles, Layers, Conceptual model and Cross-border interoperability), outlined below.

Starting from the 2022 edition, an additional scoreboard, Scoreboard 4, focusing on cross-border interoperability, has been incorporated. This scoreboard assesses the adherence to 35 Recommendations outlined in the EIF framework. Specifically, it encompasses Interoperability Principles 2, and 4 through 11 from Scoreboard 1, all recommendations pertaining to Interoperability Layers from Scoreboard 2, as well as Conceptual Model recommendations 36 to 43 and 46 to 47 from Scoreboard 3.

Scoreboard 1 Interoperability Principles		Scoreboard 2 Interoperability Layers		Scoreboard 3 Conceptual Model	
	Recommendation(s) n°		Recommendation(s) n°		Recommendation(s) n°
Principle 1 - Subsidiarity and Proportionality	1	Interoperability Governance	20-24	Conceptual Model	34-35
Principle 2 - Openness	2-4	Integrated Public Service Governance	25-26	Internal information sources and services	36
Principle 3 - Transparency	5	Legal Interoperability	27	Basic Registries	37-40
Principle 4 - Reusability	6-7	Organisational Interoperability	28-29	Open Data	41-43
Principle 5 - Technological neutrality and data portability	8-9	Semantic Interoperability	30-32	Catalogues	44
Principle 6 - User-centricity	10-13	Technical Interoperability	33	External information sources and services	45
Principle 7 - Inclusion and accessibility	14			Security and Privacy	46-47
Principle 8 - Security and privacy	15				
Principle 9 - Multilingualism	16				
Principle 10 - Administrative simplification	17				
Principle 11 - Preservation of information	18				
Principle 12 - Assessment of Effectiveness and Efficiency	19				

Source: European Interoperability Framework Monitoring Mechanism 2023

Each scoreboard breaks down the results into thematic areas (i.e. principles). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and four means a higher level of implementation. The graphs below show the result of the EIF MM data collection exercise for Ireland in 2023, comparing it with the EU average as well as the performance of the country in 2022.

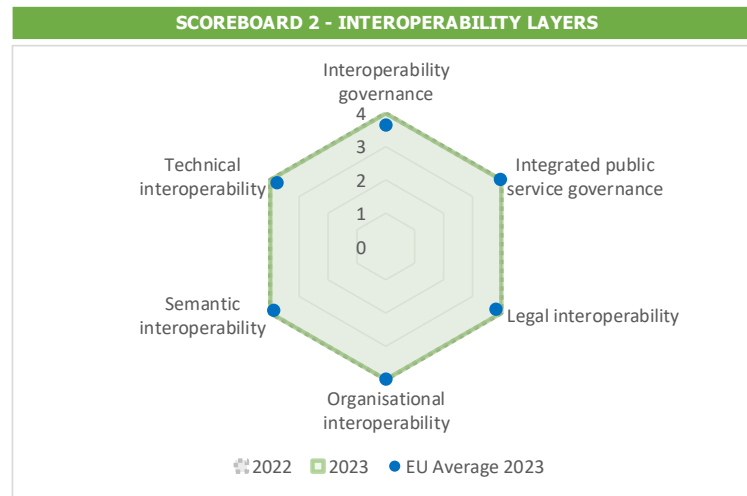


Source: European Interoperability Framework Monitoring Mechanism 2023

The Irish results in Scoreboard 1 stand for an overall good implementation of the EIF Principles. Ireland got the maximum scores in all of the twelve Principles, performing above the European average for Principles 1 (Subsidiarity and Proportionality), 7 (Inclusion and accessibility), 9 (Multilingualism), 12 (Assessment of Effectiveness and Efficiency). The implementation of the recommendations for Principles 4 (Reusability), 7 (Inclusion and accessibility) and 12

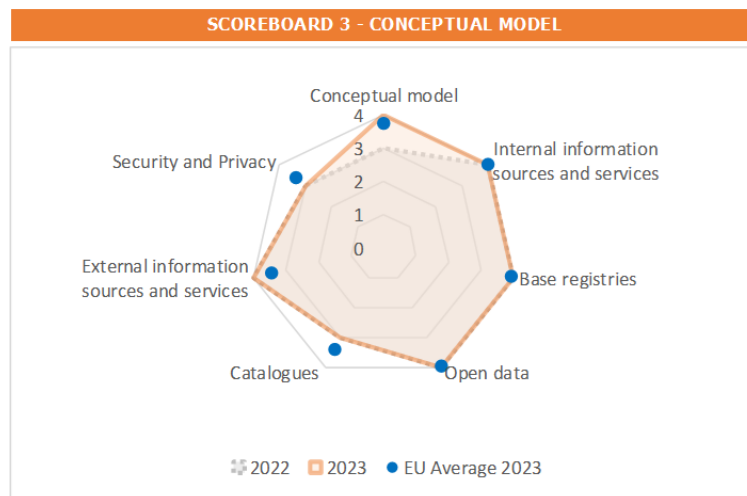


(Assessment of Effectiveness and Efficiency) has enabled the number to be increased from 3 to 4 in 2023.



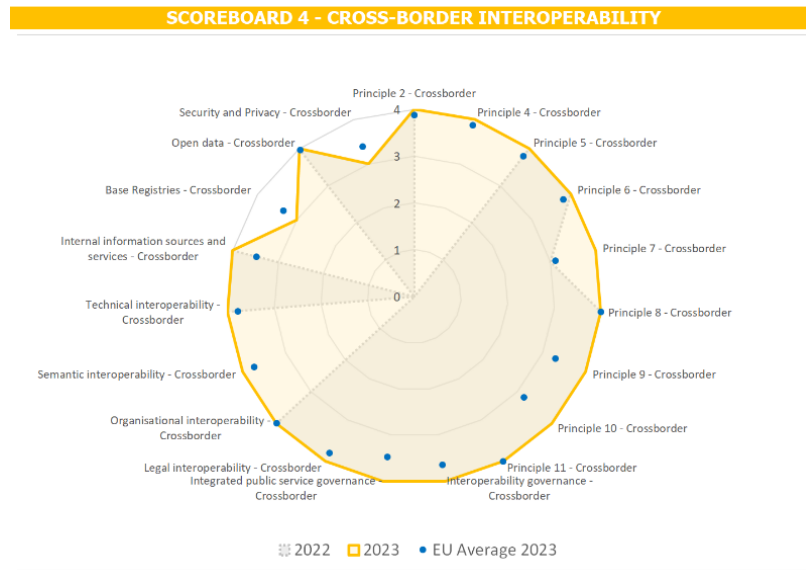
Source: European Interoperability Framework Monitoring Mechanism 2023

Ireland’s scores in Scoreboard 2 also illustrate a very good performance of the country with scores of 4 in all the interoperability layers. To further improve, Ireland could focus on actively participate in standardisation work relevant to your needs to ensure your requirements are met (Recommendation 24). However, it should be mentioned that the score of three of the recommendation has no impact on the overall performance of the interoperability governance layer.



Source: European Interoperability Framework Monitoring Mechanism 2023

The Irish results in relation to the Conceptual Model in Scoreboard 3 show a good performance of the country. Ireland has a high performance in open data, base registries, internal information sources and services, external information sources and services, and conceptual model. To increase its score on security and privacy, Ireland could increase its efforts to put in place trust services according to the Regulation on eID to ensure secure and protected data exchange in public services (Recommendation 47). To improve its score on catalogues, Irish public administrations could put in place additional catalogues of public services, public data, and interoperability solutions and use common models for describing them (Recommendation 44).



Source: European Interoperability Framework Monitoring Mechanism 2023

The results of Ireland on Cross-Border Interoperability in Scoreboard 4 show a very good performance of the country. Particularly, Ireland has the maximum score of four for almost all principles. However, Ireland has still some margin for improvement in relation two indicators where the country obtains a lower performance, also compared to the EU Average, such as base registries, and security and privacy. Ireland could focus on making authoritative sources of information available to others while implementing access and control mechanisms to ensure security and privacy in accordance (Recommendation 37). In addition, Ireland could leverage on the use of trust services according to the Regulation on eID and Trust Services as mechanisms that ensure secure and protected data exchange in public services (Recommendation 47).

Additional information on Irish's results on the EIF Monitoring Mechanism is available online through [interactive dashboards](#).

#### **Curious about the state-of-play on digital public administrations in this country?**

Please find here some relevant indicators and resources on this topic:

- [Eurostat Information Society Indicators](#)
- [Digital Economy and Society Index \(DESI\)](#)
- [eGovernment Benchmark](#)
- [Repository of good practices on the EIF implementation](#)



## 2. Digital Transformation of Public Administrations

### Main Digital strategies, Action Plans and Legislations



#### Harnessing Digital – The Digital Ireland Framework

Following the announcement by the Minister of the Environment, Climate and Communications of the development of a new National Digital Strategy in June 2020 and a [public consultation](#) at the end of 2018, the government launched the new national digital strategy, [Harnessing Digital – The Digital Ireland Framework](#) in February 2022, to drive and enable the digital transition across the Irish economy and society.

This high-level framework sets out a pathway to support Ireland’s ambition to be a digital leader at the heart of European and global digital developments; and places a strong emphasis on inclusiveness, security and safety, underpinned by strong governance and a well-resourced regulatory framework. It will help us fully realise many of the benefits of digital including: more flexible and remote working and new job opportunities; new markets and customers for businesses; more efficient and accessible public services for all; and empowerment and choice in how we learn or participate in social activities.

The government will ensure these benefits are achieved by:

- Making connectivity available to everyone, including through the National Broadband Plan, Remote Working Hubs and Broadband Connection Points, with a target of having all Irish households and businesses covered by Gigabit network no later than 2028 and all populated areas covered by 5G no later than 2030;
- Providing digital skills for all – from school, to further and higher education, to life-long learning, with a target of increasing the share of adults with at least basic digital skills to 80% by 2030;
- Ensuring widespread access and use of inclusive digital public services, with a target of 90% of services to be consumed online by 2030;
- Helping small businesses benefit from digital opportunities by providing grants and assistance, with a target of 90% of SMEs at basic digital intensity by 2030 and 75% enterprise take-up in cloud, AI and big data;
- Investing in cyber-security to protect Irish citizens and businesses, including increased resources for the National Cyber Security Centre;
- Ensuring a modern and well-resourced regulatory framework; and
- Playing a leading role in Europe right across the digital agenda.

This digital strategy aligns with EU priorities, under the Digital Decade, and national priorities, under the [2021 Economic Recovery Plan](#) and [Ireland’s National Recovery and Resilience Plan](#). It also complements our work towards achieving Ireland’s climate targets, with our green and digital ambitions re-enforcing each other.

To ensure progress and transparency, [progress reports](#) on Harnessing Digital – The Digital Ireland Framework were released for work completed in 2022 and 2023.



#### Connecting Government 2030: A Digital and ICT Strategy for Ireland’s Public Service

[Connecting Government 2030](#) was published in March 2022 and sets out an approach to deliver digital government for all, benefitting both society and the broader economy. The Public Service in Ireland must harness digitalisation to drive a step-change in how people, businesses, and policy makers interact, ensuring interoperability across all levels of government and across public services. We must ensure that in digitalising our public services we take a “user first” and “business first” approach. The strategy provides a framework within which all public service organisations can deliver their own digital commitments focussed on the targets set out in the Digitalisation of Public Services dimension of the national digital strategy, [Harnessing Digital – The Digital Ireland Framework](#). It also aligns with the targets set out in [Civil Service Renewal](#)



2030 as well as addressing digital targets set by the EU. The strategy will carry forward the [GovTech 2019 Priority Action Plan](#) and incorporates specific actions from the Programme for Government. Connecting Government 2030 specifically replaces the previous [Public Service ICT Strategy](#) and [eGovernment Strategy 2017–2020](#). It will also act as an umbrella strategy for actions across a number of other related government policies and strategies, thereby ensuring an overall coordinated and integrated approach to their delivery.

The strategy outlines six priority action areas to help deliver on the ambitions of Connecting Government 2030:

- A Human-Driven Digital Experience;
- Harnessing Data Effectively;
- Government as a Platform;
- Evolving Through Innovation;
- Strengthening Digital Skills; and
- Focusing on Governance and Leadership.

These actions are supported by four underpinning design principles:

- Digital by Default and Cloud first;
- All-of-Government Approach;
- New Ways of Working; and
- Privacy-Driven and Secure by Design.



### Berlin Declaration on Digital Society and the Value-Based Digital Government

In December 2020, the Irish government signed the [Berlin Declaration on Digital Society and Value-Based Digital Government](#), thus re-affirming its commitment – together with other EU Member States – to foster digital transformation in order to allow citizens and businesses to harness the benefits and opportunities offered by modern digital technologies. The Declaration aims to contribute to a value-based digital transformation by addressing and strengthening digital participation and digital inclusion in European societies. The ambitions of the Berlin Declaration are reflected in the national digital strategy, [Harnessing Digital – The Digital Ireland Framework](#), and [Connecting Government 2030: A Digital and ICT Strategy for Ireland’s Public Service](#).



### Civil Service Renewal 2030

[Civil Service Renewal 2030](#) is an ambitious 10-year strategy of reform for the Civil Service, published in May 2021. The strategy will be implemented through a series of 3-year action plans, the first of which, [Civil Service Renewal 2024](#), was published in 2021. These action plans will detail the precise goals and initiatives which will progress each of our strategic priorities. Our progress on the commitments within these action plans will be continuously measured, evaluated, and reported on.

Civil Service Renewal 2030 has been collaboratively developed, and it will be collaboratively delivered. It is a shared responsibility of all civil servants to own the commitments within this strategy will make our Civil Service Renewal 2030 vision a reality.



### Better Public Services - Public Service Transformation 2030 Strategy

In May 2023, the [Better Public Services – Public Services Transformation 2030 Strategy](#) was published. This strategy is a successor to the Our Public Service 2020 programme, and it will build on the achievements that have been made to date. The vision set out in the ambitious new strategy is for inclusive, high quality and integrated public service provision that meets the needs, and improves the lives, of the people of Ireland. The Public Service Transformation Framework, which is at the core of the strategy, comprises three central themes: (i) Digital and Innovation at Scale; (ii) Workforce and Organisation of the Future, and (iii) Evidence-Informed Policies and Services Designed for and with our Public.

The framework is a clear direction of reform for the public service to 2030. Making progress under these themes will support sectoral level reform programmes already underway in the public service and will align with the priorities in the Civil Service Renewal 2030 - and other key strategies.



## Action Plan for Designing Better Public Services

Ireland's Action Plan for Designing Better Public Services provides a tangible, practical and comprehensive pathway for how the government will integrate design principles across the public service leading to more people-centred, inclusive, user-friendly and effective public services. The action plan follows [Designing our Public Services – Design Principles for Government](#) in Ireland, launched in 2022, which laid the foundation for a design approach in government. The plan will support the delivery of the [Better Public Services - Public Service Transformation Strategy](#) which commits the public service to delivering evidence-informed policy and services designed for and with the public; tackling big societal issues and delivering seamless user experiences through digital and innovation at scale.



## Digitalisation of Internal Processes



### Government Networks

The Department of Public Expenditure, NDP Delivery and Reform, in conjunction with the Government Networks Programme Board, has established the Government Network (GN) on behalf of the non-commercial public sector. This network is a privately managed Multiprotocol Label Switching (MPLS), wide area multi-carrier, national network (WAN) that supports multiple Virtual Private Networks (VPNs) for public sector bodies. Key tenets of the GN are high speed, high capacity and resilient connections. The enhanced resilience that is built into GN through the use of MPLS is designed to ensure, in so far as is possible, that public sector bodies have several secure resilient paths both within and external to their own agency traffic, be that voice, video or data. GN offers a number of potential cost and operational benefits: inter-agency collaboration and delivery of joined-up government services; access for all agencies to network capability and products/technology (regardless of size); execution of a number of standard day-to-day infrastructure services allowing agencies to focus on their core programmes and services; improvement of security for government information systems; internet access for agencies; and commercial advantages of an aggregated procurement approach, resulting in reduced costs and high quality services.

In 2018, through a coordinated and innovative nationwide approach to the delivery of connectivity, economies of scale have been achieved with standardised services to agencies in cities, towns and more remote locations where previously only limited services existed. The GN also supports centralised voice services and centralised corporate and guest Wi-Fi services, facilitating public service bodies to deploy secure wireless networks in multiple locations with minimum investment in infrastructure. This network also hosts the Gateways to the European Network of Administrations sTESTA. Under the revised National Development Plan 2021–2030, a shared Government Data Centre is being built to aid in the upgrading of the government's digital infrastructure and is anticipated to be completed by 2025.

The Government Networks Programme Board is currently undertaking a project to ensure that public administrations maximise the benefit from 5G technologies. This project consists in building a low latency platform with a high-speed backbone using edge compute nodes to enable a faster response. This platform will interconnect with the local access technologies of the carriers, including stand-alone 5G as it becomes available nationwide, and will connect to government and commercial datacentres as well as cloud providers. This will allow for processing of data at the appropriate location, be that at an edge compute node, a regional compute node, or in the cloud. A variety of public services shall be subsequently developed, tested and deployed using the platform, notably for Public Protection and Disaster Relief (PPDR) and "test before invest" for SMEs and start-ups. The analysis and processing of information at the appropriate point will enable faster, more informed responses to incidents than human-reliant monitoring could provide. The public sectors and staff that will benefit from the proposal are public health, veterinary/agriculture inspectors, social workers, policing and local authorities etc., as the platform enables the provision of country-wide edge compute, enabling effective and responsive public services.



### Build to Share Applications

Build to Share Applications are built and maintained by the Office of Government Chief Information Office, which delivers a suite of corporate support applications common across Departments. The central development of a common applications suite for use by all Departments





was first identified in the [Public Service ICT Strategy](#) as an opportunity to drive efficiencies and savings. It is also a key element of the Government as a Platform priority area in [Connecting Government 2030](#). The suite consists of:

- eSubmissions – a system to support managing submissions internally in Departments;
- ePQ – a system to manage replies to parliamentary questions internally in Departments;
- eCorrespondence – a system to manage correspondence received by Departments;
- eDocs – a records management system;
- eFOI – a system to process Freedom of Information requests;
- Hive – a collaboration space for the civil service currently accessible by all Departments plus a number of other public service bodies;
- Intranet – an out-of-the box intranet solution for Departmental internal communications;
- eCabinet – a system to distribute and manage memoranda to government;
- eCase – a generic case management system developed for tracking and managing that can be configured to meet a range of business needs; and
- eRisk – a system to capture, track and update risks through a single, easy to use system, providing a consistent way to capture risk information.

A rollout programme is ongoing to implement all these applications across Departments and agencies. All ministerial Departments as well as a growing number of agencies are now on-boarded to the platform. The process to on-board other organisations is at an advanced stage, which will bring the user-base of Build to Share Applications close to 33 000 potential users. Implementation will continue, on a phased basis, through 2022 and beyond. Currently there are over 50 government Departments and agencies supported by Build to Share Applications with over 50 000 users on-board the platform.



### National Mapping

[Ordnance Survey Ireland \(OSi\)](#) is responsible for creating and maintaining the definitive mapping records of the State. OSi has designed and developed a standardised, authoritative digital referencing framework that enables the consistent referencing and integration of national data related to location. This framework, known as PRIME2, provides the means for Geographic Information Systems (GIS) data users to accurately integrate and use multiple data sources to provide for better analysis and decision making, optimising resources and delivering efficiencies. In addition, OSi provides a range of online services including [GeoHive](#) and [MapGenie](#).



### Digitalisation of Services

The Office of Government Chief Information Officer is engaged in developing new applications to aid in the digitalisation of services. These are aimed at enhancing citizen's access whilst adhering to EU initiatives, such as the Digital Decade. Examples of these applications include:

- Life Events Service Application – aimed at delivering person-centric digital services – to support our peoples needs through the key events in their life when they need help from the public service (e.g. birth of a child);
- Digital Wallet Application – working with the Life Events service – to deliver key digital credentials related to those key life events (e.g digital birth certificate) – plus a related Credential Verifier Application; and
- Information Mediator – aimed to supporting the Life Events service, Digital Wallet and other integration and interoperability needs across the public service nationally and linked to the EU Single Digital Gateway internationally (e.g. sharing a digital copy of a birth certificate).

## Digitalisation Supporting the EU Green Deal



### National Development Plan 2021-2030

Under the revised [National Development Plan 2021-2030](#), a sustainable shared Government Data Centre is being built to aid in the upgrading of the government's digital infrastructure and is anticipated to be completed by 2025.



### Better Public Services - Public Service Transformation 2030 Strategy

The Better Public Services - Public Service Transformation 2030 Strategy recognises that the public service has an important role in supporting the plans for a green and digital economy. The Civil Service Renewal 2024 Action Plan promises that the civil service will drive the climate agenda and help deliver our Climate Action Plan by working collaboratively across all government Departments and with State bodies.





## 3. Interoperability and Data

### Interoperability Framework

No particular initiatives in this field have been reported to date.

### Data Access, Management and Reuse



#### Public Service Data Strategy 2024-2027

Following the successes of the [2019–2023 Public Service Data Strategy](#) the new 2024–2027 Data Strategy is currently in development. This strategy will use the evidence base from across the public service, with direction from the Data Governance Board. A survey has been sent across the public service which will further inform the themes of the strategy.

Themes will include:

- Once-Only – ensuring people of Ireland need supply their information once to the public service;
- Climate – a key strategic goal for the government with significant targets set for 2030;
- Governance and transparency – further improving the vision for an open government;
- AI – and how it is impacting the work of the public service; and
- Ethics – and how it can be applied in the public service.



#### Data Sharing and Governance Act

The [Data Sharing and Governance Act \(DSGA\) 2019](#) was signed into law on 4 March 2019 and fully commenced in December 2022. The act comes in the wake of the General Data Protection Regulation (GDPR) and Data Protection Act 2018, with the aim to clarify and strengthen the data-sharing rights and obligations of public bodies. The DSGA paves the way for more efficient and cost-effective service delivery by public bodies by providing a clear legal basis for the sharing of personal data in certain circumstances. The DSGA allows for the sharing of personal data between public bodies where the sharing is for the performance of a function of either of the public bodies. [The Data Sharing and Governance Act 2019](#) also sets a series of criteria and purposes which must be met before any dataset is designated as a full base registry by the Minister for Public Expenditure, NDP and Reform. A base registry may consolidate data collected by various organisations into one place so that public service bodies can discover and reuse high quality and up to date information instead of recollecting them from the public again. The establishment of trusted sources of information already collected from the public for public service bodies for continuous use is already a key driver of the government's strategy to reduce the recollection burden on public services and citizens. Establishing base registries as single sources of trusted information for reuse for public services is a key action of the [Public Services Data Strategy 2019-2023](#) and [Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service strategies](#).



#### Guidance on the Data Sharing Governance Framework under the DSGA 2019

Public service bodies wishing to leverage the DSGA 2019 as their legal basis for sharing personal data can access the Data Sharing Framework for the public service. This framework provides a common set of key processes which public bodies follow when they wish to use the DSGA 2019 as a basis to share personal information. A public consultation is one of the key stages in this new process and delivers transparency to both GDPR compliance and safe handling of personal information. Public service bodies are fully supported by the Data Governance Unit in the Office of the Government Chief Information Officer (OGCIO) when using this framework.

A full [suite of documentation](#) has been published to assist public service bodies in finding clarification as to what constitutes data sharing, when data can and can't be shared and who can share data. The [Data Sharing Playbook](#) and the [Data Sharing Guidelines](#) provide a comprehensive summary of each process that should be followed, in order to ensure compliance with the DSGA involved with the new Data Sharing Governance Framework.



The model [Data Sharing Agreement template](#), approved by the Data Governance Board and designed to assist public service bodies further, was published in June 2022.

As of April 2024, 54 public service bodies have successfully used the Data Sharing Framework to share data in a fully transparent and governed way.



### Freedom of Information Act

The [Freedom of Information \(FOI\) Act](#) came into force on 14 October 2014. It provided for the commitments in relation to freedom of information contained in the Programme for Government by removing the main substantive restrictions in the access to official information introduced in 2003, extending FOI to all public bodies — unless specifically exempt in whole or in part — and providing a framework for the extension of FOI to non-public bodies in receipt of significant funding from the Exchequer. The act also provided an opportunity for a necessary consolidation, modernisation and updating of the legislation. The Freedom of Information Acts 1997 and 2003 were repealed under the new act.



### European Communities (Re-Use of Public Sector Information) Regulations

In December 2015, the then Minister for Public Expenditure, NDP Delivery and Reform, Mr Brendan Howlin T.D., signed [statutory regulations](#) which transposed [Directive 2013/37/EU on the re-use of public sector information \(PSI\)](#) into Irish law, thereby enhancing the rights of Irish citizens and businesses to reuse existing information held by public bodies in new products and services. These enhancements complemented the government's overall open data agenda, which aimed to encourage public bodies to make available certain types of data and information (for example data on transport, education, crime and environment) for the benefit of those citizens and organisations who wish to make use of it for either commercial or non-commercial purposes. The text of the recast of the Open Data and Re Use of Public Service Information (PSI) Directive was formally adopted by the European Council in early June 2019 and then [published in the Official Journal](#). The Directive was transposed into Irish law via [Statutory Instrument](#) on 22 July 2021. Information on the relevant statutory instruments, guidance and licences relating to the reuse of PSI data can be found [here](#).



### Single Digital Gateway

Ireland is continuing to progress the implementation of the [Single Digital Gateway Regulation](#), meeting regularly with the European Commission and other Member States. Ireland has also attended all technical events hosted by the Commission throughout 2023 and 2024.

## Open Data



### Open Data Strategy 2023–2027

Building on the success of the [Open Data Strategy](#) for the period 2017–2022, a new strategy for the [period 2023–2027](#) was published in November 2023. The goal of this initiative is for Ireland to continue to drive excellence in the provision of open data to promote transparency and innovation in Ireland. The three pillars of the strategy are as follows:

- Support Data Publishers;
- Provide services via the Open Data Platform; and
- Engage Open Data Users to ensure transparency and relevance of the data provided.

The number of datasets available on the government's open-source portal already stands at almost 15 000 coming from 160 data publishers, and the Irish portal is used as an example for other countries. Open data is a central part of the government's wider ambition for a thriving, fast-growing digital economy.

## Base Registries

Ireland doesn't have any base registries as defined by DSGA, but a new project is underway to begin to define criteria for base registries. However, there are several registries.

The following table lists the Irish registries:



National	
Business and Tax	<p>The <a href="#">Companies Act of 2014</a> covers legal provisions for the <a href="#">Business Registry</a>. The act prescribes the provisions for the various types of companies in existence as well as the allowed organisational frameworks within which they can function. Furthermore, the act states that registration offices for companies shall be set up in places deemed necessary by the then Minister for Public Expenditure, NDP Delivery and Reform, as well as that each office shall be headed by a Registrar in charge of administering it.</p> <p>The <a href="#">Companies Registration Office</a> registers and incorporates companies in Ireland, and files their annual returns. More in detail, the CRO has a number of core functions:</p> <ul style="list-style-type: none"> <li>• The incorporation of companies;</li> <li>• The receipt and registration of post incorporation documents;</li> <li>• The enforcement of the Companies Acts in relation to the filing obligations of companies; and</li> <li>• Making information on companies available to the public.</li> </ul>
Transportation / vehicles	
Land	<p><a href="#">Landdirect.ie</a> is an online search application offering easy access to its services. The application gives access to its interactive map to all customers for free. By accessing its extensive digital register, all users can conduct mapping searches, search by location or address, view details of all property registered in the Land Registry and order official copy documents. In addition, account holders have access to a wider range of services tailored for the professional user. The <a href="#">Land and Conveyancing Law Reform Act of 2009</a> states that the <a href="#">Land Registry</a> has the meaning given to it by section 7 of the act of 1964, so that the central office shall be in Dublin while local offices are located in every other county in Ireland. In line with this, the central office is the one responsible for registering all land in the State, while the Land Registry as a body comprises the collective of the central and local offices.</p>
Population	<p>The <a href="#">Civil Registration Act of 2004</a>, along with its amendment from 2014, provides separate definitions as to what is understood by registration of births and stillbirths, adoptions, deaths, marriages and divorces. This is mostly due to historical reasons, as separate registries were kept for each of these different life events. For example, 'Part 3 Registration of Births and Stillbirths' states: "In this Part, 'the register' means, as the context requires, the register of births or the register of stillbirths and cognate words shall be construed accordingly".</p>
Other	
Sub-national	
Base Registries	



### Public Service Data Strategy

The [Public Service Data Strategy 2019–2023](#) acknowledges the principles and benefits derived from establishing base registries. It contains a specific action to "develop base registries and the processes required to govern their operation". The [Data Sharing and Governance Act 2019](#) includes powers to establish base registries. Some of the content within the [Public Service Data Strategy 2019–2023](#) will be taken forward by [Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service](#).



### Single Customer View

Every resident of Ireland appears in a number of public service databases. For example, a typical person of working age appears in the databases of the Department of Social Protection (PPSN), Revenue (PAYE), Health Service Executive (Drug Payment Scheme), Department of Foreign Affairs (Passport) and Department of Transport (driver licencing and vehicle registration).



The **Single Customer View** is a system which takes records from these databases and links them together. The data stored is the 'Public Service Identity' dataset as defined in the social welfare legislation.

The Department of Public Expenditure, NDP Delivery and Reform maintains and operates the Single Customer View on behalf of the Department of Employment Affairs and Social Protection which is the data controller for the purposes of data protection.



### Registration of Property Transactions

The **Property Registration Authority**, the State organisation responsible for the registration of property transactions in Ireland, provides customers with a wide range of spatial information online. This has been facilitated by the successful rollout of a major programme of state-of-the-art information technology projects, the most notable of which have been the Integrated Title Registration Information System (ITRIS) (1999–2002); the Digital Mapping Project (2005–2010); and the conversion of the entire register and associated indices from paper into a fully digitised format (2006–2009). As a result of these projects, the number of titles now registered in the Irish Land Registry is totalling 2.14 million, representing almost 2.8 million individual parcels of land.

By accessing an extensive digital register available through [Landdirect.ie](http://Landdirect.ie), all users can conduct mapping searches, search by location or address, view details of all property registered in the Land Registry and order official copy documents.

## Data Platforms and Portals

The following table lists the Irish data platforms and portals infrastructures:

<p>Government Portal</p>	<p>The <a href="http://gov.ie">gov.ie website</a> is a central portal for online government services, providing citizens with the ability to search and find all government services in a convenient manner. Services have been aggregated from across the public sector, and new services are constantly being added. The gov.ie portal has seen a large increase in traffic moving from 6 million visitors in 2019 to 68 million in 2023. Work is currently underway to further develop the <a href="#">portal</a> (referred to as a Digital Service Gateway in the eGovernment Strategy), including a project to retire separate departmental (Ministry) websites and re-appraise the content before moving over to the gov.ie site. Progress is ongoing and is expected to be completed in 2024 with the transfer of the one outstanding departmental website.</p>
<p>Open Data Portal</p>	<p>The <a href="#">Open Data Portal</a>, implemented in 2014, promotes innovation and transparency through the publication of Irish public sector data in open, free and reusable formats. Ireland is ranked ninth in the <a href="#">Open Data Maturity Benchmark for 2023</a>.</p>
<p>GeoHive</p>	<p><a href="#">GeoHive</a> is an initiative by Ordnance Survey Ireland to provide easy access to publicly available spatial data. Ireland's <a href="#">COVID-19 National Statistics, Information &amp; Data Hub</a> is built using the GeoHive platform. The Property Registration Authority, the Valuation Office and Ordnance Survey Ireland were merged into a new state agency, <a href="#">Tailte Éireann</a>.</p>
<p>Citizens Information Website</p>	<p>The <a href="#">Citizens Information Website</a> is run by the <a href="#">Citizens Information Board</a>, Ireland's national agency responsible for providing information and advice on social services, operating under the aegis of the Department of Employment Affairs and Social Protection.</p> <p>The Website provides guidance on a wide range of subjects, such as employment rights, buying a home, moving abroad and education. The subjects covered are divided into 14 categories, representing life events and activities, allowing users to readily access a relevant topic. Sourced from a wide variety of service providers and agencies, the information is backed up by case studies, supporting documentation and downloadable forms.</p>
<p>Irish Government News Service Portal</p>	<p>The <a href="#">Irish Government News Service Portal</a> affords a view of government from the vantage point of Government Buildings itself, reviewing the wide range of government activity and then reporting certain key events</p>



	<p>as news. The site's central task is to select a variety of events and report on them objectively. In other words, the portal enables people with an interest in government dealings to view the latest developments on one website. All government press releases are accessible either via RSS feed or links to all government Departments. The portal also features a section called 'Issues', where useful thematic information, not tied to a particular date, is presented. It is produced by a team in Government Buildings, involving the Government Information Service, Government Press and IT.</p>
--	--

### Cross-border Infrastructures

The following table lists the European cross-border infrastructures of which Ireland is part of:

European Business Registry	Ireland is a member of the <a href="#">European Business Registry (EBRA)</a> , which is a network of national business registries.
TESTA	The <a href="#">Trans European Services for Telematics between Administrations (TESTA)</a> network is used for a number of cross-border use cases.
EU Digital Wallet	Ireland is part of the <a href="#">EUDI Wallet Consortium</a> .
European Blockchain Services Infrastructure (EBSI)	Ireland participates in the project to build a <a href="#">European Blockchain Service Infrastructure (EBSI)</a> .

## 4. Digital Transformation of Public Services



### Digital Public Services for Citizens



#### Personal Public Service Number

The **Personal Public Service Number (PPSN)** is a unique personal identifier and is used extensively by government Departments and other authorised users to provide the public with secure access to a wide range of public services. State agencies that use PPSNs to identify individuals include the **Department of Social Protection**, the **Revenue Commissioners** and the **Health Service Executive (HSE)**. The PPSN is mandatorily assigned to every Irish child at birth and may be used in:

- All social welfare services;
- The **Free Travel Pass**;
- Pupils' IDs;
- Public health services, including the **medical card** and the drugs payment scheme;
- **Child immunisation**;
- Schemes run by the Revenue Commissioners, such as **mortgage interest relief**;
- **Housing grants**; and
- **Driver theory testing** and **driver licences**.

The SAFE programme, jointly sponsored by the Departments of Social Protection and of Public Expenditure, NDP Delivery and Reform, has defined levels of person registration and authentication.



#### Public Service Card

The **Public Service Card (PSC)** ensures that people can access public services across a number of channels, including online, via telephone or in person at a public office, with a minimum of duplication while preserving their privacy to the maximum extent possible. Issuing a PSC involves a face-to-face registration process which includes the collection of a photograph and signature (in line with the SAFE programme). Online appointments to be registered for a Public Service Card (or to get a PPSN) can be made [here](#).

The PSC is a means of delivering valuable services to people who need them in an efficient and secure manner. The benefits to both the public and public service providers are numerous:

- It reduces the need for people to register separately with multiple service providers;
- It reduces the need for service providers to duplicate costly and time-consuming identity registration processes;
- It reduces fraud — people claiming to be someone else; and
- It facilitates the secure provision of high-value and personalised public services online through the MyGovID.

As of the beginning of 2020, approximately 3.2 million people had a PSC.



#### MyGovID

MyGovID is a single online identity for Irish citizens allowing access to a range of online public services more easily, using only one password. With approximately 2.3 million verified accounts in March 2024, MyGovID gives users a safer and faster access to public services from their PC, smartphone or tablet device. Currently MyGovID can be used to gain access to the following services online:

- Apply for a childcare subsidy;
- Apply for jobseekers benefits;
- Apply for maternity benefits;
- Apply for paternity benefits;
- Apply for a driver's licence renewal; and
- Register to vote.





## MyAccount

In 2015, Revenue introduced [myAccount](#), which is a single access point for secure online services (excluding the Revenue Online Service - ROS) such as PAYE Anytime, local property tax, home renovation incentive and many more, using a single login and password.



## Passports

Irish citizens can renew their passport book or Passport Card, or apply for their first Passport Card using an [online Passport Renewal Service](#). The service can be used by Irish citizens living anywhere in the world and is available 24 hours a day, 7 days a week, 365 days a year.

A [Passport Card](#), first introduced in 2015, can be used by Irish citizens for travel within the EU/EEA and Switzerland. The card is available to all Irish citizens who are over 18 years and in possession of a valid Irish passport. Applications can be submitted [online](#) or through the free app from anywhere in the world.

Irish citizens who hold an Irish passport or held an Irish passport that expired within the previous five years can now [apply online for renewal](#).

## eInvoicing



## eInvoicing

The Office of Government Procurement (OGP) is responsible for leading Ireland's response to the European Directive on eInvoicing in public procurement, together with a steering committee comprising the OGP four key sector partners (health, central government, education and local government). In January 2018, Ireland joined OpenPEPPOL as a Peppol Authority member, signalling the adoption of Peppol (network and specifications) as the national approach for the electronic delivery (eDelivery) of eInvoices in public procurement.

Statutory Instrument 258, in effect from 12 June 2019, transposed the European Directive on eInvoicing (2014/55/EU) in public procurement. The legislation is in line with and does not exceed the scope of the directive and sets out the following:

- A contracting authority or a contracting entity shall, where an electronic invoice complies with the European standard on electronic invoicing (EN-16931) established under the Directive, receive and process the electronic invoice;
- The regulations required central government contracting authorities and entities to be compliant by 18 April 2019;
- The regulations required sub-central contracting authorities and entities to be compliant by 18 April 2020;
- The legal requirement will only apply to invoices that relate to public procurement contracts above EU threshold values; and
- There will be no legal obligation on economic operators to submit invoices electronically in public procurement at this point in time.

The transposition of the European Directive on VAT (2010/45/EU) into Irish Law is set out in the Statutory Instrument 354 published in 2012, effective as of 1 January 2013. This established electronic invoices on an equal footing with paper invoices and incorporated the definition of electronic invoice's processing as the appropriate application of business control to ensure authenticity, integrity and a reliable audit trail of the electronic document.



## eInvoicing Ireland Programme

The [eInvoicing Ireland Programme](#) was established in the OGP. In 2019, the OGP, through the eInvoicing Ireland Programme and in collaboration with public sector partners, established a national Peppol-based approach for the procurement of eInvoicing systems and services by public bodies. The national approach offers a standards-based roadmap for shared services and coordinating facilities as well as individual public bodies, to implement interoperable eInvoicing services and solutions, to receive and process eInvoices in accordance with the European Standard and the European Directive (2014/55/EU).

Since 18 April 2019, central government contracting authorities and entities are required to receive and process eInvoices that comply with the European Standard on eInvoicing in public procurement. Since 18 April 2020, all contracting authorities and entities are required to receive and process eInvoices that comply with the European Standard on eInvoicing in public procurement.





## eHealth and Social Security



### eHealth Strategy

The purpose of the [eHealth Strategy](#) is to provide an outline of eHealth and demonstrate how the individual citizen, the Irish healthcare delivery systems – both public and private – and the economy as a whole will benefit from eHealth. Priority areas for initial development include ePrescribing, online referrals and scheduling, Telehealth (particularly relating to the management of chronic disease) and the development of summary patient records.



### Knowledge and Information Strategy

In May 2015, the [Office of the Chief Information Officer](#) at the [Health Service Executive \(HSE\)](#) published the Knowledge and Information Strategy delivering the benefits of eHealth in Ireland. The strategy aims to deliver truly patient-centred, safe and excellent integrated care. The strategy builds upon the eHealth Vision for Ireland and outlines how integrated information and enabling technology will support the delivery of innovative, safe and high-quality patient care to meet the needs of the population across all patient pathways and care settings. This strategy also outlines how to transform the organisation, from a knowledge and information perspective, to meet the delivery challenge ahead and to support the vision and values outlined in the HSE Corporate Plan. The Department of Health is currently in the process of refreshing the eHealth strategy and the associated knowledge and information plan. The Department will deliver a Digital Health Framework this year and the HSE will develop a corresponding Strategic Implementation Plan.



### Death Events Publishing Service

The Department of Public Expenditure, NDP Delivery and Reform runs the [Death Events Publishing Service](#), distributing information on death events to a range of public sector bodies to take action as appropriate in relation to services that the deceased person(s) may have been receiving. The information contains details on all deaths notified to the General Registry Office. It is currently updated once per week.



### Electronic Exchange of Social Security Information

The EU regulations on coordination of social security provide for the introduction of a system of electronic data exchange between Member States. The aim of the system is to replace the existing paper-based exchange of information with a view to improving the processing of benefit claims based on EU regulations. Ireland's [Electronic Exchange of Social Security Information \(EESSI\)](#) access point implementation is up and running.

## Other Key Initiatives



### Electronic Commerce Act

The [Electronic Commerce Act](#) became law on 20 September 2000, implementing the EU Directive on a Community framework for electronic signatures ([1999/93/EC](#)) and, in part, the EU Directive on electronic commerce ([2000/31/EC](#)). The act provides (with some exceptions) for the legal recognition of electronic signatures, electronic writing and electronic contracts. It authorises the use of encryption and sets the rights and obligations of Certifications Service Providers (CSPs).



### European Communities (Directive 2000/31/EC) Regulations

The Minister for Enterprise, Trade and Employment signed the [European Communities Regulations \(Directive 2000/31/EC\)](#) in 2003, with a view to giving effect to those remaining provisions of the EU Directive on electronic commerce ([2000/31/EC](#)) which had not been transposed into Irish Law by the Electronic Commerce Act. A number of sections have been updated in the interim.



### Digital Postbox

The [Digital Postbox](#) service provides a safe and secure way for public bodies to communicate with their customers and at the same time reduces costs and paper waste. For

citizens, it provides a safe and efficient digital option, to receive mail from government bodies quickly, get notifications, and access their electronic mail anywhere and at any time.

## Digital Public Services for Businesses

### Public Procurement



#### National Public Procurement Policy Framework

In 2019, the [National Public Procurement Policy Framework \(NPPPF\)](#) set out the overarching policy framework for public procurement in Ireland, consisting of five thematic strands:

- Legislation (directives, regulations);
- Government policy (circulars, etc.);
- Capital works management framework for public works;
- General procurement guidelines for goods and services; and
- More detailed technical guidelines, template documentation and information notes as issued periodically by the Policy Unit of the [Office of Government Procurement \(OGP\)](#).

The framework sets out the procurement procedures to be followed by government Departments and State bodies under national and EU rules. The framework supports contracting authorities, including the OGP, the four key sectors (health, education, local government and defence), individual Departments, offices, commercial and non-commercial State bodies, and private entities which are subsidised for 50% or more by a public body, when awarding contracts for works, goods and services. It supports and enables public bodies to adopt procedures to meet their public procurement requirements and facilitates compliance with EU and national procurement rules.



#### Strategy for Digital Transformation

The OGP commenced as part of the [European Commission's Technical Support Instrument \(TSI\) 2022](#) programme. The project aims to provide the OGP with guidance and recommendations on the development of a strategy and a roadmap for the digital transformation of public procurement. The Commission appointed the OECD to lead the delivery of this support project and the OGP are providing direction and coordination assistance at a local level in Ireland.

The intention is for the OECD to conduct consultations with key stakeholders to understand the current digital public procurement landscape in Ireland and the factors that might influence and shape a strategy for the digital transformation of public procurement. The consultations will help the OECD develop an informed overview of the current state of play of digital public procurement in Ireland, as well strategic areas of interest, opportunities, challenges and risks for the development and implementation of a digitalisation strategy.



#### eTenders Procurement Portal

The Office of Government Procurement (OGP) administers the Irish government's national electronic tendering platform called eTenders. [eTenders](#) is a national facility for all public sector Contracting Authorities (CAs) to publish procurement opportunities (tenders) for goods, services and works, issue tender documentation, receive tenderer responses, manage tenderer communications and publish contract award notices. The platform is used by the public service including the OGP and its Central Purchasing Body (CPB) partners in the health, defence, education and local government sectors; central government Departments and agencies; local government and health sector organisations; and the wider public sector comprising semi-state organizations, both commercial and non-commercial, and voluntary and community groups that are funded by EU or state bodies.

eTenders currently has approximately 180 000 registered entities, including both contracting authorities and economic operators. In 2022, over 9 000 tenders for public were published on the platform. The platform is a key interface between the public, businesses and the government for public procurement. eTenders is provided as fully hosted service by a 3<sup>rd</sup> party service provider. The OGP are responsible for managing the contract and administering the platform at a top-level in terms of its customisations and development roadmap required to support public procurement policy and practices in Ireland.





eTenders displays, on a daily basis, all Irish public sector procurement opportunities currently being advertised in the Official Journal of the European Union (OJEU), as well as other lower-value contracts uploaded to the site from awarding authorities. At any given time, the portal will contain all open opportunities in the form of Tender Notices, Prior Indicative Notices (PIN) and Contract Award Notices (CAN). eTenders also provides associated tender documents (where available) which can be downloaded from the site.

eTenders has the functionality to allow Awarding Authorities to publish notices on the site which are then sent to the OJEU automatically. Other functionalities include: facility for conducting online clarifications via Q&A; online submission of tenders; user and notice management facilities to awarding authorities; and email alerts and response management facilities to suppliers.

eTenders is central to the reform and ongoing digital transformation of public procurement. The service is free of charge to contracting authorities or suppliers. The eTenders site is also freely available for use by the public to view tender notices published by public Contracting Authorities. In 2023, the provision of eTenders moved to a new service provider's platform. While the new platform will continue to support the online publication and completion of public procurement competitions, this will be a significant change for end users in terms of the look and feel and the general user experience on the new service. It will also be an opportunity for the greater use of digital, through the new platform, in the end-to-end lifecycle for public tendering. The OGP launched a dedicated project to establish the next contract for the provision of eTenders, and this project has and is continuing to put in place measures to facilitate and support users in changing change to the new eTenders platform service.

## Digital Inclusion and Digital Skills



### Technology Skills 2022: Ireland's Third ICT Skills Action Plan

Ireland's Third ICT Skills Action Plan 2022 is a plan to meet the country's high-level ICT skills needs. This action plan sets out to achieve a step-change in Ireland's supply performance, through a focussed set of impactful actions that will underpin the State's continuing status as a global centre for high-level ICT talent. This ambition is being realised through a concerted partnership approach between government, industry, and the education and training sector.



### Research Priority Areas

In March 2018, the government announced the revised Research Priority Areas 2018–2023, aligning the majority of competitively awarded public investment in research with 14 priority areas. Innovation 2020, Ireland's strategy for research and development, science and technology, commits to reviewing the priority areas to ensure that they are still valid and to refreshing and revising them, if necessary, in the light of changed circumstances. The objective is to ensure that Ireland is favourably positioned to benefit from global opportunities now and into the future, by responding to worldwide megatrends and challenges that are shaping the global economy and Ireland's place in it. Both the themes and the priority areas have been revised and updated repeatedly to reflect changing circumstances since 2012.



### Digital Inclusion Roadmap

The goal of Ireland's Digital Inclusion Roadmap, launched in 2023, is to make Ireland one of the most digitally inclusive States in the EU and give everyone the opportunity to use digital services, including digital public services, in a meaningful way. The high-level commitments are:

- To achieve digital inclusion through a coherent and integrated all-of-government approach to delivering the United Nations principle of "Leave No One Behind";
- To maintain our focus on ensuring everyone can benefit from digital opportunities in a meaningful way, through access to the necessary infrastructure, as well as having the confidence, skills and literacy to engage fully in a digital society;
- To build on the willingness of businesses to contribute to digital inclusion;
- To make digital inclusion a core part of designing and delivering quality digital public services. By doing so, to encourage people to choose to use digital public services and at the same time, free up resources to assist those who cannot;
- To build greater awareness of and maintain trust in digital public services for all;
- To ask users of our services for their views when designing digital public services; and
- To measure the impacts and outcomes of our digital inclusion efforts.

## 5. Trust and Cybersecurity

### eID and Trust Services



#### eID in Ireland

Both the [Harnessing Digital – The Digital Ireland Framework](#) and the [Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service](#) highlight Ireland has the fastest growing take-up of eIDs in the world for government services.

The numbers of verified MyGovID using eID have grown from 900 000 in 2021 to 2.3 million in 2024.



#### eIDAS Regulation

The Regulation on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation) does not require separate legislation in Ireland. Ireland is engaging with the regulation as required and Ireland's trust services infrastructure is nearing completion to be in line with its provisions.



#### ePrivacy Regulations

The 2011 [ePrivacy Regulations of 2011](#) aim to provide for data protection and privacy connected with electronic communications networks and services and to enhance the security and reliability of such networks and services.



#### Copyright and Related Rights Act

The Copyright and Related Rights Act reformed Irish [copyright and related rights law](#), bringing it fully in line with the requirements of EU and international law in this area.

### Cybersecurity



#### National Cybersecurity Strategy

The [National Cybersecurity Strategy](#), published in December 2019, sets out a series of systematic measures designed to protect the nation against cybersecurity threats, develop the cybersecurity sector, and deepen international engagement on the future of the internet. The strategy was informed by the operational experience acquired by the National Cyber Security Centre (NCSC) between 2015 and 2019.

The key objectives of the strategy are:

- To ensure the State can respond to and manage cybersecurity incidents, including those with a national security component;
- To protect critical national infrastructure from cyberattacks and manage any disruption to services as a result of such attacks;
- To develop the cybersecurity sector in Ireland: more than 6 000 people are employed in the cybersecurity sector in Ireland and the country is well placed to expand this further;
- To work internationally to ensure Ireland has access to the best technology and measures available; and
- To increase skills and awareness among enterprise and private individuals around cybersecurity.

In [July 2021](#) the Government agreed to expand the NCSC from 25 to 45 staff over the next 18 months and to 70 within five years. The associated budgetary increase for the NCSC for 2023 is estimated at EUR 5.4 million.

The NCSC, in conjunction with the Office of the Government Chief Information Officer (OGCIO), have now developed the [criteria](#) which are intended to create an acceptable security standard and form a broad framework for a set of measures which can be revised over time.

This model follows a holistic and comprehensive approach to the issues related to cybersecurity, which combines the best of various existing standards to address the needs of key stakeholders. The strategy was followed by the publication of the Public Sector [Cyber Security Baseline Standards](#) in November 2021. These standards have been developed by the [NCSC](#) and the [OGCIO](#)





to provide a holistic and comprehensive approach to Government ICT cyber security, including cloud services.



### Data Sharing and Governance Act

The purpose of the [Data Sharing and Governance Act](#) is to provide a generalised legal basis for the sharing of data between public bodies while also setting out appropriate safeguards under which such sharing can take place. More in detail, the act provides a generalised legal basis for data sharing between public bodies for specific and legitimate purposes, including:

- Making public services more seamless by reducing the burden of providing the same information to different public bodies;
- Facilitating the effective administration, supervision and control of public services;
- Establishing entitlements to public services;
- Identifying and correcting erroneous information; and
- Evaluating the effectiveness of public services.

In addition, the act includes a number of provisions to ensure better data governance across the public service through:

- The establishment of a Data Governance Board to advise the Minister on data management policy in the public service;
- The ministerial power to issue standards, codes and guidelines (some of which will be legally binding) in respect of data management across the public service; and
- Quality assessments of draft Data Sharing Agreements by the Data Governance Board.

Other key provisions include powers to:

- Establish base registries that will provide an authentic, authoritative and complete source of basic data about people, businesses and locations for use across the public service;
- Issue a Unique Business Identifier Number (UBIN) for the purpose of uniquely identifying any undertaking that has a transaction with a public body, and for the specification of a business information dataset that can be shared by public bodies in the performance of their functions;
- Directly share data between public bodies where this is in the public interest and in compliance with data protection law; and
- Collect and process public service data to support the administration of public service pension schemes and to facilitate better analysis and evaluation of public service staffing, pay and pensions.



### Data Protection Act

The [Data Protection Act 2018](#), signed into law on 24 May 2018, changed the previous data protection framework, established under the [Data Protection Acts 1988](#) and [2003](#). The added provisions include:

- Establishing a [Data Protection Commission](#) as the State's data protection authority;
- Transposing the [Law Enforcement Directive \(Directive \(EU\) 2016/680\)](#) into national law; and
- Giving further effect to the [General Data Protection Regulation \(GDPR\)](#) in areas where Member States have flexibility (for example, the digital age of consent).



### General Data Protection Regulation

The [Data Protection Act 2018](#) provided the relevant supporting legislation for the implementation of the [General Data Protection Regulation \(GDPR\)](#). One of the main objectives of the GDPR was to lay down rules relating to the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data.



### OECD Trust Survey

The level of public trust in the Civil Service and government in Ireland is among the highest recorded, according to the [OECD Trust Survey](#). Ireland ranked 4<sup>th</sup> for trust in national government with over half of [Irish people](#) have high or moderately high trust, well above the OECD average at 41%. Ireland ranked 3<sup>rd</sup> for trust in the Civil Service, with 68% of Irish people indicating high or moderately high trust, well above the OECD average of 50%.



## 6. Innovative Technologies

### Artificial Intelligence (AI)



#### National Artificial Intelligence Strategy for Ireland

In July 2021, the Department of Enterprise, Trade and Employment published the [AI – Here for Good: National Artificial Intelligence Strategy for Ireland](#), which was followed by a [progress report in 2023](#). This strategy aims to provide a high-level direction to the development, adoption, and implementation of AI in Ireland. The main objectives of the strategy are:

- To build strong public trust in AI as a force for societal good in Ireland;
- To generate an agile and appropriate governance and regulatory environment for AI;
- To increase productivity through a step change in AI adoption by Irish enterprises;
- To foster better public service outcomes through a step change in AI adoption by the Irish public sector;
- To promote a strong Irish ecosystem for high-quality and responsible AI research and innovation;
- To guarantee data, digital and connectivity infrastructure which provides a secure foundation for AI development and use in Ireland; and
- To prepare the workforce for adopting AI.



#### Declarations on Artificial Intelligence, Blockchain and Innovation Radar

In April 2018, the Minister for Trade, Employment, Business, EU Digital Single Market and Data Protection signed the [EU Declarations on Artificial Intelligence, Blockchain and Innovation Radar](#). The aim was to harness opportunities for Ireland in the technology sector. These declarations defined areas where agreement had been reached by Member States for future cooperation.



#### AI Ambassador

In May 2022, the [Minister of State for Trade, Promotion, Digital and Company Regulation](#) appointed Ireland's first AI Ambassador. This AI Ambassador leads a national conversation on the role of AI in our lives, emphasising Ireland's commitment to an ethical approach to the use of the technology and in particular its adoption by enterprises. [The first-year report update was published in July of 2023](#).

The Government has instructed that all AI tools used by the Irish Public Service should comply with seven requirements for ethical AI that have been developed by the European Commission's High Level Expert Group on AI in their Ethics Guidelines for Trustworthy AI document. [Interim Guidelines for Use of AI](#) have also been developed by a cross-Department Working Group on Trustworthy AI in the Public Service and were published in January 2024.

### Distributed Ledger Technologies



#### Cryptoassets and Blockchain Technology

In April 2018, Ireland was one of the 21 EU Member States which signed the declaration creating the [European Blockchain Partnership](#) with the goal of cooperating in the establishment of a [European Blockchain Services Infrastructure \(EBSI\)](#). Over the course of 2019, Ireland was an active participant in the work of the partnership, through its policy, technical, and use case groups, with ongoing engagement in particular with the Self-Sovereign Identity use case working group.

Internationally, Ireland is a member of EU and global initiatives, including the [International Association for Trusted Blockchain Applications \(INABTA\)](#) and the OECD. Through INABTA, Ireland will participate in the Government Advisory Board, engaging with the blockchain sector via a global discussion. At a national level, Ireland is engaging with the blockchain industry and academia through the public-private partnership called Blockchain Ireland.



Over 2019, work continued on the implementation of the Ireland for Finance Strategy (IFS) 2025, which aims to foster opportunities in international financial services by facilitating the use of new technologies such as blockchain through the following actions:

- Developing a Distributed Ledger Technology (DLT) platform for aircraft leasing;
- Integrating new technology and innovation approaches across Ireland’s IFS ecosystem, such as the usage of DLT and blockchain; and
- Developing and delivering an MSc in Applied Blockchain (Distributed Ledger Technologies).

In March 2018, the then Ministers for Finance and for Public Expenditure, NDP Delivery and Reform announced the creation of an internal working group (the Intra-Departmental Working Group) to monitor further developments in the areas of virtual currencies and blockchain technology. The aims of the Intra-Departmental Working Group are the following:

- Monitoring developments at a global (e.g. Financial Stability Board, Financial Action Task Force and International Monetary Fund) and European level (e.g. European Commission, European Parliament and European Central Bank) in relation to virtual currencies and blockchain, and providing input into the discussions as and when required;
- Building knowledge on developments in technology with an aim to identify risks and assess potential economic opportunities for Ireland;
- Engaging with subject matter experts across industry, academia and the private sector to help build a dynamic communication flow;
- Liaising with other areas of government to assess where involvement might be required;
- Considering whether suitable policy recommendations are required;
- Assisting in promoting a better understanding of the technology across government; and
- Aligning Ireland’s IFS2020 Strategy to foster opportunities in international financial services by building on the country’s strengths.

## Big Data

No particular initiatives in this field have been reported to date.

## Cloud & Edge Computing

### Cloud Computing Advice Note

The Cloud Computing Advice Note was published in October 2019. It recognised that the world of cloud computing, as well as the policy and legislative environments, have developed rapidly, and that the industry has matured in terms of the viability and benefits of cloud adoption. This guidance note provides a proactive and progressive approach to embracing cloud computing.

### Irish Centre for High-End Computing

The Irish Centre for High-End Computing (ICHEC) is delighted to announce that it has been successful in a competitive European-wide bid for a mid-range supercomputer following a call launched in December 2021. The countries chosen to operate the next generation of EUROHPC supercomputers are Germany, Hungary, Greece, Ireland and Poland.

### Data2Sustain

The Minister for Enterprise, Trade and Employment with Enterprise Ireland announced the establishment of the Data2Sustain and FactoryxChange European Digital Innovation Hubs (EDIH). These two are the first of four hubs which will make up Ireland’s membership of the pan-European network of EDIHs. Data2Sustain is a consortium led by the Atlantic Technological University, Sligo, which will deliver a comprehensive digital services programme to increase the capacity and speed of SME transformation, with a focus on the circular economy and sustainability areas.

## Internet-of-Things (IoT)

No particular initiatives in this field have been reported to date.



## Quantum Computing

No particular initiatives in this field have been reported to date.

## Gigabit and Wireless High-speed Networks



### National Broadband Plan

In June 2020, the Department of the Environment, Climate and Communications published the [National Broadband Plan \(NBP\)](#), which is the government's initiative to deliver high speed broadband services to all premises in Ireland. This will be delivered through investment by commercial enterprises coupled with intervention by the State in those parts of the country where private companies have no plans to invest. By 2026, the contractor, National Broadband Ireland, will build a predominantly fibre-based network to cover 540 000 premises in Ireland with a minimum download speed of 150 Mbps. Around 146 000 kilometres of fibre will cover 96% of Ireland's land mass. [As of February 2024, over 70,000 premises are now connected](#)

## GovTech



### GovTech Report

In November 2019, the then Minister for Public Expenditure, NDP Delivery and Reform released the [Cruinniú GovTech Report](#) which sets out the ambitions and goals of the Irish government in the years to come and identifies indicators to measure progress. The fifth priority highlighted by the report is the delivery of digital services, the continuous development of employee skills and the adoption of innovation. Following government approval, the then Minister for Public Expenditure, NDP Delivery and Reform [announced plans](#) for prioritising digital transformation within the public service in 2020. The aim is to continue the promotion and acceleration of the digital dimension to modernise and streamline government eServices in 2020. The [GovTech Priority Action Plan](#) will be taken forward by [Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service](#).

## Other Innovative Technologies



### Disruptive Technologies Innovation Fund

The [National Development Plan \(NDP\)](#) under Project Ireland 2040 confirms the establishment of a EUR 500 million challenge-based [Disruptive Technologies Innovation Fund \(DTIF\)](#) that will see investment in the research, development and deployment of disruptive technologies and applications on a commercial basis. Specific priority areas include robotics, artificial intelligence, augmented and virtual reality, advanced and smart manufacturing, and smart and sustainable food production and processing.



# 7. Digital Public Administration Governance



For more details on Ireland's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the [NIFO collection](#) on Joinup.

## National

### Department of Public Expenditure, NDP Delivery and Reform

The overall responsibility for eGovernment/digital policy and the provision of central eGovernment infrastructure and services lies with the Department of Public Expenditure, NDP Delivery and Reform. Particularly, the [Office of the Government Chief Information Officer \(OGCIO\) within the Department of Public Expenditure, NDP Delivery and Reform](#) has overall responsibility for coordinating the implementation of eGovernment policy across the public service in Ireland.

### National Cybersecurity Centre

The [National Cybersecurity Centre \(NCSC\)](#) is the operational side of the Department of Environment, Climate and Communications responsible for network and information security. The NCSC encompasses the State's national/governmental Computer Security Incident Response Team (CSIRT-IE). The State works to reduce risks to internet infrastructure and services in the interest of a resilient, secure and trustworthy online environment that citizens and businesses can rely upon for social and economic interaction. The NCSC works with other government Departments, key industries such as energy and telecommunications, and international partners to secure key digital assets and the infrastructure that relies on them.

### Department of Social Protection

The organisation of the [Civil Registry](#) is distributed in the Republic of Ireland. It is managed by the General Registry Office, under the [Department of Social Protection](#). The birth, death and marriage of a person in Ireland can be registered at any of the [26 local registrar's offices](#) throughout the country and the General Registry Office located in Roscommon. The information entered in the local registries is then made available through the General Registry, which is the central civil repository for records relating to births, stillbirths, deaths and marriages. Furthermore, relevant information is automatically exchanged, as can be exemplified through the fact that the details of birth registrations are forwarded by the General Registry Office to the Department of Social Protection to automatically generate child benefit claims on behalf of parents.

### Department of Transport

Similarly, the [Vehicle Registry's](#) organisation is distributed through local Motor Tax Offices, where registrations of purchase, sale, import and vehicle modifications can be made. In this sense, the Vehicle Registry is headed by the Road Safety Authority and operates under the wings of the [Department of Transport](#). Registrations are done at any of the [29 local Motor Tax Offices](#), whose records in turn serve as proof of ownership or proof of any necessary actions undertaken with regards to vehicle registrations. The [National Vehicle and Driver File \(NVDF\)](#) constitutes the national driver and vehicle registries and has its legal basis in Section 60 of the [Finance Act 1993](#).

### Department of Enterprise, Trade and Employment

The [Business Registry](#) in Ireland, known as the [Companies Registration Office \(CRO\)](#), is organised in a centralised manner. Its core functions are the incorporation of companies and the registration of business names, the receipt and registration of post incorporation documents, the enforcement of the Companies Act 2014, as well as making information available to the public. The CRO registers only limited companies, thus excluding companies such as sole traders and other types, such as charities. The companies can be [registered online](#), which is now the most used option, in turn allowing for direct processing of the requests at the CRO without having to pass through any



decentralised or alternate channels. Furthermore, in line with the CRO's core functions and the Companies Act 2014, almost all of the information filed is available to the public, usually for a fee.

### Property Registration Authority

The Irish Land Registry is operated and maintained by the Property Registration Authority of Ireland (PRA), the statutory body responsible for land registration that also provides information on legislation relevant to property registration. The Irish Land Registry is one of the most advanced in Europe and is fully computerised, with all registered parcels digitised. This, in turn, signifies that any entry or registration in the Land Registry must be done via online channels provided by the PRA and also demonstrates that the Land Registry is coordinated and managed in a centralised way, similarly to the CRO. Additionally, applications for registration are in fact prepared by qualified legal practitioners on behalf of the customer and are then submitted to the PRA for registration.

### Office of the Comptroller and Auditor General

The Office of the Comptroller and Auditor General is tasked with:

- Auditing and reporting on the accounts of public bodies;
- Establishing that transactions of public bodies are in accordance with the legal authorities governing them and that funds are applied for the purposes intended;
- Providing assurance on the system of internal financial control put in place by each body; and
- Examining whether each body administers its resources economically and efficiently and sets up mechanisms to evaluate the effectiveness of operations.

### Data Protection Commission

The Data Protection Commission (DPC) is the national independent authority responsible for upholding the fundamental right of individuals in the EU to have their personal data protected. The DPC is the Irish supervisory authority for the GDPR, and also has functions and powers related to other important regulatory frameworks, including the Irish ePrivacy Regulations (2011) and the EU Law Enforcement Directive.

### Office of the Information Commissioner

The main functions of the Information Commissioner are the following:

- Review the decisions of public bodies in relation to Freedom of Information (FOI) Act requests and, where necessary, make binding, new decisions;
- Review the operation of the FOI act to ensure that public bodies comply with its provisions;
- Foster an attitude of openness among public bodies by encouraging the voluntary publication of information above and beyond the minimum requirements of the act; and
- Prepare and publicise observations on the practical operation of the act.

### Digital Issues Senior Officials' Group

The Digital Issues Senior Officials' Group, a sub-group of the Cabinet Committee on Economic Recovery and Investment, which is chaired by the Tánaiste, has been established and meets regularly to oversee implementation of the national digital strategy, *Harnessing Digital*, and reports on its progress annually. The Group also oversees relevant EU and regulatory issues and input to the national Digital Decade Strategic Roadmap.

### Office of Government Procurement

The Office of Government Procurement (OGP) commenced operations in 2014 and together with four key sectors (health, defence, education and local government) has responsibility for sourcing 16 categories of goods and services on behalf of the public service. In addition, the OGP also supports complex one-off projects. Its remit includes a range of other activities that support procurement transformation, like procurement policy, training and advisory services for clients and suppliers.

## Subnational (Federal, Regional and Local)

### Local Government Management Agency

The Local Government Management Agency (LGMA) is a State agency of the Department of Housing, Local Government and Heritage. It was established in 2012 to provide a range of services to the local government sector following the merger of the Local Government Computer Services Board, the Local Government Management Services Board and the Library Council (*An Comhairle Leabharlanna*). The LGMA provides a range of services within the context of its statutory remit, in support of coordinated and cost-effective delivery of local government services and policy.

### Local Government Audit Service

The Local Government Audit Service (LGAS) is an external audit service providing independent credibility to the financial stewardship function of local authorities and other bodies.



## 8. Cross border Digital Public Administration Services for Citizens and Businesses



Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Office of Government Chief Information Officer, Department of Public Expenditure, NDP Delivery and Reform.



*The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.*

## An action supported by Interoperable Europe

The ISA<sup>2</sup> Programme has evolved into **Interoperable Europe** - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA<sup>2</sup> programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

## Follow us



@InteroperableEurope  
@Joinup\_eu



Interoperable Europe

**interoperable**  
europe  
innovation ∞ govtech ∞ community