

Digital Public Administration Factsheet 2020

Ireland

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1

Country Profile

1 Country Profile

1.1 Basic data

Population: 4 904 240 inhabitants (2019)

GDP at market prices: 347 215 million Euros (2019)

GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 191 (2019)

GDP growth rate: 5.5% (2019)

Inflation rate: 0.9% (2019)

Unemployment rate: 5.0% (2019)

General government gross debt (Percentage of GDP): 58.8% (2019)

General government deficit/surplus (Percentage of GDP): 0.4% (2019)

Area: 69 797 km²

Capital city: Dublin

Official EU language: Irish (Gaeilge), English

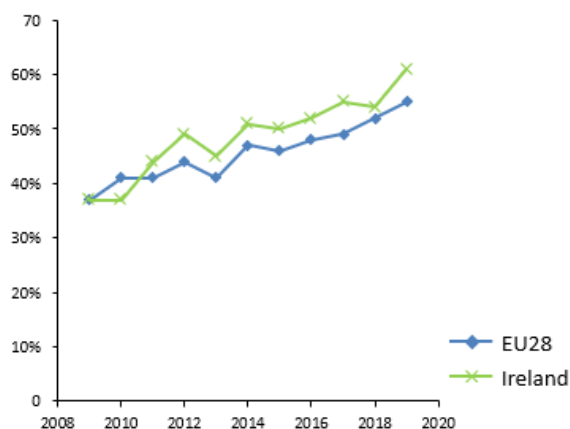
Currency: EUR

Source: Eurostat (last update: 24 April 2020)

1.2 Digital Public Administration Indicators

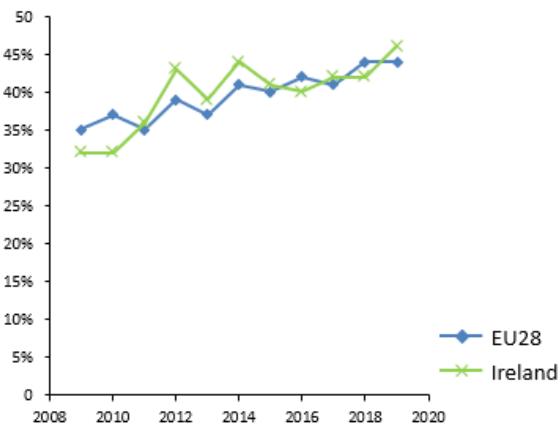
The following graphs present data for the latest Digital Public Administration Indicators for Ireland compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Ireland



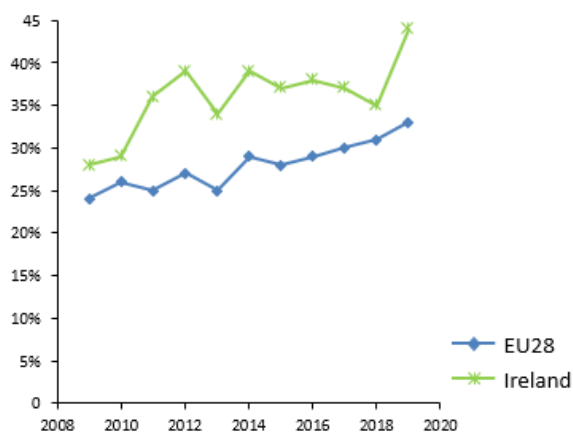
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Ireland



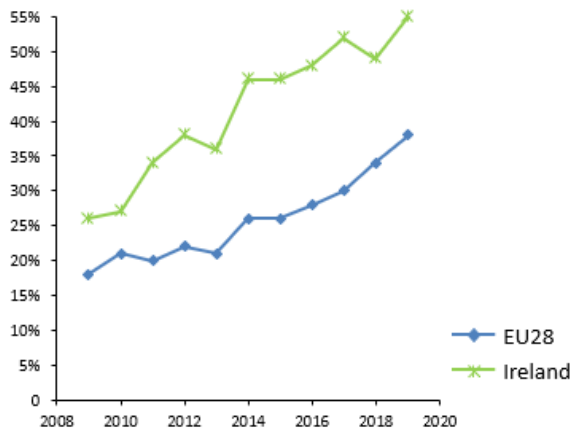
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Ireland



Source: Eurostat Information Society Indicators

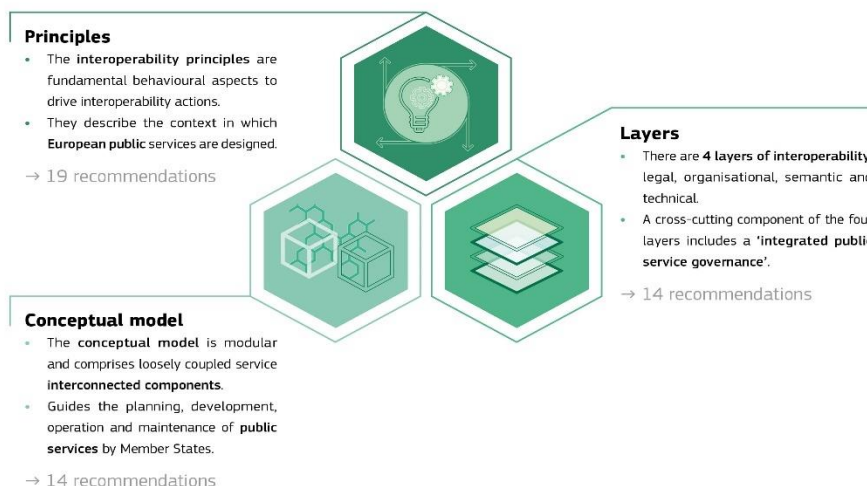
Percentage of individuals using the internet for sending filled forms to public authorities in Ireland



Source: Eurostat Information Society Indicators

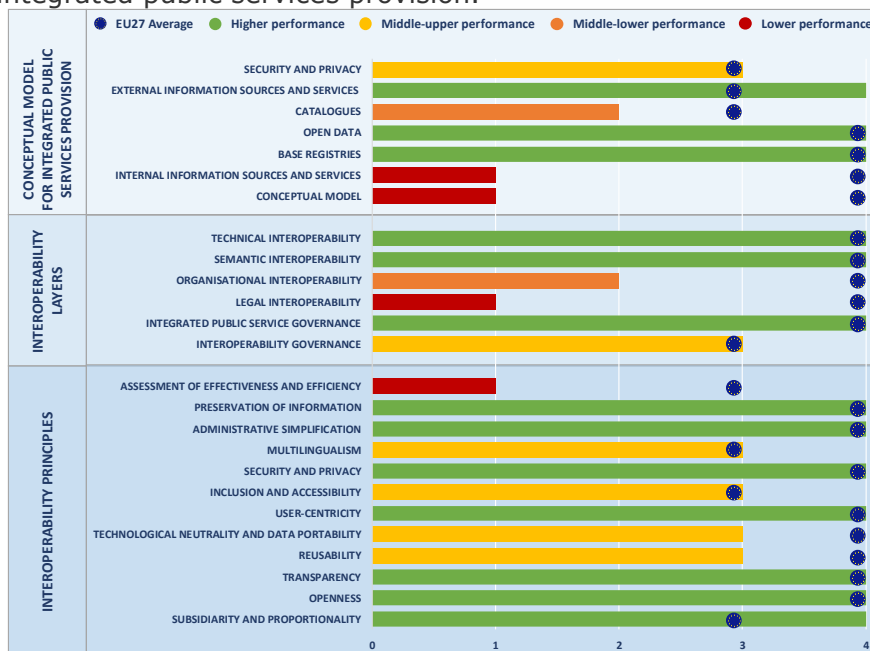
1.3 Interoperability State of Play

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. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three EU pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Ireland in 2019. It is possible to notice that Ireland has implemented the recommendations related to the interoperability principles better than the ones related to the interoperability layers and the conceptual model for integrated public services provision.



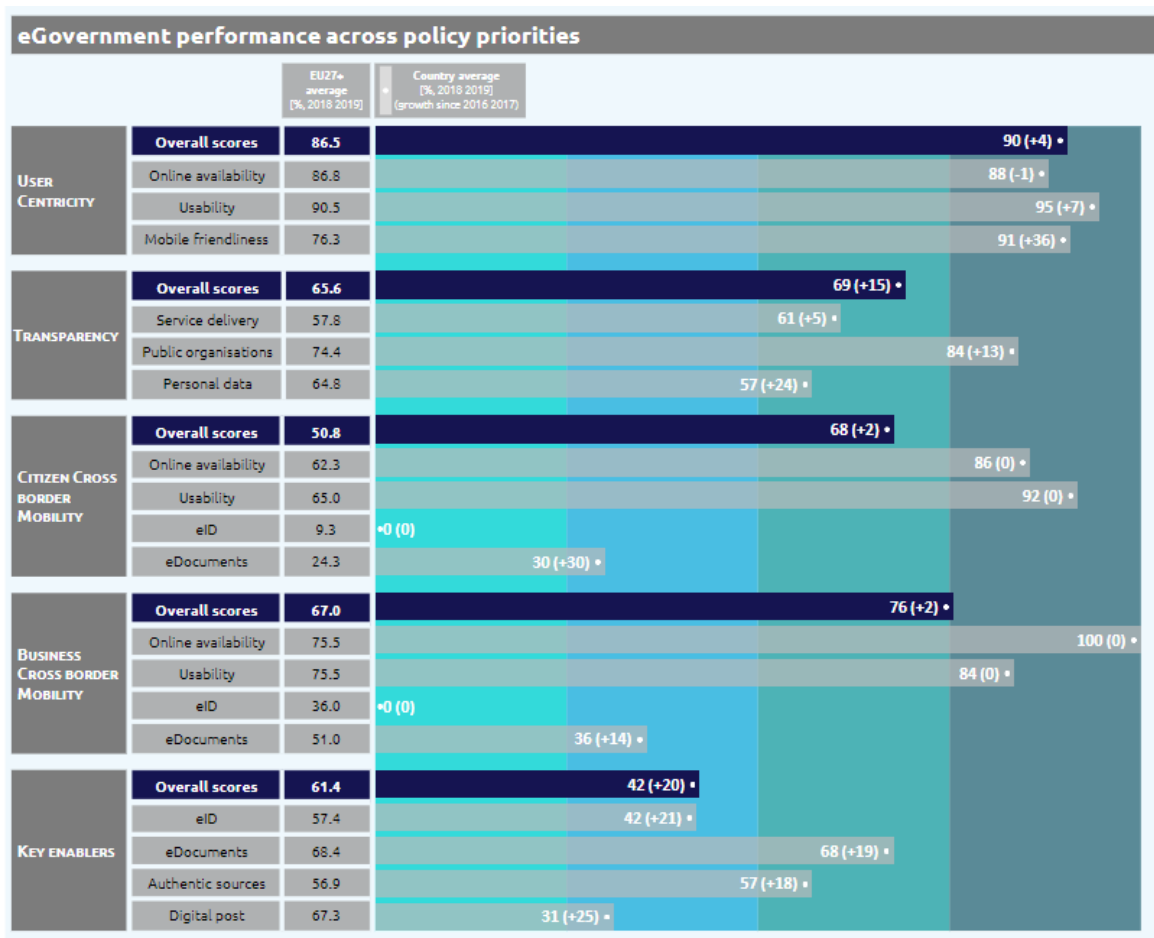
Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (Losing and finding a job, Studying, Family life, all measured in 2012, 2014, 2016 and 2018, and Starting a small claim procedure, Moving, Owning a car, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (Business start-up, measured in 2012, 2014, 2016 and 2018, and Regular business operations, measured in 2013, 2015, 2017 and 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheets

A blurred background of people in a meeting and a silver laptop in the foreground. The background shows several people sitting around a table, looking at documents or laptops. The foreground shows the back of a silver laptop, which is open and positioned on a light-colored surface. The overall scene is brightly lit, suggesting an indoor office or meeting environment.

2

Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

In 2019, following a public consultation, the Minister for Communications, Climate Action and Environment published a new [National Cyber Security Strategy](#) to protect the state against cyber-crime.

In line with the Future Jobs Ireland (FJI) 2019 annual report, the [Cruinniú GovTech Report](#) was launched in November 2019. It details the discussions of representatives from across industry, academia, and the public service regarding the application of emerging technologies to improve the delivery of public services.

Digital Public Administration Legislation

Following the consultation process and the review, the European Commission adopted a proposal on 25 April 2018 for a revision of the Directive on the re-use of Public Sector Information.

[Data Sharing and Governance Act 2019](#) (the 'Act') was signed into law on 4 March 2019. The Act came in the wake of the GDPR and Data Protection Act 2018 and its purpose was to provide a generalised legal basis for the sharing of data between public bodies while also setting out appropriate safeguards under which such sharing could take place.

The Single Digital Gateway will facilitate online access to the information, administrative procedures and assistance services that citizens and businesses need to get active in another EU country. By the end of 2020, citizens and companies moving across EU borders will easily be able to find out what rules and assistance services apply in their new residency. By the end of 2023 at the latest, they will be able to perform a number of procedures in all EU member states without any physical paperwork, like registering a car or claiming pension benefits.

Digital Public Administration Governance

A single governance group – Digital Leaders – was established in early 2019. The purpose of the group is to drive and oversee digitisation of services within the Civil Service.

Digital Public Administration Infrastructure

Ireland implemented a new website, called [gov.ie](#), which is a central portal for online government services, allowing citizens the ability to search and find all government services in a single, convenient manner.

Government Network (GN) is a privately managed, wide area multi-carrier, national network (WAN) connecting public service agencies on a data, voice and video capable network. In 2018 GN expanded the provision of high speed, high capacity networks to smaller towns that until now had relied on lower capacity links.

A new Digital Postbox service will give citizens the opportunity to receive their post from Government digitally in a secure electronic mailbox. This will give citizens safe, secure and convenient access to important government letters, simply by going online using the device of their choice.



3

Digital Public
Administration
Political
Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

National Cybersecurity Strategy

The Minister for Communications, Climate Action and Environment published a new [National Cybersecurity Strategy](#) in December 2019. The Strategy sets out the framework which will secure the resilient, safe and secure operation of computer networks and associated infrastructure used by the State, Irish citizens and business. 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 cyber-attacks 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.

GovTech Report

In November 2019, the Minister for Public Expenditure 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 Minister for Public Expenditure and Reform [announced plans](#) for prioritising digital transformation within the public service in 2020. The aim is to continue the promotion and acceleration of digital to modernise and streamline government eServices in 2020.

eGovernment Strategy

A separate [eGovernment Strategy 2017–2020](#) was approved by government and published in July 2017. The eGovernment Strategy underpins the government's commitment to be open, flexible and collaborative with people and businesses, using digitisation and technology to increase efficiency and effectiveness, and constantly improve public services. The Strategy's 10 key principles are aligned to the [EU eGovernment Action Plan 2016–2020](#). Ireland's 10 key actions are the following:

- develop a Digital Service Gateway;
- maintain an overall Digital Programme plan overseen by the eGovernment Minister;
- develop existing eID capability;
- develop similar plans to facilitate business and location identification;
- enhance data-sharing capability;
- introduce legislation to support data-sharing ambitions;
- continue to develop the Open Data Portal;

- transform the 'back office', i.e. simplify processes and infrastructure to facilitate better, more cohesive and more cost-effective delivery of government services;
- ensure appropriate governance is in place; and
- ensure people have the skills and capabilities to help move the programme forward.

Our Public Service

Our Public Service 2020, published in December 2017, is the new framework to drive development and innovation in the Irish public service. This new phase of public service reform will focus on supporting sustainable, continuous progress across the public service, aiming to build a stronger, more agile public service and to deliver better quality services to the Irish public.

The framework is built across three pillars and includes both new initiatives and actions that build on reforms already in place. These are:

- delivering for Our Public;
- innovating for Our Future; and
- developing Our People and Organisations.

The development of digital services and eGovernment is central to the 'Delivering for Our Public' pillar and seen as key to improving service delivery, as is making better use of data and sharing data more effectively between organisations.

The implementation of the framework began in 2018.

Public Service ICT Strategy

A Public Service ICT Strategy developed by the Office of the Government Chief Information Officer (OGCIO) in collaboration with the Public Service Chief Information Officer (CIO) Council was approved by government and published in January 2015. The Strategy set out the government's overall approach to ICT and contained a series of principles to ensure momentum was maintained in this area.

The Public Service ICT Strategy set out a high-level vision to reinforce ICT's role in supporting public service reform and transformation, identifying a number of key strategic objectives that will set the future direction for innovation and excellence in ICT within the public service:

- **build to share:** creating ICT shared services to support integration across the wider public service to drive efficiency, standardisation, consolidation, reduction in duplication and control cost;
- **digital first:** digitisation of key transactional services and increased use of ICT to deliver improved efficiency within public bodies and provide new digital services to citizens, businesses and public servants;
- **data as an enabler:** in line with statutory obligations and data protection guidelines, facilitate increased data sharing and innovative use of data across all public bodies to enable the delivery of integrated services, improve decision making and improve openness and transparency between government and the public;
- **improve governance:** ensure that the ICT Strategy is aligned, directed and monitored across public bodies to support the specific goals and objectives at a whole-of-government level and with an emphasis on shared commitment; and
- **increase capability:** ensure the necessary ICT skills and resources are available to meet the current and future ICT needs of the public service.

A new Public Service ICT/Digital Strategy is intended to be developed during 2020.

3.2 Interoperability

Public Service Data Strategy

The **Public Service Data Strategy** for the period 2019–2023 was published in December 2018, providing a detailed vision with a set of goals and actions to deliver a more joined-up whole-of-government approach to how data is used and managed within the public service. The Strategy aimed to put in place a series of measures to improve how data is governed, managed and re-used in a secure, efficient and transparent manner, for the benefit of citizens, businesses and policy makers.

Its implementation will put government in a better place to respond to service demands in an agile manner, by:

- providing more joined-up and integrated, end-to-end digital services;
- ensuring better processes for policy formulation and evaluation;
- improving protection and transparency of personal data processing; and
- reducing administration by cutting the need for businesses and citizens to provide the same data over and over again.

3.3 Key enablers

3.3.1 Access to public information

Open Data Strategy

A new **Open Data Strategy** for the period 2017–2022 was published in July 2017. This Strategy built on achievements made since the launch of the **Open Data Initiative** in 2014. Its two core objectives are: firstly, the publication of high value government data in open format, making it publicly available and freely reusable; secondly, engaging with a broad community of stakeholders to promote its social and economic benefits. The Strategy sets out seven strategic themes which will guide the Open Data Initiative over the lifetime of the Strategy:

- broaden the range of public bodies actively engaged in the Open Data Initiative – the ‘Open Data Providers’;
- broaden the scope and improve the quality, quantity and range of open data and associated metadata (to be used internally and made available to the public), and improve the quality and range of services provided through the national Open Data Portal;
- continue to engage with all stakeholders and encourage use of open data;
- support and encourage various groups of open data users;
- provide a framework to support and train all data providers and build capacity in the management and use of open data;
- evaluate the impact, benefits and risks of the Open Data Initiative and benchmark against other jurisdictions; and
- ensure that effective governance structures are in place to implement the Strategy.

Ireland’s **Open Data Portal**, operated by the Government Reform Unit, now provides access for reuse and redistribution to over 5 000 datasets held by public bodies. The Open Data Portal was ranked number 1 in the European Commission’s Open Data Maturity Assessment for 2017.

Open Government Partnership National Action Plan

In December 2016, Ireland published its **Open Government Partnership National Action Plan 2016–2018**.

An **online portal** was deployed to reach a wide audience, encourage discussion, and inspire a sense of community. Civic forums were also held for further input and insight

from civil society. Feedback and recommended actions were collected and analysed, and then compiled in a first draft that was opened to comments. As a result, the Open Government Partnership was built on continuous engagement with the public and civil society.

The Action Plan comprised 15 commitments across four main themes:

- increased citizen engagement, to improve policies and services;
- increased transparency, to better understand government activities and decisions;
- open data, for transparency and innovation; and
- anti-corruption and strengthened governance and accountability, to ensure integrity in public life.

The National Action Plan has run until the end of June 2018.

3.3.2 eID and Trust Services

No political communication has been adopted in this field to date.

3.3.3 Security aspects

National Cybersecurity Centre (NCSC)

The [National Cyber Security Centre \(NCSC\)](#) is the operational side of the Department of Communications, Climate Action and Environment in regard to 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 interests 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 in the interests of securing key digital assets and the infrastructure that relies on these. The [National Cybersecurity Strategy](#) has been informed by the operational experience the NCSC has gained from 2015 to 2019.

3.3.4 Interconnection of base registries

Public Service Data Strategy

The [Public Service Data Strategy 2019–2023](#) acknowledges the principles for and benefits derived from establishing base registries. In particular, 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.

3.3.5 eProcurement

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 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.

3.4 Domain-specific political communications

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.

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 skill 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.

3.5 Emerging technologies

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 refresh and revise 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.

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.

Cryptoassets and Blockchain Technology

In April 2018, Ireland was one of the 21 EU member states which signed a 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 Minister for Finance and for Public Expenditure 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 as follows:

- 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 of 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 in technology, research and financial services.

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.

Disruptive Technologies Innovation Fund

The National Development Plan (NDP) under Project Ireland 2040 confirms the establishment of a €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.

A person in a blue suit is seated at a desk. In the foreground, a silver laptop is open. To the left of the laptop is a stack of several books, and on top of them sits a golden scale of justice. The person's hands are visible, holding an open book. The background is slightly blurred, showing the person's torso and arms.

4

Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

No legislation has been adopted in this field to date.

4.2 Interoperability

Data Sharing and Governance Act

The [Data Sharing and Governance Act 2019](#) was signed into law on 4 March 2019. The Act comes in the wake of the General Data Protection Regulation (GDPR) and Data Protection Act 2018 to clarify and strengthen the data sharing rights and obligations of public bodies. The Act 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 aim is to reduce the administrative burden associated with the need for individuals to provide their personal data to numerous public bodies. The Act 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. In addition, the Act provides for the establishment of a Personal Data Access Portal that would allow individuals to view their personal data as well as information in relation to any data breaches affecting their personal data and the data sharing agreements under which their personal data is processed. Besides, the Act allows the Minister to designate base registries for use by public bodies so that they can access personal data without having to collect it directly from service users. A base registry will have an owner who must ensure the personal data is accurate and up to date.

4.3 Key enablers

4.3.1 Access to public information

Freedom of Information Act

A new [Freedom of Information \(FOI\) Act](#) came into force on 14 October 2014 providing for the commitments in relation to freedom of information contained in the Programme for Government by removing the main substantive restrictions in 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 Minister for Public Expenditure 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 re-use 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 making available certain types of data and information held by public bodies (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.

Information on the relevant statutory instruments, guidance and licences relating to the re-use of PSI data can be found at <https://data.gov.ie/psi>.

Single Digital Gateway

Ireland is engaging as required with the [Single Digital Gateway Regulation](#), which has as its main objective the provision of easy online access to single market information, procedures, assistance and advice for citizens and businesses.

4.3.2 eID and Trust Services

eIDAS regulation

The Regulation does not require separate legislation in Ireland. Ireland is engaging with the eIDAS Regulation as required and Ireland's trust services infrastructure is nearing completion to be in line with the regulation.

4.3.3 Security aspects

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, 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.

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 new provisions include:

- establishing a new [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 (GDPR)

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.

ePrivacy Regulations

The 2011 ePrivacy Regulations (S.I. No 336 of 2011 – European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) 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 into line with the requirements of EU and international law in this area.

4.3.4 eProcurement

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 is also responsible for the procurement policy and procedures.

National Public Procurement Policy Framework

The [National Public Procurement Policy Framework \(NPPPF\)](#), revised and published in November 2019, sets out the overarching policy framework for public procurement in Ireland. The framework consists of five strands:

1. legislation (directives, regulations);
2. government policy (circulars, etc.);
3. capital works management framework for public works;
4. general procurement guidelines for goods and services; and
5. 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 subsidised 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.

The principal EU Directives are:

- Directive 2014/24/EU on public procurement (goods, services and works);

- Directive 2014/25/EU on procurement by entities operating in the water, energy, transport and postal services sectors; and
- Directive 2014/23/EU on the award of concession contracts.

These have been transposed into Irish Law by way of national regulations contained in statutory instruments as follows:

- S.I. No 284 of 2016 (Regulations);
- S.I. No 286 of 2016 (Utilities Regulations); and
- S.I. No 203 of 2017 (Concessions Regulations).

Information on these and all relevant procurement legislation, directives and regulations can be found [here](#).

In 2019, the OGP published an [Information Note on the European Single Procurement Document \(ESPD\)](#). An initiative under the NPPPF, the note explains how the ESPD, a single self-declaration form of suitability, financial status and abilities of a company, is to be used. The ESPD plays a crucial role in the digital transformation of public procurement and makes it easier to participate in public procurement. All public bodies must now issue and accept the ESPD form for all above threshold procurement exercises. Under the EU public procurement directives, the ESPD should be provided exclusively in electronic form (eESPD).

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, defence, 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 require central government contracting authorities and entities to be compliant by 18 April 2019;
- the regulations require 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 an electronic invoice's processing, such as the appropriate application of business control to ensure authenticity, integrity and a reliable audit trail of the electronic document.

4.3.5 Interconnection of base registries

Data Sharing and Governance Act

The Data Sharing and Governance Act is key to delivering on public service reform commitments to expand digital delivery of services and make greater use of data. Citizens and businesses can receive better services and public bodies can operate more effectively and efficiently at a lower cost to the Exchequer. More extensive data sharing will also support better policy development and more efficient and effective policy implementation.

Companies Act

The Companies Act of 2014 covers legal provisions for the Business Registry. The Act prescribes the provisions for the various types of companies in existence as well as the allowed organisational frameworks they can function within. Furthermore, the Act states that registration offices for companies shall be set up in places deemed necessary by the Minister for Public Expenditure and Reform, as well as that each office shall be headed by a Registrar in charge of administering it.

Land and Conveyancing Law Reform Act

The Land and Conveyancing Law Reform Act of 2009 states that the Land Registry 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.

Civil Registration Act

The Civil Registration Act of 2004, 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'.

4.4 Domain-specific legislation

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 (Directive 2000/31/EC) Regulations 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.

4.5 Emerging technologies

There is no specific legislation in this area; existing laws apply where appropriate.



5

Digital Public
Administration
Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Department of Public Expenditure and Reform

The overall responsibility for the eGovernment policy and the provision of central eGovernment infrastructure and services lies with the Department of Public Expenditure and Reform.



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5.1.2 Coordination

Department of Public Expenditure and Reform

The Office of the Government Chief Information Officer (OGCIO) within the Department of Public Expenditure and Reform has overall responsibility for coordinating the implementation of eGovernment policy across the public service in Ireland.

5.1.3 Implementation

Government Departments and Agencies

Individual government Departments and agencies are responsible for developing specific eGovernment/digital plans in relation to their own areas of operation and for implementing eGovernment/digital projects within the framework of their competences.

5.1.4 Support

Department of Public Expenditure and Reform

The OGCIO within the Department of Public Expenditure and Reform monitors eGovernment development and reports as required to government.

5.1.5 Interoperability coordination

Department of Public Expenditure and Reform

The Department of Public Expenditure and Reform has overall responsibility for the coordination of interoperability activities in Ireland.

5.1.6 Base registry coordination

Department of Employment Affairs and 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 Employment Affairs and 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, Tourism and Sport

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, Tourism and Sport. As mentioned, 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 a legal basis in Section 60 of the Finance Act 1993.

Department of Business, Enterprise and Innovation

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 thus 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 **Companies Registration Office**. 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.

5.1.7 Audit

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.

5.1.8 Data Protection

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 General Data Protection Regulation (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.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Local Councils

Local authorities develop strategies based on their respective ICT and eGovernment needs.

5.2.2 Coordination

Local Government Management Agency

The local authorities work in the context of national strategies and through relevant initiatives of the Local Government Management Agency.

5.2.3 Implementation

Local Councils

Local authorities implement their respective strategies with the support of the **Local Government Management Agency (LGMA)**.

5.2.4 Support

Local Government Management Agency

The **Local Government Management Agency (LGMA)** is a state agency of the **Department of Housing, Planning, Community and Local Government**. 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**, **Local Government Management Services Board** and *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.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

No responsible organisations have been reported to date.

5.2.7 Audit

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.

5.2.8 Data Protection

No responsible organisations have been reported to date.



6

Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National portals

Government Portal

The [gov.ie website](#) 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.

Work is currently underway to further develop the [Portal](#) (referred to as a Digital Service Gateway in the eGovernment Strategy), including a project to retire separate Departmental (Ministry) web-sites and re-appraise the content before moving over to the gov.ie site. Progress is ongoing with a view to completing during 2020.

Open Data Portal

The [Open Data Portal](#), implemented in 2014, promotes innovation and transparency through the publication of Irish public sector data in open, free and reusable formats. Ireland was ranked 1st across the EU28 in the [Open Data Maturity Benchmark for 2019](#).

GeoHive

[GeoHive](#) is an initiative by Ordnance Survey Ireland to provide easy access to publicly available spatial data.

Citizens Information Website

The [Citizens Information Website](#) is run by the [Citizens Information Board](#), 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.

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.

Irish Government News Service Portal

The [Irish Government News Service Portal](#) 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 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.

6.1.2 Subnational portals

No particular infrastructure in this field has been reported to date.

6.2 Networks

Government Networks

Government Networks (GN) is a privately managed, wide area multi-carrier, national network (WAN) connecting public service agencies on a data, voice and video capable network. It is designed primarily to facilitate easy, efficient, secure and reliable communication between government agencies, and to support existing and future government applications. A mechanism for providing agencies with a secure access to the Internet is included, as well as a means for agencies to securely host Internet services.

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 of government information systems; incorporation of Internet access costs for government agencies into one highly resilient infrastructure; and commercial advantages of an aggregated procurement approach, resulting in reduced costs.

As a result of Government Networks, public service bodies in various towns and cities in Ireland now have access to high speed, resilient network connectivity and the rollout is continuing nationwide. In 2018 GN expanded the provision of high speed, high capacity networks to smaller towns that had heretofore relied on lower capacity links. A centralised shared wi-fi infrastructure was also deployed in 2018, allowing public service bodies to deploy secure corporate and guest wireless networks in multiple locations with minimum investment in infrastructure.

The Department of Public Expenditure and Reform in conjunction with the Government Networks Programme Board has established GN on behalf of the non-commercial public sector.

Trans European Services for Telematics between Administrations

Ireland uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

6.3 Data Exchange

Death Events Publishing Service

The Department of Public Expenditure 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, with the first Business Use Cases (BUCs) to go live by June 2019.

Government Digital Postbox

A new eGovernment service, known as the Government Digital Postbox solution, is currently in development and will give citizens the opportunity to receive their post from government digitally in a secure electronic mailbox. As a result, citizens will have safe, secure and convenient access to important government letters, simply by going online using the device of their choice. The Digital Postbox service will be delivered as a single shared platform available for all public service bodies to communicate with individuals.

6.4 eID and Trust Services

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 Employment Affairs and 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**;
- pupil 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 and Family Affairs and of Public Expenditure 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 at <https://www.mywelfare.ie/>.

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 new single online identity for Irish citizens allowing access to a range of online public services more easily, using only one password. With approximately 470

000 verified accounts in February 2020, 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 benefit;
- apply for maternity benefit;
- apply for paternity benefit;
- 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](#).

6.5 eProcurement

eTenders Procurement Portal

The Office of Government Procurement 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 circa 155 600 registered entities – 5 900 Contracting Authorities and 149 700 Economic Operators - and it is a key interface between the public, businesses and the government for public procurement. The OGP sets the policy on content and functionality of the site. However, day-to-day management and maintenance, as well as development, of the site have been outsourced to a private platform service provider company.

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 functionality includes: 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. Comprehensive notice search and help functions are also available.

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.

eInvoicing Ireland Programme

The eInvoicing Ireland Programme was established in the Office of Government Procurement (OGP). The OGP, through the eInvoicing Ireland Programme and in collaboration with public sector partners, in 2019 established a National Framework for the Procurement of eInvoicing Systems and Services by Public Bodies. The Framework offers compliant eInvoicing services and solutions for shared services and coordinating facilities as well as individual public bodies, to receive and process eInvoices in accordance with the European Standard and the national approach for the implementation of the Directive. The services and solutions range from online portals that facilitate basic compliance to more integrated straight-through-processing options.

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. From 18 April 2020, all contracting authorities and entities will be required to receive and process eInvoices that comply with the European Standard on eInvoicing in public procurement.

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

Build to Share Applications

Build to Share Applications are built and maintained by the Office of Government Chief Information Officer (OGCIO), 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 identified in the Public Service ICT Strategy as an opportunity to drive efficiencies and savings. 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; and
- eCabinet – a system to distribute and manage memoranda to government.

A rollout programme is ongoing to implement all these applications across Departments and agencies. All ministerial Departments are now on-boarded to the platform as well as a growing number of agencies. 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 30 000 potential users. Implementation will continue, on a phased basis, through 2019 and beyond.

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](#).

6.8 Cross-border platforms

No particular infrastructure in this field has been reported to date.

6.9 Base registries

Companies Registration Office

The [Companies Registration Office](#) (CRO) registers and incorporates companies in Ireland, and files their annual returns. More in detail, the CRO has a number of core functions:

- the incorporation of companies;
- the receipt and registration of post incorporation documents;
- the enforcement of the Companies Acts in relation to the filing obligations of companies; and
- making information on companies available to the public.

Land Registry

[Landdirect.ie](#) is an online search application offering easy access to its services. The application gives access to its interactive map for free to all customers. 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.

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 Employment Affairs and 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 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 a wide range of spatial information online to customers. 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, 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.



7

Cross-border Digital Public Administration Services

7 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 SMEs, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 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).

7.2 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 Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Office of the Government CIO, Department of Public Expenditure and Reform.



The Digital Public Administration Factsheets are prepared for the European Commission by [Wavestone](#)

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA² solutions can be used free of charge and are open source when related to IT.

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