

Respondent

< 63 Anonymous >

45:03
Time to complete

1. Country name *

IRELAND

Contact information

2. Your name *

Enda Holland

3. Title *

Digital/ICT Policy

4. Organization *

Department of Public Expenditure and Reform - Office of the Government CIO

5. Email *

enda.holland@per.gov.ie

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

<https://www.gov.ie/>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<https://www.gov.ie/>

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar *

<https://www.gov.ie/en/consultations/>

10. Please provide link(s) for portal(s) providing following services/features:
- Open government data

<https://data.gov.ie/>

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

<https://ogp.gov.ie/>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

Tax and Customs: <https://www.revenue.ie/> Social Welfare: <https://services.mywelfare.ie/>
Agriculture: <https://www.gov.ie/en/service/department-of-agriculture-and-foods-online-services/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Office of Government Chief Information Officer <https://ogcio.gov.ie/>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Barry Lowry

16. Title *

Government Chief Information Officer

17. Organization *

Office of Government Chief Information Officer, Department of Public Expenditure and Reform

18. Email *

barry.lowry@per.gov.ie

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

eGovernment Strategy: <https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> Public Service ICT Strategy: <https://www.gov.ie/en/publication/0814f-public-service-ict-strategy/> GovTech Report: <https://www.gov.ie/en/publication/c9a9c8-cruinniu-govtech-report/> A new “Digital and ICT Strategy for the Public Service” is being finalised and will be published soon. This will replace the two strategies above. “Digital First and Innovation” is one of three key themes of the recently published Civil Service Renewal 2030 Strategy. The upcoming “Digital and ICT Strategy for the Public Service” will support the ambition of CSR2030. <https://www.gov.ie/en/publication/efd7f-civil-service-renewal-2030/>

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

<https://www.gov.ie/en/organisation/department-of-housing-local-government-and-heritage/>

22. Education *

<https://www.education.ie/en/> ; <https://www.gov.ie/en/organisation/department-of-higher-education-innovation-and-science/>

23. Health *

<https://www.gov.ie/en/organisation/department-of-health/> ; <https://www.hse.ie/>

24. Social Welfare (social inclusion, social protection, etc.) *

<https://www.gov.ie/en/organisation/department-of-social-protection/>

25. Employment and Labour *

<https://www.gov.ie/en/organisation/department-of-enterprise-trade-and-employment/>

26. Environment *

<https://www.gov.ie/en/organisation/department-of-the-environment-climate-and-communications/>

27. Justice *

<https://www.gov.ie/en/organisation/department-of-justice/>

28. Economy/finance *

<https://www.gov.ie/en/organisation/department-of-finance/> ;
<https://www.gov.ie/en/organisation/department-of-public-expenditure-and-reform/>

29. Industry/trade *

<https://www.gov.ie/en/organisation/department-of-enterprise-trade-and-employment/>

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No



Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

<https://www.gov.ie/covid-19/>

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *



Yes



No

33. Please provide link and detail.

Budget 2021 [<https://www.gov.ie/en/campaigns/0020e-budget-2021/>] included almost €12 billion to continue Ireland's overall response to COVID-19. A key element of the Economic Recovery Plan, announced in June 2021 [<https://www.gov.ie/en/campaigns/709d1-economic-recovery-plan/>], is strategic investment that will drive the digital and green transition, as well as supporting social and economic recovery and job creation. Link to COVID-19 Resilience and Recovery overview: <https://www.gov.ie/recovery> One of the three priorities of Ireland's National Recovery and Resilience Plan 2021 is accelerating and expanding digital reforms and transformation. Ireland is expected to receive €915 million overall in grants under the EU's Recovery and Resilience Facility [https://ec.europa.eu/info/business-economy-euro/recovery-coronavirus/recovery-and-resilience-facility_en] in 2021 and 2022. A further set of grants is to be allocated in 2023, taking into account economic developments between now and then. Link to Plan: <https://www.gov.ie/en/publication/d4939-national-recovery-and-resilience-plan-2021/> More information on Plan: <https://www.gov.ie/en/press-release/ef3ec-ireland-presents-1-billion-national-recovery-and-resilience-plan-to-europe/>

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

While we've answered "No" - See response to Question 33 In addition, a new "Digital and ICT Strategy for the Public Service" is due to be published shortly. It will acknowledge the post-pandemic situation. We will provide a link when it has been published. A new National Digital Strategy will follow later this year which will address wider national "digital" issues.

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

<https://foi.gov.ie/en/> <http://www.irishstatutebook.ie/eli/2014/act/30/enacted/en/html>

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

Data Protection Act 2018 <http://www.irishstatutebook.ie/eli/2018/act/7/enacted/en/html>
Includes provisions relating to Regulation (EU) 2016/679 (General Data Protection Regulation) (see also Data Protection Commission <https://www.dataprotection.ie/>) Data Sharing and Governance Act 2019
<http://www.irishstatutebook.ie/eli/2019/act/5/enacted/en/html> (see also <https://www.gov.ie/en/press-release/59356e-ministers-donohoe-and-odonovan-welcome-the-enactment-of-the-data-sha/>)

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

Network and Information Security Regulations (S.I. 360 of 2018)
<http://www.irishstatutebook.ie/eli/2018/si/360/made/en> [transposing EU Network and Information Security Directive 2016/1148 (NIS Directive)] More detail - National Cyber Security Centre: <https://www.ncsc.gov.ie/> National Cyber Security Strategy: <https://www.ncsc.gov.ie/strategy/>

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

The EU eIDAS Regulation applies – see https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2014.257.01.0073.01.ENG&toc=OJ:L:2014:257:TOC MyGovID is a single account that gives access to services from many government departments in Ireland – see <https://www.mygovid.ie/en-IE/Home/Index> .

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

eCommerce Act 2000: <http://www.irishstatutebook.ie/eli/2000/act/27/enacted/en/html>
Statutory Instrument No 233 of 2010 - Electronic Commerce (Certification Service providers Supervision Scheme) Regulations 2010:
<http://www.irishstatutebook.ie/eli/2010/si/233/made/en/print> For more details:
<https://www.gov.ie/en/publication/7cbde-trust-service-providers/>

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

Procurement in general is subject to Public Procurement legislation and guidance – this can be found at <https://ogp.gov.ie/guidelines-sub-menu-procurement-legislation/> eTenders [<https://www.etenders.gov.ie/>] is the Irish Government's electronic tendering platform administered by the Office of Government Procurement. The platform is a central facility for all public sector contracting authorities to advertise procurement opportunities and award notices The European Directive on eInvoicing (2014/55/EU) obliges contracting authorities and contracting entities 'to receive and process electronic invoices' (eInvoices) compliant with the European Standard (EN-16931) by 18 April 2019 for Central Government and April 2020 for Sub Central Government. See <https://ogp.gov.ie/einvoicing/>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

No law or regulation as such but digital is standard administrative practice – Budget website: <http://www.budget.gov.ie/> Detailed Irish Government expenditure data is published here: <https://whereyourmoneygoes.gov.ie/en/> A range of Department of Finance publications on Government finance is available at: <https://www.gov.ie/en/organisation-information/71d31-key-departmental-publications/>

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

Data Sharing and Governance Act 2019
<http://www.irishstatutebook.ie/eli/2019/act/5/enacted/en/html> See also:
<https://ogcio.gov.ie/data-governance/> Re-Use of Public Sector Information
<http://www.irishstatutebook.ie/eli/2015/si/525/made/en/html>

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

See Re-Use of Public Sector Information
<http://www.irishstatutebook.ie/eli/2015/si/525/made/en/html> and <https://data.gov.ie/>

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

There is no separate law/regulation as such. These would be covered by relevant existing laws. Ireland is engaged with the EU on these areas and any emerging regulations etc. A national AI Strategy will be published shortly.

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year



Three to five years

58. Is the national e-government strategy guided by or aligned with the national development strategy? *



Yes



No

59. Please provide link and detail.

The current eGovernment Strategy is available at: <https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> A new "Digital and ICT Strategy for the Public Service" is being finalised and will be published soon. This will replace the existing eGovernment strategy. National Development Plan: <https://www.gov.ie/en/policy-information/07e507-national-development-plan-2018-2027/> A new National Digital Strategy will follow later this year which will address wider national "digital" issues.

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *



Yes



No

61. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> - Not specifically covered, though some measures align - The new "Digital and ICT Strategy for the Public Service" and National Digital Strategy will align with the SDGs

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *



Yes

No

63. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> It is a national strategy i.e. for both National and local Local Authorities then develop strategies for their own specific services

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> The Strategy specifically calls out the inclusiveness and accessibility principle from the EU eGovernment Action Plan: "Inclusiveness and accessibility: we will design digital public services that are inclusive by default for the widest possible audience (universal design) and cater for a broad range of needs and abilities, including older people and people with disabilities" The new Digital and ICT Strategy for the Public Service will develop these further and will also align with the Civil Service Renewal Strategy 2030 (CSR2030), including the guiding principle "the public at the centre" – "The public is at the centre of everything that the Civil Service does. Their experiences need to inform the services they interact with and their views need to shape the policy responses that affect them. This will be enabled by ongoing engagement and open communication with our public, civil society and political stakeholders." – see CSR2030: <https://www.gov.ie/en/publication/efd7f-civil-service-renewal-2030/> It will also align with other initiatives such as the Quality Customer Service Initiative - <https://www.gov.ie/en/policy-information/3274fd-quality-customer-service-initiative/> We have since also established a central portal for public consultations held by government departments and local authorities at: <https://www.gov.ie/en/consultations/>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> The strategy references the “data as an enabler” initiative from the Public Service ICT Strategy. Since then a separate Data Strategy has been developed which sets out 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.– see
<https://www.gov.ie/en/publication/1d6bc7-public-service-data-strategy-2019-2023/> In addition, the Data Sharing and Governance Act 2019 has been enacted:
<https://www.gov.ie/en/press-release/59356e-ministers-donohoe-and-odonovan-welcome-the-enactment-of-the-data-sha/> These will be drawn together in the new Digital and ICT Strategy for the Public Service.

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> It makes specific reference to developing our e-ID capability (eGovernment principle number 4) and references MyGovID [<https://www.mygovid.ie/>] – which is a single account that lets you access government services in Ireland.

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> Yes, it specifically calls out "Digital by Default"

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> Yes, It specifically calls out the once-only principle

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

It doesn't name specific technologies as such but acknowledges "...significant changes in technology, use of technology and resulting public expectation". The new Digital and ICT Strategy for the Public Service may call these out more specifically. However, a separate AI Strategy is being finalised.

76. Robotics - please provide link and detail:

It doesn't name specific technologies as such but acknowledges "...significant changes in technology, use of technology and resulting public expectation". The new Digital and ICT Strategy for the Public Service may call these out more specifically. See also

<https://www.ops.gov.ie/actions/innovating-for-our-future/innovation/robotic-process-automation/>

77. Blockchains - please provide link and detail:

It doesn't name specific technologies as such but acknowledges "...significant changes in technology, use of technology and resulting public expectation". The new Digital and ICT Strategy for the Public Service may call these out more specifically.

78. 5G - please provide link and detail:

It doesn't name specific technologies as such but acknowledges "...significant changes in technology, use of technology and resulting public expectation". The new Digital and ICT Strategy for the Public Service may call these out more specifically.

79. Internet of Things (IoT) - please provide link and detail:

It doesn't name specific technologies as such but acknowledges "...significant changes in technology, use of technology and resulting public expectation". The new Digital and ICT Strategy for the Public Service may call these out more specifically.

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/> It specifically calls out the EU eGovernment Action Plan and the Recommendation of the Council on Digital Government Strategies, OECD, 2014.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

Work in that area is underway and Ireland will be working with the OECD, with the support of the European Commission Technical Support Initiative, to develop a project to 'Strengthen Policy Making and Foresight in the Irish Public Service'. See paper at: <https://www.ops.gov.ie/news/publication-of-report-towards-a-strategic-foresight-system-in-ireland/>

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

It is proposed to include something similar in the new Digital and ICT Strategy for the Public Service which is being finalised.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

The existing National Digital Strategy [<https://www.gov.ie/en/publication/f4a16b-national-digital-strategy/>] and eGovernment Strategy [<https://www.gov.ie/en/publication/63a31-egovernment-strategy-20172020/>] call these out. See information on Digital Inclusion at <https://www.gov.ie/en/policy-information/cecd1c-digital-engagement/> These will be further addressed in the new Digital and ICT Strategy for the Public Service and the new National Digital Strategy (both in development)

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

References: The existing National Digital Strategy <https://www.gov.ie/en/publication/f4a16b-national-digital-strategy/> National consultations portal <https://www.gov.ie/en/consultations/> The Citizens' Assembly: <http://citizensassembly.ie/en/> (for recent and previous assemblies) A case study on local Public Participation Networks can be found here: <https://www.ops.gov.ie/case-studies/public-participation-network-case-study-june-2020/>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

Specific groups aren't generally called out as such in the strategies but inclusiveness and access are reflected in the current and upcoming strategies. "Assisted digital" is a theme which is being actively explored – see for example: <https://www.gov.ie/en/press-release/b5bc9-minister-of-state-naughton-welcomes-first-meeting-of-the-interdepartmental-group-for-the-delivery-of-offline-services/> See information on Digital Inclusion at <https://www.gov.ie/en/policy-information/cecd1c-digital-engagement/> Civil Service Renewal 2030 specifically restates that "... we must ensure that our policy and service delivery responses are focused on equality, inclusivity and accessibility" and later "Maintaining this public-centric view at all stages will ensure that policies are fully inclusive and supportive of the communities we serve". See - <https://www.gov.ie/en/publication/efd7f-civil-service-renewal-2030/>

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

Specific groups aren't generally targeted as such for e-services. As per answer to Q92 assisted digital is being explored. Accessibility and inclusion across all sectors of society is considered in Government policy. See information on Digital Inclusion at <https://www.gov.ie/en/policy-information/cecd1c-digital-engagement/> And Civil Service Renewal 2030 <https://www.gov.ie/en/publication/efd7f-civil-service-renewal-2030/> A specific equality, diversity and inclusion vision statement for the public service can be found at: <https://www.ops.gov.ie/news/launch-of-an-equality-diversity-and-inclusion-vision-statement-and-maturity-model-for-the-public-service/>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

Specific groups aren't generally targeted as such for e-participation. As per answer to Q92 assisted digital is being explored. Accessibility and inclusion across all sectors of society is considered across Government policy. See information on Digital Inclusion at <https://www.gov.ie/en/policy-information/cecd1c-digital-engagement/> And Civil Service Renewal 2030 <https://www.gov.ie/en/publication/efd7f-civil-service-renewal-2030/>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

See information on Digital Inclusion at <https://www.gov.ie/en/policy-information/cecd1c-digital-engagement/>. As before accessibility and inclusion across all sectors of society is considered across Government policy. See also Civil Service Renewal 2030 <https://www.gov.ie/en/publication/efd7f-civil-service-renewal-2030/> A specific organisation of interest may be The National Disability Authority (NDA), which is the independent statutory body that provides information and advice to the Government on policy and practice relevant to the lives of persons with disabilities. See <http://nda.ie/> The Centre for Excellence in Universal Design (CEUD), based within the NDA is dedicated to enabling the design of environments that can be accessed, understood and used regardless of a person's age, size, ability or disability. See: <http://universaldesign.ie/> A new Adult Literacy, Numeracy and Digital Literacy Strategy is being developed and is expected to be published later this year. – see announcement: <https://www.gov.ie/en/press-release/c65e0-minister-harris-announces-his-plans-for-the-development-of-a-new-10-year-strategy-for-adult-literacy-numeracy-and-digital-literacy-strategy-on-international-literacy-day/>

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

All Department and Agencies have a social media presence. Links to Departments can be found on gov.ie at <https://www.gov.ie/en/help/departments/> These are used for e-information, e-consultation and e-decision making. The Irish Government News Service has a presence on multiple social media platforms e.g. <https://twitter.com/merrionstreet/> <https://www.facebook.com/merrionstreet> <http://www.youtube.com/merrionstreet> <https://www.flickr.com/photos/merrionstreet-ie/> Information on public consultations held by government departments and local authorities is available at the central Consultation portal on gov.ie: <https://www.gov.ie/en/consultations/>

101. Please include any guidelines for government officials/institutions on the use of social media.

Most Departments/Agencies have their own guidelines e.g. Irish Government News Service: https://merrionstreet.ie/merrionstreet/en/imagelibrary/goi_social_media_policy.pdf
Department of Rural and Community Development:
<https://assets.gov.ie/3531/281118182643-ad227af9529d40bb9ee1c72a21b679b5.pdf>

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

Examples – Pre-budget submissions: <https://www.gov.ie/en/press-release/fae0e-minister-humphreys-hosts-pre-budget-2021-forum-in-dublin-castle/> National Economic Dialogue: <http://www.budget.gov.ie/Budgets/2020/NED2019.aspx> The Citizens' Assembly: <http://citizensassembly.ie/en/> Public consultations portal: <https://www.gov.ie/en/consultations/>

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

Each e-service monitors its own usage and statistics. Example of feedback on gov.ie: <https://www.gov.ie/en/#FeedbackV2Widget> A range of information services on gov.ie also comply with the feedback requirements of the EU Single Digital Gateway Regulation e.g. <https://www.gov.ie/en/service/8c675d-learn-how-to-drive-a-car-in-ireland/> (see YourEurope link at the end of the page) The Central Statistics Office also conduct surveys on "information society": <https://www.cso.ie/en/releasesandpublications/ep/p-isshh/informationstatistics-households2020/e-government/>

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

Through Customer satisfaction surveys e.g. <https://www.gov.ie/en/policy-information/a38d80-civil-service-general-public-customers/> Specific projects e.g. Students at Trinity College Dublin Masters' in Digital Marketing programme. <https://www.gov.ie/en/press-release/cf4cec-minister-of-state-odonovan-presents-the-winning-prizes-at-the-tcd-bu/> Ad hoc market research: for example see <https://www.ops.gov.ie/actions/delivering-for-our-public/digital-delivery/initiatives/>

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Ireland engages with a range of international organisations including the EU, OECD, and UN as well as relevant initiatives such as the Digital 9 (see for example <https://www.gov.ie/en/press-release/569e2-minister-troy-attends-meeting-of-d9-eu-countries/>)

111. Please provide any other information related to e-government development in your country. *

Ireland has tried to exemplify eGovernment / Digital Government through the delivery of our Public Service ICT and eGovernment Strategies. For example, we have established a single public service portal, gov.ie, which has been designed to create a much better user experience by thematically presenting and simplifying information about our public services to ensure that they are not only easy to find, but also easy to follow and navigate. Activity on gov.ie has increased substantially over the past year or so, with numbers of visitors increasing from 6 million in 2019 to over 97 million in 2020. This provides a strong platform on which to build the next generation gov.ie, to deliver services in an integrated way, providing a seamless user experience. We have launched a Digital Postbox [<https://digitalpostbox.ie/>], which will give people one single, secure place to receive all Government communication digitally, and will be adopted by public bodies as their default

citizen communication channel. Ireland has announced new ambitious targets for digital service availability and uptake as part of the Civil Service Renewal 2030 strategy. These fully align with EU ambitions and targets. Digital ID – MyGovID We are seeing very strong signs that the public wish to do more digitally, including with the Government. This is very positive, not just in terms of capability, but also trust. The MyGovID digital identity service, a joint initiative by the Department of Public Expenditure and Reform and the Department of Social Protection, aims to provide citizens with a safe and secure access to digital public services in Ireland. It is designed to facilitate a more joined-up Government approach, with more sharing, more reuse and more integration between public bodies. It provides access to a range of public services in Welfare, Revenue, Transport, and Education with more coming soon. MyGovID passed the 1million verified accounts at the start of 2021, meaning the uptake doubled in less than one year. This means that, with approximately 28% uptake, Ireland is one of the fastest growing countries in the world in terms of eIDs actively using Government services. New Digital Public Service Strategy A process of consultations got underway for a new Strategy during the third quarter of 2020. The outcome together with further research have informed development of the ideas and themes that will drive the next few years of progress. Building on the success of the 2015 Strategy and the eGovernment Strategy (which it is also replacing), the new Strategy will focus on accelerating the move to a more digital public service for Ireland and will take an all-of-government approach. However, it will also carry forward some of the existing themes. The topics under consideration for the new Strategy include: the digital experience of citizens and businesses; the value and use of data; and, Government as a Platform. It will also focus on ensuring the right skills in the right areas to deliver a digital government and will describe a strong governance process. The Strategy will set out the roadmap for delivering digital services and will act as an umbrella for existing related strategies and policies to ensure an overall coordinated and integrated approach to their delivery. A key focus of the Strategy will be about delivering our public services taking a digital by default approach through collaboration with our stakeholders and the public, building towards 100% online provision of key public services. In doing this we will ensure that the services are available on a 24-7 basis, on the device of choice, taking a universal design approach and are delivered in a sustainable manner. The strategy will also examine using digital to improve the off-line experience for those who are unable to access services digitally. The new Strategy will reflect the context at EU level including the contribution of digital as a core part of recovery.

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

