

Department of Public Expenditure and Reform

Management Board Policy Forum Meeting

Minutes

23 January 2019

Attendance

Secretary General, Mr Menton, Mr Lowry, Ms Godkin, Mr Downes, Mr Moloney, Dr Fallon-Byrne, Mr Cagney, Mr Harrison, Ms O'Donohue, Ms Codd

Apologies

Mr Feeney, Mr Quinn, Ms Coleman, Mr Brophy, Ms O'Reilly

1. Minutes of Management Board Policy Forum on 12 December 2018

The draft minutes of the last meeting of the Policy Forum were agreed.

2. Taking Forward Digital in Government

Ms O'Donohue made a presentation to the Board on the current status of Digital Services in the Civil and Public Service which was then discussed by the Board. Ireland currently ranks 10th in Digital Public Services. It achieves top ranking in Open Data and very highly in the area of digital public services for businesses. In the area of services aimed at and used by citizens, there is significant room for improvement. In order to explore citizens' use of, appetite for, and access to online Government services work was carried out with Trinity College's Masters in Digital Marketing class along with a Market Research exercise.

All citizens should be able to access Government Services at a time and place convenient to them and using their device of choice. A user-driven approach to designing government services needs to be adopted. Awareness of the services available needs to be enhanced and simplifying processes will also lead to improvements.

3. Public Service Data Strategy

Mr Harrison gave a presentation on the Public Service Data Strategy 2019-2023. This strategy 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. It aims 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.

4. A.O.B.

Next Meeting: February 2019