Government in the Digital World; beyond 2027
Ireland

Government in the Digital World; beyond 2027

Barry Lowry
Government CIO
June 2023
"Notwithstanding the recent retrenchment in the tech sector, the future is digital. There is going to be more data, more robotics, artificial intelligence, augmented and virtual reality and autonomous transport. There will be a huge expansion of the tech sector in the medium term and we will make sure that Ireland is at the forefront of that."

The Tánaiste and Minister for Enterprise, Trade and Employment, Leo Varadkar (Launch of White Paper on Enterprise 2022-2030 December 2022)
This morning:

1. The Opportunities & Challenges of the Digital Decade;

2. Where are we now? Creating the Foundations for Digital Government 2030;

3. What next? The Challenges ahead;

4. Things to be positive about!
1. The Opportunities & Challenges of the Digital Decade
“Digital is the make-or-break issue. And Member States share that view. Digital spending in NextGenerationEU will even overshoot the 20% target. That reflects the importance of investing in our European tech sovereignty. We have to double down to shape our digital transformation according to our own rules and values.”

- COVID-19 recovery and a greener, more digital, and fairer EU;
- Investment in digital skills;
- Emphasis on Youth;
- Less reliance on Asia for computer chips;
- Emission reduction;
- NextGeneration EU.

Commission President von der Leyen’s State of the Union speech 15 September 2021
Europe aims to empower businesses and people in a human-centred, sustainable and more prosperous digital future.

The EU Challenge

Skills
ICT Specialists: 20 million + Gender convergence
Basic Digital Skills: min 80% of population

Secure and sustainable digital infrastructures
Connectivity: Gigabit for everyone, 5G everywhere
Cutting edge Semiconductors: double EU share in global production
Data - Edge & Cloud: 10,000 climate neutral highly secure edge nodes
Computing: first computer with quantum acceleration

Digital transformation of businesses
Tech up-take: 75% of EU companies using Cloud/Al/Big Data
Innovators: grow scale ups & finance to double EU Unicorns
Late adopters: more than 90% of SMEs reach at least a basic level of digital intensity

Digitalisation of public services
Key Public Services: 100% online
e-Health: 100% of citizens having access to medical records
Digital Identity: 80% citizens using digital ID

“The Digital Decade policy programme 2030 sets up a monitoring and cooperation mechanism to achieve the common objectives and targets for Europe's digital transformation. As a first step under the policy programme, the Commission will define the KPIs, i.e., key progress indicators, in an implementing act”.

EU Commission January 2023
European digital identity (eID): Council makes headway towards EU digital wallet, a paradigm shift for digital identity in Europe

The European digital identity (eID) system is a cornerstone of the European Union's digital economy, enabling citizens and businesses to securely authenticate themselves online. The proposed regulation aims to ensure a uniform access to digital identity services across the EU, fostering trust and cross-border access.

Proposal for a Regulation laying down harmonised rules on artificial intelligence

The proposal for a Regulation on artificial intelligence was published on 14 March 2019. It seeks to address risks of AI in the EU. The proposal outlines rules for the design and use of AI, including transparency, explainability, and liability for AI systems.

In June 2023, the Council proposed a framework for a European digital identity that would be available to all EU citizens, residents and businesses. The proposed framework includes a digital wallet under a node escrow scheme, ensuring compliance with security standards. The proposal is designed to ensure that citizens and businesses can easily and securely access their digital identities.

The European digital identity wallet

One of the main policy objectives of the proposal is to provide citizens and businesses with a secure and transparent digital identity. This is based on the issuing of personal identity data and the wallets by member states. The Council has already agreed to increase the digital identity wallet's functionality and interoperability across the EU.

As an electronic identification means (eID means) issued under national schemes at assurance level 1, the Wallet would be an eID means in its own right, based on the issuing of personal identity data and the wallet by member states. The Council's goal is to ensure that the Wallet is interoperable and usable throughout the EU.

The European digital identity wallet

The single digital gateway and Your Europe

The single digital gateway facilitates online access to information, administrative procedures, and assistance services that EU citizens and businesses may need in another EU country. Access to the gateway is via a search function in the Your Europe portal (yoeurope.eu), which has been providing EU and national information on the rights of citizens and businesses, as well as access to assistance services, since 2006.

Following the adoption of the gateway regulation in 2018, the European Commission and national administrations are developing a network of national portals to provide information for citizens and businesses on how EU rules are applied in each EU country for cross-border users, as well as on available assistance services. Since December 2020, some of these services have been available from the single entry point on the Your Europe portal. National websites participating in the gateway can be easily recognised by the presence of the Your Europe logo.

By the end of 2023, Your Europe will offer access to 21 online procedures in all EU countries, with procedures such as registering a car or claiming a pension being fully digitalised and eliminating the need for paperwork. The most important administrative procedures for cross-border users will be fully available online in all EU countries. A system to transfer documents needed for these procedures between national authorities in different EU countries will also be included. For example, a diploma obtained in one country can be shared with the national authorities of another, where it is needed to start a business.

To improve policy making, users are also able to provide feedback through the gateway on obstacles they encounter in the single market.
An alternative viewpoint?:

**Proposal for a Regulation laying down harmonised rules on artificial intelligence**

The Commission has proposed the first ever legal framework on AI, which addresses the risks of AI and positions Europe to play a leading role globally.

The Proposal for a Regulation on artificial intelligence was announced by the Commission in April 2021. It aims to address risks of specific uses of AI, categorising them into 4 different levels: unacceptable risk, high risk, limited risk, and minimal risk.

In doing so, the AI Regulation will make sure that Europeans can trust the AI they are using.

**People Process Technology Model of Process Improvement**

01

**PEOPLE**
Is my organization optimized for success?

02

**PROCESS**
Do my processes align with my business objectives?

03

**TECHNOLOGY**
Am I leveraging technology appropriately?
3. Where are we now? Creating the Foundations for Digital Government 2030
Our citizens should be able to access Government Services at a time and place convenient to them and using their device of choice.

All digital services should be consistent and easy to use. They should also reflect the diversity of our society.

Everyone running their own infrastructure is inefficient, ineffective, increases risk and obstructs data sharing.

Citizens should not have to tell us what we already know. But our use of their data should be appropriate and transparent.

We need to ensure that we maximise the value of our data, including historical.

Our ambitions are dependent on skills, competence and confidence amongst users, service providers, system builders and leaders.

Good governance is essential to generate trust and confidence among all stakeholders.

Our Digital Government Building Blocks (2016)
Building from Digital Foundations 2021

MyGovID nearly 1.8m verified accounts

The Gov.ie Programme (6-100M visitors)

- Growth of BTS Desktop, Hosting & Applications
- Backweston/Cloud policy
- Government Networks
- Stronger Cyber Security (new Baseline Security Standard)

Digital Services

DATA

Build to Share Capability Governance

- Data Sharing & Governance Act and Data Strategy
  - Data Governance Board
  - Public Service Data Catalogue
  - Data Sharing Playbook
  - DSAs
- Open Data

- ICT Apprenticeship
- Joint Competitions
- Growth in CIOs
- New ways of working
- Digital Leaders
- Public Service Alignment
- Revised Peer Review Process
Growth of MyGovID

<table>
<thead>
<tr>
<th>End of Year</th>
<th>Basic MyGovID</th>
<th>Verified MyGovID</th>
<th>Total MyGovID</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>130,149</td>
<td>8,316</td>
<td>138,465</td>
</tr>
<tr>
<td>2017</td>
<td>392,955</td>
<td>76,689</td>
<td>469,644</td>
</tr>
<tr>
<td>2018</td>
<td>605,644</td>
<td>208,503</td>
<td>814,147</td>
</tr>
<tr>
<td>2019</td>
<td>843,701</td>
<td>447,557</td>
<td>1,291,258</td>
</tr>
<tr>
<td>2020</td>
<td>1,455,364</td>
<td>929,168</td>
<td>2,384,532</td>
</tr>
<tr>
<td>2021</td>
<td>1,760,000</td>
<td>1,440,000</td>
<td>3,200,000</td>
</tr>
</tbody>
</table>

June 2023 > 2M verified accounts!

Adoption rates vary widely across national boundaries.

Population size of selected countries and estimated coverage of digital ID solutions, by country

Digitalisation of public services
Key Public Services: 100% online
e-Health: 100% of citizens having access to medical records
Digital Identity: 80% citizens using digital ID

1 Selection of countries based on data availability
2 Estimation based on latest publicly available data
Source: Identification for Development (IDD), Global Database (2019); World Development Indicators; press releases; McKinsey analysis

McKinsey & Company
3. What next? The Challenges ahead
EU Digital Decade

Harnessing Digital (National Digital Strategy)

Skills Elements

Infrastructural Elements

Business Elements

Digital Government Elements

Connecting Government 2030

Plus regulation:
- Digital Services Act
- Digital Markets Act
- Data Governance Act etc.

Regulation
# Harnessing Digital - The Digital Ireland Framework

**Positioning Ireland as a Digital Leader, Driving and Enabling Digital Transformation across the Economy and Society.**

<table>
<thead>
<tr>
<th>Dimension 1: Digital Transformation of Business</th>
<th>Dimension 4: Digitalisation of Public Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="" /></td>
<td><img src="image2" alt="" /></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Dimension 2: Digital Infrastructure</th>
<th>Dimension 3: Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="" /></td>
<td><img src="image4" alt="" /></td>
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</table>

## Targets

<table>
<thead>
<tr>
<th>Target 1</th>
<th>Target 2</th>
<th>Target 3</th>
<th>Target 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the share of adults with at least basic digital skills to 88% by 2026.</td>
<td>Increase the percentage of people in Ireland with a degree level of education to 40% by 2026.</td>
<td>Increase the number of Irish businesses using social media to 70% by 2026.</td>
<td>Increase the number of Irish households with broadband connectivity to 90% by 2026.</td>
</tr>
</tbody>
</table>

## Workstreams

<table>
<thead>
<tr>
<th>Workstream 1</th>
<th>Workstream 2</th>
<th>Workstream 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive increased gigabit and 5G connectivity.</td>
<td>Drive inter-connected delivery of services responses to meet the digital transformation.</td>
<td>Drive further digitisation of public services, with a focus on the health system.</td>
</tr>
<tr>
<td>Prioritise Ireland’s cyber security capability, expertise and infrastructure.</td>
<td>Provide inter-connected delivery of digital services to society, to enable all citizens to engage with digitalisation.</td>
<td>Fully implement plans to ensure public services are provided safely and effectively.</td>
</tr>
</tbody>
</table>

## Underpinned by a Coherent Governance Structure, and a Modern, Cohesive, Well-Resourced Regulatory Framework.
<table>
<thead>
<tr>
<th>Policy Area 1</th>
<th>Fundamental rights and democratic values</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Include and translate fundamental rights into policies and technology procurement rules</td>
</tr>
<tr>
<td>1.2</td>
<td>Raise awareness on value-based digital transformation</td>
</tr>
<tr>
<td>1.3</td>
<td>Establish ethical and technological expert councils</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Policy Area 2</th>
<th>Social participation and inclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Encourage the use of digital tools to foster citizen participation in policy decision making</td>
</tr>
<tr>
<td>2.2</td>
<td>Ensure inclusiveness and accessibility for all to fully digital public services and information</td>
</tr>
<tr>
<td>2.3</td>
<td>Provide easy access to services from mobiles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Policy Area 3</th>
<th>Digital empowerment and literacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Launch and promote initiatives for citizens’ digital literacy</td>
</tr>
<tr>
<td>3.2</td>
<td>Provide easily accessible, user-friendly and seamless digital services</td>
</tr>
<tr>
<td>3.3</td>
<td>Initiate workshops/trainings to promote digital skills in the public sector</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Policy Area 4</th>
<th>Trust through security in the digital sphere</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Promote the rollout and use of notified eID in the public and private sectors</td>
</tr>
<tr>
<td>4.2</td>
<td>Promote responsible and legally compliant re-use of data</td>
</tr>
<tr>
<td>4.3</td>
<td>Consider ways to foster agreement on ICT security requirements</td>
</tr>
<tr>
<td>Policy Area 5</td>
<td>Digital sovereignty and interoperability</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>5.1</td>
<td>Jointly work towards agreements on requirements for technology providers</td>
</tr>
<tr>
<td>5.2</td>
<td>Implement common standards and modular architectures in cross border digital solutions</td>
</tr>
<tr>
<td>5.3</td>
<td>Work with the EC to provide suitable online public services for EU cross-border use</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Policy Area 6</th>
<th>Digital empowerment and digital literacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Foster transparency and accountability when designing digital public services</td>
</tr>
<tr>
<td>6.2</td>
<td>Share best practices on the development of human-centric AI systems</td>
</tr>
<tr>
<td>6.3</td>
<td>Stimulate knowledge sharing on human centric technologies</td>
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</tbody>
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<tr>
<th>Policy Area 7</th>
<th>Resilience and sustainability</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Assess and make transparent energy consumption of digital tools and infrastructures</td>
</tr>
<tr>
<td>7.2</td>
<td>Evaluate the environmental impacts of ICT and extend the lifespan of digital equipment</td>
</tr>
<tr>
<td>7.3</td>
<td>Initiate expert consultations on appropriate use of digital technologies</td>
</tr>
<tr>
<td>7.4</td>
<td>Foster the exchange of crisis management data</td>
</tr>
</tbody>
</table>
4. Things to be positive about!
“The coming years will be about building upon our strong foundations and creating a trusted, human-driven, intuitive and inclusive world-leading digital government service”

“Given the talent at our disposal and the contribution that “digital” can make to our economy, by the end of this decade, Ireland must seek to be consistently ranked among the top three EU digital nations and the top 10 globally. And we have no doubt that by working together and with Government support, we can make this a realisable ambition”.

Michael McGrath TD
Minister for Public Expenditure and Reform

Ossian Smyth TD
Minister of State with responsibility for Public Procurement and eGovernment
Minister of State with responsibility for Communications and Circular Economy
Enabling the Digital Transformation of Governments (OECD)

Analogue government
Closed operations and internal focus, analogue procedures

E-government
Greater transparency and user-centred approaches, ICT-enabled procedures

Digital government
Open and user-driven approaches, processes and operational transformations
A more embracing strategy

Six priority action areas:
- A Human-Driven Digital Experience
- Harnessing Data
- Government as a Platform
- Evolving Through Innovation
- Strengthening Digital Skills
- Focusing on Governance and Leadership

Four core design principles:
- Digital by Default and Cloud-First
- All-of-Government Approach
- New Ways of Working
- Privacy-Driven and Secure by Design

Equates to services which are:
- Fast & Intuitive
- Trusted, Secure & Inclusive
- Developed through Collaborative and with Value in mind
- Can create additional value
Summary of Actions

• ICT Professionalisation
• ICT Apprenticeship Scheme
• ICT Re-training Scheme
• Digital Competence

• Priority projects (90% target)
• MyGovID
• Digital Wallets/Postbox
• MyData Portal/DSAs
• Life Events

• UBI
• Innovation Competition/Innovation Partnerships
• Transpose & Implement Data Governance Act/Data Act
• Open Data
• Re-use of Government Assets
• GovTech Advisory Board

• State Data Centre
• Build to Share
• Cloud Procurement Framework
• Microsoft Enterprise Agreement
• National Low Latency Platform
Life Events

A Life Event is a very important event that occurs in (nearly) all our lives, for example births, bereavements, marriages, unemployment etc.

Ironically, when we think in terms of Life Events, we have the potential to provide services in a way that the private sector could only dream of. This is because the Public Service knows things about people from the minute they are born!
The most forward-thinking countries in the world are committing to life events. We must join them.
Life Events – Public Response

Sorted using 1\textsuperscript{st} to 3\textsuperscript{rd} Preference Totals*
Gov.ie 2019-2023

- Plain English/Content Design
- Trusted and popular
- c €4M savings/reduced transactional costs
- Strong branding

- Search
- Archives
EU Single Digital Gateway Regulation 2018

REGULATION (EU) 2018/1725 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

of 2 October 2018

establishing a single digital gateway to provide access to information, to procedures and to assistance and problem solving services and amending Regulation (EU) No 1024/2012

This Regulation establishes a single digital gateway to provide access to information, to procedures and to assistance and problem solving services for citizens and businesses in the union.

According to the common market principles established in the Treaty establishing the European Union and the Internal Market directive, the single digital gateway shall provide access to information, procedures and assistance and problem solving services for citizens and businesses in the Union.

(1) The single digital gateway is one of the Union's most valuable achievements. By allowing people, goods, services and capital to move freely within the Union, it offers new opportunities for citizens and businesses. The single digital gateway is a key element of the Union's digital single market strategy established by the European Commission in 2015. It aims to create a single digital gateway to provide access to information, procedures and assistance and problem solving services for citizens and businesses in the Union.

(2) The single digital gateway is one of the Union's most valuable achievements. By allowing people, goods, services and capital to move freely within the Union, it offers new opportunities for citizens and businesses. The single digital gateway is a key element of the Union's digital single market strategy established by the European Commission in 2015. It aims to create a single digital gateway to provide access to information, procedures and assistance and problem solving services for citizens and businesses in the Union.

Questions on your rights in the EU?
Or your obligations?

Your Europe guides you to the most relevant EU and national websites. Browse our pages for citizens and businesses, or try our search form.

- Are you a citizen/consumer or a business? *
- What country are you interested in? *
- What topic are you interested in? *
- What specific information are you looking for? *

- Starting to work in another EU country
- Terms of employment: working hours, paid leave, holidays, overtime, health checks, dismissals, redundancies, termination of contracts
- Taxation in another EU country
- Recognition of professional qualifications in another EU country
- Finding a job in another EU country
- Liability and mandatory insurance when living or working in another EU country

Search >
Search for services or information

Social welfare essentials
- Get your Public Services Card (PSC)
- Get your Personal Public Service (PPS) number
- Find your local Intreo or social welfare office

Children
- Apply for child benefit
- Apply for back-to-school allowance
- Get a birth cert

Supports for workers
- Apply for illness benefit
- Apply for a working family payment

Planning for retirement
- Apply for a state pension
- Annual leave and sick leave
One of the main (eIDAS 2.0) policy objectives is to provide citizens and other residents, as defined by national law, with a harmonised European digital identity means based on the concept of a European digital identity wallet.

As an electronic identification means (‘eID means’) issued under national schemes at assurance level ‘high’, the Wallet would be an eID means in its own right based on the issuing of personal identification data and the wallet by member states.
Welcome to your HSE Digital wallet

Store your Medical card, EHIC card, and Covid certificates in one place.

Get started

Welcome to your Government Digital wallet

Store your Government issued cards in one place.

Get started

Giving you access to your important documents

Connecting you to the services you need.

You must be 16 or older to use this app
Digital wallet

Don't have a MyGovID account?
Sign up for one here

Email Address
Please enter your email

Password
Please enter your password

By pressing login I agree to sharing my personal details and contact information.
Thanks