

Ireland's Local Government Digital & ICT Strategy 2030

Reimagining Technology Capabilities & Delivery

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Vision

Our Vision for the delivery of modern local government services, powered by digital technology.



Have applicable local government services available online for members of the public and businesses



Support the development of more sustainable digital communities



Leverage data as an asset to improve the way we make decisions



Provide consistent digital services designed for and with members of the public and communities



Improve the way we work using digital as a key enabler



Work in partnership to share ideas and solutions



Ensure that members of the public who cannot or do not want to interact digitally will not get left behind



Foster a digital and innovation culture that empowers staff to continually improve how they deliver services



Themes

Our strategy is structured around four interrelated themes.



We will provide easier digital access to local government services and encourage people to use them by improving consistency and taking a people-centred approach to designing those services

DIGITAL COMMUNITIES

We will provide digital access, connectivity, and support for members of the public and businesses to improve quality of life in our communities, while ensuring that everyone is included

DIGITAL LOCAL GOVERNMENT

DIGITAL WORKFORCE

We will give our staff the technology, digital tools and skills required to fully interact in a digital way

DIGITAL SYSTEMS

We will improve the efficiency and effectiveness of the way we work through the implementation of identified technology solutions



Challenges

Technology delivery faces many challenges, including speed and reliability issues, security and privacy concerns, and the need for better infrastructure and logistics.

There is also the tremendous rate of technology innovation to consider...

Areas for Improvement

To improve technology delivery, we need to focus on better infrastructure, security, privacy and communication.

We also must innovate....RESPONSIBLY and THOUGHTFULLY





How are we going to be successful?

- Inclusive, accessible to all...leave no one behind
- Consistent user experience; people-centred service design
- Collaboration across government departments and partner organisations
- Sharing of solutions; Shared procurement
- End-to-end digital
- Process improvement and consistency
- Maximise use of common technologies...and foster innovation
- Training: upskilling, reskilling
- Strong and deliberate focus on improved Cybersecurity capabilities



Build to Share



We will maximise opportunities to share services, systems, platforms and best practice across our organisations



Cyber Security

We will ensure that we have the right capacity, capabilities and practices to protect us from threats and to protect members of the public's data



Digital Skills

We will support members of the public, businesses and staff in developing the skills required to participate in a digital world



Infrastructure

We will maintain the appropriate supported digital infrastructure to enable delivery of local government digital and ICT services

Capability and Culture

We will identify the human and financial resources and change management required to deliver on this strategy



Data Management

We will continue to develop the technologies, processes, policies and guidelines to enable us to use data and insight to inform the work that we do



Governance

We will continue to implement and develop appropriate structures and decision-making processes to manage local government digital and ICT while enabling innovation to thrive



Thank You

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