



Rialtas na hÉireann
Government of Ireland

The Ireland Digital Transformation Journey and Approach

Barry Lowry
Government of Ireland CIO
November 2025

This presentation:



1. A new start: the creation of DPER and the beginnings of Ireland's new Digital Governance model;
2. 2015 – 2020: Building the foundations for Digital Government;
3. 2021 – 2030: Delivering the Digital Decade.



Rialtas na hÉireann
Government of Ireland

1. A new start: the creation of DPER and the beginnings of Ireland's new Digital Governance model;

EPG

EXECUTIVE POLITICS AND GOVERNANCE

PUBLIC SECTOR REFORM IN IRELAND

COUNTERING
CRISIS

MUIRIS
MACCARTHAIGH



“The creation of DPER represented a significant milestone in Irish administrative history, and the combination of functions assumed by the new Department was unprecedented not only in an Irish context, but also an international one”

Muiris MacCarthaigh (2017)

The creation of the Department of Public Expenditure & Reform



Number 10 of 2011

MINISTERS AND SECRETARIES (AMENDMENT) ACT 2011

ARRANGEMENT OF SECTIONS

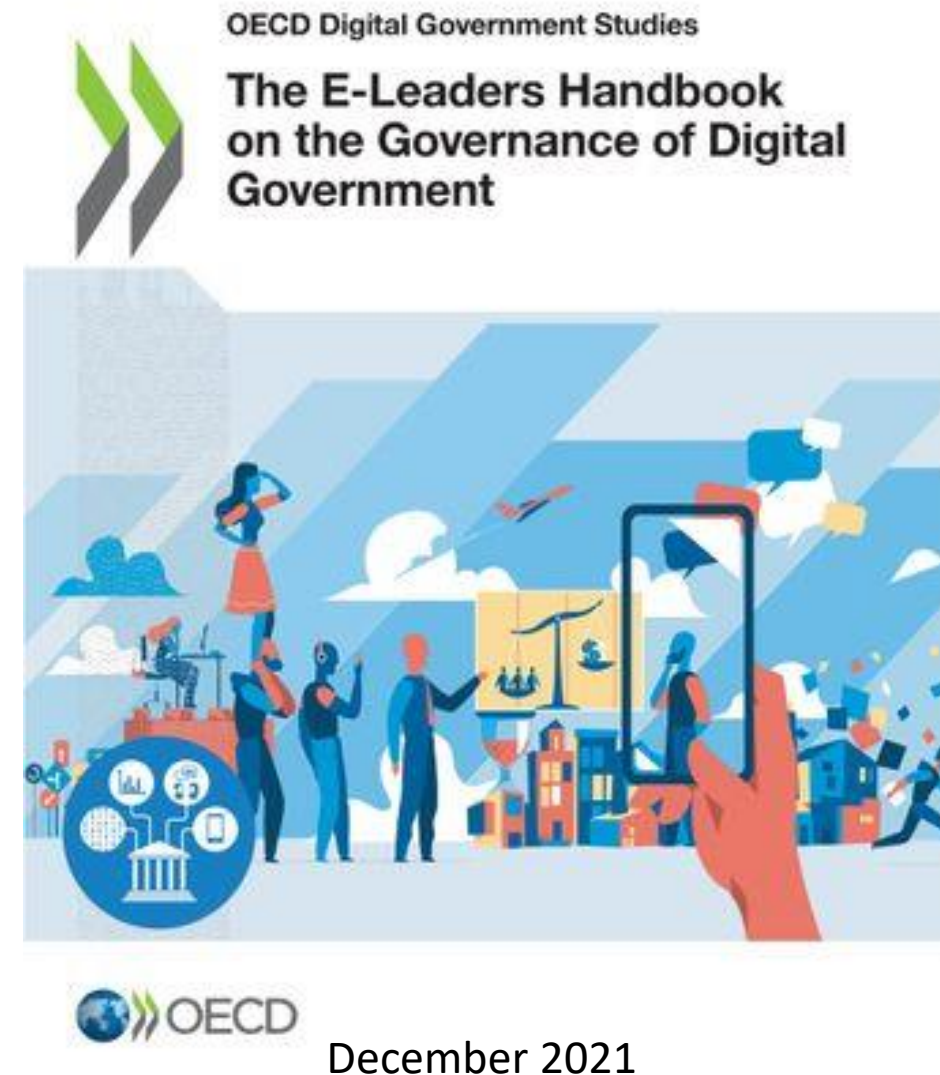


10.— (1) It shall be a function of the Minister to—

- (a) formulate and develop, in consultation with other Ministers of the Government and public service bodies, **the policies required to further modernise and develop the public service and enable the efficient and effective provision of services by public service bodies,**
- (b) make proposals to the Government for the implementation of such policies,
- (c) **coordinate the implementation of such policies determined by the Government as are designed to effect further modernisation and development of the public service,**
- (d) conduct regular and periodic reviews of the implementation of such policies and to report thereon to the Government,
- (e) **promote value for money in the provision of public services,**
- (f) formulate and develop policies in relation to the procurement of goods and services (including services consisting of the carrying out of works) by Departments of State or other public service bodies, and
- (g) develop procedural frameworks for the procurement of goods and services (including services consisting of the carrying out of works) by Departments of State or other public service bodies.

In this age of fast-paced disruption it is crucial to address how governments can best use digital technologies and data to increase productivity and resilience in their public sectors, and enhance the quality of public services in an inclusive, equitable, sustainable and trustworthy way. To achieve these aims:

- it is critical to establish the right institutional arrangements, co-ordination mechanisms and policy instruments;
- the roles and responsibilities of **the organisation-in-charge should encompass co-ordination, advisory and decision-making responsibilities**;
- The CIO and CDO have key co-ordination, advisory and decision-making roles and responsibilities in the conceptualisation and implementation of digital government and data-driven strategies and **policies by exchanging and communicating with other stakeholders in the ecosystem**; and
- (ensure) **the involvement of other leading public sector organisations** on the digital government agenda.





OGCIO

Office of the Government Chief Information Officer



An Roinn Caiteachais Phoiblí Bonneagair
Athchóiriúcháin Seirbhíse Poiblí agus Digiúcháin
Department of Public Expenditure Infrastructure
Public Service Reform and Digitalisation

Contact Us

Email a team in the OGCIO

Build to Share

Shared products for the public service

Digital Oversight

Approval of digital and ICT-related initiatives

Strategy

Information on current strategies

Data Governance

Managing and securing your data

Digital Services

OGCIO's digital services portfolio



An Roinn Caiteachais
Phoiblí agus Athchóiriúcháin
Department of Public
Expenditure and Reform

Connecting Government 2030:

A Digital and ICT Strategy for
Ireland's Public Service

Connecting Government 2030



A digital and ICT strategy for
Ireland's Public Service.



gov.ie



A portal for government services
and information.

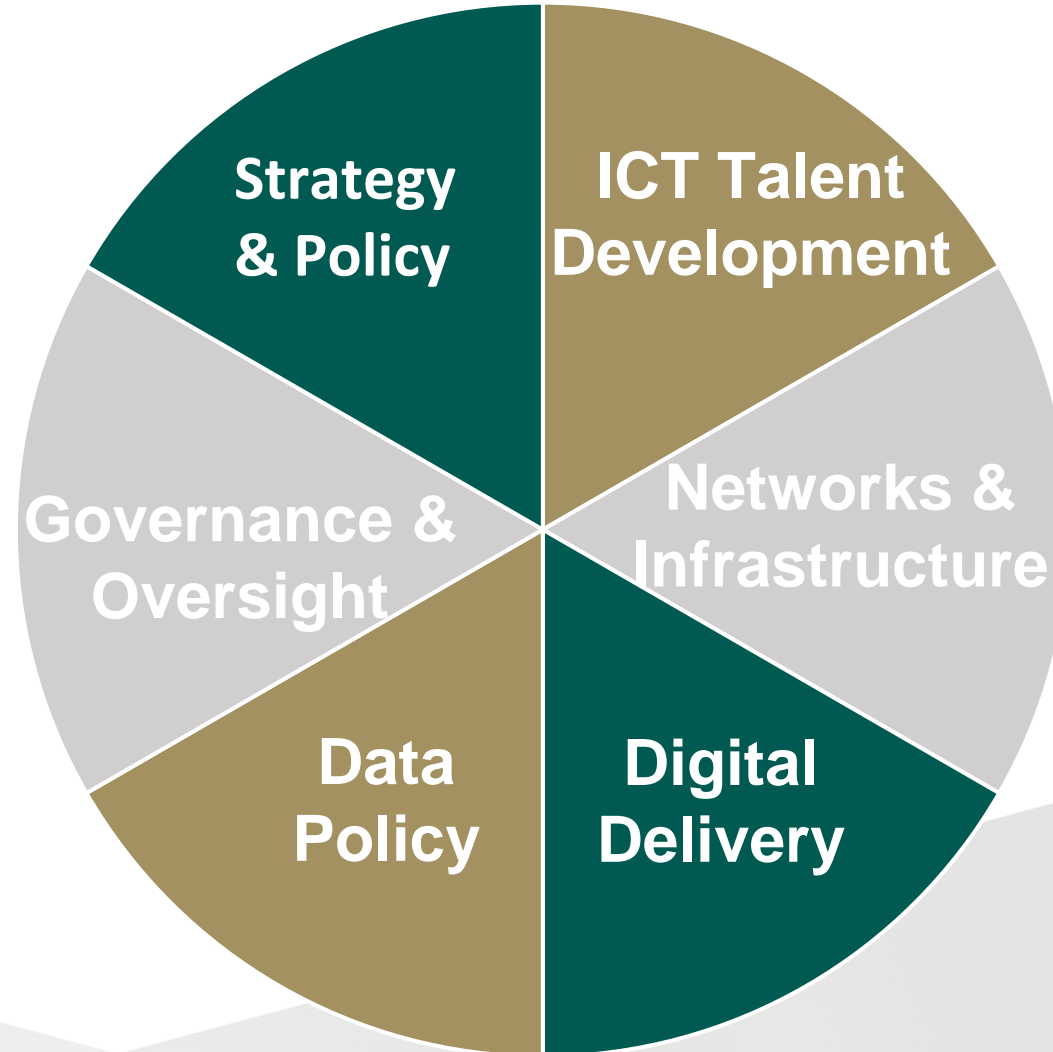


Digital For Good



Ireland's digital inclusion roadmap

Role and Responsibilities



Governance

Policy

Delivery

Oversight



Rialtas na hÉireann
Government of Ireland

2. 2015 – 2020: Building the foundations for Digital Government

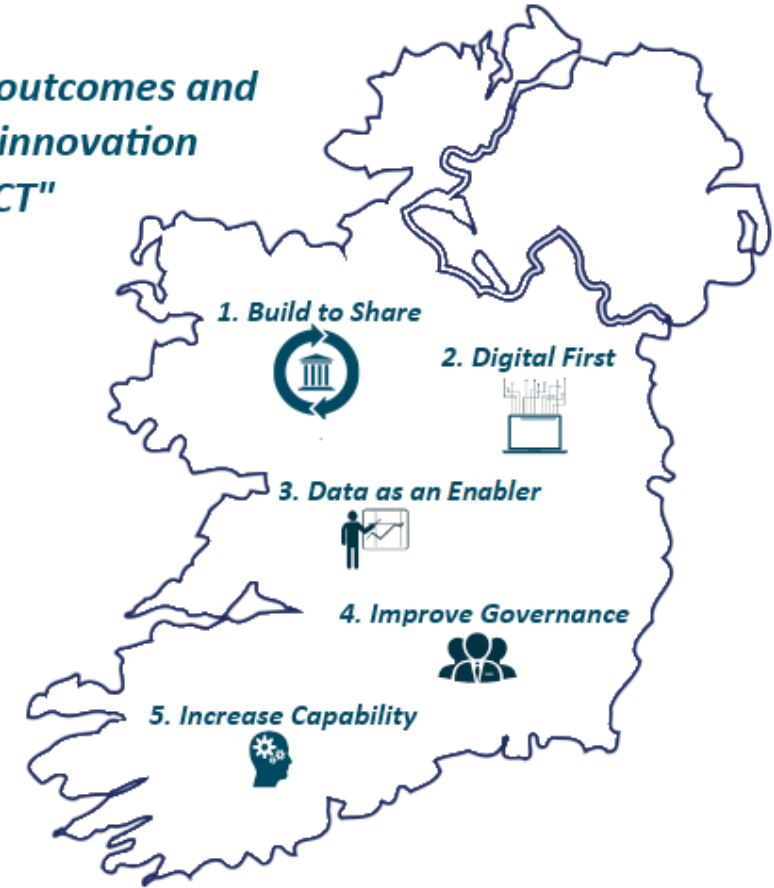
Public Service ICT Strategy

January 2015

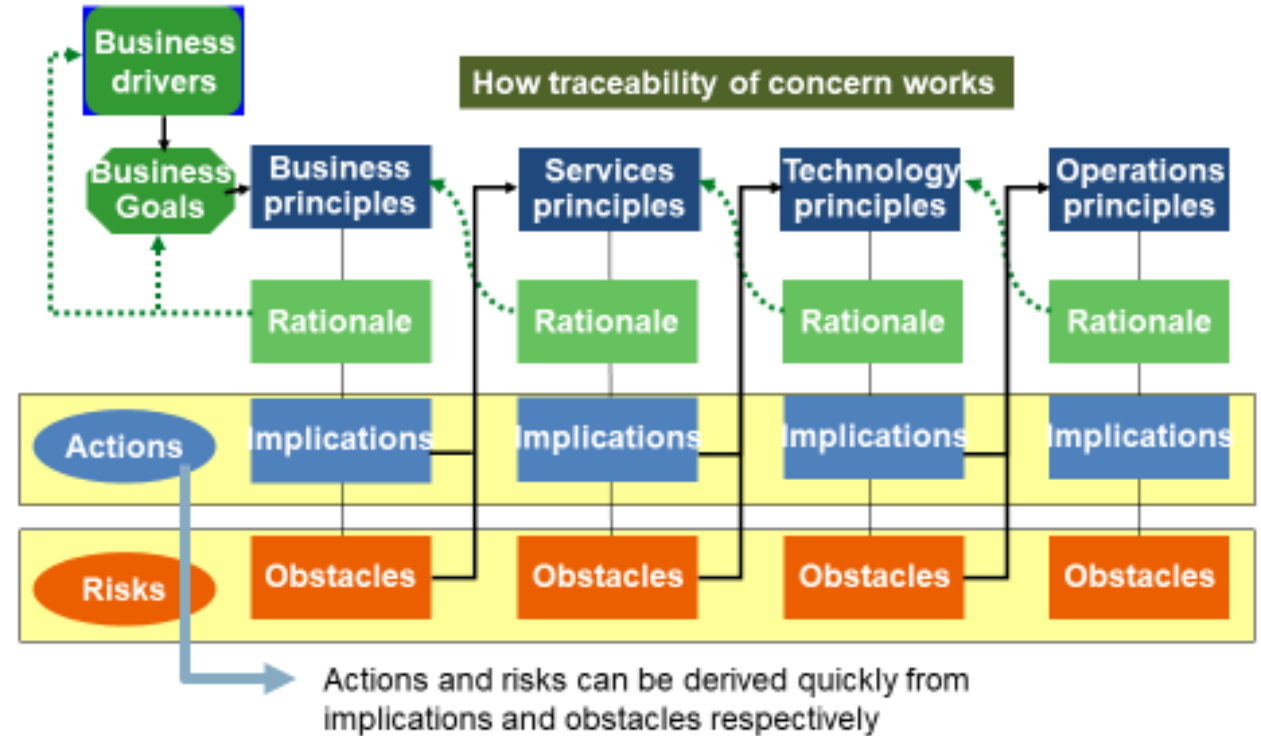
"Delivering better outcomes and efficiency through innovation and excellence in ICT."



"Delivering better outcomes and efficiency through innovation and excellence in ICT"



Building a Roadmap



Our Digital Government Building Blocks (2016)



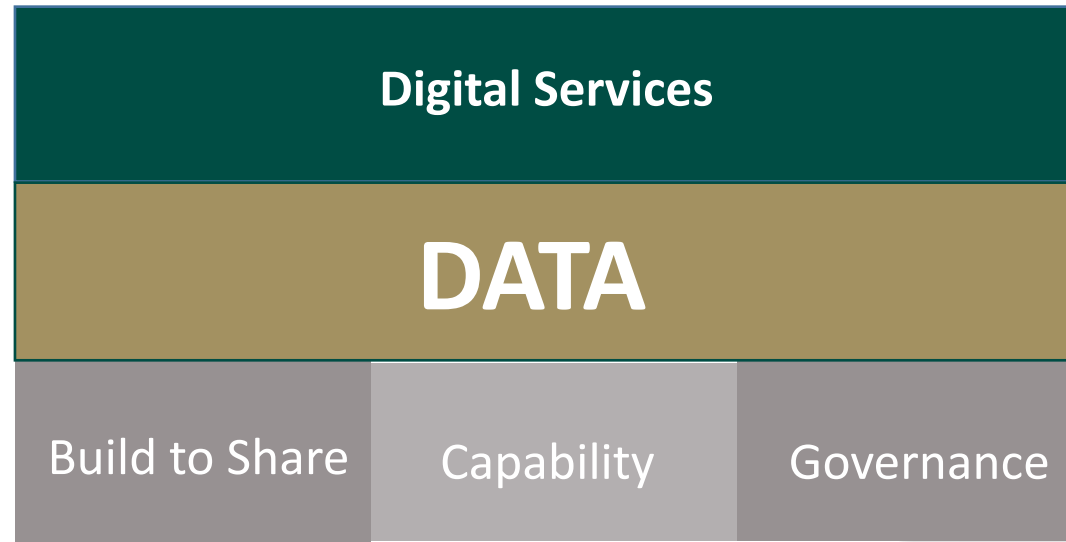
Our citizens should be able to access Government Services at a time and place convenient to them and using their device of choice.



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.



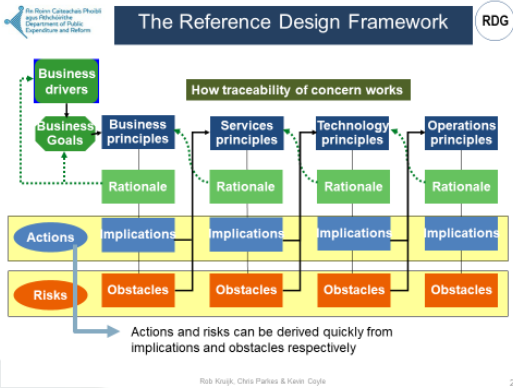
We maximise the value of our data, including historical.

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



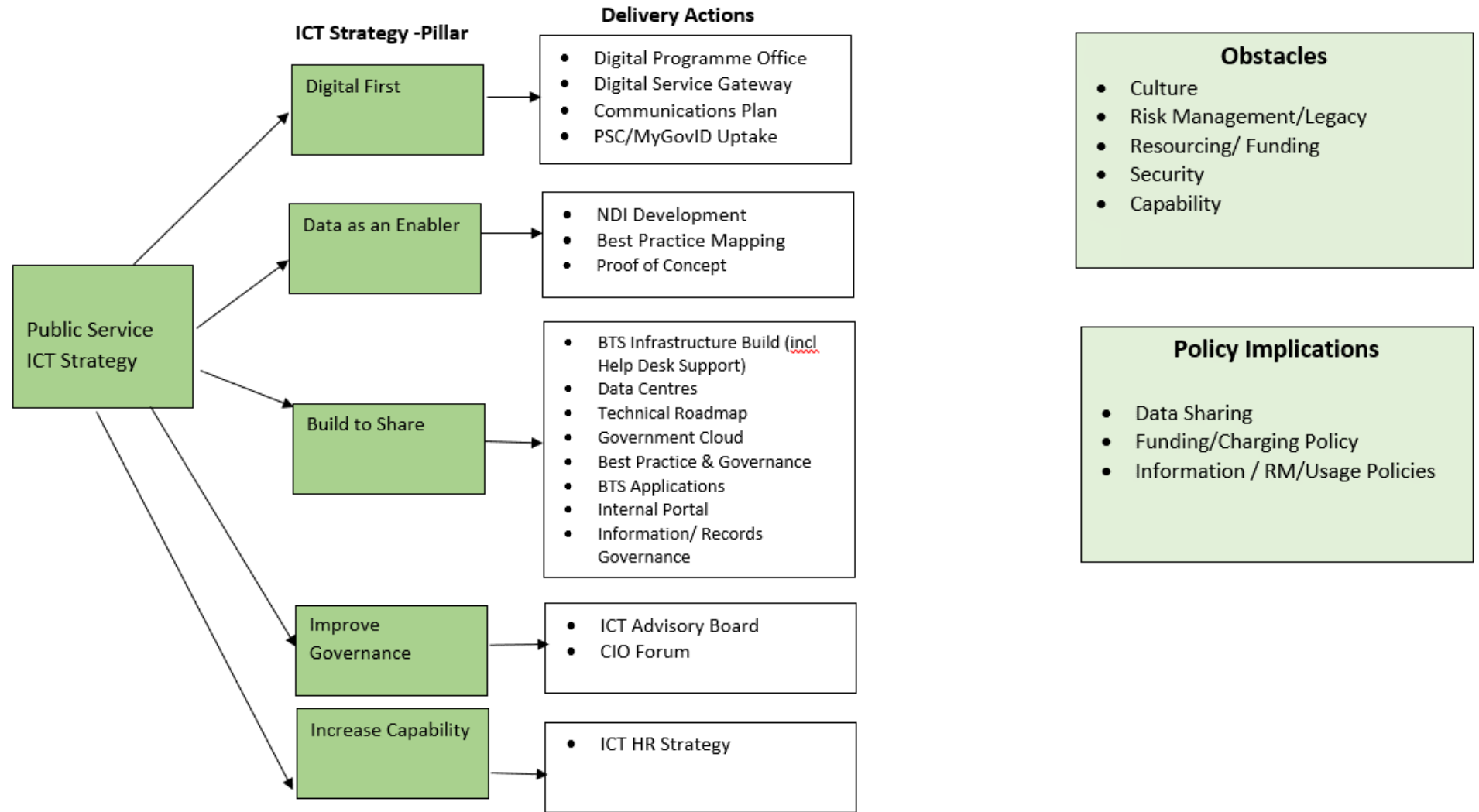
Good governance is essential to generate trust and confidence among all stakeholders.



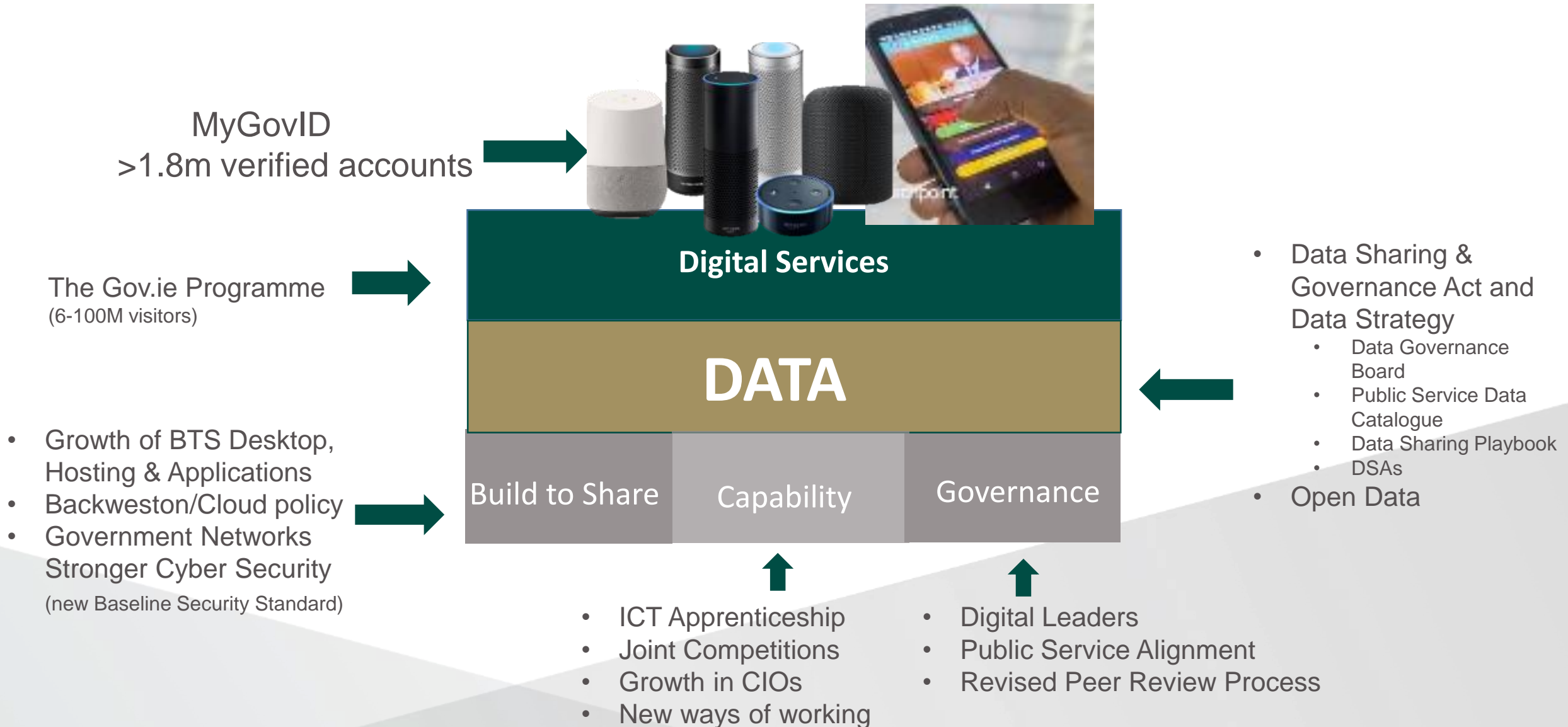


Taking Forward the ICT Strategy (our 18-step plan)

Challenges: Greater Ministerial and EU Expectation (eGovernment Action Plan 2016 – 2020 and Digital Single Market); sustainability of current model



Creating the Digital Foundations



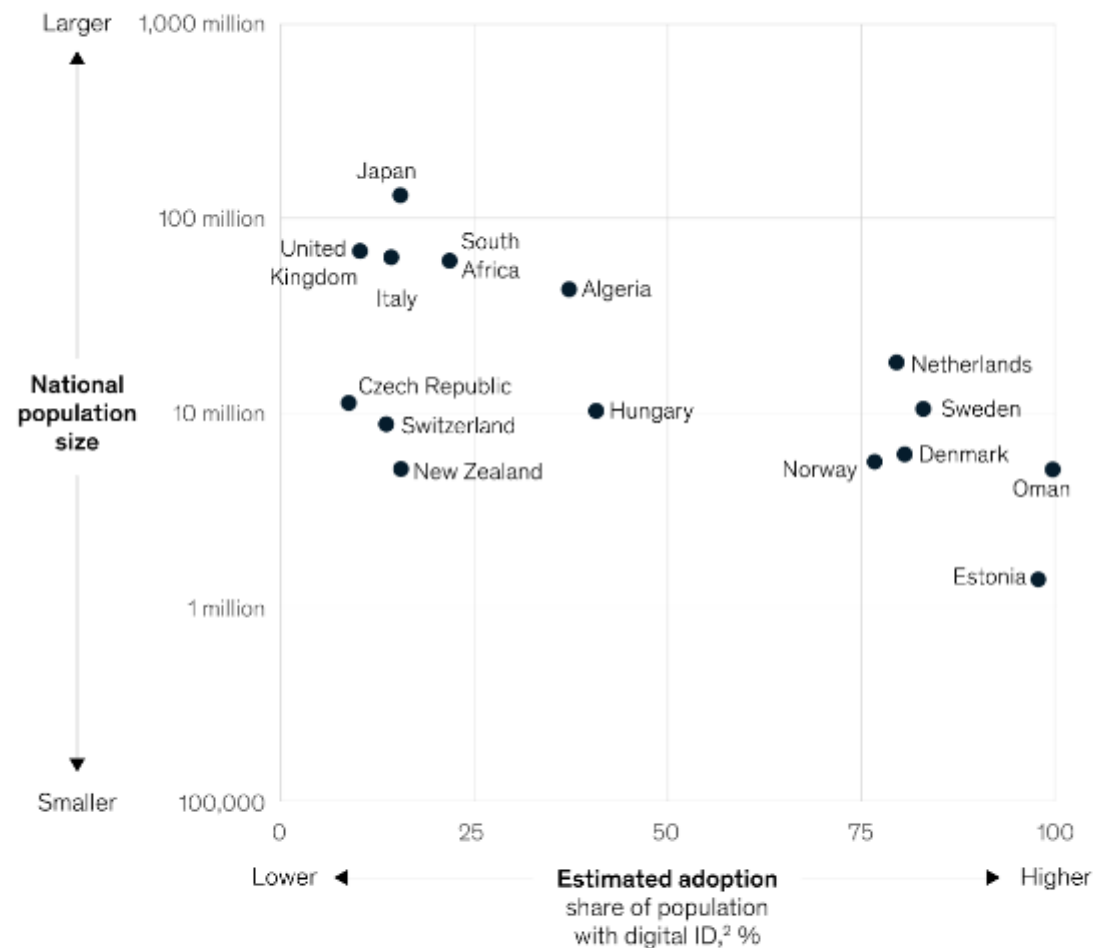
Growth of MyGovID

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

Now > 3.1 M verified accounts

Adoption rates vary widely across national boundaries.

Population size of selected countries and estimated coverage of digital ID solutions, by country¹



¹Selection of countries based on data availability.

²Estimation based on latest publicly available data.

Source: Identification for Development (ID4D) Global Dataset 2018; World Development Indicators; press research; McKinsey analysis



Rialtas na hÉireann
Government of Ireland

3. 2021 – 2030: Delivering the Digital Decade

The EU Dimension



“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



Rialtas na hÉireann
Government of Ireland

Harnessing Digital

The Digital Ireland Framework



Prepared by the Department of
the Taoiseach
gov.ie



An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Connecting Government 2030:

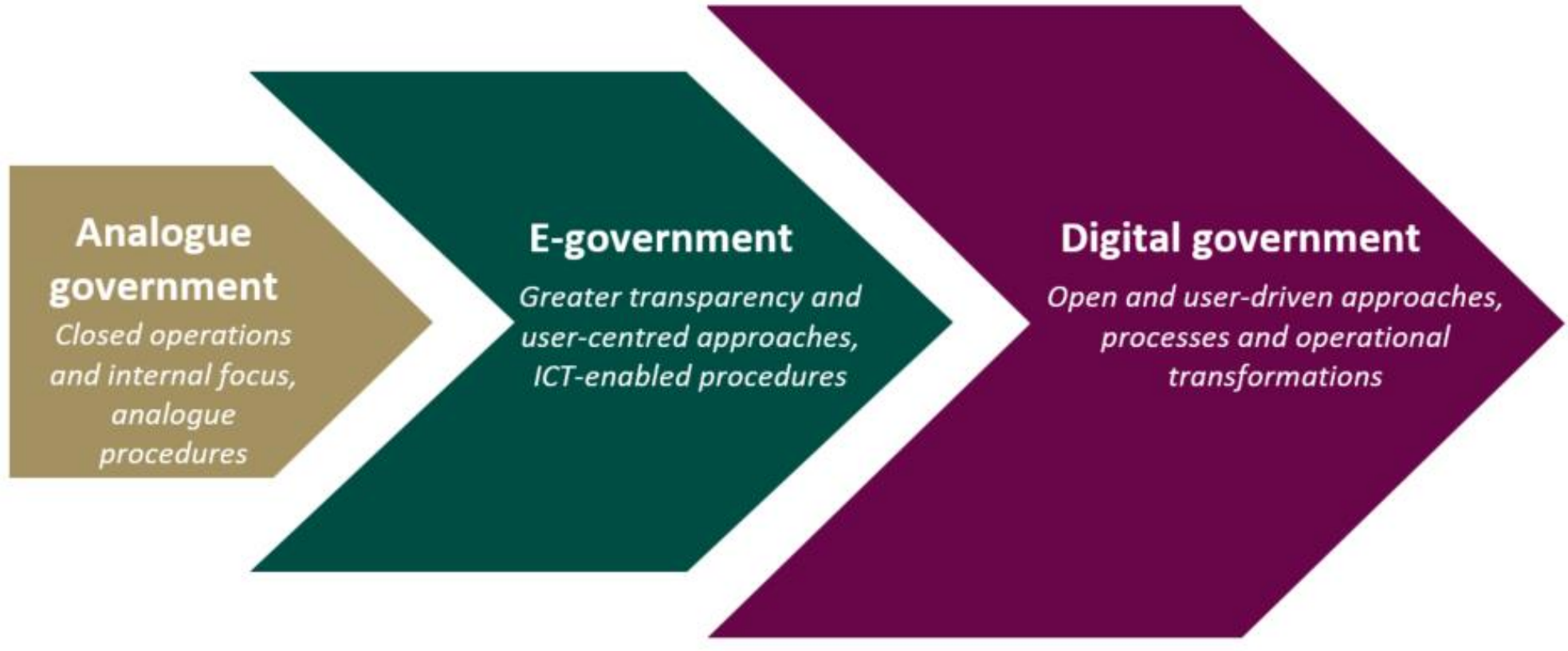
A Digital and ICT Strategy for Ireland's Public Service



Prepared by the Office of the
Government Chief Information Officer
gov.ie



Enabling the Digital Transformation of Governments (OECD)



Life Events

Life events refer to significant experiences or changes in an individual's life that can have a profound impact on their circumstances and/or well-being. These events often necessitate interactions with multiple services or agencies



**Renting, Buying,
Moving House**




**Having a baby &
early childhood**



**Owning &
Driving a Car**



**Setting up a
Business**



**Finding &
losing a job**



**Moving to
Ireland**



**Marriage/
Divorce**



**End
of life**

10 Design Principles for Government in Ireland



Principle 01/

**We will put
people first**

Principle 03/

**We will design
services together**

Principle 05/
**We will design
so knowledge
can be reused
& shared**

Principle 02/

**We will design
to be inclusive**

Principle 04/

**We will design
for trust**

Principle 06/

**We will challenge
assumptions
& design
with evidence**

Principle 08/

**We will design
to deliver value
- in all its forms**

Principle 10/

**We will work
to make
things simpler**

Principle 07/

**We will design
from the top
down & the
bottom up**

Principle 09/

**We will build,
test, learn &
iterate**



Design Principles in action

Dept. Health

New Parent

HSE

OCGIO

Obstetrician

Dept of Children

DSP



An Roinn Caiteachais Phoiblí Bonneagair
 Athchóiriúcháin Seirbhíse Poiblí agus Digitiúcháin
 Department of Public Expenditure Infrastructure
 Public Service Reform and Digitalisation

Digital Public Services Plan 2030



Digital Public Services Plan 2030

Table 4: Lead Department or PSB for each of 17 Priority Life Events.

Life Event	Lead Department/Public Service Body
Birth of a Child	Department of Social Protection
Transition to Further/Higher Education	Department of Further and Higher Education, Research, Innovation and Science
Accessing Social Housing	Local Government Management Agency
Owning/Driving a Vehicle	Department of Transport
Developing a Life Altering Condition or Illness	Health Service Executive
Starting School	Department of Education and Youth
Retire	Department of Social Protection
Becoming a Carer	Health Service Executive
Supporting the bereaved	Department of Social Protection
Become Employed/Unemployed	Department of Social Protection
Marriage/Marriage dissolution	Health Service Executive
Adopt a child	The Adoption Authority of Ireland
Starting a business	Department of Enterprise, Tourism and Employment
Becoming an Adult	Revenue
Accessing Justice/Starting a small claims procedure	The Courts Service
Adverse Weather Event	Department of Housing, Local Government and Heritage
Finding and Maintaining a Home	Department of Housing, Local Government and Heritage



Government As A Platform Building Blocks

Content Management

The screenshot shows a web page titled "Having a baby" on the gov.ie website. It features a navigation bar with "Home", "Registration Services", and "Search & Contact". The main content area includes a heading "Having a baby" and a sub-heading "Having a baby in your country". Below this, there are sections for "Before the birth", "Book a birth slot", and "Register the birth". The page is designed with a clean, professional layout using a green and white color scheme.

Identity Management

The screenshot displays the "Identity Management" section of the gov.ie website. It features a "MyGov" logo and a "Single sign-on" section. The "MyGov" section includes a "Log in" button and a "Log in with MyGov" button. The "Single sign-on" section shows a "Log in" button and three application icons labeled "App 1", "App 2", and "App 3". The page is designed with a clean, professional layout using a green and white color scheme.

User Dashboard/Life Events Portal

The screenshot shows a "User Dashboard" on the gov.ie website. It features a navigation bar with "Home", "Search & Contact", and "Logout". The main content area includes a "Welcome to Your Dashboard" message and several sections: "New messages", "Highlighted Journeys", and "Recently submitted journeys". The dashboard is designed with a clean, professional layout using a green and white color scheme.

5

6

Information Mediator & APIs

The screenshot displays an "Information Mediator & APIs" interface. It features a flow diagram on the left and a list of API details on the right. The flow diagram shows a sequence of steps: "Request", "Process", and "Response". The API details include fields for "API Name", "API ID", "API Version", "API Description", and "API Status". The interface is designed with a clean, professional layout using a green and white color scheme.

Data Collection

The screenshot shows a "Data Collection" page on the gov.ie website for "Civil Registration Services". It features a navigation bar with "Home", "Registration Services", and "Search & Contact". The main content area includes a heading "Order a certificate" and a "Register a birth" button. The page is designed with a clean, professional layout using a green and white color scheme.

Payments: Collect & Manage

The screenshot displays a "Payments: Collect & Manage" page on the gov.ie website. It features a navigation bar with "Home", "Registration Services", and "Search & Contact". The main content area includes a heading "Add Stripe payment provider" and a form with fields for "Business Name", "Business Address", "Business Phone", and "Business Email". The page is designed with a clean, professional layout using a green and white color scheme.

8

9

Messaging: Notifications – eMail/ SMS

The screenshot shows a "Messaging: Notifications – eMail/ SMS" page on the gov.ie website. It features a navigation bar with "Home", "Registration Services", and "Search & Contact". The main content area includes a heading "Message Event Log" and a table with columns for "Time", "Date", "Status", and "Action". The page is designed with a clean, professional layout using a green and white color scheme.

Digital Wallet: Credentials & Verification

The screenshot displays a "Digital Wallet: Credentials & Verification" page on the gov.ie website. It features a navigation bar with "Home", "Registration Services", and "Search & Contact". The main content area includes a heading "Driving License" and three "Valid" status indicators. Below these, there are details for a driving license, including "First Name", "Last Name", "Date of Birth", "Age", "Sex", "Place of Birth", and "Address". The page is designed with a clean, professional layout using a green and white color scheme.

Life Events & Digital Wallet Development

The screenshot shows a "Life Events & Digital Wallet Development" page on the gov.ie website. It features a navigation bar with "Home", "Registration Services", and "Search & Contact". The main content area includes a heading "Driving" and a "Details" section for a driving license. The details include "First Name", "Last Name", "Date of Birth", "Age", "Sex", "Place of Birth", and "Address". The page is designed with a clean, professional layout using a green and white color scheme.

Gov.ie



gov.ie News Departments Services Languages ▾

Search for services or information

Climate Action Plan 2024
Housing for All
Migration and Ireland

Enter search term

Ireland Ireland in the world ✓ Embassies Passports and travel ✓ This is Ireland ✓ English ▾ 🔍

Your credentials

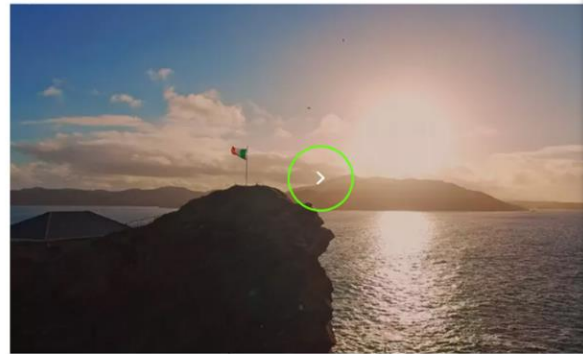
Get a Personal Public Service Card

How to get a Public Service Card

Birth, death, marriage and civil partnerships

Working support

Additional Needs Payment



This is Ireland

Make 2024 the year you discover Ireland's open community – where you can live, learn, create and innovate at the heart of Europe.

Welcome to Ireland.ie

The official international website of the Irish Government.

Citizens Information Categories ▾ What's New My Situation ▾ Find a Centre ▾ Volunteering Facebook

Search citizensinformation.ie... 🔍

Most Popular

- Public holidays
- Additional Needs Payment
- State Pension (Contributory)
- Grants for a home energy upgrade
- Carer's Allowance

Information on Your Rights & Entitlements

from the Citizens Information Board

<h4>Health</h4> <p>COVID-19, Health system, Medical cards and GP visit cards, Health services, GP and hospital services, Dental, aural a...</p>	<h4>Social Welfare</h4> <p>Irish social welfare system, Claiming a social welfare payment, Social insurance (PRSI), Social assistance payments, M...</p>	<h4>Employment</h4> <p>Types of employment, Self-employment, Starting work and changing job, Training and looking for work, Starting work, ...</p>
<h4>Money and Tax</h4> <p>Tax, Income tax, Income tax credits and reliefs, Tax credits and reliefs for people with disabilities, Capital taxes, Housin...</p>	<h4>Moving Country</h4> <p>Irish citizenship, Asylum seekers and refugees, The asylum process in Ireland, Services for asylum seekers in Ireland, ...</p>	<h4>Returning to Ireland</h4> <p>Planning your journey home, Returning to Ireland in a crisis, Residency and citizenship, Finding somewhere to live, ...</p>

Life Events & Digital Wallet Development



gov.ie My Life Events Search Life Events

Maria Murphy
PPSN: TUV1599432

Driving

- Events
- About me
- Birth
- Health
- Driving**
- Un/Employment
- Starting a business
- Housing
- Death

Renew your driving licence Expires on 19th March - Apply now	Renew a licence if you're 70 or over A line of text to support this statement
Replace a lost or stolen licence A line of text to support this statement	Driving licence categories A line of text to support this statement

OGI All content is available under the Open Government Licence v3.0, except where otherwise stated

Rialtas na hÉireann
Government of Ireland

9:41 gov.ie Account

Welcome, Maria Murphy

PPSN: 1234567T | DOB: 25-10-1980

Your credentials

- myID [VIEW](#)
- Drivers licence** [VIEW](#)
Expiry date: 19/3/2024
[Renew](#)
- Birth certificate** [VIEW](#)
- European health insurance card** [VIEW](#)
Expiry date: 12/12/2024

Digital Wallet: Credentials & Verification



Valid

RSA Revenue & Customs in Ireland
and Safety Authority Driving Licence

Details

First Name(s): Mary
Last Name(s): Murphy
Date of birth: 12 December 1994
Place of birth: Ireland

Driving Licence details

4a: 10-05-12
4b: 09-05-22
4c: RSA
4d: 234567
5: MURPH0523789H65SD 17
8: 55 GERRARD STREET, CORK
9: A, B, BE, C1, C1E, D1, D1E, f, k, k,
l, n, p

Valid

Details

First Name(s): Mary
Last Name(s): Murphy
Date of birth: 12 December 1994
Age: 23
Place of birth: Ireland
Address: 55 GERRARD
STREET, CORK

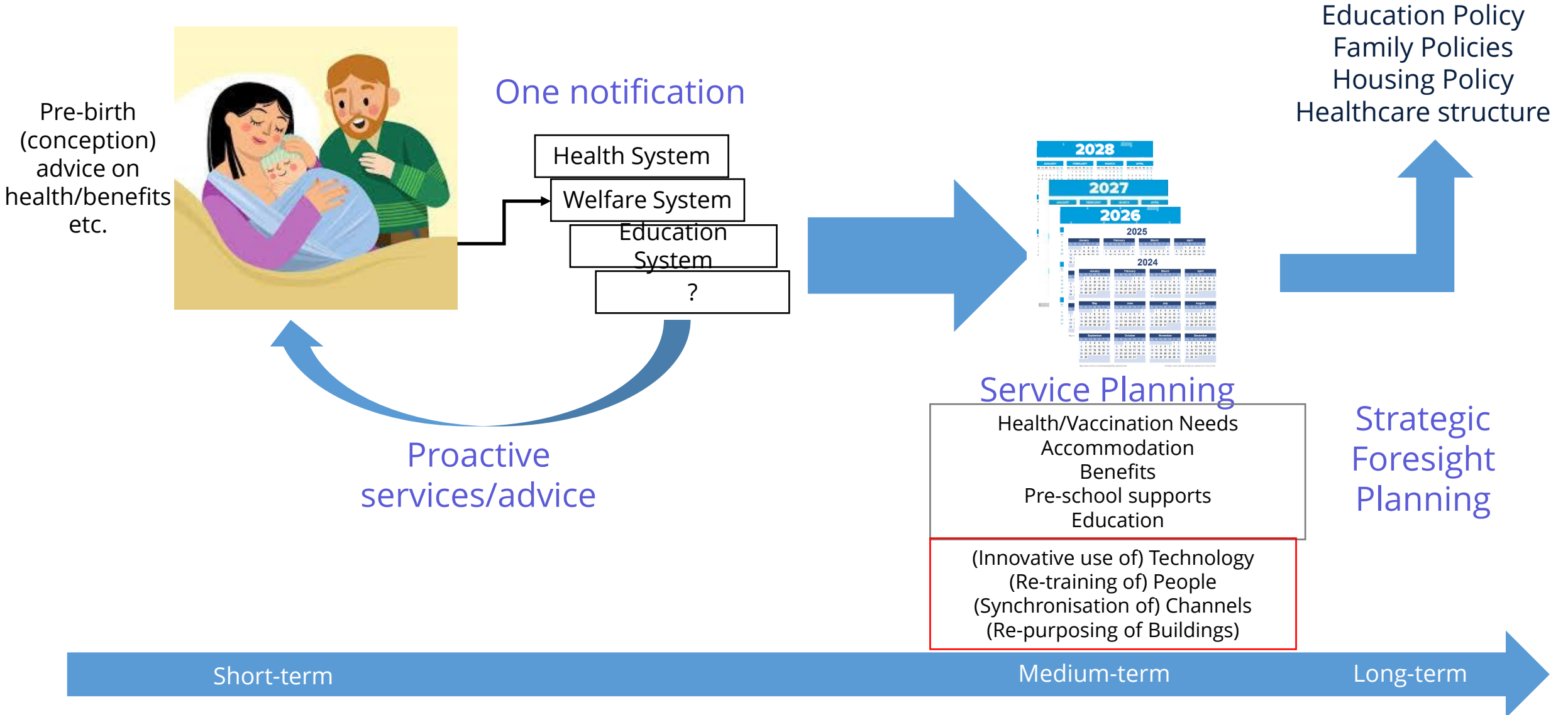
Valid

Is aged at least 18

Criteria:

Minimum age: 18

Birth Life Event





Transformation is a journey
without a final destination.

Marilyn Ferguson



Rialtas na hÉireann
Government of Ireland

Thanks!