

eGovernment in

Ireland

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Ireland. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 4 467.9 inhabitants (2010)

GDP at market prices: 155 992.3 million Euros (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 127.0 (2010)

GDP growth rate: -0.4 % (2010)

Inflation rate: -1.6 % (2010)

Unemployment rate: 13.7 % (2010)

Government debt/GDP: 94.9 % (2010)

Public balance (government deficit or surplus/GDP): -31.3 % (2010)

Source: [Eurostat](#)

Area: 70 000 km²

Capital city: Dublin

Official EU language: English, Irish

Currency: Euro

Source: [Europa website](#)

Political Structure

Ireland is a **parliamentary republic**. The Parliament (*[Oireachtas](#)*) consists of two Houses: *Dáil Éireann* (the Lower House, 166 elected members) and *Seanad Éireann* (the Senate, 60 members). The Senate members are broken down as follows: 11 nominated by the Prime Minister (*[Taoiseach](#)*); 43 elected by five panels representing vocational interests, namely Culture and Education, Agriculture, Labour, Industry and Commerce, and Public Administration; and 6 elected by the graduates of two universities - three each - by the National University of Ireland and the University of Dublin (Trinity College).

The Head of State is the [President](#) of Ireland, elected directly by the people for a seven-year term renewable once. The President has an essentially representative role and does not have executive or policy-making powers. Executive power is exercised by the [Government](#), led by a Prime Minister who is appointed by the President upon the recommendation of the Lower House.

There is a two-tier system of local government in Ireland. The country comprises 29 County Councils, which have jurisdiction or control throughout their administrative areas. In some County Council administrative areas, local government functions are shared with City, Borough or Town Councils. There are currently 5 City Councils, 5 Borough Councils, and 75 Town Councils.

The [Constitution](#) of Ireland was approved by the people in 1937; subsequent amendments have always been submitted to a referendum, with the last one taking place on 27 October 2011.

Ireland became a member of the European Union on 1 January 1973.

Head of State: President [Michael D. Higgins](#) (since 11 November 2011).

Head of Government: Taoiseach (Prime Minister) [Enda Kenny](#) (since 9 March 2011).

Information Society Indicators

Percentage of households with Internet access: 72 % (2010)

Percentage of enterprises with Internet access: 92 % (2010)

Percentage of individuals using the Internet at least once a week: 63 % (2010)

Percentage of households with a broadband connection: 68 % (2010)

Percentage of enterprises with a broadband connection: 87 % (2010)

Percentage of individuals having purchased/ordered online in the last three months: 28 % (2010)

Percentage of enterprises having received orders online within the previous year: 21 % (2010)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 22.3 %, downloading forms 20.3 %, returning filled forms 19.4 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 83 %, downloading forms 83 %, returning filled forms 66 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

September 2011

As announced on 19 September 2011, a new Government website, healthcomplaints.ie, is [launched](#) to provide information on how to make a complaint or comment about a healthcare or social care service in Ireland.

The website provides a range of resources to help citizens make a complaint, including: information on different complaint options, guides to making a complaint, contact details of relevant organisations, a checklist of all relevant information for a complaint, sample complaint letters, information on further help and advocacy, a glossary of terms and a number of case studies.

The website is currently maintained by the [Office of the Ombudsman](#), the Government agency under the governance of a committee that represents 19 public and voluntary agencies. These agencies cover the various healthcare and social care services and patient support services.

June 2011

- ▶ The new Irish Government platform www.gov.ie is [launched](#) by Brendan Howlin, Minister for Public Expenditure and Reform, on 30 June 2011 to provide centralised and integrative access to over 300 public services and websites. The portal provides links to three different types of services:
 - Online services: These include Buy a Birth Certificate, Apply for Social Welfare, View 1901 and 1911 Census, Complain to the Ombudsman, Apply to Rural Broadband Scheme and Pay a Court Fine. In order to make it more user-friendly, the listing of services can be limited to those that allow users to apply for, pay for, complain about or just find various services.
 - Government websites: These include Government departments, Revenue, merrionstreet.ie, iris.oifigiuil.ie, Pensions Board, [eTenders](http://eTenders.ie) and publicjobs.ie.
 - Citizens Information: This Government website provides information on rights, entitlements and benefits, and currently contains over 1 300 documents. These cover the domains of: Birth, Family and Relationships, Consumer Affairs, Death and Bereavement, Education and Training, Employment, Environment, Government in Ireland, Health, Housing, Justice, Money and Tax, Moving Country, Social Welfare, and Travel and Recreation.
- ▶ On 21 June 2011, the Department of Public Expenditure and Reform [launches](#) a new online [Databank](#) of expenditure information, which provides full, open access to a vast range of information about how public money is spent in Ireland.

The new Databank website provides comprehensive information on every aspect of Government expenditure over the years. Users can easily create tables and spreadsheets showing how spending on current, capital or pay has evolved since 1994, whether for the whole of Government or for individual Departments. The Databank even generates graphs automatically.

Over time, the Department of Public Expenditure and Reform will put all appropriate information in the hands of the public via the new Databank. As well as historical and annual information, it is intended that monthly Exchequer data, General Government expenditure data and the Purchase Orders made by every Government Department and Agency will be made available for public scrutiny.

The Department would be keen to respond to suggestions from the public, or from researchers, about additional information that could be released via the Databank. Suggestions should be sent to the email address info@databank.per.gov.ie.

May 2011

In May 2011, Government capabilities in the Justice Sector are [advanced](#) with the implementation of the Criminal Justice Interoperability Project (CJIP). It is an innovative and creative solution to what was a labour intensive administrative process prone to delays. CJIP facilitates the electronic exchange of data and supports all business between Ireland's National Police Service (*An Garda Síochána*) and the District Courts nationally.

March 2011

On 23 March 2011, the National Library of Ireland [receives](#) the Open Source eGovernment Award for its online catalogue in Ireland's eGovernment Awards for 2011. The award recognises the National Library's use of open-source software in its Single Discovery Interface Project, particularly the VuFind Discovery Interface and the Apache Solr search platform, to improve and simplify access to its collections.

February 2011

On 18 February 2011, Ireland's [Local Government Computer Service Board](#) (LGCSB), a public sector body that provides shared ICT services to local government, [announces](#) its move to **open source** software. Following a recent 15-20 % cut in its IT budget, the LGCSB wants to save on licence costs and to prepare local government for a future that will involve social media, the semantic web and web 3.0 technologies. Even though the last enterprise agreement with a private proprietor ended in 2009, the board do not intend to 'rip and replace' existing software. They will run down its use over the next four or five years as support diminishes. Any new IT projects will use open source software, a process already under way.

News 2010-2001

2010

- ▶ As of *September 2010*, it is possible to [apply online](#) for any of the maintenance grant schemes offered by the Irish Government to students in higher education, through the '[studentfinance.ie](#)' service. Student maintenance grants are the main source of financial help available from the Irish State for students in full-time higher education undergraduate, postgraduate and Post-Leaving Certificate (PLC) courses. The online application facility will initially be used for 11 grant-awarding authorities and will eventually be rolled out to all similar authorities.
- ▶ Since *August 2010*, job-seekers in Ireland [have](#) the opportunity to take part in the '[WebActivate](#)' programme aimed at providing a free digital skills training scheme for building websites for SMEs. The project is an initiative of the [Digital Skills Academy](#), and is supported by the [Digital Hub](#), several Chambers of Commerce and Further Education institutions. It is being run as part of the [Labour Market Activation Fund 2010](#), funded by the Irish Department of Education and Skills and the European Social Fund.
- ▶ The '[losingyourjob.ie](#)' website provided by the **Irish Citizens Information Board** (CIB) [wins](#) a Taoiseach's Public Service Excellence Award in *July 2010*. The aim of the website is to assist the unemployed or workers that have been put on reduced hours to obtain clear and comprehensive information about their rights and entitlements.

- ▶ In *March 2010*, the St. Vincent Hospital Group in Dublin reduces its 'did-not-attend' (DNA) rate by 30 % after introducing a messaging system that notifies patients of their appointments and allows them to reschedule. The **messaging application** enables two-way text communications between staff and patients.
- ▶ On *17 February 2010*, Ireland's [Health and Safety Authority](#) is made [available](#) online at '[farmsafely.com](#)' the new version of its Farm Safety Code Risk Assessment in an effort to assist farmers in preventing accidents while working at their farms. This free online tool, the first of its kind, was developed with the support of a nationwide insurance company aimed at helping farmers prevent injury and ill health in agriculture.

2009

- ▶ In *November 2009*, the [Health Service Executive](#) (HSE) [launches 'certificates.ie'](#), a service that allows citizens to purchase birth, marriage and death certificates online using a secure payment facility.

According to the '[Smarter, Faster, Better eGovernment - 8th Benchmark Measurement](#)' report published in the same month, Ireland showed **significant improvements on all Information Society indicators**, closing the gap with the EU front runners in Internet use and broadband access.

- ▶ On *8 September 2009*, '[eurodiary](#)', a website presenting all EU-related events taking place in Ireland, [goes](#) live. This website is provided as a service supported by the European Commission Representation in Ireland and aims to serve as a useful tool for all organisations, associations and individuals hosting relevant events, whether official, unofficial, political, NGO, local, regional - lectures, seminars, workshops, meetings, rallies.

On the same day, the Minister of the Department of Environment, Heritage and Local Government [launches](#) the '[Ask about Ireland](#)' website, which provides material and information on Irish heritage from the collections of local libraries nationwide. It focuses on the digitisation and provision of new means of access to local and national cultural heritage material across a wide variety of topics, and also includes digital books.

In the same month, the European Commission Representation in Dublin [launches](#) the website '[talktoeu.ie](#)' to inform Irish citizens on EU functions and on what the EU can do for them.

- ▶ In *June 2009*, the [ONEGOV website](#), a one-stop-shop for information on the '[Transforming Public Services' Programme](#), goes live. The name ONEGOV summed up the need for a shared identity and vision across the Irish Public Service (comprising the Civil Service and the broader Public Service, i.e. the Health, Education, Local Government and Justice sectors). ONEGOV replaced the '[bettergov.ie](#)' website.
- ▶ In *May 2009*, the Irish Minister for Social and Family Affairs [introduces](#) the new Customer Charter of the Ministry's department and formally launches the revamped version of the '[welfare.ie](#)', offering a new range of online services.
- ▶ Ireland's eGovernment Awards 2009 ceremony [takes place](#) on *19 February 2009* in Dublin. The overall winner of the competition and the winner of the Local eGovernment Award was South Dublin County Council for the [Digital Books Services](#). New to these was the 'People's Choice eGovernment Award'; citizens were able to vote online for an eGovernment service that made a significant impact in Ireland. The winner was 'An Post' for the [TV Licence Online Service](#).

2008

- ▶ In *November 2008*, the '[Transforming Public Services' \(TPS\) Programme](#) is launched. This programme sets out actions aimed at a radical overhaul of the Irish Public Service while placing the citizen/user of public services at the centre of its work. The TPS Programme is the collective term applicable to the [Government Policy Statement on TPS](#) and the [Report of the Task Force on the Public Service](#).

In that same month, the Government's [eTenders portal](#) is enhanced to facilitate online submission and evaluation of Pre-Qualification Questionnaires.

- ▶ In *October 2008*, the Government [launches](#) the Irish Spatial Data Exchange (ISDE) portal - <http://www.marine.ie/isde/>. It would operate as an inter-departmental and cross-agency online service providing access to **geographic mapping data** held across a number of different organisations.
- ▶ In *June 2008*, the Personal Injuries Assessment Board (PIAB) [becomes 'InjuriesBoard.ie'](#). This board is Ireland's independent government body in charge of assessing the amount of compensation due to those who have suffered a personal injury.
- ▶ The [2008 Irish eGovernment Awards are](#) held on *21 February 2008* in Dublin. The overall winner was the Irish Energy Board (*Bord Gais*), which also won the prize for 'Best Commercial State Body'. Its website enabled citizens to pay bills and submit meter readings online.

2007

- ▶ In *November 2007*, the [Irish Revenue](#) Commissioners office announced another **substantial increase** in the number of **tax returns submitted online** through its [Revenue Online Service \(ROS\)](#).

During the same month, the National Inventory of Architectural Heritage (NIAH) [launches](#) the online inventory of historic buildings and gardens.

- ▶ In *March 2007*, searching government websites [becomes](#) easier and faster with the new search engine '[search.gov.ie](#)'.

2006

- ▶ In *November 2006*, the Government [unveils Citizens Information](#), a new website for citizens run by the [Citizens Information Board](#), Ireland's national agency responsible for providing information advice and advocacy on social services. The new site provides guidance on a wide range of subjects, including employment rights, buying a home, moving abroad and education.
- ▶ In *October 2006*, the Irish Passport Office [starts](#) issuing **electronic passports** (ePassports) for Irish citizens.
- ▶ On *16 February 2006*, the Irish eGovernment Awards 2006 [take place](#) in Dublin. The Industrial Development Agency was top prize-winner, taking home two of the main awards: overall eGovernment winner and best eGovernment website.

2005

- ▶ In *October 2005*, the government [introduces](#) a cross-departmental peer review process for major public sector IT projects. The system would involve experts from across the public service assessing projects to prevent cost overruns and the development of systems that could not be used.
- ▶ In *May 2005*, an enhanced version of the Irish eGovernment portal 'reachservices' [goes live](#), making use of the first phase of the Public Services Broker (PSB) system. The deployment of the PSB represented an important milestone for the development of Ireland's eGovernment infrastructure and the integration and improvement of its electronic service delivery.

2004

- ▶ In *July 2004*, the Irish Government [launches](#) the [eCabinet initiative](#), aimed at making the process of government meetings more efficient. Phase 1 of the project allowed government departments to electronically manage all stages of the process of preparing, refining and circulating cabinet documentation among departments.
- ▶ In *June 2004*, the Irish Government [sets up](#) an expert group to introduce a standard framework for Public Service Cards (PSC). These cards (i.e. medical card, social services card) would be used to identify individuals using public services.
- ▶ In *April 2004*, the Irish Government [cancels](#) its plans to use electronic voting machines countrywide for the June 2004 local and European elections.

During the same month, the second progress report on the 'New Connections' Information Society action plan [shows](#) that progress in eGovernment had been particularly encouraging over the past year, and that further qualitative and quantitative progress would be achieved with the upcoming launch of the Public Services Broker (PSB).

2003

- ▶ In *October 2003*, the Irish Government [launches](#) its new eEnabled civil registration system called 'eEnabling Life Event Data'. The project aims to create a national database of all life events which would be available at any registrar's office.
- ▶ In *June 2003*, the Reach Agency, in charge of piloting Ireland's eGovernment initiative, [introduces](#) the Inter-Agency Messaging Service (IAMS), aimed at making communications and data exchange between government agencies easier, more secure and more reliable in order to provide integrated services to citizens and businesses.

2002

- ▶ In *December 2002*, the Information Society Commission presents its report 'Building the Knowledge Society' to the Minister of State for the Information Society. The report outlines 60 recommendations and contains the views of government, industry and representative bodies with regard to building a knowledge society in Ireland.
- ▶ In *October 2002*, following successful tests of electronic voting during the general election of May 2002 and the referendum on the Nice Treaty in October 2002, the Cabinet decides to extend electronic voting throughout the country for the local and European elections in 2004.
- ▶ In *March 2002*, the Irish Government's second Information Society Action Plan '**New Connections - A Strategy to realise the potential of the Information Society**' is published. The document sets out the Government's strategy to ensure that the benefits of the Information Society were available to all in Ireland.

2001

- ▶ In *December 2001*, the Irish public sector procurement portal [eTenders](#) is launched. The portal provides online access to public sector procurement opportunities.
- ▶ In *November 2001*, the Prime Minister (*Taoiseach*) appoints a new Information Society Commission to help shape the evolving public policy framework for the Information Society in Ireland.
- ▶ In *May 2001*, Ireland's eGovernment portal for businesses '[BASIS](#)' is launched.
- ▶ In *April 2001*, Ireland's eGovernment portal for citizens 'OASIS' is launched. It would subsequently migrate to the [Citizens Information](#) portal.

News 2000 and before

- ▶ In *September 2000*, the '**Reach**' Agency is launched, tasked with delivering the Public Services Broker, a new system designed to provide greater public access to a wide range of integrated public services.
- ▶ In *July 1999*, the Government establishes an Information Society Fund to facilitate progress of initiatives set out in, or consistent with, the government's Action Plan on the Information Society.

In *January 1999*, the Irish government's first '**Action Plan on implementing the Information Society in Ireland**' is published. The document outlines the Government's approach and timetable for the implementation of the Information Society.

- ▶ In *1997*, the **Public Service Modernisation Act 1997** is approved by Parliament. The Act underpins the Government modernisation process with legislative provisions requiring, amongst others, all departments and offices to produce strategy statements and annual reports.

In *May 1997*, the Quality Customer Service Initiative is launched setting out a series of principles for improving customer service in the public sector.

- ▶ In *1996*, the '**Delivering Better Government**' report is published featuring an integrated programme for the modernisation of the civil service.
- ▶ In *1994*, the Strategic Management Initiative (SMI) is launched, which contained a process to achieve excellence of service from government towards citizens at all levels.

eGovernment Strategy

Main strategic objectives and principles

eGovernment Strategy 2010



The eGovernment Strategy of Ireland is set out in the [eGovernment Strategy 2010](#), a strategy drafted by the Irish Department of Public Expenditure and Reform.

Current status

Most services that are readily amenable to delivery by electronic means have been delivered. Access to many of these is available through the Online Services portal on the Government website www.gov.ie. Additionally, Ireland has significantly increased its standings in the EU eGovernment Benchmarks and is considered one of the top two performers in the delivery of eProcurement services. However, it is clear that much remains to be done, both in terms of eGovernment being prioritised within civil and public service bodies, and in terms of moving services or part of them more online.

This Strategy details the Government's goals for the next phase of eGovernment development. It acknowledges the particular difficulties there are with further provision of online facilities. It sets out the phased approach that can be taken to overcoming these barriers and achieving those goals.

Goals of eGovernment Strategy

The Government wants to see a significant improvement in the use of electronic means for delivering public services and sets the following goals for the next phase of its eGovernment Programme:

Goal 1 - Enhanced Information Provision

Information about all services (in terms of how they work, availability, access, eligibility, and costs) will be improved. This improvement will be in terms of quality (facility in usage and available details) including examples and Frequently Asked Questions where appropriate. The improvement will also be in terms of provision over as many channels as are appropriate such as the web, through mobile phones/technologies, and by intermediaries.

Goal 2 - Enhanced Electronic Delivery of Services

The online delivery of all services by all public bodies will be improved and every effort will be made to eliminate the need for non-online channels. Public bodies will endeavour to ensure that their services are as amenable to self-service as possible, and in this way, will strive to reduce staffing requirements by minimising the need for keying-in and validating data, and verifying eligibility.

Goal 3 - Enhanced Use of Shared Approaches

The public service will seek to make as much use as is feasible of shared approaches in the achievement of Goals 1 and 2. In this regard, public bodies will make greater use of centralised process support systems such as identity registration and authentication, means assessment, payments, and forms services, as they become available. Public bodies will seek to aggregate and centralise the delivery of services of the same type which are now distributed across bodies and authorities.

The Irish Government believes that all efforts will have to be phased in over time, and in some cases, services will have to be delivered electronically on a partial basis. The Government proposes to concentrate on this under two distinct categories. The first involves **service-specific improvements**,

which should be possible in the short-medium term. The second relates to **organisation** or **sector** or **system-wide improvements** that are likely to take a medium-longer term.

Public Service Reform Plan (2011-2015)

eGovernment is also addressed within the [Public Service Reform Plan](#) published on 17 November 2011, where the intent to launch a new eGovernment Strategy within 2012, in order to maximise electronic service delivery through innovative solutions, is announced. The Public Service Reform Plan addresses a wide range of issues such as:

- ▶ implementation of shared services models for HR, payroll, pensions etc;
- ▶ evaluation of new business models for the delivery of non-core services;
- ▶ reform of public procurement processes and property rationalisation; and
- ▶ reducing costs, addressing duplication and eliminating waste to support job creation.

The Comprehensive Review of Expenditure process will set out a key set of objectives and priority areas to be funded. The delivery of these objectives will be supported by the ongoing reform in each Sector, along with an agreed set of cross-cutting reform initiatives. The intent of the cross-cutting initiatives is to reduce duplication and support the delivery of more streamlined services and support structures. These will continue to be enabled by the ongoing progress being made in the implementation of the Public Service Agreement.

At the heart of this reform agenda is a focus on five major commitments to change:

- ▶ Placing customer service at the core of every action;
- ▶ Maximising new and innovative service delivery channels;
- ▶ Radically reducing costs to drive better value for money;
- ▶ Leading, organising and working in new ways; and
- ▶ Strong focus on implementation and delivery.

National Recovery Plan (2011-2014)

The importance of eGovernment is also reflected in the Irish Government's '[National Recovery Plan \(2011-2014\)](#)', which has identified the domain as a key priority area.

According to the Plan Ireland's eGovernment strategy focuses on improved delivery of information electronically, enhanced electronic delivery of services and better use of shared technology approaches. The plan also recommends ways of overcoming some of the difficulties and barriers that exist with placing certain information and services online. Most public bodies actually publish comprehensive information on their services and schemes online; a wide range of public services are presently either fully or partially available online, and many public bodies are using shared technology approaches to deliver these.

In the general spirit of looking towards the future, a comprehensive Identity Management Policy for the Public Service is being developed. This is necessary given the dependence on many schemes and services on proper identification of customers, the need to facilitate greater personalisation in the delivery of services and the need to comply with international legislation and obligations. Once the research and consultations are completed, a proposal will be submitted to Government for consideration. This action will be carried out during 2011.

Previous eGovernment Strategies

eGovernment in the 'Transforming Public Services' Programme (2008-2010)

The '[Transforming Public Services](#)' (TPS) Programme launched in November 2008 set out actions aimed at a radical overhaul of the Irish Public Service while placing the citizen/user of public services at the centre of its work. The TPS Programme was the term given to the 'Report of the Task Force on the Public Service' and the 'Government Statement on Transforming Public Services', elaborated below:

['Report of the Task Force on the Public Service'](#)

The report recommended a range of initiatives which the Task Force deemed to be implemented over the three years following its publication, namely the development of a strategy by which eGovernment delivers coherent and citizen-focused services, and more closely supports greater efficiency in administrative processes. The Task Force believed that the greater use of shared services (for internal administration and direct service delivery), more ambition in relation to eGovernment and improved central and local management of ICT can simultaneously yield significant cost savings and service improvements for the citizen.

['Government Statement on Transforming Public Services'](#)

In its related Statement on TPS, on the occasion of publication of the report, the Government outlines an integrated package of measures to deliver real change in its public services. These measures form the basis for the transformation of the Irish Public Service. The Government has committed to a significant expansion in the number of online services available to the individual and business user. It intends to see the development of shared services on a wide scale across the Public Service as a means of reducing administrative costs and spreading best practice by building up centres of expertise.

New Connections-A Strategy to realise the potential of the Information Society (2002-2005)

The Irish eGovernment strategy was set forth in '[New Connections - A Strategy to realise the potential of the Information Society](#)', which was presented in March 2002. The Government aimed to have all public services capable of electronic delivery available online through a single point of contact by 2005. This overarching objective was a central focus for all Departments and Agencies through their Statements of Strategy under the Public Services Management Act, resulting in the eGovernment agenda being clearly integrated with mainstream business strategy and objectives.

Information Society Action Plan (1999-2001)

In January 1999, the Government launched the '[Implementing the Information Society in Ireland](#)' action plan, which laid down a series of actions and initiatives for the period 1999-2001, comprising development of telecommunications infrastructure (national availability of broadband included), new legislation and other measures to enable both public and private businesses to operate online and a range of eGovernment initiatives and projects. The main objective of the action plan was to ensure that the benefits of the Information Society would be availed of by Irish citizens and businesses, thus contributing to the ongoing improvement of both the society and the economy.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Ireland.

Freedom of Information Legislation

[Freedom of Information \(Amendment\) Act](#) (2003)

The Freedom of Information Act (FOI) went into effect on 21 October 1998. It was lastly amended on 11 April 2003 notably in relation to Section 19 (Government Records) and Section 20 (Deliberations of Public Bodies). FOI asserts the right of members of the public to obtain access to official information to the greatest extent possible consistent with the public interest and the right to privacy.

FOI derives from the following broad principles:

- ▶ Decisions by public bodies should be more open to public scrutiny.
- ▶ Those affected by decisions of public bodies should have the right to know the criteria used in making those decisions.
- ▶ Citizens, as shareholders in public bodies, should have the right to examine and review the deliberations and processes of public bodies.
- ▶ Every individual should have the right to: know, correct and complete information held in government records about him or her.

The public bodies prescribing to the regulations of the Act include universities, institutes of technology and colleges of education, RTE and TG4, major service providers in the intellectual and physical disability fields, voluntary hospitals and bodies in the enterprise/support sector. A full list of public bodies to which the FOI Act applies is available on the FOI Central Policy Unit [website](#). The Act does not apply to the National Police Service and a number of other bodies, including the Health and Safety Authority, the Central Bank, the Financial Services Authority, the Irish Financial Services Regulatory Authority and the National Treasury Management Agency.

Public bodies are required to publish information relating to their structure, functions, duties, descriptions of records, and the internal rules, procedures, practices, guidelines and interpretations. The [Office of the Information Commissioner](#) oversees and enforces the Act. Decisions of the Commissioner are binding and can be appealed only on a point of law.

Data Protection/Privacy Legislation

[Data Protection \(Amendment\) Act](#) (2003)

The [Data Protection Act of 1988](#) was amended in 2003 to ensure full compliance with the EU Data Protection Directive ([95/46/EC](#)). The aim of the Directive is to establish common standards of data protection across Member States in order to protect personal privacy and to ensure the smooth operation of the internal market, while ensuring adequate levels of data protection in countries outside

the European Economic Area to facilitate and encourage international trade (Department of Justice and Law Reform). The [Data Protection Commissioner](#) oversees and enforces the Act.

[Copyright and Related Rights Act \(2000\)](#)

This Act affects a total reform of Irish copyright and related rights law, bringing it fully into line with the requirements of EU and international law in this area. It places Ireland among world leaders in terms of standards for copyright protection.

eSignatures Legislation

[Electronic Commerce Act \(2000\)](#)

The Electronic Commerce Act 2000, which became law on 20 September 2000, implements the EU Directive on a Community framework for [electronic signatures \(1999/93/EC\)](#). The Act provides (with some exceptions) for the legal recognition of electronic signatures, electronic writing and electronic contracts. It authorises the use of encryption and sets the rights and obligations of Certification Service Providers (CSPs).

eCommerce Legislation

[Electronic Commerce Act \(2000\)](#)

The Electronic Commerce Act became law on 20 September 2000. It implements the EU Directive on a Community framework for electronic signatures ([1999/93/EC](#)) and, in part, the EU Directive on electronic commerce ([2000/31/EC](#)).

The Act provides (with some exceptions) for the legal recognition of electronic signatures, electronic writing and electronic contracts. It authorises the use of encryption and sets the rights and obligations of Certification Service Providers (CSPs).

[European Communities \(Directive 2000/31/EC\) Regulations \(2003\)](#)

The Minister for Enterprise Trade & Employment signed the regulations in 2003 with a view to giving effect to those remaining provisions of the EU Directive on electronic commerce ([2000/31/EC](#)) not transposed into Irish law by the Electronic Commerce Act.

eCommunications Legislation

[Communications Regulation Act \(2002\)](#)

By means of the Communications Regulation Act 2002 and of secondary legislation (a number of statutory instruments), Ireland transposed all Directives under the EU regulatory framework for electronic communications, namely: Directive [2002/21/EC](#) (Framework Directive); [2002/20/EC](#) (Authorisation Directive); [2002/19/EC](#) (Access Directive); [2002/22/EC](#) (Universal Service Directive); and [2002/58/EC](#) (Directive on privacy and electronic communications).

eProcurement Legislation

[European Communities \(Award of Public Authorities' Contracts\) Regulations](#) (2006)

Ireland implemented on 29 June 2006 the EU Directive on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts ([2004/18/EC](#)) into Irish law with the enactment of the European Communities (Award of Public Authorities' Contracts) Regulations 2006 (S.I. No. 329 of 2006).

[European Communities \(Award of Contracts by Utilities Undertakings\) Regulations](#) (2007)

The 2007 regulations (S.I. No. 50 of 2007) gave effect to the EU Directive on the co-ordination of procurement procedures of entities operating in the water, energy, transport and postal services sectors ([2004/17/EC](#)), as amended by [Directive 2005/51/EC](#) of 7 September 2005.

[National Public Procurement Policy Framework](#) (2004)

The National Public Procurement Policy Framework, published in 2004, aims at driving the four strands of the procurement reform agenda: aggregating public sector demand, building procurement capacity/capability in the public sector, developing procurement training and education, and incremental development of eProcurement systems.

Re-use of Public Sector Information (PSI)

[European Communities \(Re-Use of Public Sector Information\) Regulations](#) (2005)

This statutory instrument (secondary legislation, S.I. No. 279 of 2005) transposes the EU Directive on the re-use of public sector information ([2003/98/EC](#)) into Irish Law. It came into effect on 1 July 2005.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Department of Public Expenditure and Reform](#)

The overall responsibility for the eGovernment policy and the provision of central eGovernment infrastructure and services lies with the Department of Public Expenditure and Reform.

Coordination

[Department of Public Expenditure and Reform](#)

The Department of Public Expenditure and Reform has the overall responsibility for coordinating the implementation of eGovernment policy across the Public Service in Ireland.

Implementation

Government Departments and Agencies

Individual Government Departments and Agencies are responsible for developing specific eGovernment plans in relation to their own areas of operation and for implementing eGovernment projects within the framework of their competences.

Support

[Department of Public Expenditure and Reform](#)

The Department of Public Expenditure and Reform monitors eGovernment development and provides regular comprehensive progress reports to Government.

Audit/Assurance

[Office of the Comptroller and Auditor General](#)

The Office of the Comptroller and Auditor General is tasked with:

- ▶ auditing and reporting on the accounts of public bodies;
- ▶ establishing that transactions of public bodies are in accordance with the legal authorities governing them and that funds are applied for the purposes intended;
- ▶ providing assurance on the system of internal financial control put in place by each body;
- ▶ examining whether each body administers its resources economically and efficiently, and sets up mechanisms to evaluate the effectiveness of operations.

Data Protection

Data Protection Commissioner

The Data Protection Commissioner is responsible for upholding the rights of individuals as set out in the Data Protection Act, and enforcing the obligations upon data controllers. The Commissioner is appointed by the Government and is independent in exercising his/her functions.

Other

Office of the Information Commissioner

The main functions of the Information Commissioner are the following:

- ▶ review the decisions of [public bodies](#) in relation to [Freedom of Information \(FOI\) Act](#) requests and, where necessary, the making of binding, new decisions;
- ▶ review of the operation of the FOI Act to ensure that public bodies comply with its provisions;
- ▶ foster an attitude of openness among public bodies by encouraging the voluntary publication of information above and beyond the minimum requirements of the Act;
- ▶ prepare and publicise observations on the practical operation of the Act.

Regional & Local eGovernment

Strategy

Local Councils

Local authorities develop strategies based on their respective ICT and eGovernment needs.

Implementation

Local Councils

Local authorities implement their respective strategies with the support of the Local Government Computer Services Board (LGCSB).

Support

Local Government Computer Services Board (LGCSB)

The LGCSB is a public sector organisation, closely aligned with Local Government in Ireland. It is responsible for providing local authorities with the best possible solutions in meeting all their ICT needs, assisting these authorities in developing appropriate strategies to underpin their business needs and to implement appropriate solutions, assisting in the eGovernment agenda.

Audit/Assurance

Local Government Audit Service (LGAS)

The LGAS is an external audit service providing independent credibility to the financial stewardship function of local authorities and other bodies.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Brendan Howlin
Minister for Public Expenditure and Reform

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Source: <http://per.gov.ie/>

Head of eGovernment



Tim Duggan
Assistant Secretary and Director of CMOD

Contact details:

Centre for Management and Organisation Development
Department of Public Expenditure and Reform
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Government portal](#)

'www.gov.ie' is the Irish Government's central website providing information on the country, its history, and geography; culture and official publications. It serves as a gateway to all Departments of State and public bodies, as well as to a wide range of online services.

[Citizens Information website](#)

Launched in April 2001, the Citizens Information website is run by the [Citizens Information Board](#), Ireland's national agency responsible for providing information and advice on social services, operating under the aegis of the Department of Social Protection. The website provides guidance on a wide range of subjects, such as employment rights, buying a home, moving abroad and education.

The subjects covered are divided into 14 categories, representing life events and activities, allowing users to readily access a relevant topic. Sourced from a wide variety of service providers and agencies, the information is backed up by case studies, supporting documentation and downloadable forms.

[Irish Government News Service portal](#)

The [Irish Government News Service portal](#) affords a view of government from the vantage point of Government Buildings itself. It reviews the wide range of government activity and then reports certain key events as news. All government press releases are accessible either via RSS feed or links to all Government Departments. The site's central task is to select a variety of events and report on them objectively. It also features 'Issues', where useful thematic information, not tied to a particular date, is presented. It enables people with an interest in Government dealings to view the latest developments on one website. It is produced by a team in Government Buildings, involving the Government Information Service, Government Press and IT.

[Business Access to State Information and Services \(BASIS\)](#)

The BASIS project is a Department of Enterprise, Jobs and Innovation initiative aimed at improving the electronic delivery of Government information and services to the business community. The website delivers Government information and services to businesses 24 hours a day, seven days a week, from a single point of access. Information on the website is structured around the 'life events' of a business, (e.g. business start-up and development, paying taxes and employing staff).

Network

[Government Networks \(GN\)](#)

GN is a privately managed, wide area multi-carrier, national network (WAN) connecting public service agencies on a data, voice and video capable network. It is designed primarily to facilitate easy, efficient, secure and reliable communication between Government agencies, and to support existing and future Government applications. A mechanism for providing agencies with a secure access to the Internet is included, as well as a means for agencies to securely host Internet services. The Department of Public

Expenditure and Reform in conjunction with the Government Networks Programme Board has established GN on behalf of the non-commercial public sector.

GN offers a number of potential cost and operational benefits: inter-agency collaboration and delivery of joined-up government services; access for all agencies to network capability and products/technology (regardless of size); execution of a number of standard day-to-day infrastructure services allowing agencies to focus on their core programmes and services; improvement of security of government information systems; incorporation of Internet access costs for Government agencies into one highly resilient infrastructure; commercial advantages of an aggregated procurement approach, resulting in reduced costs.

eIdentification/eAuthentication

[Personal Public Service Number \(PPSN\)](#)

The PPSN is a common identification number used for taxation and social welfare purposes which is gradually being extended across the public service in the interest of improving customer service. It is mandatorily assigned to every Irish child at birth. PPSN may be used in:

- ▶ All social welfare services
- ▶ The [Free Travel Pass](#)
- ▶ Pupil ID
- ▶ [Public health services](#), including the [medical card](#) and the [Drugs Payment Scheme](#)
- ▶ [Child immunisation](#)
- ▶ Schemes run by the Revenue Commissioners, such as [mortgage interest relief](#)
- ▶ [Housing grants](#)
- ▶ [Driver Theory Testing](#) and [driver licences](#).

The 'SAFE' programme, jointly sponsored by the Departments of Social and Family Affairs and of Finance, has defined levels of person registration and authentication.

[PAYE Anytime Service](#)

The Revenue Commissioners' [PAYE Anytime Service](#) provides a means for PAYE (employees) customers to: view their tax record; claim a wide range of tax credits (service charges, union subscriptions and Rent Credit etc.); apply for tax refunds including health expenses; update an address; declare additional income; request a review of tax liability for previous years; re-allocate credits between spouses and track correspondence submitted to Revenue. PAYE is based on the use of a Personal Identification Number.

[Revenue Online Service \(ROS\)](#)

The Revenue Commissioners also provide a [Revenue Online Service \(ROS\)](#) for business customers. This system provides a means for business customers to: file returns online; make payments by laser card, debit instruction or online banking (Online Banking applies to Income Tax only); obtain online details of personal/clients Revenue Accounts; calculate tax liability; conduct business electronically and claim repayments. The ROS service is based on qualified electronic signatures.

The Department of Public Expenditure and Reform is currently evaluating software to build a Single View of all public service identity repositories. This will be used for data quality purposes and to support a new online authentication service.

[Electronic Passports](#)

In October 2006, the [Passport Office](#) within the Department of Foreign Affairs started issuing the Irish electronic passport (ePassport). An ePassport is the same as a traditional passport with the addition of a small integrated circuit (or 'chip') embedded on the photo page. This chip securely stores biographical information which is visually displayed on the data page of the passport and a digital image of the photograph which facilitates the use of facial recognition technology at ports-of-entry. The chip technology allows the information stored on an ePassport to be read by special chip readers at a close distance. It incorporates digital signature technology to verify the authenticity of the data stored on the chip. The Irish ePassport facilitates facial measurements which can be used with facial recognition technology to verify the identity of a bearer.

[Public Service Card \(PSC\)](#)

The PSC ensures that people can access public services across a number of channels, including online, via telephone or in person at a public office, with a minimum of duplication while preserving their privacy to the maximum extent possible.

In February 2011, approximately three million PSCs started being issued for citizens over 16 allowing access to public services. Issuing a PSC involves a registration process which includes the collection of a photograph and signature. PSCs will gradually replace cards currently in use, such as the Social Services Card and the Free Travel card, with highly secure cards featuring laser engraving personalisation, a contact chip, a signature, a photograph and an expiry date.

[Event Publishing Service](#)

The Department of Finance runs the Event Publishing Service which provides information on registered deaths to all public service bodies.

eProcurement

[eTenders Procurement portal](#)

eTenders is the central government eProcurement platform serving as a single point of access for all Irish public sector procurement opportunities. The site advertises on a daily basis notices for EU and sub-EU threshold contracts for the public sector including central Government, local authorities, Health Boards and hospitals, universities and schools. The service is freely available for use by the public. Contracting authorities are obligated to use the eTendering platform and to electronically publish procurement opportunities over € 10 000. In addition, it is mandatory for public authorities to use the electronic means for all payments, as well as for ICT purchases. In terms of procurement efficiency, the innovative '[LAQuotes](#)' online procurement application is used by the bulk of local authorities and is delivering considerable cost savings.

The online tendering tools provided for public sector purchasers include the online creation of notices with approved eSender status and the attachment of tender documents for downloading by suppliers. Suppliers can submit tenders online, manage their tenders and receive email alerts when tenders of interest to them have been advertised. An online pre-qualification questionnaire submission and evaluation facility is also in place.

The site is managed by the [National Procurement Service \(NPS\)](#) in the Office of Public Works.

Other Infrastructure

Digital Mapping System (DMapS)

Digital Mapping is the most extensive and challenging project undertaken by the Irish Property Registration Authority (PRA). The purpose of the project was to convert the Land Registry's extensive paper maps record base into digital form, providing a world class database and transactional system to support the ongoing processing of legal casework within the PRA and the delivery of a wide range of spatial information online to customers.

The digital mapping services are available through the 'landdirect.ie' portal. As of July 2010, all 26 counties are digitised, thus completing the roll-out of digital mapping. As a result, parcel boundary data for these counties is now available for inspection online.

The ISDE portal was launched in October 2008 and operates as an inter-departmental and cross-agency the [INSPIRE Directive](#).

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Revenue Commissioners

Website: <http://www.revenue.ie/en/online/pay-e-anytime.html>

Description: The Irish Pay-As-You-Earn (PAYE) system is based on a cumulative system whereby tax deductions are balanced over an entire tax year. The tax deductions are made at source and various allowances are also calculated at source. This proactive approach to service delivery means that there is no requirement for the vast majority of employees to submit a tax declaration. Most tax credits/reliefs are automatically carried forward on the PAYE taxpayer's record. Furthermore, claims for credit and tax record look-ups can be performed online.

2. Job search services by labour offices

Responsibility:	Central Government, National Training and Employment Authority (FAS)
Website:	http://www.fas.ie/
Description:	The website of the National Training and Employment Authority (FAS) provides a number of services for jobseekers (job search, interactive career choices advice, training services, etc.) and for employers (staff search, publication of vacancies, etc.).

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Department of Social Protection
Website:	http://www.welfare.ie/
Description:	Provides online services and comprehensive details of the main unemployment payments available from the Department.

b. Child allowances

Responsibility:	Central Government, Department of Social Protection
Website:	http://www.welfare.ie/
Description:	Online application for Child Benefit payments for a first child. Payment automatically increases upon registration of the birth of subsequent children.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Description:	This service is not relevant for Ireland, where healthcare is free at the point of delivery in public health services.

d. Student grants

Responsibility:	Central Government/Local Government, Department of Education and Skills
Website:	https://www.grantsonline.ie/index_alt.html
Description:	Online applications for Student Grants. Under the free fees initiative, the DES meets the tuition fees of eligible students who are attending full-time undergraduate courses. Such courses must generally be of at least two years duration, at approved colleges. These colleges include the publicly funded colleges and a number of non-publicly funded religious colleges which are approved for the purposes of the Higher Education Grants Scheme and which are part of the CAO system of entry.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Department of Foreign Affairs, Passport Office

Website: <http://www.dfa.ie>; <https://www.eforms.gov.ie/en/reminder/passport/>

Description: Information on passport application process and online facility to request application forms. Passport holders can register to receive reminders of an expiry date and can track the progress of their passport application online.

b. Driver's licence

Responsibility: Central Government, Department of Transport, Road Safety Authority

Website: <http://www.rsa.ie/>; <https://eforms.gov.ie/en/reminder/driving/>

Description: Information and forms for download purposes. Licence holders can register for an automatic reminder of an expiry date. An online driving test application is also available.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, Revenue Commissioners

Website: <http://www.revenue.ie/>

Description: The system allows registered motor dealers to fully register and pay the registration tax for all new vehicles. All used imported vehicles are required to be produced for inspection at a Revenue Office.

6. Application for building permission

Responsibility: Local Government

Website: <http://www.dublincity.ie/>

Description: Electronic intake with an official form to start the procedure to obtain a building or renovation permission.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, *An Garda Síochána* (National Police Service)

Website: <http://www.garda.ie/>

Description: Online submission of report to *An Garda Síochána*.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government/Local Government, the Library Council
Website:	http://www.library.ie/ ; www.borrowbooks.ie
Description:	Libraries offer the possibility to search for a specific title and to perform an electronic reservation. Libraries also offer the possibility of joining book clubs, as well as a wide range of other services.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Department of Health and Children, General Register Office
Website:	www.certificates.ie
Description:	Electronic form to apply for a life event certificate.

10. Enrolment in higher education/university

Responsibility:	Higher education institutions, Central Applications Office (CAO)
Website:	http://www.cao.ie/
Description:	Online application system, including submission and payment of application fees, confirmation and offers. CAO has been delegated by higher education institutions in Ireland the task of centrally processing applications to their first year undergraduate courses. The participating institutions retain the function of making decisions on admissions.

11. Announcement of moving (change of address)

Responsibility:	N/A
Website:	N/A
Description:	This service is not relevant for Ireland, where there is no obligation to inform the authorities of a change of address.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government, Department of Health and Children
Website:	http://www.dohc.ie/
Description:	N/A

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement' report](#), prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Revenue Commissioners
Website:	http://www.revenue.ie/
Description:	The system allows payment of social contribution (PRSI) and payroll tax (PAYE) by employers, on a monthly/quarterly basis, as required. It also allows for submission of the annual return of employees PAYE and PRSI information. The system is fully compatible with and supports the submission of returns generated from third party software as well as from Revenue supplied forms.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Revenue Commissioners
Website:	http://www.revenue.ie/
Description:	The system allows submission and payment facilities for Corporation Tax returns by companies or their nominated tax agent. Companies filing electronically receive an electronic copy of the Notice of Assessment. The system can accept returns information generated from third party software, as well as Revenue supplied forms.

3. VAT: declaration, notification

Responsibility:	Central Government, Revenue Commissioners
Website:	http://www.revenue.ie/
Description:	The system allows submission and payment facilities for all VAT returns by all traders or their nominated tax agent. In addition to the standard VAT return, the System supports submission of - Annual Return of Trading Details (RTD Form) and statistical returns - Intrastat and VIES as required.

4. Registration of a new company

Responsibility:	Central Government, Companies Registration Office
Website:	http://www.cro.ie/
Description:	If a business is being established using the entrepreneur's true name, there is no requirement for the business name to be formally registered. If a business is to be carried out under a name other than the entrepreneur's true name, registration of the business name is obligatory and can be registered online. If formal registration is required, it is not possible to fully register a company electronically, under Irish law, as a statutory declaration cannot be made electronically. However, the Companies Registration process in Ireland is quick and efficient.

5. Submission of data to statistical offices

Responsibility:	Central Government, Central Statistics Office (CSO)
Website:	http://www.cso.ie/
Description:	Submission of data to the statistical office can be performed electronically.

6. Customs declarations

Responsibility:	Central Government, Revenue Commissioners
Website:	http://www.revenue.ie/en/customs/index.html
Description:	Online facilities for carrying out customs declarations are available in Ireland via the Revenue On-Line Service (ROS).

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Environmental Protection Agency
Website:	http://www.epa.ie/
Description:	Online submission of requests for environment-related permits. The EPA provides customised and segmented information on environmental-related regulation and obligations, regarding both the AER/PRTR and for IPCC, Waste and Waste Water Discharge applications ('www.epa.ie'). Applicants can also request a determination as to whether an activity requires a waste licence, waste facility permit, certificate of registration, or none of these at http://art11.epa.ie/Article11/ .

8. Public procurement

Responsibility:	Central Government, Department of Finance
Website:	http://www.etenders.gov.ie/
Description:	eTenders is the central government procurement portal. It provides information and tools for electronic public procurement. Online tendering tools are provided for public sector purchasers including: online creation of notices with approved eSender status; attachment of tender documents for downloading by suppliers; online clarifications between buyers and suppliers; online submission of tenders by suppliers; site forums for the different sectors involved in public procurement; and comprehensive guidance material. For suppliers there are free email alerts when tenders of interest to them have been advertised, as well as management of their notices and tenders. An online pre-qualification questionnaire facility has also been rolled out.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.](#)



European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

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