

Local Government Service Catalogue Project

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Local Government Service Catalogue

- *Business Case*
- *Project Management*
- *Governance*
- *Deliverable*
- *Project Phases*
- *Project Progress*
- *Next Steps*
- *Communications/Internal Stakeholders*
- *Benefits*



Service Catalogue – Business Case

- *Putting People First*
 - *Improve Customer experience*
 - *Focus on the Citizen by identifying and collating local authority services*
- *Develop a National Shared Service within the Local Government Management Agency (LGMA)*
- *Provide clarity on services for customers across all local authorities based on a common understanding of services*
- *Provide a holistic view at national level of the services provided by local government*
- *Build a foundation for collaboration, information exchange and digitisation*

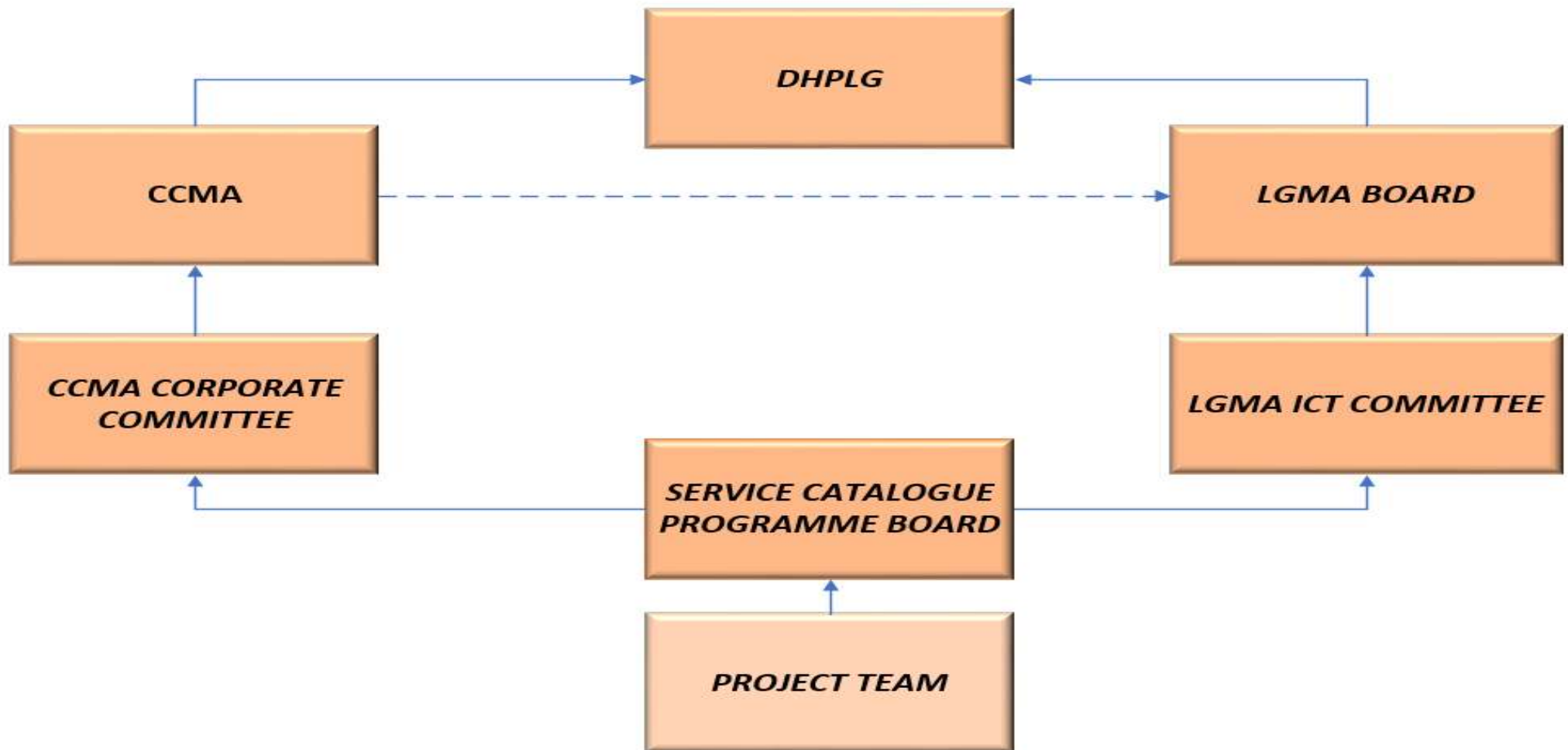


Service Catalogue – Project Management

- ✓ *Business Case – Peer Reviewed and Shared Service Option approved*
- ✓ *2/3 Year Project Started in Oct. 2018*
- ✓ *Programme Board, Governance & Project Team*
- ✓ *Programme Board meet every 6/8 weeks*
- ✓ *Budget*
- ✓ *Project Schedule*
- ✓ *Work Programme*
- ✓ *Communications Plan*
- ✓ *Risk Register*



Service Catalogue - Governance



Service Catalogue – Deliverable

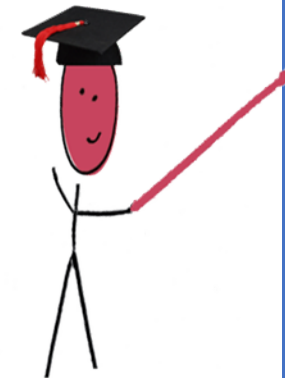
- *An organised and curated list of services provided by local authorities to their customers available to the public*
- *Created, hosted and managed centrally*
- *Available to each local authority to import/download locally*
- *Maintenance plan to keep the catalogue relevant post implementation*



Service Catalogue – Project Phase 1

- **Develop a manual approach for creating catalogue**
 - Research
 - Communications
 - Methodology and rationale developed, tested and approved
- **Publish each draft excel version of catalogue per functional area on LGMA website**
 - List services
 - Attach Unique Reference & Description
 - Build in search tags – ‘see’ and ‘see also’
 - Engage with Single Point of Contact
 - Engage with Departmental Practitioners
 - Publish Draft version on LGMA website
 - Feedback

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Service Catalogue – Project Phase 2

- ***Develop a technological solution***

- *Initial source for public to find Local Authority Service information*
- *User friendly, searchable and functional for customers*
- *Available to each Local Authority to download and use locally*
- *Procurement*
- *Development & Testing*
- *Public Engagement (PPNs)*
- *Pilot*
- *Marketing*
- *Roll out, Support and Adoption*



Service Catalogue – Final Product

- *Standard National A-Z List and Description of all Public Facing Services*
- *Accessible in easy to use searchable database/website*
- *Searchable in several ways*
 - ✓ *by local authority and/or Eircode*
 - ✓ *by keyword*
 - ✓ *by subject, service group,*
 - ✓ *by 'see' and 'see also' references*
 - ✓ *Link to local authority department*



Service Catalogue – Phase 1 Progress

Functional Areas	No. of Services
1 Housing	85
2 Environment	159
3 Planning	103
4 Roads & Transportation	108
5 Economic Development, Tourism & LEO	55
6 Parks, Open Spaces & Public Realm	33
7 Community	100
8 Libraries Arts and Culture	160
9 Heritage & Conservation	30
10 HR & Corporate	80
11 Finance	30
12 Communications	20
13 ICT and Digital	30
14 Fire and Emergency	30
15 Water	30
16 Misc. Services	20
	1073



Service Catalogue – Phase 2 Progress

Technological Solution

- *Functional Requirements approved by Programme Board*
- *Working on Tender Documents*
- *Engagement with Architecture and Standards Group & ICT Committee*
- *Require Approval to go to tender*



Service Catalogue – Next Steps

- ***Procurement – Q1 & Q2 2020***
- ***Finalise Catalogue in Excel Format – Q1 2020***
- ***Development – Q2 & Q3 2020***
- ***Public Engagement Q2 & Q3 2020***
- ***Test & Pilot – Q3 2020***
- ***Marketing and Promotion – Q3 2020***
- ***Roll out –Q4 2020/Q1 2021***
- ***Maintenance Plan Q4 2020/2021***



Service Catalogue – Internal Stakeholders

- *Local Authority Staff*
- *Single Point of Contact Group*
- *Corporate Committee*
- *ICT Committee*
- *CCMA*
- *PSROG*
- *DHPLG*
- *Directly Elected Mayor -Limerick*
- *Local Gov.ie Project Team and Project Board*
- *Data Gathering Project*
- *Local Government Northern Ireland*



Service Catalogue

Benefits of Shared Service Approach

- *1 small Team – 1 **Big** Project*
- *Sectoral Engagement*
 - *Single Point of Contact Group*
 - *Working Groups*
 - *Departmental Practitioners*
 - *10 sessions, 380 practitioners*
- *Consistent approach and methodology*
- *Governance*



Service Catalogue

BENEFITS



- *Deliver Actions 3 and 4 of Our Public Service 2020*
 - *Make Services More Accessible to all*
 - *Significantly improve communications and engagement with the public*
- *Introduce a standard for service names and descriptions*
- *Knowledge building for staff on full range of local and national services*
- *Drive Efficiencies – service delivery, reporting, ease of access*
- *Recognition for Local Authority Sector on services provided*
- *Other suggested uses: GDPR, Legislation, NOAC Indicators, Local Gov.ie, PMDS, Data Gathering Project & Local Gov.ie Project.....*



***Thank You &
Questions***

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