



Presentation to Joint Committee on Jobs, Social Protection and Education

29th February 2012

Department of Social Protection



DSP ICT Systems issues

- Performance and Reliability
- Customer Service
- Fitness for purpose
- Agility / Adaptability
- Internal Capability
- Inter-system communication
- National database

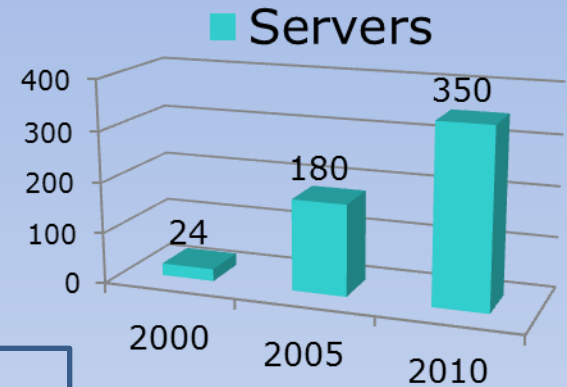
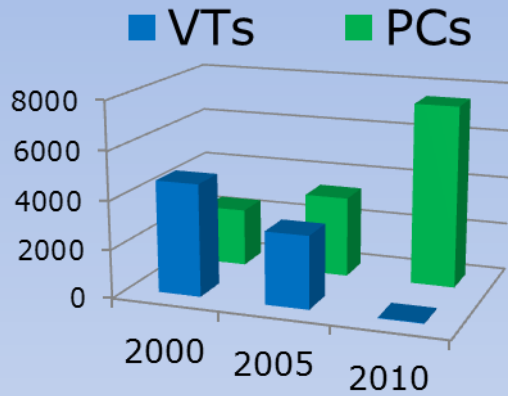


High Performance and Reliable

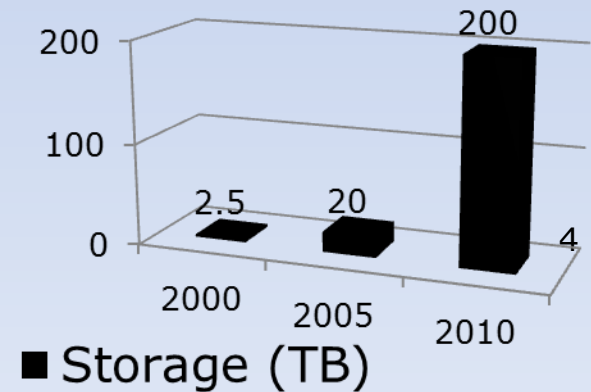
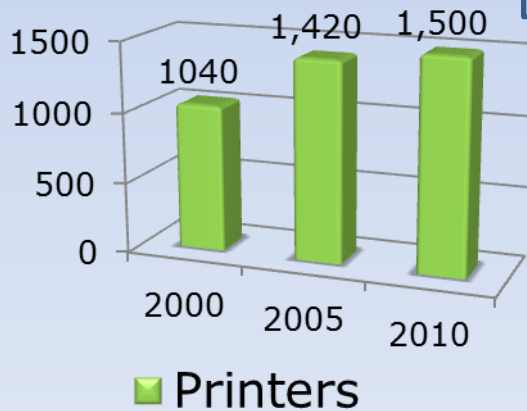
- Reliable systems – payments are always made
- 87 million payments per year – (nearly $\frac{1}{4}$ million per day!)
- 1.4 million weekly recipients (2010)
- 10 million forms / 7 million cheques DSP could not cope with workload growth without these systems



Large scale ICT operation



Communications
2 Data Centres
Nationwide networks
200+ offices
4,500 phones...





Client focus

- Different needs – some very dependant
- 1.4 million customers paid weekly
- Everyone a stakeholder at some points in their lives
- Different ‘channels’ for customer service
 - 6.5 million telephone calls
 - 4 million visitors to website (115,000 used eServices)
 - 10 regional headquarters and 122 branch/local offices
 - 2.5 million applications for social welfare
- Customer Service is at the heart of what we do and we will continue to adapt our processes and ICT systems to support public service reform.



Support for the DSP mission

- DSP mission is evolving
- Previous focus was on income support
- Major new focus is on ‘activation’ – helping clients play their role in society
- Growing the business to support the new role
- Maintaining / enhancing anti-fraud measures
- We will evolve the systems to support the new role as new processes are developed – we’ve done it before and we’ll keep on doing it



ICT work areas 2012+

● **Activation**

● **Fraud control**

● **'NEES'**

- Case Management
- Local Office Modernisation
 - Registration
 - Profiling
 - Certification
- Infrastructure Expansion

● **Programme reform**

- Single Working Age Assistance
- Child Income Support
- National Pensions Framework
- Illness
 - Partial Capacity
- Employer systems
 - Redundancy and Insolvency

● **Information Sharing**

- Identity
- Public Service Card
- Means
- EESSI
- Websites +

● **Production Support**

- Accounting systems
- Office Systems modernisation
- Platform consolidation
- Network rollout
- Mobility support
- Virtualisation
- Security

● **Other Agency work (possibly!)**

- **Debt management**
- **Deduction processing...**

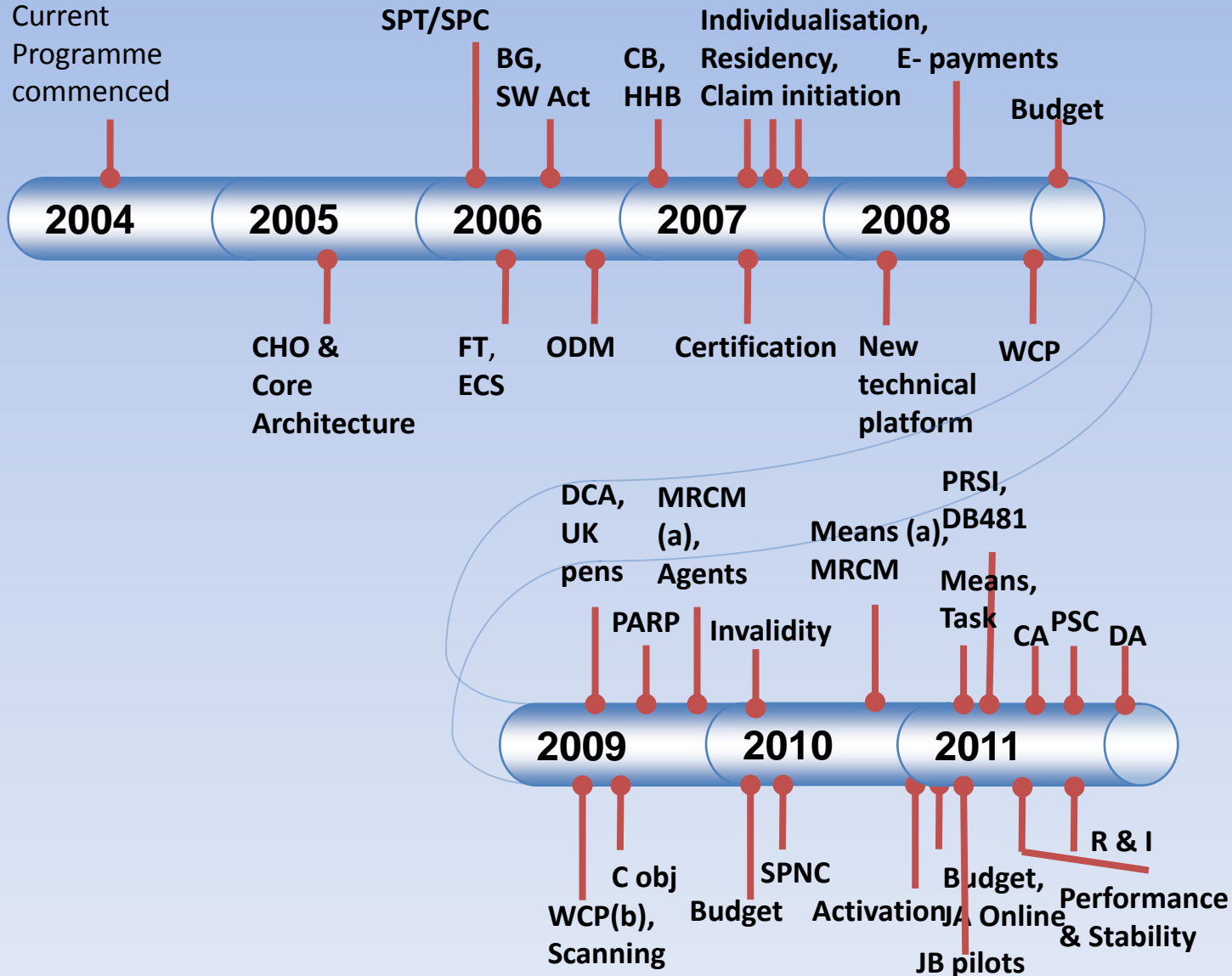


Agility / Adaptability

- DSP has proven its ability to adapt, e.g. GRO, R&I
- Programme for Government recognises our ability to do this and poses a significant challenge
- We have a strong track record in delivering innovative systems and processes at pace



BOMi – Projects Delivered





Capacity to deliver

- Delivery requires both technical and business capacity working in close collaboration
- We have built / are building internal capacity and supplement this with external supports
- We use the internal/external mix to deliver best Value For Money
- Our internal design and project management capacity is key to ensuring architected solutions



Inter-system communication

- We can not provide our services without effective inter-system communication
- The basis of the National Insurance system lies in exchanging data with Revenue and we've been doing that for 30 years
- Inter-agency co-operation is increasingly vital (e.g. FÁS, HSE and GRO)
- The keys to successful communication are a clear understanding of process and shared information



“National database”

- DSP operates a national database for Public Service Identity
- We provide information and matching services for large numbers of external agencies
- We provide life event data to over 50 agencies
- We are currently delivering the Public Service Card and expect to ramp up significantly in 2012
- We have been successful so far because we are focused on a clear sub-set of client data
- A single ‘database’ for all would be difficult to specify and maintain
- We are working towards ‘multiple databases, available nationally’ with a single customer view.



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