



# Presentation to Joint Committee on Jobs, Social Protection and Education

29<sup>th</sup> 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

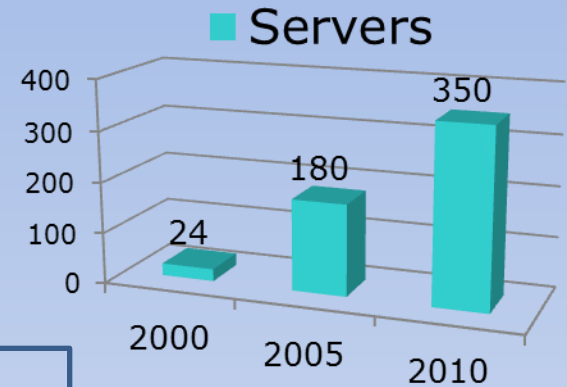
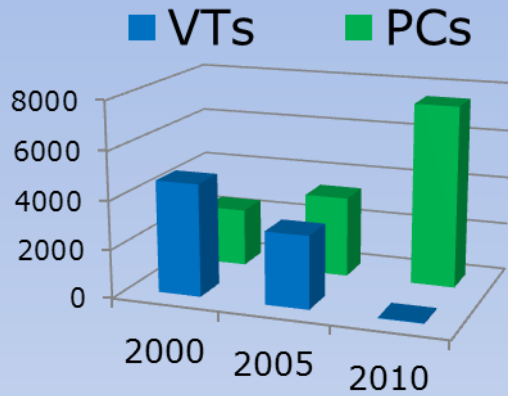


# High Performance and Reliable

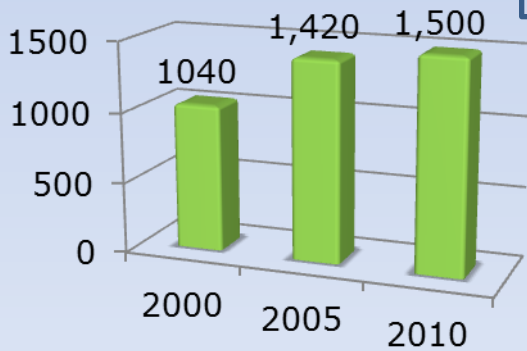
- Reliable systems – payments are always made
- 87 million payments per year – (nearly  $\frac{1}{4}$  million per day!)
- 1.4 million weekly recipients (2010)
- 10 million forms / 7 million cheques DSP could not cope with workload growth without these systems



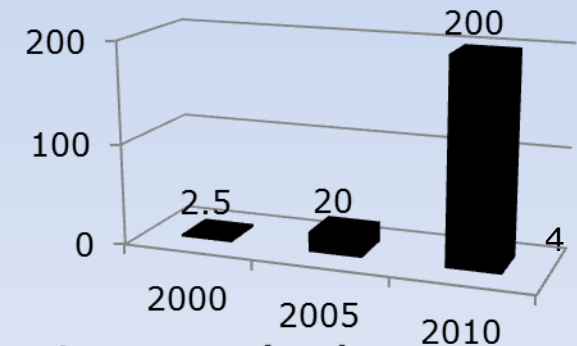
# Large scale ICT operation



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



■ Printers



■ Storage (TB)



# 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...**



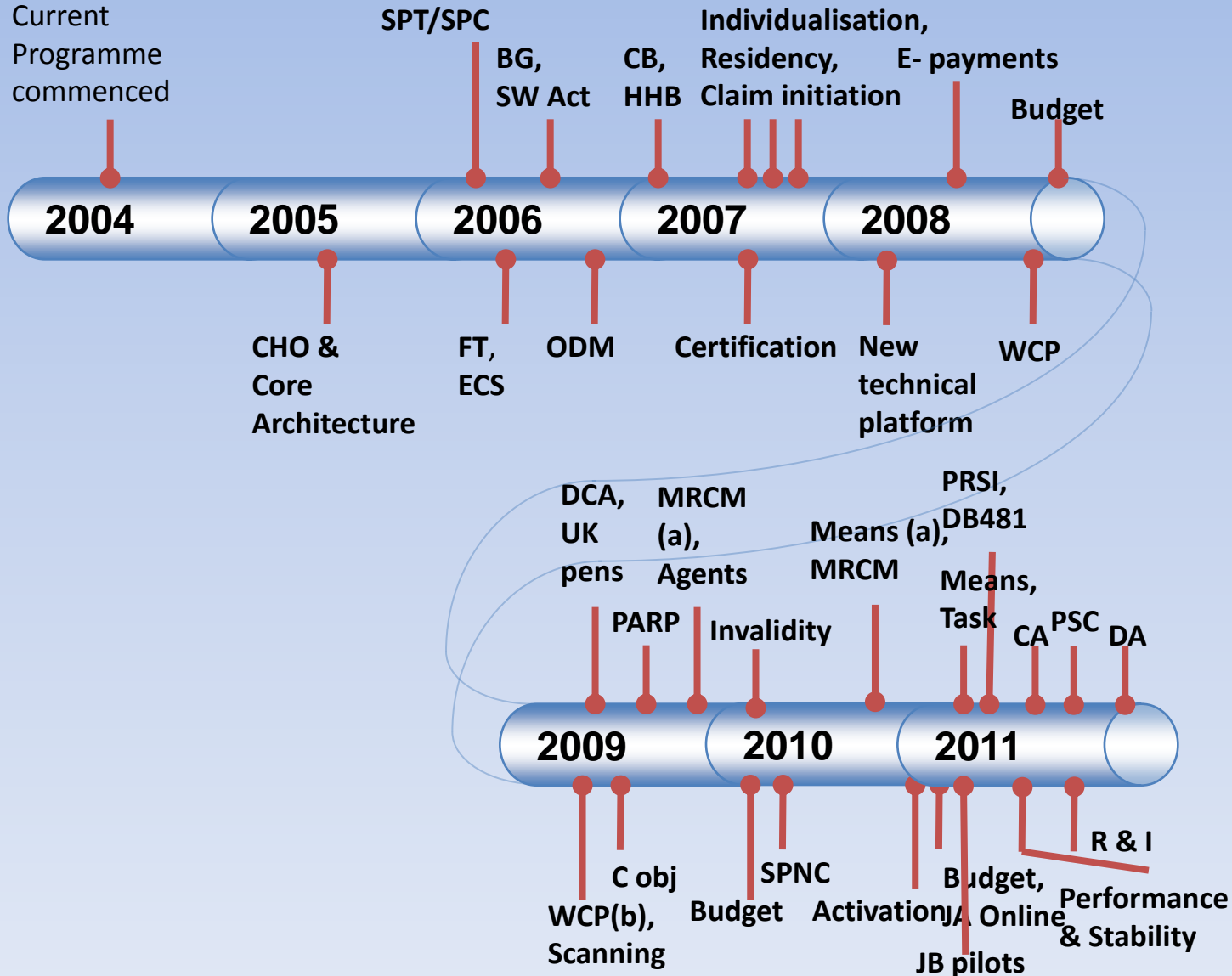
# Agility / Adaptability

- 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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