



Rialtas na hÉireann
Government of Ireland

Better Public Services

Supporting Life Events with Digital Services

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Department of Public Expenditure, NDP Delivery and Reform



Stories from the Frontline





Better Public Services

A transformation strategy to deliver for the public and build trust



2023

Prepared by the Department of Public
Expenditure, NDP Delivery and Reform
gov.ie

Digital and Innovation at Scale



The Public Service will work together to

- Tackle big societal issues and drive societal change
- Achieve a seamless user experience and inclusive service delivery
- Provide a dynamic and agile workplace

A Public Service that:

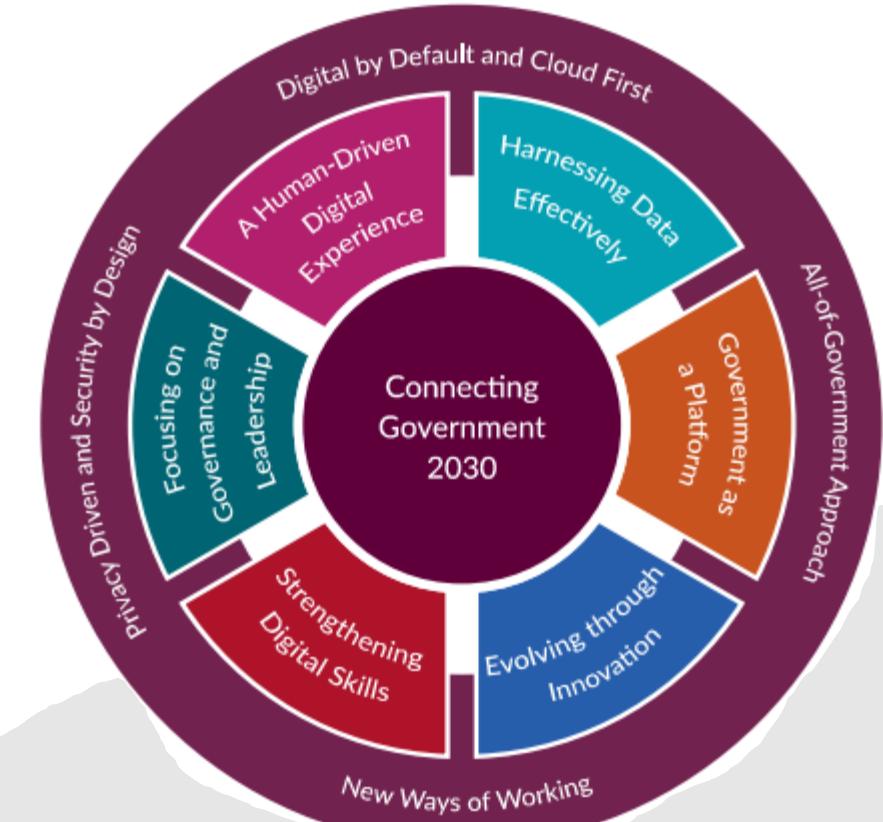
- Builds trust in public institutions
- Focuses on outcomes
- Delivers climate action and sustainability





Connecting Government 2030:

A Digital and ICT Strategy for Ireland's Public Service



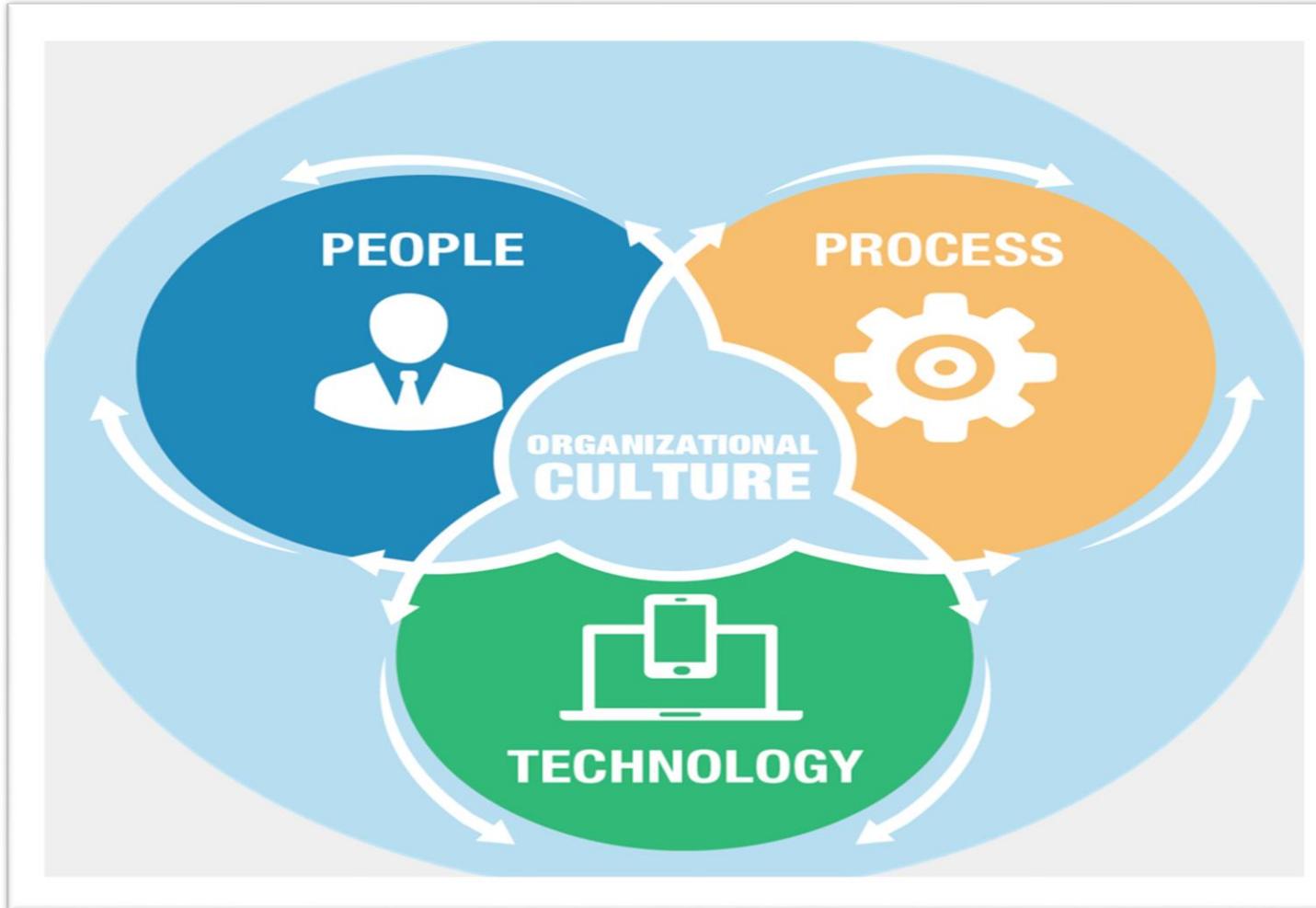
Towards 2030: Decade of Digital & Green





•Why?

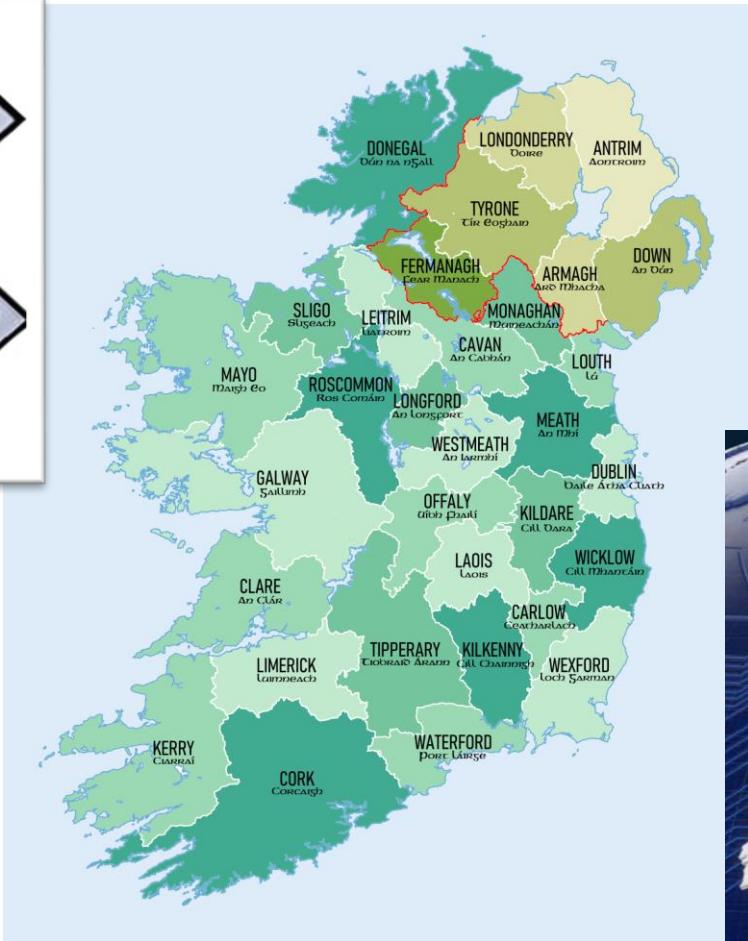




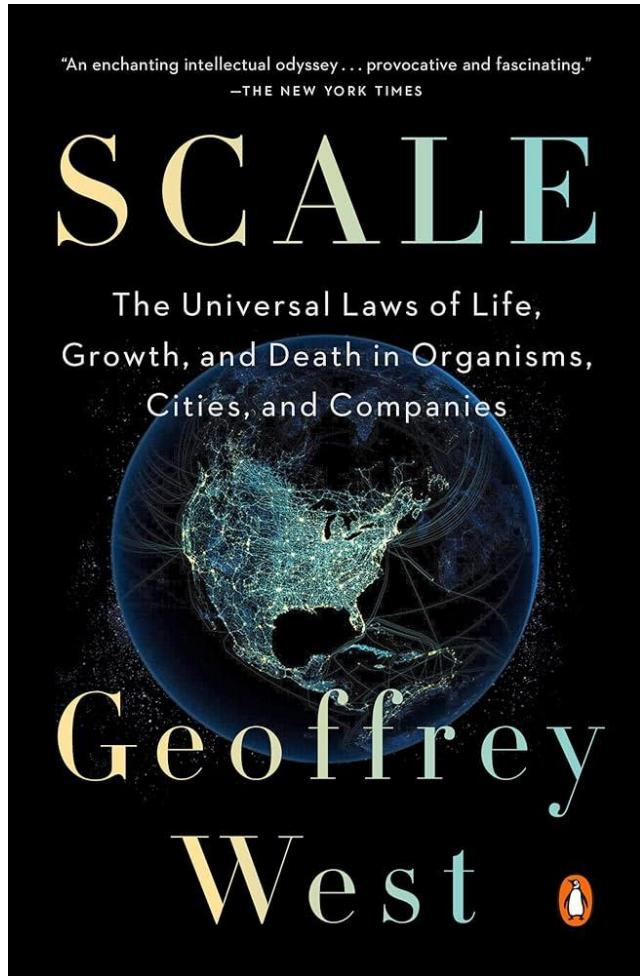
•How?



•What?



•Where?



•When?



Search for services or information

Search gov.ie



Your guide to Budget 2022

How to get your COVID-19 vaccine

Government advice on international travel

How to get your EU Digital COVID Certificate

Reframing the challenge, continuing our recovery and reconnecting

New public health measures come into place on 22 October

[See the new measures.](#)

All services

[View all services](#)

Agriculture

Safety information, animal and farm welfare and grants

Business

Tools and guidance

Education

Early childhood, primary, post-

Employment

Redundancy claims, employment

Environment

Energy and emissions

BuildtoShare eDocs

New public health measures come into place on 22 October

See the new measures.

All services

Agriculture

Business

Education

Employment

Environment

Recent

Search... Advanced

Relevant Files

DPE035-067-2020: API Integration Project
Open eDocs Sub Series

EU Digital Covid Certificate System.pptx
DPE035-005-2019 : Digital Leaders CSMB SubGroup

Relevant Documents

DPE035-061-2020-DC ICT Strategy - Build To Share - Attached

Daily Call Agenda and Report 30-06-2021.docx
19 Vaccination System

Themes.pptx
CSMB SubGroup

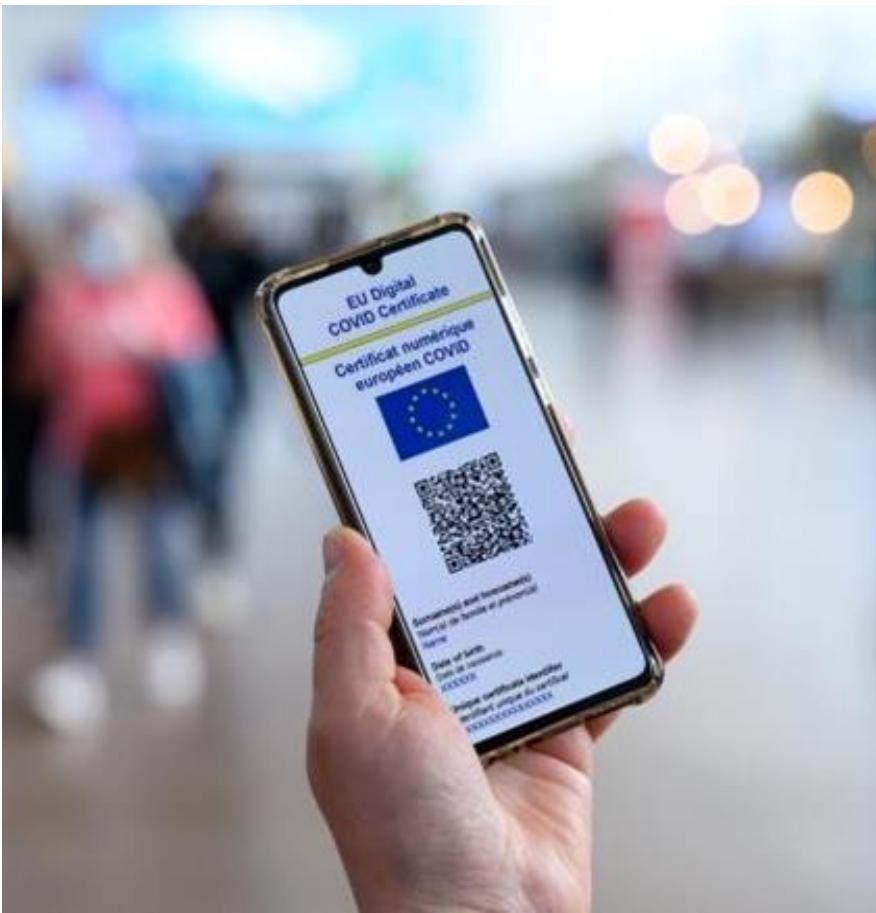
es_TS.docx
Correspondence

eneration.docx

BuildtoShare

DPE035-066-2020: PM393 - TCD life events 2020 Project
Open eDocs Sub Series

ProjectPlannerv2.xlsx
DPE035-072-2020 : PM398 COVID-19 Vaccination System



The screenshot shows a green-themed web page titled "Digital Covid Cert Checker". At the top left is the gov.ie logo. Below the title is a large QR code. A yellow button labeled "Scan QR code" is positioned below the QR code. A call-to-action text "Click 'Scan QR Code' to verify an EU Digital COVID Certificate" is displayed above two informational boxes. The first box states, "We use the camera on your device to read the QR code." The second box states, "We do not store or retain data when a certificate is verified." At the bottom, there is a link "For more information visit www.gov.ie/dccchecker".



life event

noun [C]

UK /'laɪfɪvent/ US /'laɪfɪvent/



a very important event in someone's life, such as marriage, the birth of a child, or the death of a family member:

- Moving house can be a very stressful life event.



Life Events - Digital Services



The screenshot shows a mobile-style interface for 'Life events'. It features a sidebar on the left with categories like 'CREATING A FAMILY', 'I OWN A VEHICLE', 'I LOST MY JOB', 'GOING ON PENSION', 'PLACE OF RESIDENCE', 'ESTABLISH A COMPANY', and 'Public Holidays'. Each category has a brief description and a 'Read more' link. The main content area on the right is currently empty.

Estonia

The screenshot shows the 'SmartStart' website for New Zealand. The header includes the 'SmartStart' logo, a search bar, and language options (English, Māori). Below the header is a large illustration of a beach scene with people sunbathing and playing. Text on the page reads 'Kimihia ngā ratonga e tika ana mā kōrua ko tō tamaiti' and 'Find the right services for you and your child'. There are dropdown menus for 'Select Stage' and 'Search topic'.

New Zealand

The screenshot shows the 'LifeSG' website for Singapore. The header includes the 'LifeSG' logo and navigation links for Home, Services, Guides, LifeSG app, and Blog. A prominent call-to-action says 'Find government services and information easily'. Below it, there's a section for 'Services' with icons for reporting issues, registering a child's birth, and booking virtual appointments. A small 'Hello! How can we help you?' chatbot is visible in the bottom right corner.

Singapore



People - User Centred Design



Design Principles



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 10/
**We will work
to make
things simpler**

Principle 06/
**We will
challenge
assumptions
& design
with evidence**

Principle 08/
**We will design
to deliver
value - in all its
forms**

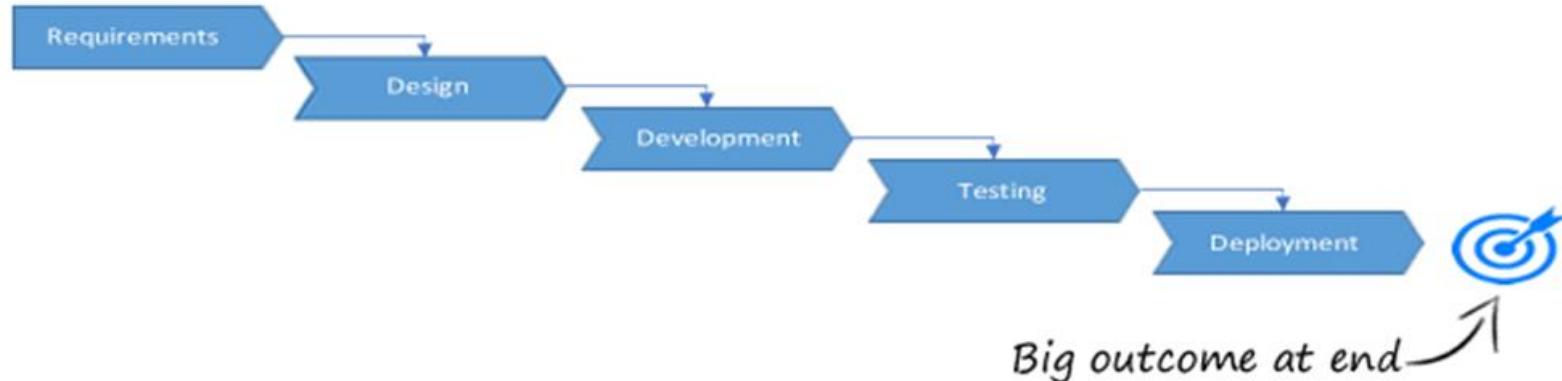
Principle 09/
**We will build,
test, learn &
iterate**

Principle 07/
**We will design
from the top
down & the
bottom up**

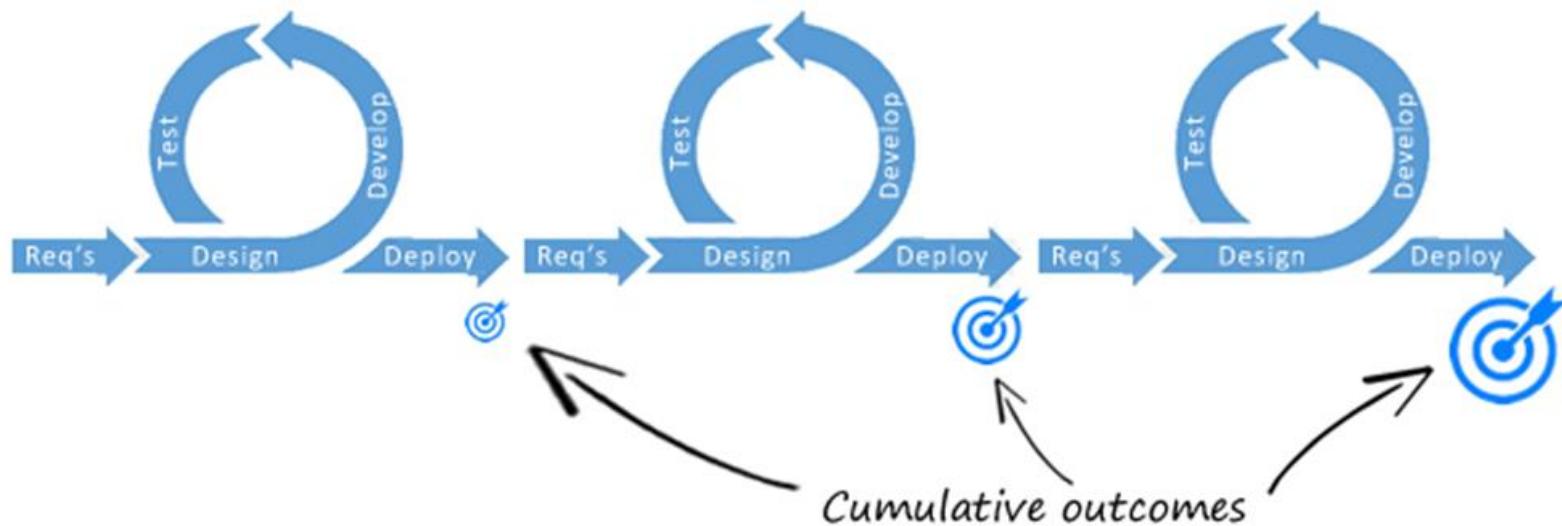


Process- Agile & Iterative

Waterfall

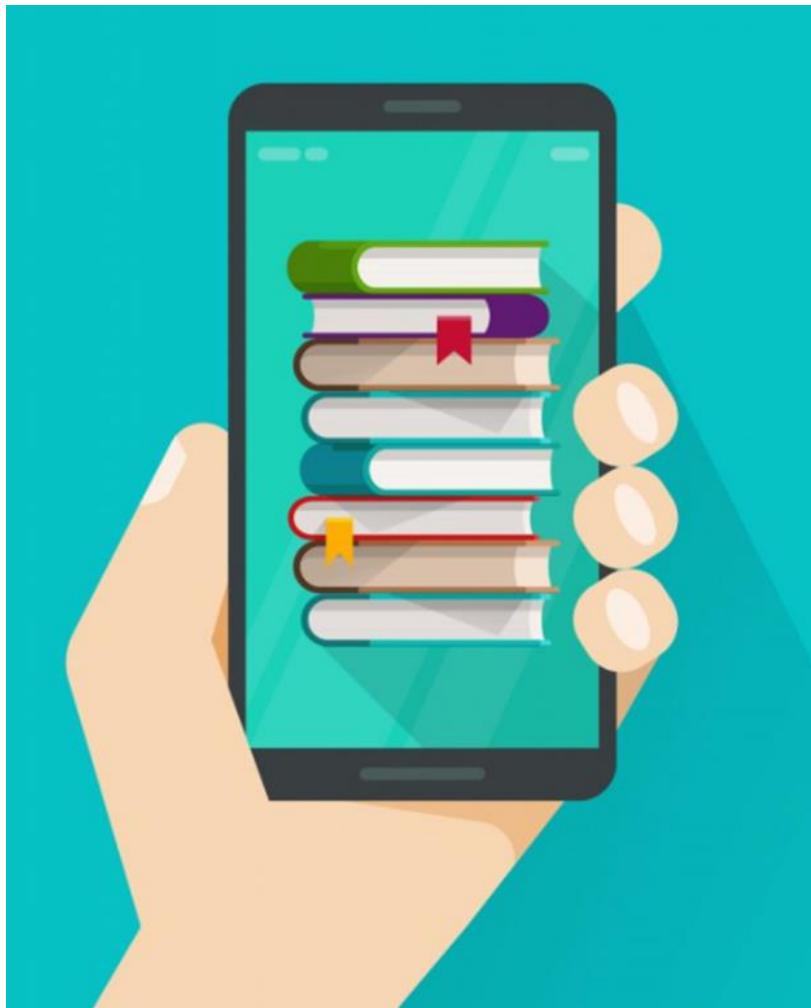


Agile

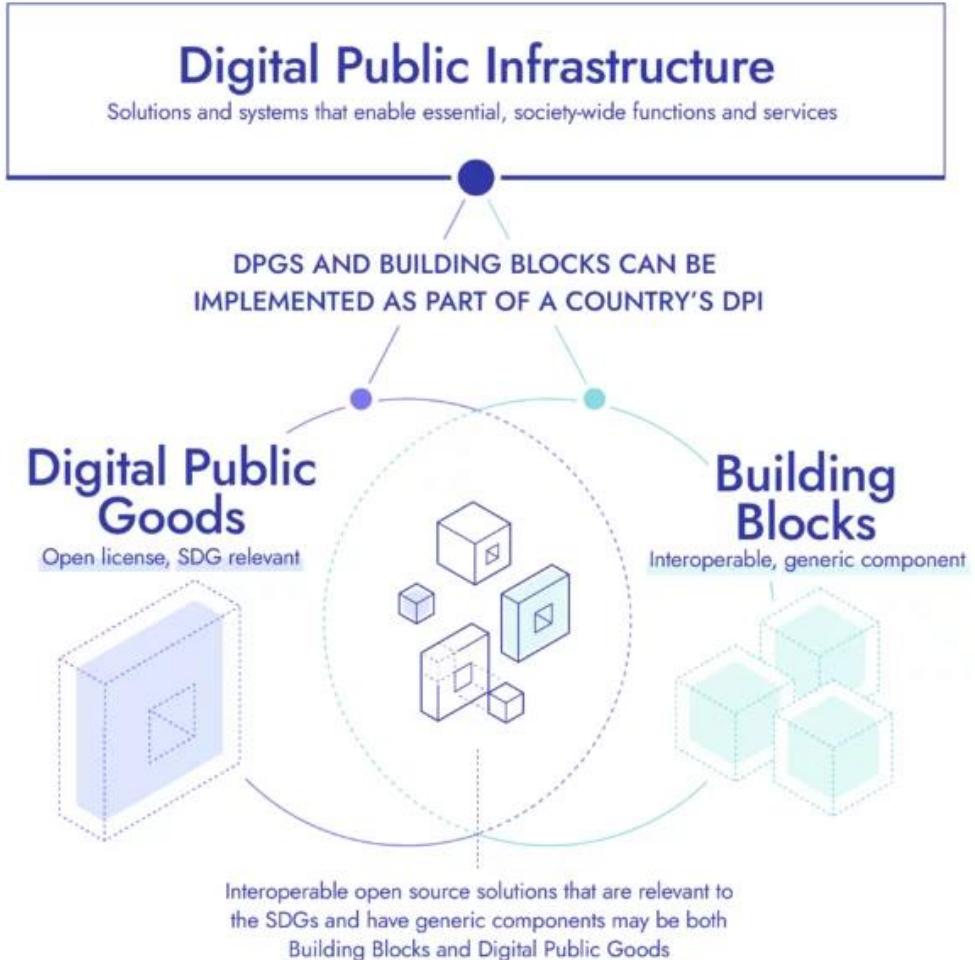




Technology – Building Blocks- Open



Technology – Building Blocks- Open



Towards a Digital Commons

Digital Impact Alliance
Catalog of Digital Solutions

Resources ▾ About ▾ Sign Up or Log In Help ▾ Select Language ▾

Digital Investment Framework ⓘ Launch Recommendations Wizard

SDGs Use Cases Workflows Building Blocks Products Open Data Projects Organizations Playbooks Maps

Map of Projects

Map of Digital Principles Endorsers

Map of Aggregator & Operator

MAP FILTERS

Filter by Sector | ▾

Filter by Tag | ▾

Filter by Product | ▾

Leaflet | © OpenStreetMap contributors

Components in the Commons

Digital Impact Alliance
Catalog of Digital Solutions

Digital Investment Framework 

Resources  About  Sign Up or Log In Help  Select Language 

SDGs Use Cases Workflows **Building Blocks** Products Open Data Projects Organizations Playbooks Maps

Launch Recommendations Wizard

Building Blocks 23 

Switch View  

BETA Analytics and business intelligence 	BETA Artificial intelligence 	BETA Client case management 	BETA Collaboration management 
Workflows 	Workflows   ...	Workflows    ...	Workflows 
Products OpenLMIS	Products Afinidata Bothub Rasa TensorFlow ...	Products CommCare Primero Avni OpenLMIS ...	Products N/A
BETA Consent management 	BETA Content management 	BETA Data collection 	Digital registries 

digital impact alliance

Components in the Cloud

 CLOUD NATIVE Landscape

[Reset Filters](#)

Grouping
N/A

Sort By
N/A

Category
N/A

CNCF Relation
Any

License
Open Source

Organization
Any

Headquarters Location
Any

Example filters:

- Cards by age
- Open source landscape
- Member cards
- Cards by stars
- Cards from China
- Certified K8s/KCSP/KTP
- Cards by MCap/Funding

[Download as CSV](#)



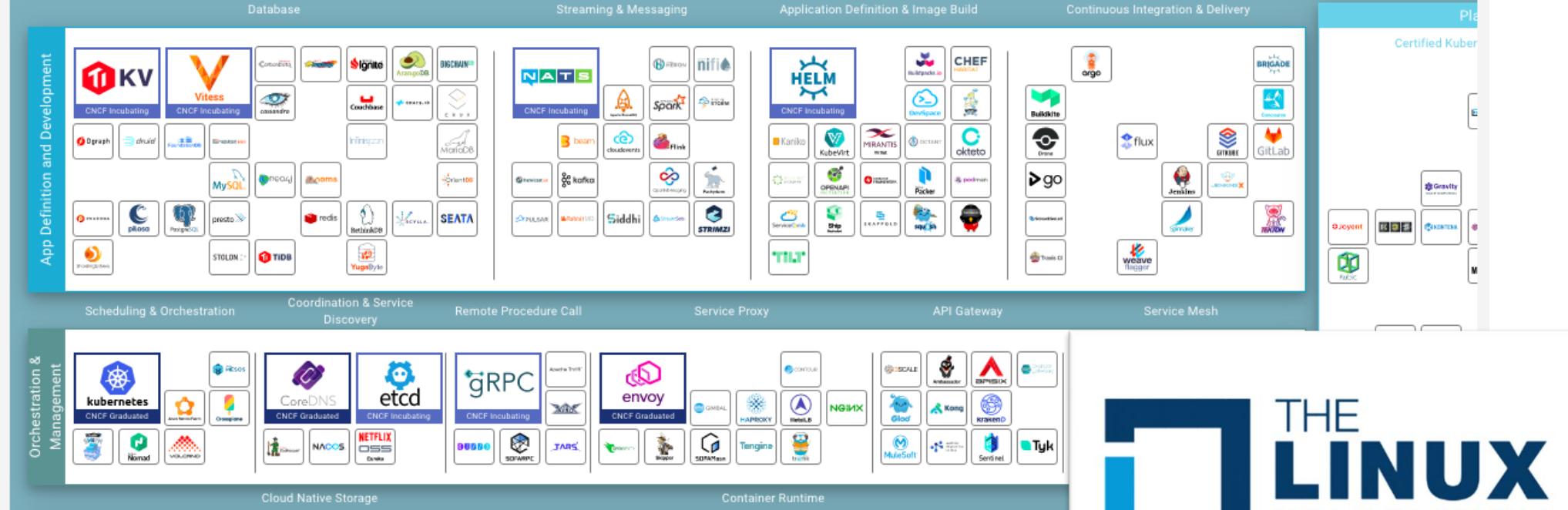
CNCF Cloud Native Interactive Landscape

The Cloud Native Trail Map ([png](#), [pdf](#)) is CNCF's recommended path through the cloud native landscape. The cloud native landscape ([png](#), [pdf](#)), serverless landscape ([png](#), [pdf](#)), and member landscape ([png](#), [pdf](#)) are dynamically generated below. Please [open](#) a pull request to correct any issues. Greyed logos are not open source. Last Updated: 2019-10-03 04:54:42Z

You are viewing 348 cards with a total of 1,807,713 stars, market cap of \$6.7T and funding of \$4.47B.

Landscape Card Mode Serverless Members

[Tweet](#) 805 100%



CLOUD NATIVE COMPUTING FOUNDATION

THE LINUX FOUNDATION

Life Events Service / Once Only Principle



- Design System
- Content Management – gov.ie
- Digital Identity - MyGovID
- Data Collection- eforms
- Case Management – eCase
- Messaging - DigPostBox
- Digital Wallet

Design System

The image shows a screenshot of a design system interface, likely a Storybook or similar component library.

Left Sidebar: A vertical sidebar titled "magenta" with a dark teal header. It contains a navigation tree under "CONTENT". The "Building blocks" section is currently selected and highlighted in light blue. Other items in the tree include "Thumbnail", "Step by step navigation", "Service unavailable pages (gener...)", "Questions page - Complex", "Questions page - Multiple", "Questions page - Single", "Problem with service page", "Page not found page", "Cookies Page", "Confirmation Page", and "/cookies".

Step by step navigation Card: A card titled "Step by step navigation" featuring a green harp icon and the title "STEP BY STEP NAVIGATION". Below the title, it says: "The step-by-step navigation pattern presents an end-to-end journey in logical steps, with links to content that helps users complete each step." A "View in Storybook" button is at the bottom.

Building blocks Card: A card titled "Building blocks" featuring a green harp icon and the title "BUILDING BLOCKS". Below the title, it says: "How to Storybook". It displays a wireframe of a user interface with five circular nodes labeled 1, 2, 3, 4, and 5. Each node has a "Task" label and a status indicator: "NOT STARTED" (grey), "CANNOT START YET" (light blue), "IN PROGRESS" (yellow), and "COMPLETED" (green). Below the wireframe, there is a box labeled "or and". A "Hug x Hug" button is located at the bottom right of this card.

Content Management

The screenshot shows the homepage of the Gov.ie website. At the top, there is a green header bar with the 'gov.ie' logo, a search icon, and a 'Login' button. Below the header, a large teal section features the text 'Search for services or information' and a search bar. To the right of the search bar are several links related to COVID-19, work safety, and Brexit. A central modal window is displayed, prompting users to log in with a MyGovID account. The modal includes a 'Create a MyGovID Account' button and a 'Login with MyGovID' button with an 'id' icon. Below the modal, three main service categories are listed: 'All services', 'Agriculture', and 'Business'.

gov.ie

Departments Consultations Publications Policies Languages ▾

COVID-19 (Coronavirus)
Return to Work Safely Protocol
Leaving Certificate 2020
Download the COVID Tracker app
Brexit. Are you ready?

Search

You can now log in to Gov.ie using a verified MyGovID account
Gaining access to personalised digital services including the Digital Postbox, Online Forms, Digital Credentials, and the MyData Portal.

Create a MyGovID Account

Login with MyGovID id

All services

View all services

Agriculture

Safety information, animal and farm welfare and grants

Business

Tools and guidance for businesses

Digital Identity

The screenshot shows the official website of the Government of Ireland (gov.ie) with a dark green header. The header includes the Irish crest, the text "gov.ie", and navigation links for "Departments", "Consultations", "Publications", and "Policies". It also features a "Languages" dropdown, a search icon, a grid icon, and a "Login" button.

The main content area has a dark teal background. At the top center, it displays "MyGov id". Below this is a white login form. The form contains fields for "Email Address" (containing "mary-murphy-1980@ireland.ie") and "Password" (represented by a series of dots). A blue "Login with MyGovID" button is located below the password field. A note below the button states: "By pressing login I agree to sharing my personal details and contact information with this government body." At the bottom of the form, there are links for "Forgot Password" and "Create Account".

Data Collection

 gov.ie Forms



  Logout

Apply for a European Health Insurance Card

I hereby apply for European Health Insurance Card(s).

I declare that the persons listed are ordinarily resident in the Republic of Ireland.

New Application Renewal

Mandatory fields to complete are indicated with an *

Address of Applicant/Family

Address line 1*

Address line 2

Case Management

 eCase

DASHBOARD HELP

[← Back](#)

Birth Certificate

Birth Certificate MVP project

[Create Case ▾](#)

Open cases 8 All cases Completed cases My cases

Search by Title or Reference ID Q [Export to spreadsheet](#)

RefId	Child's First Name	Child's Last Name	Child's Gender	Child's Date of Birth	Owner	Status
BC 0026-22	Anna	Murphy	Female	04 May 2022	HSE	Open
BC 0024-22	Paula	O'Hanlon	Female	01 Jun 2022	HSE	Open
BC 0022-22	Mary	Dunne	Female	07 Jun 2022	Conall O'Kane	Assigned
BC 0019-22	Mary	Murphy	Female	21 Jun 2022	HSE	Open
BC 0016-22	Eamonn	Sullivan	Male	01 Jan 2018	HSE	Open
BC 0015-22	Eddie	Keane	Male	01 Aug 2019	Conall O'Kane	Certificate generated

Messaging

The screenshot shows the Digital Postbox interface. At the top, there is a dark green header bar with the Digital Postbox logo and a search bar. Below the header, the left sidebar shows the 'Inbox (5)' folder selected, along with 'Deleted messages' and a 'Create new folder' button. The main content area displays an email message. The recipient's name is redacted. The subject of the email is 'Case POC-DDL-0002-22. Digital driver's licence issued'. The sender is 'eCase Management System' and the timestamp is '13 December 2022 11:56:21'. The message body contains the following text:

PostBox request created by Robert Murphy.
Hello John,
Your digital driver's licence has been issued and is attached to this message.
Best regards,
Robert

At the bottom of the message area, there is a cursor icon pointing downwards. In the bottom right corner of the main content area, there is a small 'Attachments:' label followed by a button labeled 'Driving Licence...'.

Inbox (5)

Deleted messages

Create new folder

Move Delete Mark as unread

Case POC-DDL-0002-22. Digital driver's licence issued

eCase Management System
13 December 2022 11:56:21

PostBox request created by Robert Murphy.

Hello John,

Your digital driver's licence has been issued and is attached to this message.

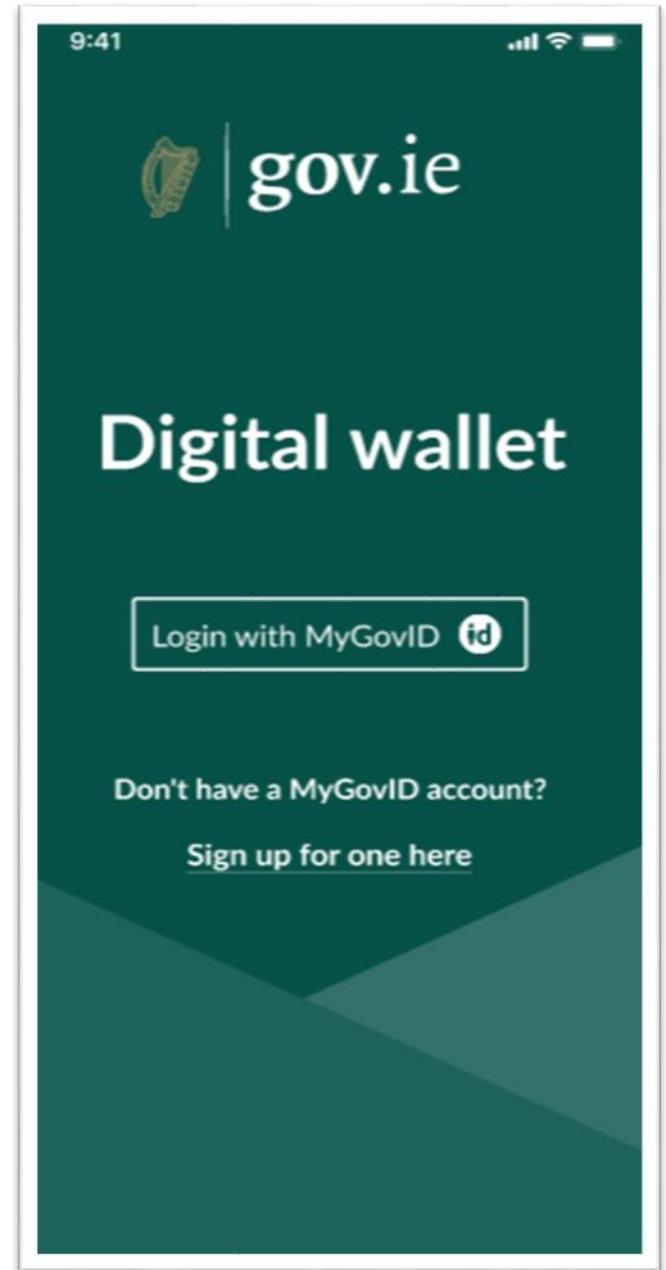
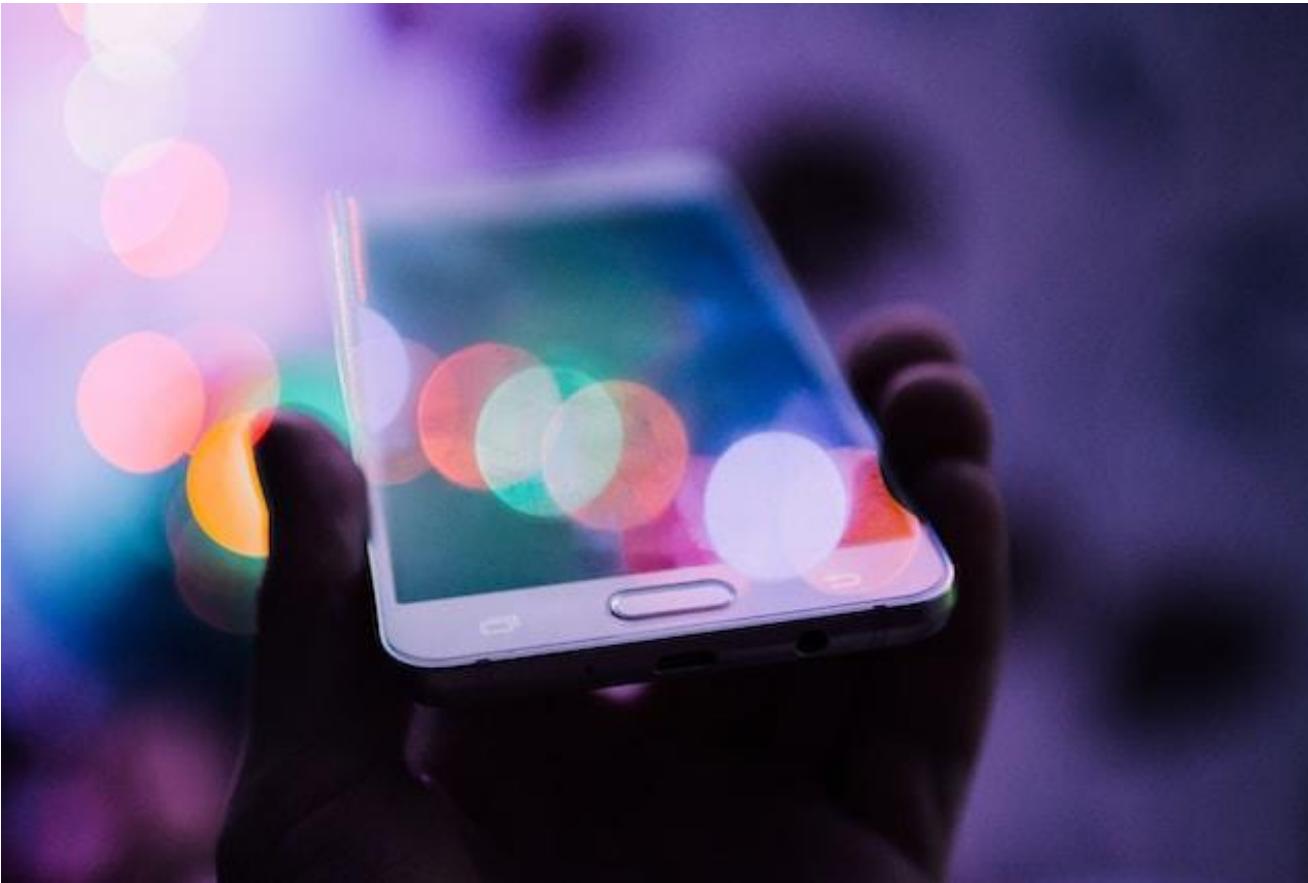
Best regards,

Robert

Attachments:

Driving Licence...

Life Events - Digital Wallet



9:41

gov.ie

Digital wallet

Login with MyGovID 

Don't have a MyGovID account?
[Sign up for one here](#)

gov.ie

Search for services or information

Search 

COVID-19 (Coronavirus)
Return to Work Safely Protocol
Leaving Certificate 2020
Download the COVID Tracker app
Brexit. Are you ready?

All services [View all services](#)

gov.ie

Service

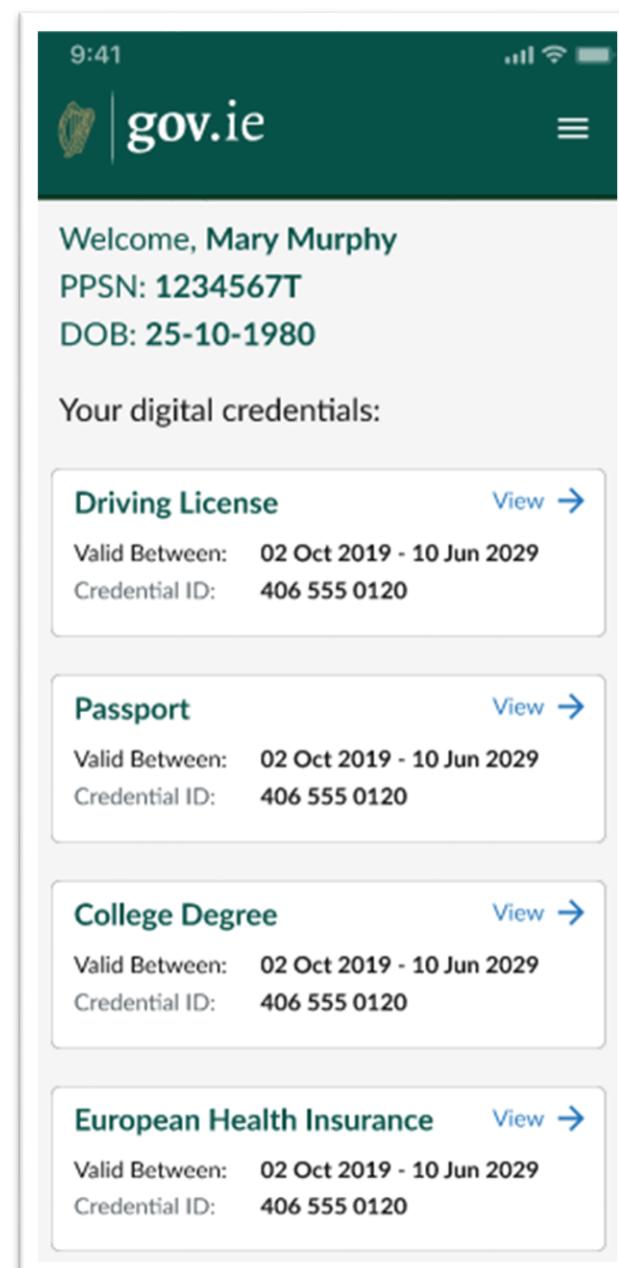
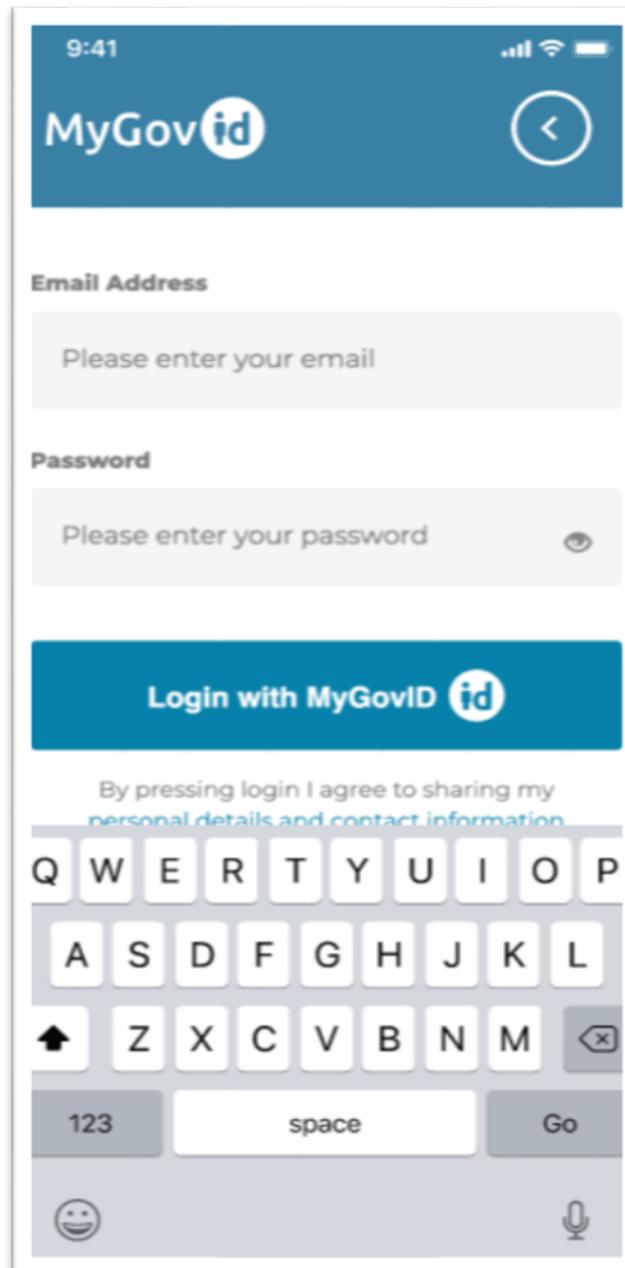
Apply for a digital copy of your Driving License

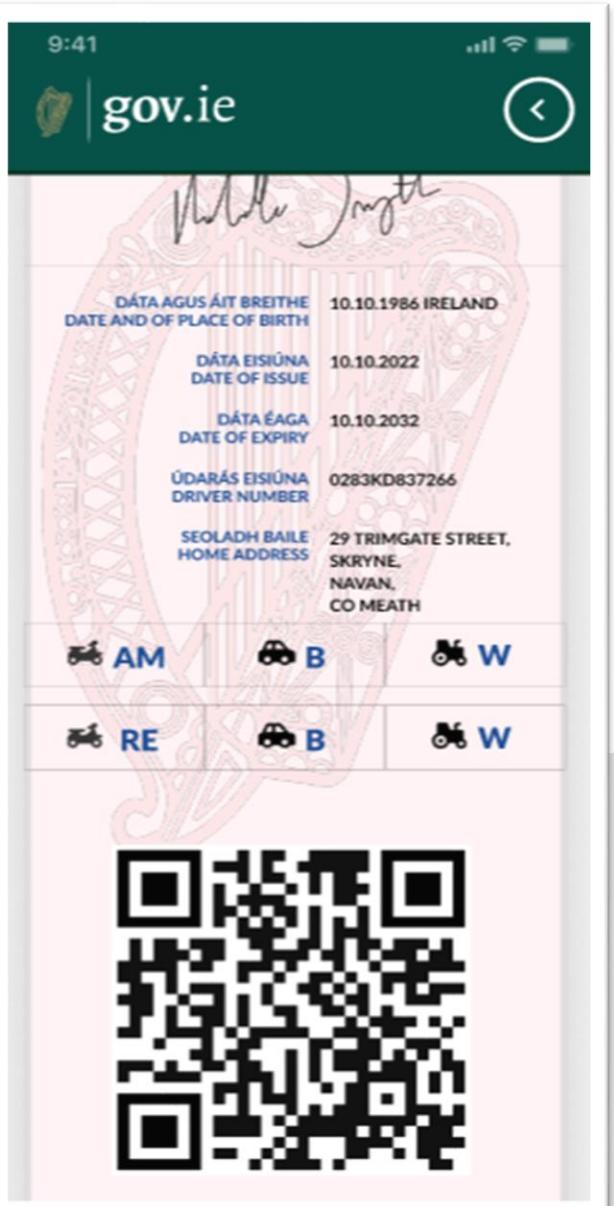
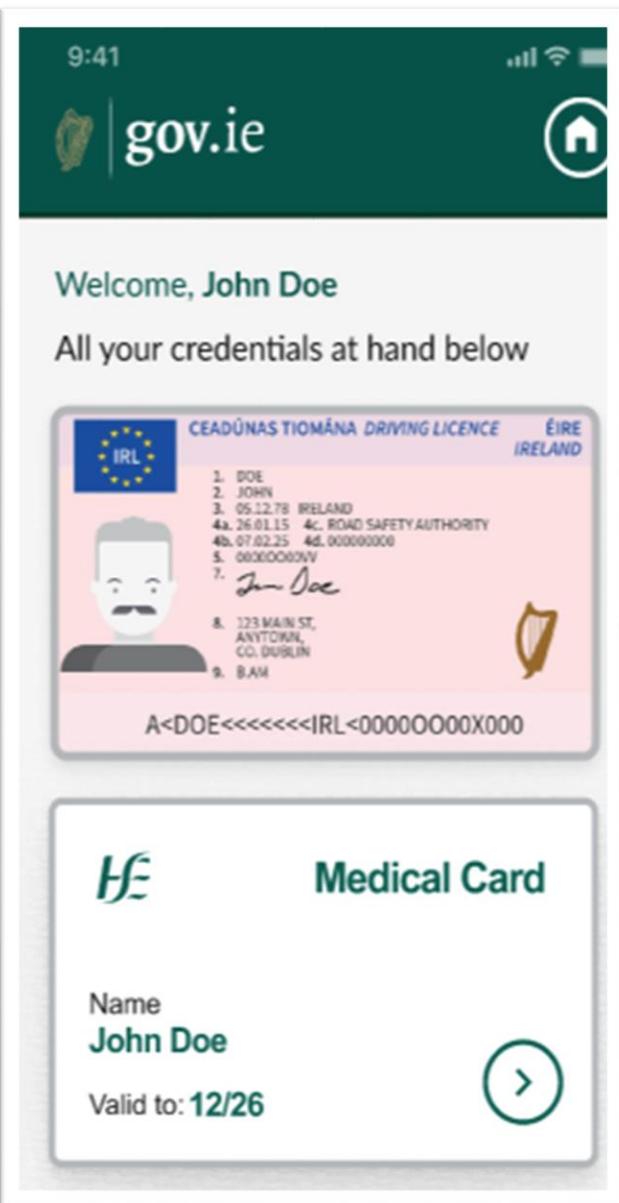
From General Register Office
Published at 22 November 2019
Last updated 4 November 2020

Digital Driving License

You can now get a digital copy of your Driving License, free-of-charge, via the Digital services wallet.

Your Driving License will be instantly processed and delivered to you via the Driving License wallet. You will receive an







Challenge



Opportunity





Thank You

Links to related Prototypes

- Life Events to Digital Wallet - Gov/Public Sector/National Level - Mockup
- <https://www.figma.com/proto/fLBdoyqpbXLCheeikYRNXE/Digital-Wallet---Gov.ie---POC?page-id=249%3A11712&type=design&node-id=296-27100&viewport=8821%2C2497%2C0.25&t=Bc0Vznia2Q7MTsTv-1&scaling=min-zoom&starting-point-node-id=296%3A27100>
-
- Life Events to Digital Wallet - Gov/Public Sector to citizen share to EU/Private Sector - Mockup
- <https://www.figma.com/proto/fLBdoyqpbXLCheeikYRNXE/Digital-Wallet---Gov.ie---POC?page-id=293%3A26847&type=design&node-id=296-26771&viewport=15358%2C4560%2C0.5&t=EBmEDX8XqD17nf9M-1&scaling=min-zoom&starting-point-node-id=293%3A27488&show-proto-sidebar=1>
- Life Events – Digital Wallet Pilot 2023 Nov
- <https://www.figma.com/proto/fLBdoyqpbXLCheeikYRNXE/Digital-Wallet---Gov.ie---POC?type=design&node-id=1712-77989&t=KfJMqE2Hsb8mh4Aw-0&scaling=scale-down&page-id=1063%3A29910&starting-point-node-id=1674%3A73668>