



Ríaltas na hÉireann
Government of Ireland

Towards a Life Events Service

Gov Digital Wallet Update – Feb 2024

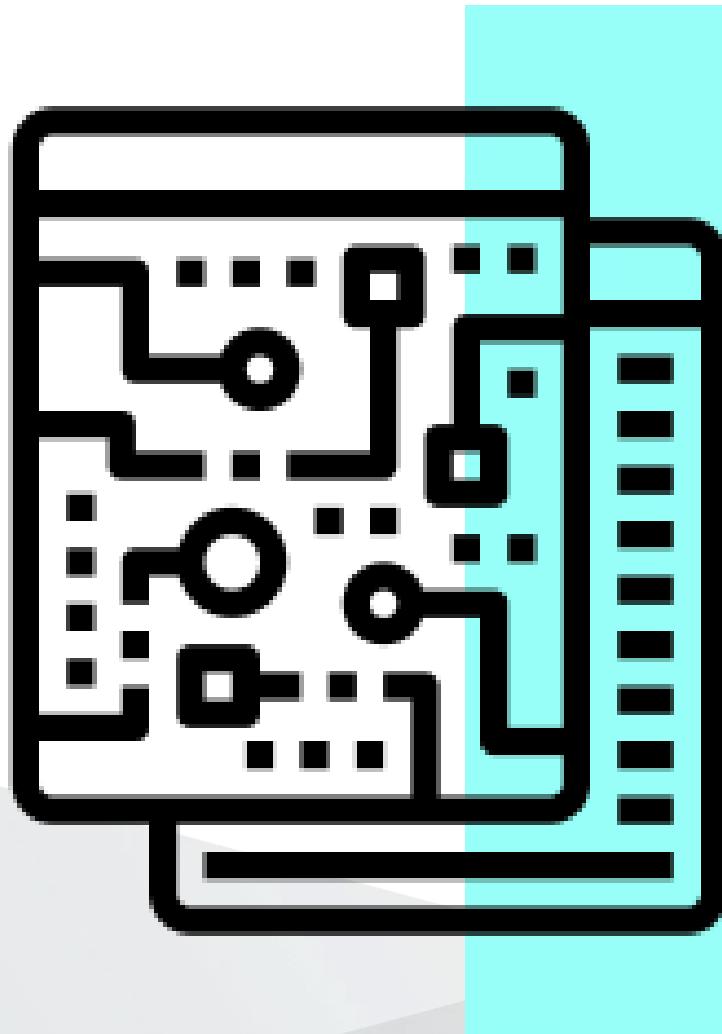
Tony Shannon
Head of Digital Services
Office of Government Chief Information Officer
Department of Public Expenditure, NDP Delivery and Reform



Stories from the Frontline



Digital & Data – at the Frontline



Stories from the Frontline



Joined-up
and safer care



More time to
spend on your care



Information
in one place



Secure and
confidential

www.LeedsCareRecord.org
Twitter: @LeedsCareRecord

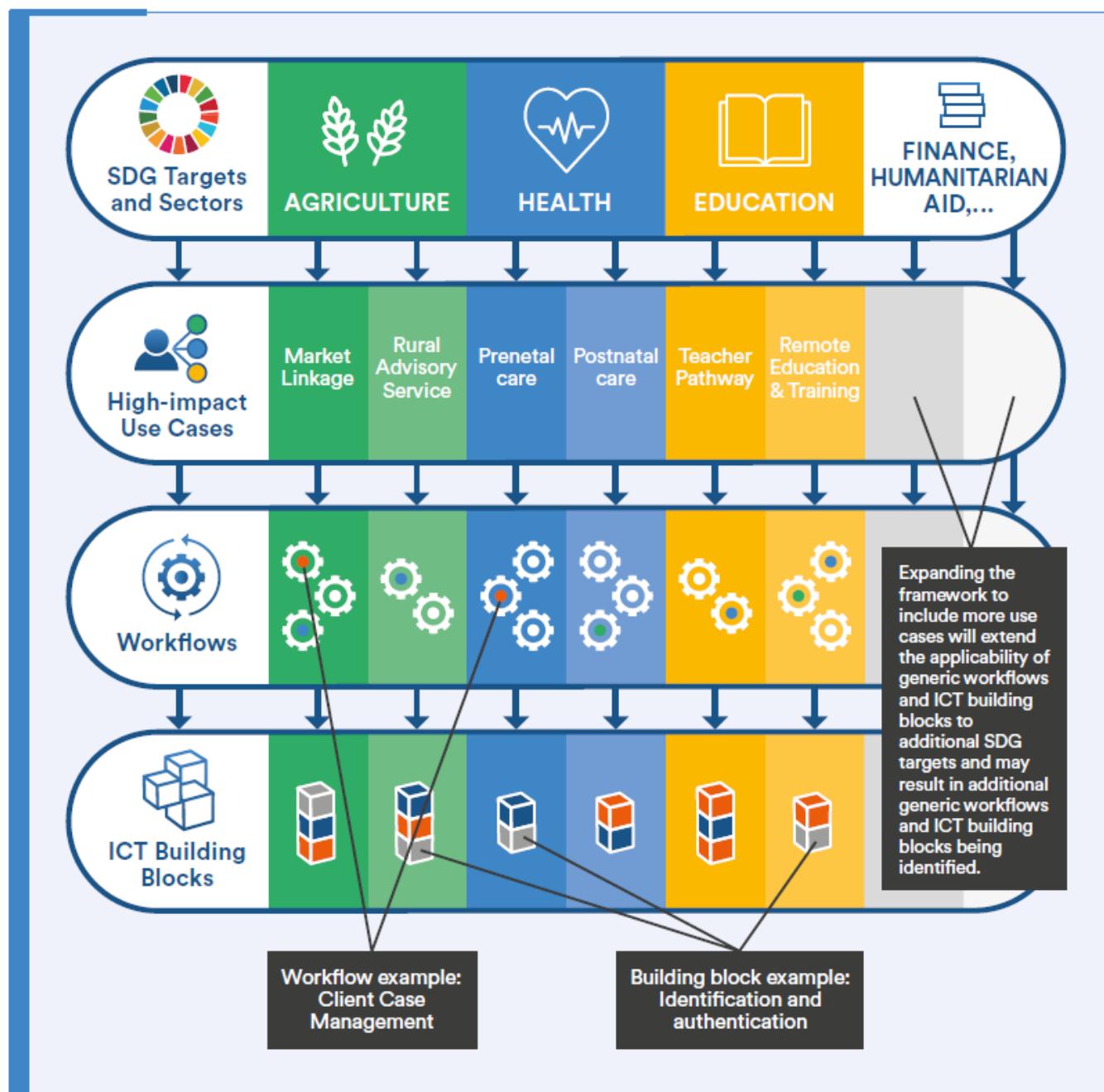


SDG Digital Investment Framework

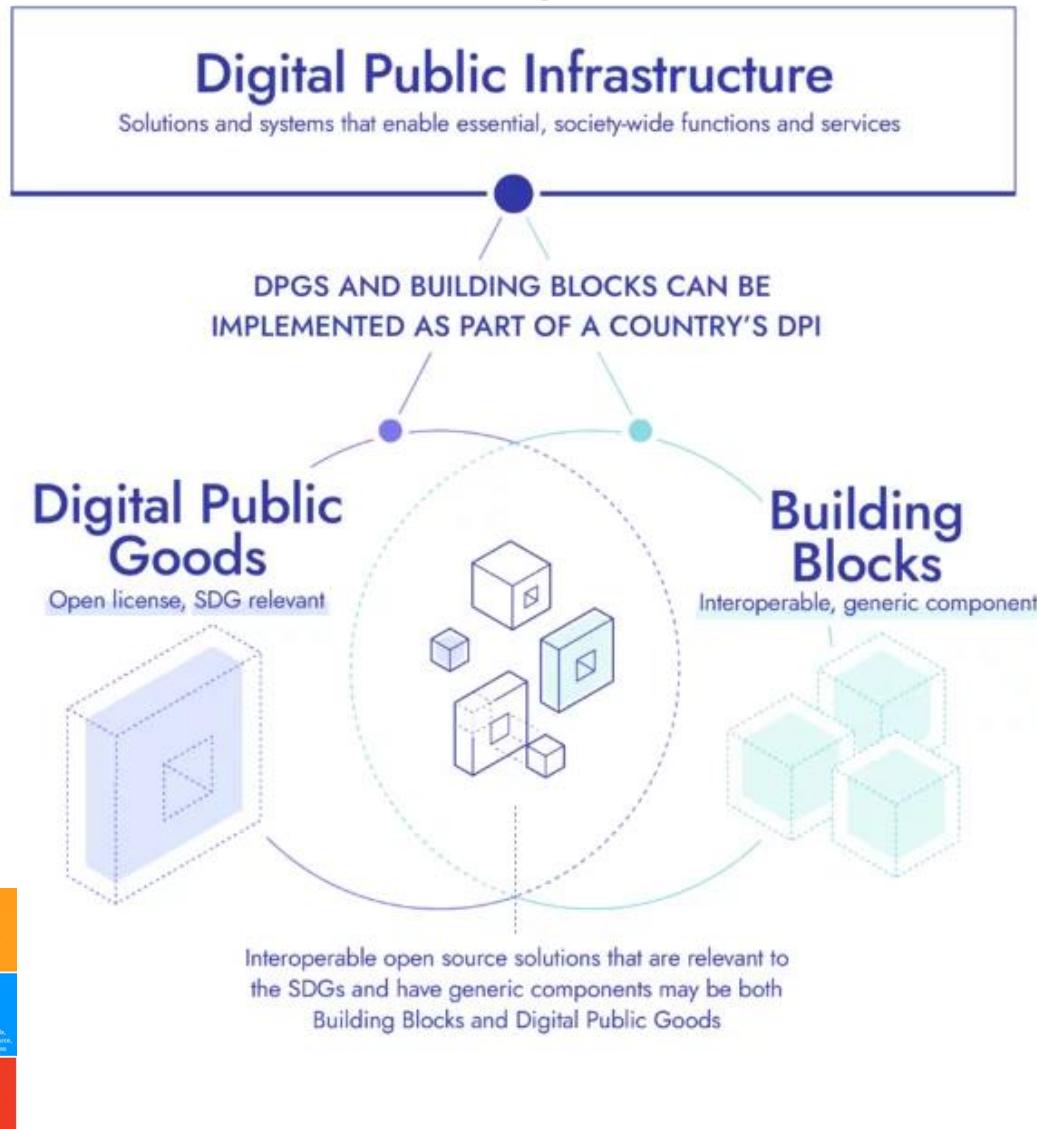
A Whole-of-Government Approach to Investing in Digital Technologies to Achieve the SDGs



FIGURE 2. Example architectural map using the SDG Digital Investment Framework



Towards a Digital/Data Commons







•What?



•Why?





•How?





Better Public Services

A transformation strategy to deliver for the public and build trust



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



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

Build to Share

eDocs



Recent

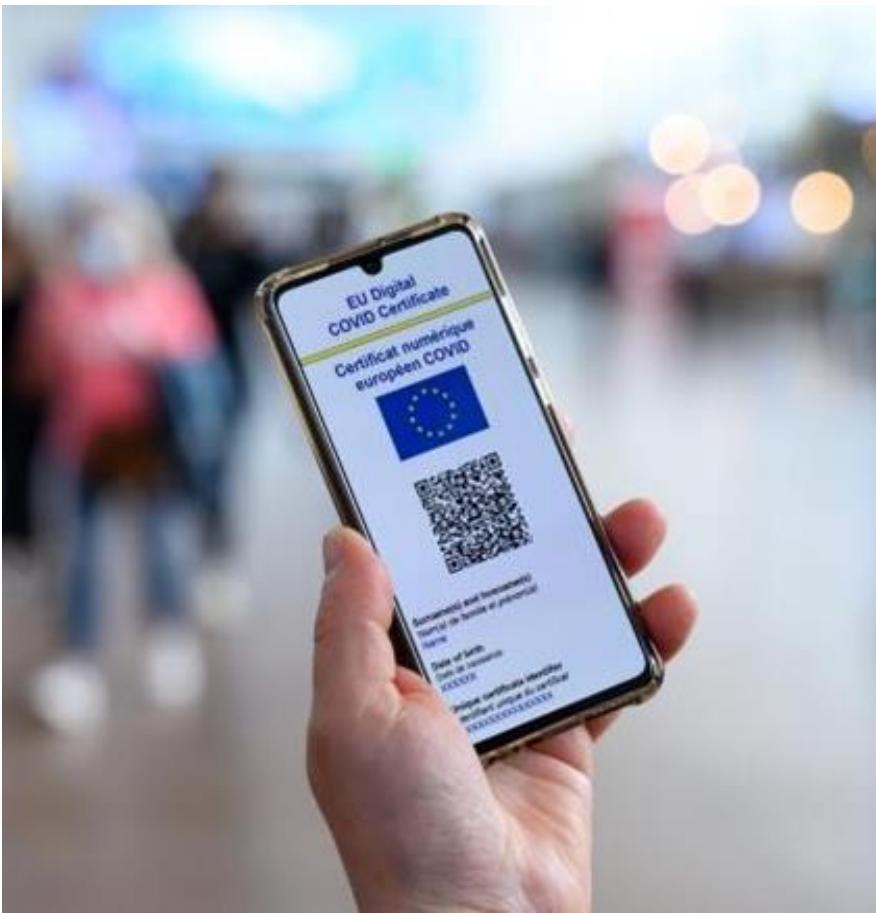
Search... Advanced

Relevant Files

- DPE035-067-2020: API Integration Project
Open eDocs Sub Series
- DPE035-051-2019: PS ICT Strategy - Build To Share - eMedi ...
Open eDocs Sub Series
- DPE035-052-2020: GDS Projects
Open eDocs Sub Series
- DPE035-059-2020: eGov Systems PM
Open eDocs Sub Series
- DPE035-060-2020: Digital Services Admin
Open eDocs Sub Series
- DPE035-066-2020: PM393 - TCD life events 2020 Project
Open eDocs Sub Series

Relevant Documents

- EU Digital Covid Certificate System.pptx
DPE035-005-2019 : Digital Leaders CSMB SubGroup
- Daily Calls Agenda and Report 30-06-2021.docx
DPE035-072-2020 : PM398 COVID-19 Vaccination System
- Digital Maturity - Initial Key Themes.pptx
DPE035-005-2019 : Digital Leaders CSMB SubGroup
- 20210531_SMT Meeting Notes_TS.docx
DPE122-003-2020 : OGICIO SMT Correspondence
- Digital Postbox Certificate Generation.docx
DPE035-013-2018 : Digital Postbox
- 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 Events

Life events refer to significant experiences or changes in an individual's life that can have a profound impact on their circumstances and/or well-being. These events often necessitate interactions with multiple services or agencies

Renting, Buying, Moving House



Having a baby & early childhood



Owning & Driving a Car



Setting up a Business



Finding & losing a job



Moving to Ireland



Marriage/ Divorce



End of life



Life Events

Service Design & Co-Creation



Rialtas na hÉireann
Government of Ireland

Action Plan for Designing Better Public Services

A Roadmap for Embedding Design in the Public Service

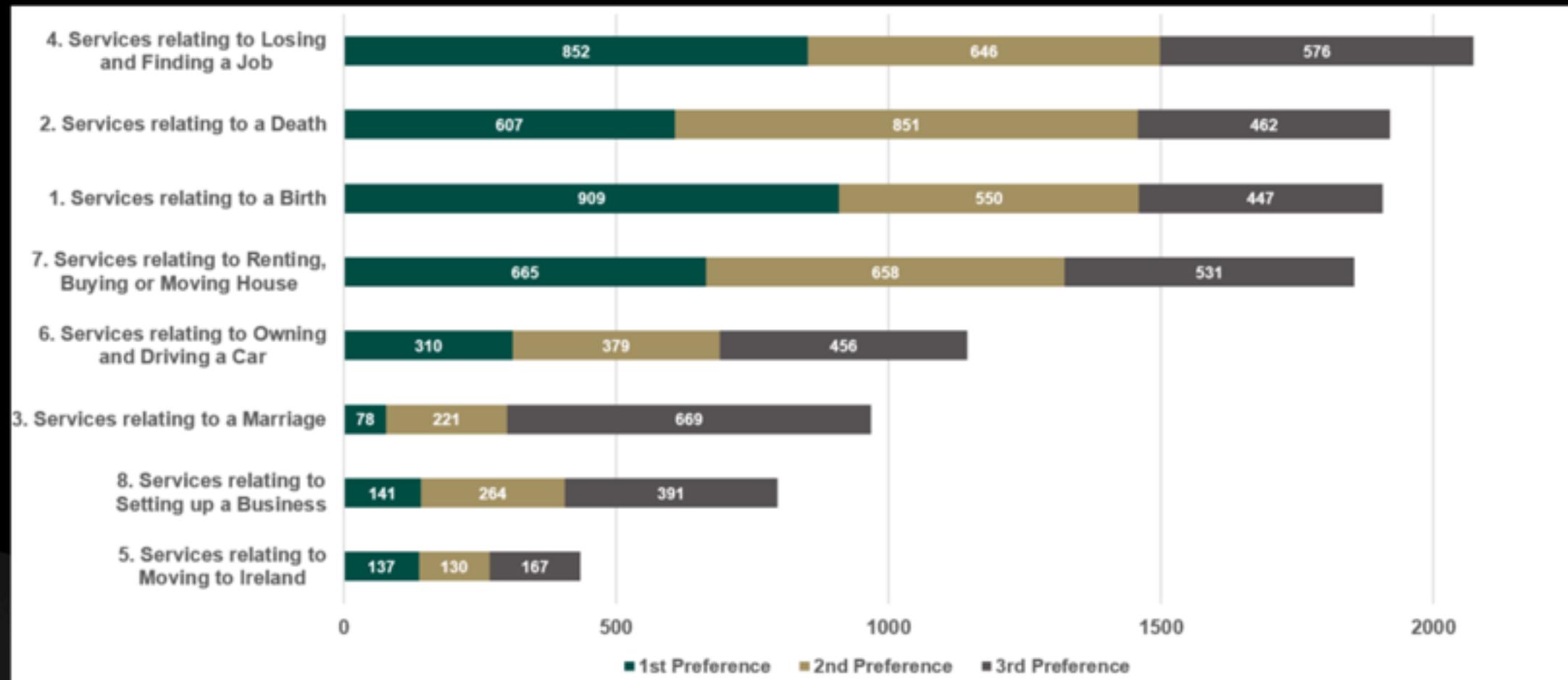
2024 - 2025





Life Events – Public Response

Sorted using 1st to 3rd Preference Totals*



Suomi.fi – information and services for your life events



Joint application process for upper secondary education is now open – see how to apply to study

► Application instructions can be found here



Guide

Summer job seekers are now on the move! Ensure your company operations run during the holiday season

► Instructions for hiring an employee



Do you...
for a sl...
partne...
return...

► Select...
servic...

Suomi.fi services

LifeSG[Home](#)[Services](#)[Guides](#)[LifeSG app](#)[Blog](#)[Download the app](#)

Find government services and information easily

 Search LifeSG

Search



Services

Discover services that make it easier for you to get things done.



Register your child's birth

Includes Baby Bonus and library membership application for those who are eligible.



Report an issue in your neighbourhood

Tell us about public cleanliness or maintenance issues so relevant authorities can resolve them.



Help Neighbour

Refer someone who needs help to social service agencies.



People - User Centred Design



10 Design Principles for Government in Ireland

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 06/
We will challenge assumptions & design with evidence

Principle 02/
We will design to be inclusive

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

Principle 10/
We will work to make things simpler

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

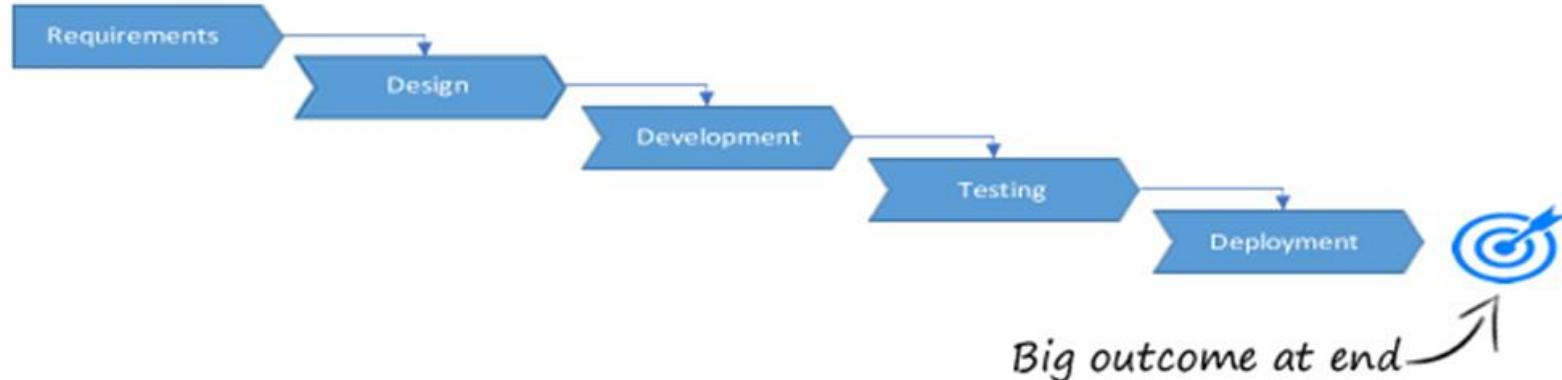
Principle 04/
We will design for trust

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

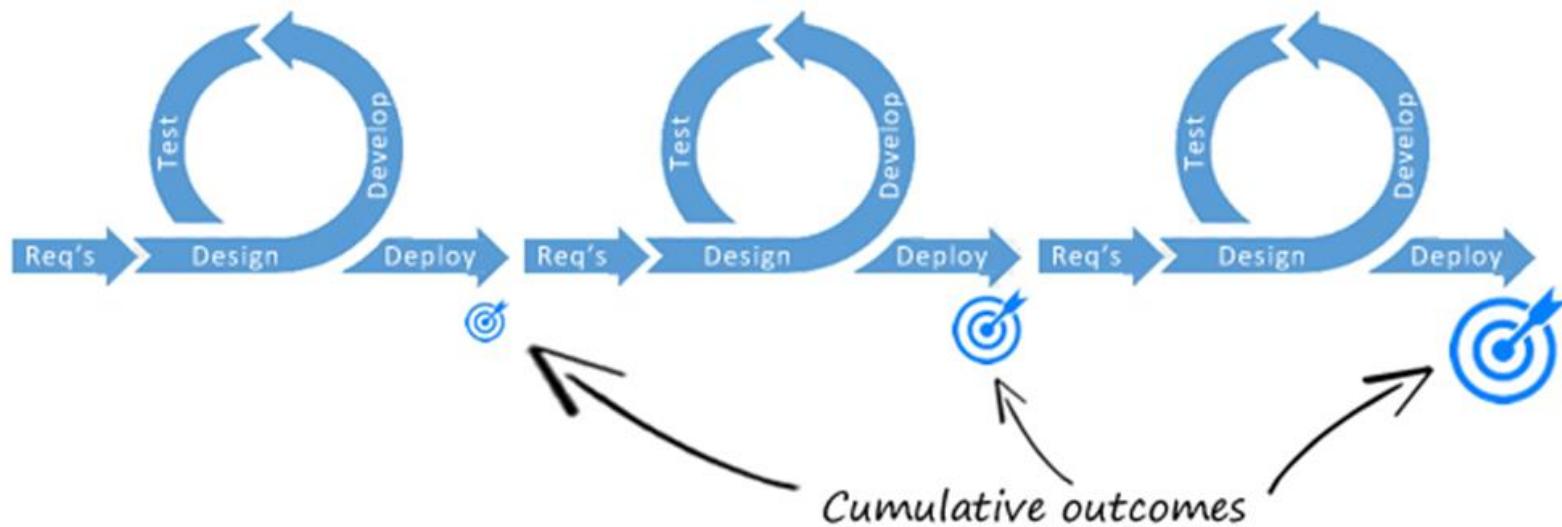


Process- Agile & Iterative

Waterfall



Agile





Technology – Building Blocks- Open



Life Events Service / Once Only Principle



- Digital Identity
- Content Management
- Data Collection- eforms
- Case Management - eCase
- Messaging
- Credential-Wallet
- Information Mediator

Search for services or information

Search gov.ie



Ireland's response to the Russian invasion of Ukraine; Відповідь Ірландії на вторгнення Росії
Реакция Ирландии на вторжение России в Украину

[Find out more about Ireland's response to the invasion of Ukraine.](#) // Дізнайтесь більше про реакцію Ірландії на вторгнення Росії.
// Узнайте больше о реакции Ирландии на вторжение в Украину.

All services

[View all services](#)

Agriculture

Safety information, animal and farm welfare and grants

Business

Tools and guides

Education

Early childhood, primary, post-primary, further and higher education

Employment

Redundancy claims, employment permits, employment rights and obligations

Environment

Energy and climate

Search for services or information

Search gov.ie 18px on 27px



HomePage Left Column

HomePage Right Column

Social welfare essentials >

[Get your Public Services Card \(PSC\)](#)
[Get your Personal Public Service \(PPS\) number](#)
[Find your local Intreo or social welfare office](#)

Children >

[Apply for child benefit](#)
[Apply for back-to-school allowance](#)
[Get a birth cert](#)

Supports for workers >

[Apply for illness benefit](#)
[Apply for a working family payment](#)

Planning for retirement >

[Apply for a state pension](#)
[Annual leave and sick leave](#)
[Climate Action](#)
[Offer a property](#)
[Public health a](#)
[Ireland's respons](#)
[Weather safety](#)
[Budget 2023](#)
[Latest weather warnings](#)
[EU Digital COVID Certificate](#)
[Find your Eircode](#)
[Climate Action Plan](#)



MyGov id

Email Address

Password

Login with MyGovID 

By pressing login I agree to sharing my
[personal details and contact information](#)
with this government body.

[Forgot Password](#)

[Create Account](#)

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*

Enter address line 1

Address line 2

Enter address line 2

[← Back](#)

Birth Certificate

[Create Case ▾](#)

Birth Certificate MVP project

Open cases 8

[All cases](#)[Completed cases](#)[My cases](#)

Search by Title or Reference ID

[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

 Digital Postbox

Search...
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.

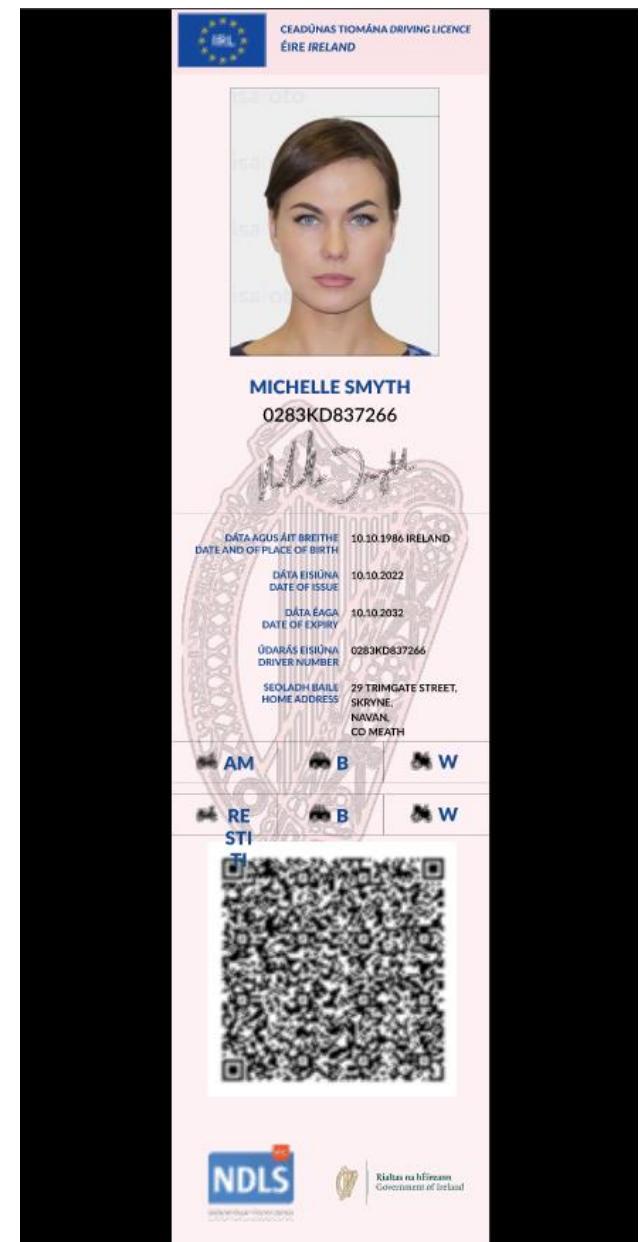
Hello John,

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

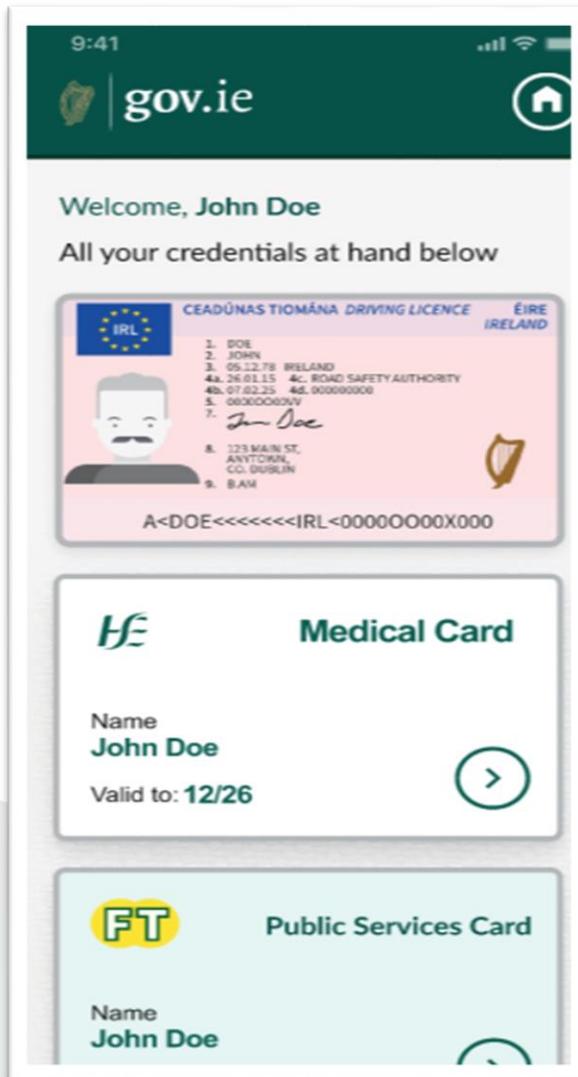
Best regards,

Robert

Attachments:

Digital Wallet- Credentials - Data



Data & Selective Disclosure

 **Valid**

 Driving Licence



Details

First Name(s): Mary
Last Name(s): Murphy
Date of birth: 12 December 1994
Place of birth: Ireland

Driving Licence details

4a: 10-05-12
4b: 09-05-22
4c: RSA
4d: 234567
5: MURPH0523789H65SD 17
8: 55 GERRARD STREET, CORK
9: A, B, BE, C1, C1E, D1, D1E, f, k, k,
l, n, p

 **Valid**



Details

First Name(s): Mary
Last Name(s): Murphy
Date of birth: 12 December 1994
Age: 23
Place of birth: Ireland
Address: 55 GERRARD
STREET, CORK

 **Valid**



 **Is aged at least 18**

Criteria:

Minimum age: 18

Dig Wallet – Data Sharing & Third Parties

- 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-sidebar=1>



Maria Murphy
PPSN: TUV1599432

Driving



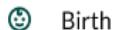
Events

[Renew your driving licence](#)

Expires on 19th March - Apply now



About me



Birth

[Replace a lost or stolen licence](#)

A line of text to support this statement



Health



Driving



Un/Employment



Starting a business



Housing



Death

[Renew a licence if you're 70 or over](#)

A line of text to support this statement

[Driving licence categories](#)

A line of text to support this statement

9:41

Signal strength



Account

Welcome, Maria Murphy

PPSN: 1234567T | DOB: 25-10-1980

Your credentials



myID

VIEW



Drivers licence

Expiry date: 19/3/2024

[Renew](#)

VIEW



Birth certificate

VIEW

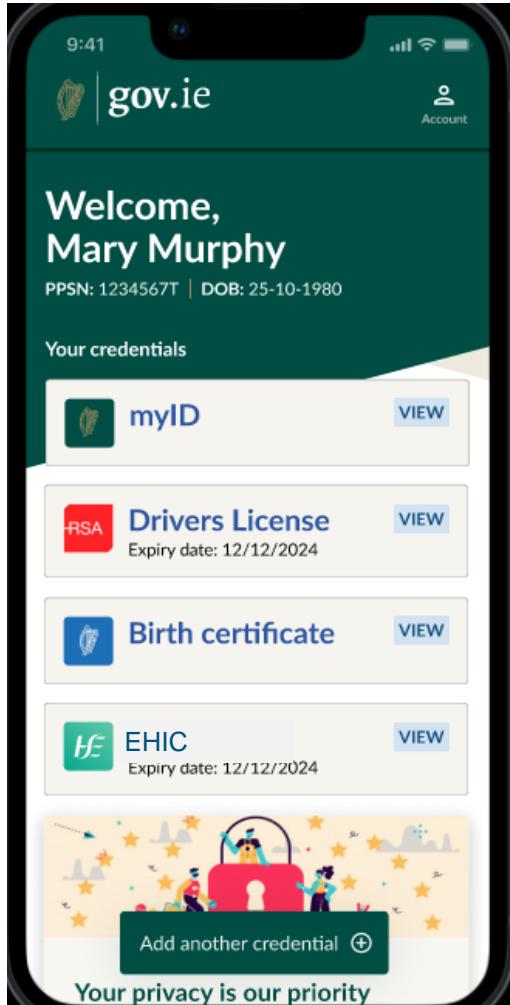
European health
insurance card

Expiry date: 12/12/2024

VIEW



Government Digital Wallet Pilot: Scope



- Launch to approx. 50 volunteers prior to the Christmas break
- Volunteers will log in to a gov.ie app using their MyGovID
- A myID credential will be created and stored in the wallet
- Digital Driving Licence, Birth Cert and EHIC available
- Key credentials can be accessed and stored in this wallet
- Validator app will confirm validity of valid credentials
- This pilot will run for 12-15 weeks
- Pilot will extend to wider public service & public across 2024
- Base functionality will be improved & enhanced thereafter

Challenge?



Opportunity



