



# A new Local Government Digital and ICT Strategy

## Better services for the public, better ways of working for local authorities

We are creating a new Digital and ICT Strategy for local government. This strategy aims to use the power of digital to improve how we do things in local authorities, and to provide services in ways that work better for the public and for local government staff. Led by the Local Government Management Agency (LGMA) ICT Committee, the strategy is being designed in close collaboration with all 31 local authorities.

### What is the strategy all about?

The new strategy is about how digital technology can support local authorities in their work and in the delivery of services to the public. It will also cover how Digital and ICT can improve our public places, through Smart Community initiatives and the roll out of the National Broadband Plan.

Some of the key focus areas for the new Digital and ICT Strategy include:

- Ambitious targets to make local government services available online
- Improving cyber-security
- Encouraging and fostering innovation
- Using data to improve services and better inform decision making
- Supporting more sustainable smart cities, regions, and communities.

The new strategy is an exciting and important step towards modernising and improving local government Digital and ICT services. By prioritising business needs and taking a comprehensive approach, the strategy will aim to achieve significant improvements in efficiency, effectiveness, and service delivery for the benefit of the public and businesses.

The project is being overseen by a project board made up of representatives from the local government sector. A project manager is in place to drive the project, along with consultants, 4OC.

If you would like to find out more about the opportunities Digital and ICT present for local government, [take a look at our video.](#)

## What has been done so far?

### Digital Capability Survey

To plan for the future, we need to know where we are today. So, to support the development of the Digital and ICT Strategy, the project team carried out a Digital Capability Survey of local government employees at all levels. The survey was sent to all employees who use digital technology in their day-to-day roles and received **more than 5,000 responses**, representing all 31 local authorities and the LGMA.

Overall, the feedback on staff confidence in the current and future use of digital technologies was positive, which is a great starting point. We also received important insight into some of the challenges that staff experience. The need for regular digital skills training and training resources to support all aspects of digital work within local authorities is clear. We can also see that improved, and better integrated, software applications are required to enable more efficient service delivery.

*Thanks to all who completed the survey – your response will help inform the Digital and ICT strategy.*

### Digital Maturity Assessment

We recently spent four weeks conducting Digital Maturity Assessment (DMA) interviews with Heads of Information Systems and Digital Officers. We also asked Directors of Service and Broadband Officers to complete a self-assessment questionnaire.

These assessments will give us insight into how Digital and ICT services are delivered across the country and the priorities of each local authority. The areas assessed included Strategy; Digital & ICT Operating Model; The Citizen's Voice; People and Culture; Smart Communities; Technology & Applications; and Data Management.

We are currently analysing the responses and will share outputs and findings when complete.

## What's next?

The next stage is to start to create the strategy and the strategy implementation plan. We will do this by engaging with key groups to gain further insight into digital opportunities and challenges.

Our aim is to engage the right people at the right time and with the right methods, through both face-to-face and virtual sessions.

To do this, we will organise workshops, focus groups, surveys, interviews and we will also work with existing forums. In particular, we will be running a number of people-centred design workshops where we will aim to develop ideas for the strategy based on the needs and expectations of the people who use those services and the people who deliver those services.

Over the next few weeks, we will be reaching out with dates of planned activities and would love for you to be part of the engagement to inform the strategy design.

## Contact us

If you would like to find out more about the Digital and ICT Strategy Project, you can contact:  
Dominic Byrne, Project Manager at [digitalstrategy@lgma.ie](mailto:digitalstrategy@lgma.ie)