

Local Government Service Catalogue

Update No. 6-June 2021

All that local authorities do
- in one Catalogue



Welcome to update No. 6 from the LGMA Service Catalogue Project Team

We are delighted to report that the team is moving towards the final stage of the project. Your continued engagement and support will help us to get the Service Catalogue website live in July 2021. We are working with Roscommon, Tipperary, Clare and Meath on a pilot phase to fine tune the integration between local authorities and the Service Catalogue website. **Thanks to all staff in Roscommon, Tipperary, Clare and Meath for participating in the pilot.**

1,100 services have been catalogued and will be included in the website. Public users of the website will be facilitated with search functionality based on topics, sub-topics, types and by local authority. Local authorities will have additional functionality to select services provided locally, to provide a link to their website, to download a list of services and to integrate the catalogue with external third party systems.

Summary of Services





Progress Update Phase 1

Following the conclusion of practitioner engagement sessions, the project team engaged with the National Adult Literacy Agency (NALA) to apply plain English to the layout and language of the service catalogue content. This task is complete and the full list of 1,100 public facing local government services is available at <https://www.lgma.ie/en/what-we-do/current-projects/servicecatalogue/>.

The translation of the service catalogue content to Irish is complete and it is intended to have the website fully available in Irish and English from 'go live'.

Progress Update Phase 2

The team has completed testing on the service catalogue website. The pilot phase has commenced with 4 local authorities and is expected to be complete by the end of June. The pilot will focus on streamlining local authority engagement with the website and it will inform a guidance document for the sector on the required tasks to optimise engagement.

Next Steps — You can start now and complete by 25th June.

1. The project team have provided an excel list of services with an additional column to populate with Yes/No to reflect locally delivered services. **Your Single Point of Contact will be engaging with all departments to identify the correct services for your local authority.** By default all 1,100 services are selected as provided on the website and it will be essential for each local authority to deselect services in the website that are not provided locally based on the Yes/No information you compile now.
2. Decide and record at least 1 URL (Uniform Resource Locator) to enable public users navigate from the service catalogue website to your local authority website. Up to 18 URLs can be supported but each local authority can decide what is appropriate and manageable locally to link to topics within the website. **Your Single Point of Contact will be engaging with you to decide on the appropriate URLs for your local authority.**

At the start of July (subject to a successful pilot phase) local authorities will be scheduled to engage with the Service Catalogue website and will be required to update the website with the information gathered for tasks 1 and 2 above. **Please support your Single Point of Contact to compile the information for both tasks by the deadline of 25th June.**



Engagement

Progress on this project is only possible with your help. We engage regularly with the Single Point of Contact Group which has at least one member from each local authority. We also provide regular updates for the CCMA Committees, Sub-Committees and our Programme Board. See our engagement summary here:

14

Practitioner sessions with **510 attendees**

15

Service Catalogue Programme Board Meetings

4

Single Point of Contact Sessions with **34 attendees each**

3

One-off presentations to CCMA/SOLACE, Housing Directors Forum, NOAC Customer Services Workshop

6

Committees updated regularly: LGMA Board, CCMA, PSROG, ICT Committee, Corporate Committee, Heads of Information Systems

Find out more

If you would like some more information about the Service Catalogue Project, visit the Igma website at [Service Catalogue - LGMA](#) or email the project team at servicecatalogue@lgma.ie