



All that local authorities do - in one Catalogue

Welcome to our last update for 2019 from the LGMA Service Catalogue Project Team. A lot has happened over the past year...

The first phase of our project is completing the Local Government Service Catalogue by functional area in Excel format. So far, we have catalogued **650** public-facing services across **Housing, Environment, Planning, Roads and Transportation, Economic Development, Tourism Development and Local Enterprise**. You can find draft catalogues on the LGMA website at www.lgma.ie/en/servicecatalogue.

Number of
services in
each area



Planning, Building Control,
Architectural Conservation
103 Services



Economic & Tourism
Development, Local Enterprise
55 Services



Roads and Transport
108 Services



Housing
85 Services



Environment, Veterinary,
Cemeteries
159 Services

Engagement



Progress on this project is only possible with your help. We engage regularly with a Single Point of Contact Group which has at least one member from each local authority. Each time we catalogue a functional area, we engage directly with the relevant practitioners. We provide regular updates for the CCMA Committees, Sub-Committees and our Programme Board.

10

Practitioner
sessions with
400 attendees

3

Single Point of
Contact Sessions with
34 attendees each

8

Programme
Board
Meetings

6

Committees continually updated - LGMA Board,
CCMA, Public Service Reform Oversight Group
(PSROG), ICT Committee, Corporate Committee,
Heads of Information Systems.

3

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

What next?

ICT solution

While the cataloguing continues, we have started phase two of the project which is the development of an ICT solution to support the Local Government Service Catalogue.

We will ensure that the solution will be user-friendly, searchable and functional for customers and available to each local authority to download and use locally. Work on that is ongoing.

The next cataloguing steps

Next, we will finalise the catalogue of approximately 130 services for Parks, Open Spaces, Public Realm and Community service.

Then, we will commence work on Libraries, Arts and Culture and the other outstanding functional areas yet to be catalogued, outline below.

Functional Area	Number of Services (Estimated)
Libraries, Arts and Culture	160
Heritage and Conservation	30
Human Resources	10
Corporate Services	40
Finance	30
Communications	20
ICT/Digital Services	30
Fire and Emergency Services	30
Water Services	30
Miscellaneous	20

Find out more

If you are interested in finding out more about how we are approaching the Service Catalogue Project and how we are cataloguing services, you can read our Service Catalogue Guide at www.lgma.ie/en/servicecatalogue.

Get in touch

If you have any comments, please get in touch via servicecatalogue@lgma.ie.

Wishing you all a very Happy Christmas

