

All that local authorities do - in one Catalogue



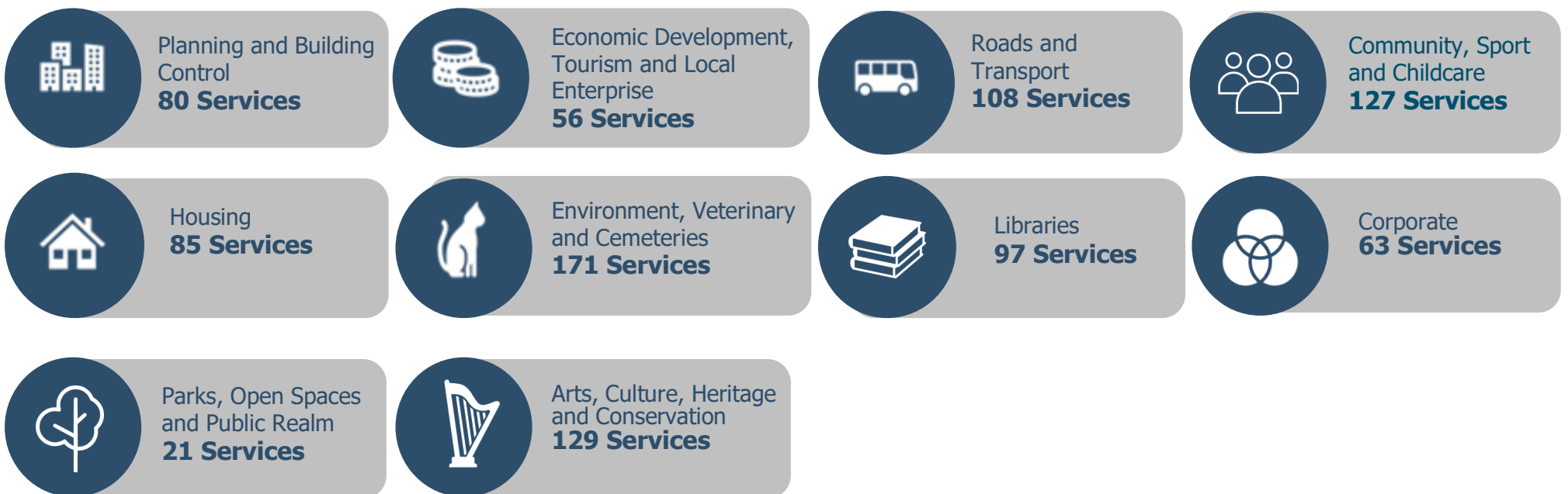
Welcome to update No. 5 from the LGMA Service Catalogue Project Team

We are delighted to report that the team has made good progress on the Service Catalogue Project since our last update.

In Phase 1 of the project, the team with the help of subject matter experts in the sector, have identified and catalogued 192 services for Arts, Culture, Heritage, Conservation and Corporate Services.

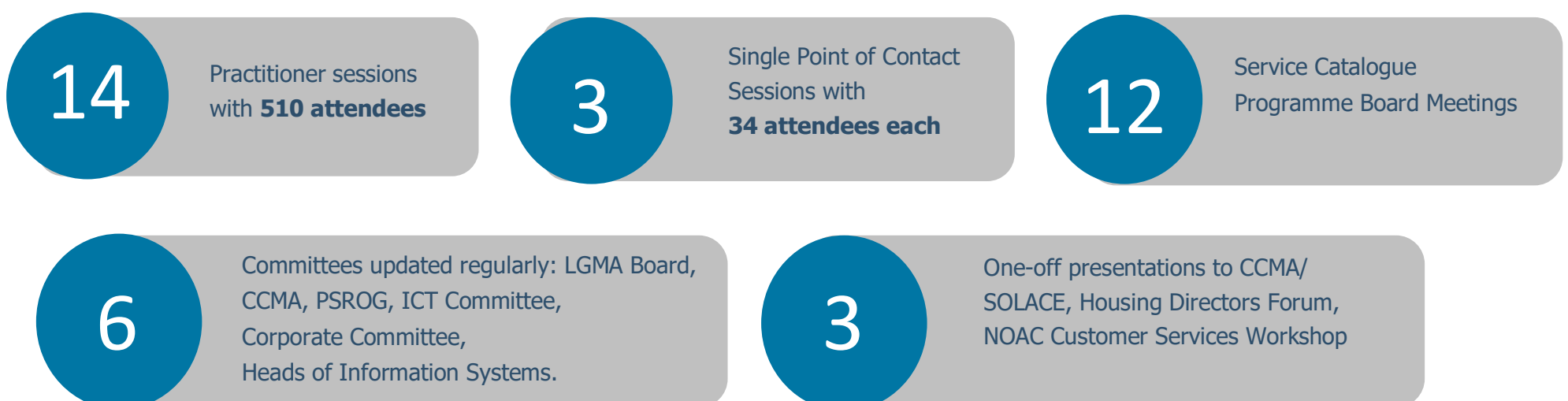
All of our sectoral engagement sessions and meetings have moved online to comply with Public Health Guidelines. See our full range of services published to date at www.lgma.ie/en/what-we-do/current-projects/servicecatalogue/.

Summary of Services Catalogued to date



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. Each time we catalogue a functional area, we engage directly with the relevant subject matter experts across the sector. During 2020, our engagement sessions moved successfully online and this allowed us to continue our valuable work with the sector. We also provide regular updates for the CCMA Committees, Sub-Committees and our Programme Board. See our engagement summary here:





Local Government Service Catalogue

Update No. 5-December 2020

Technology Solution

In Phase 2 of the project, a tender competition for a technology solution to support the catalogue was published in October. The tender evaluation is complete and the team hope to appoint the contractor in January 2021.

Plain English Review

The Project Team is engaging with the National Adult Literacy Agency (NALA) to carry out a plain English review of the language used in the service catalogue. We need to be sure that the language used in the catalogue complies with the Customer Communications Toolkit for the Public Service (Department of Public Expenditure and Reform and National Disability Authority) so that the catalogue is clear, consistent and accessible for all users.

What's Next?

Remaining Services for The Catalogue

We have over 90% of all services catalogued and we will continue to engage remotely by email and by Microsoft Teams with the Single Point of Contact Group and subject matter experts in the sector to catalogue the remaining services.

Functional Area	Number of Services (Estimated)
Human Resources	10
Finance	30
ICT/Digital Services	20
Fire and Emergency Services	36
Water Services	35
Miscellaneous	20

Find out more

If you are interested in finding out more about how we are approaching the Service Catalogue Project, you can read our Service Catalogue Guide at www.lgma.ie/en/what-we-do/current-projects/servicecatalogue/.

Get in touch

If you have any comments, please get in touch by email to servicecatalogue@lgma.ie.

Wishing you a very happy and safe Christmas

