



# All that local authorities do - in one Catalogue

## Welcome to update No. 4 from the LGMA Service Catalogue Project Team.

We are delighted to report that the team has made good progress on the Service Catalogue Project during the Covid –19 crisis. Phase 1 of our project is completing the Local Government Service Catalogue by functional area in Excel format. To date we have **767** public-facing services catalogued across **Housing, Environment, Veterinary, Planning, Building Control, Roads and Transportation, Economic Development, Tourism Development and Local Enterprise, Parks Open Spaces and Public Realm, Community, Sport and Childcare and Libraries**. You can find draft catalogues on the LGMA website at <https://www.lgma.ie/en/servicecatalogue/>

### Summary of Services Catalogued to date



Planning, Building Control, Architectural Conservation  
**100 Services**



Economic & Tourism Development, Local Enterprise  
**56 Services**



Roads and Transport  
**108 Services**



Housing  
**85 Services**



Environment, Veterinary, Cemeteries  
**174 Services**



Parks, Open Spaces and Public Realm  
**21 Services**



Community, Sport and Childcare  
**126 Services**



Libraries  
**97 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 also provide regular updates for the CCMA Committees, Sub-Committees and our Programme Board. See our engagement summary here:

**11**

Practitioner sessions with  
**440 attendees**

**3**

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

**10**

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



### Adoption Pilot Project

The Project Team carried out a successful pilot project with Clare County Council to adopt and integrate services from the Local Government Service Catalogue. The team worked with the Business Review and Housing Departments to adopt 76 housing services from the national catalogue and integrate them locally with the council's website and customer relationship management system. The team would like to thank everyone involved in the pilot!

### Local Government Business Continuity Planning Group

The Project Team worked with the Local Government Business Continuity Planning Group during the initial stages of the COVID-19 pandemic. The group was set up to help the sector with business continuity planning during the crisis and used the service catalogue to identify essential services for the initial and subsequent lockdown phases. The catalogue proved to be a useful resource for carrying out this analysis and has received very positive feedback from the sector and central government.

## What's Next?

### Technological Solution

While the cataloguing continues, we have also started Phase 2 of the project. We are working on the development of an ICT solution to support the Local Government Service Catalogue. This work is supported by the Architecture and Standards Group and our aim is to develop a solution that will be user-friendly, searchable and functional for customers and available to each local authority to download and use locally.

### Remaining Services for Cataloguing

We have over 75% of all services catalogued and we have revised our engagement process for the remaining services to comply with public health guidance. We will engage remotely via email and/or MS Teams with the Single Point of Contact Group and Practitioners to catalogue remaining services. See details of our services to be catalogued:

Functional Area	Number of Services (Estimated)
Human Resources	10
Corporate Services	40
Finance	30
ICT/Digital Services	10
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](http://www.lgma.ie/en/servicecatalogue).

### Get in touch

If you have any comments, please get in touch via [servicecatalogue@lgma.ie](mailto:servicecatalogue@lgma.ie).