

Public Service Agreement 2010-2014 (Croke Park Agreement)

Integrated Action Plan for the Department of Data Protection Commissioner and its agencies

1. Better human resource management

To include, for example, actions around the reduction of staff numbers; the redeployment of staff to areas of greatest need; the restructuring/reconfiguration of service delivery; changes to work practices; revisions in attendance arrangements; absence management; performance management etc.

Terms of the Public Service Agreement 2010 – 2014	Action/commitment	Target Date for Implementation
4.4	Continue to publish all information documents in electronic format only	Immediate and ongoing
4.14	Implement coordinated inspection opportunities with consumer- focused regulators	Next coordinated inspection in first half 2012
4.15	Participate in all available shared services	Ongoing

Terms of the Public Service Agreement 2010 – 2014	Action/commitment	Target Date for Implementation
4.16	Encourage take-up of electronic payments options for registration, with movement to totally electronic registration and re-registering process	End 2012
4.3	Ongoing re-tasking of staff to ensure resources deployed in areas of greatest need	Ongoing

2. Better Business Processes

To include, for example actions to increase efficiency and productivity; rationalise core structures, business processes, accommodation requirements etc; establish shared service approaches, establish cross-functional teams/ new work structures, optimise the potential of new technology to streamline operations and generate efficiencies etc.

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan
4.15	Strategic partnerships with universities etc to assist Office with performance of functions on a minimal cost basis	Ongoing

3. Delivering for the Citizen

To include, for example, actions to enhance service delivery to the public, including changes to the technology used, more online services, service integration, efforts to reduce information burdens on citizens through better data management/sharing of data, including around identity etc

Terms of the Public Service Agreement 2010 - 2014	Action/commitment	Target Date as per Current Action Plan

Guidance Notes

1. Existing Croke Park Action Plans should be revised to produce a single integrated Action Plan which should encompass the actions to be taken forward by the Department as well as those key actions being proposed by each of those agencies under its remit.
2. It is critical for the process that all of the Department's agencies are seen to be fully reflected in their integrated plan.
3. Departments are asked to confirm to the Secretariat that Action Plans have been received from all of their agencies in their cover letter / e-mail accompanying their return. However, the individual plans of each Agency should no longer be forwarded to this Department.
4. Actions contained in the current iteration of Croke Park plans which have been completed/ delivered should now be removed.
5. In their place, new or revised Actions and targets on change and reform should be included as appropriate, taking account, for example, of recent Expenditure Review and Budget decisions and the reform agenda set out in the Government's Public Service Reform Plan.
6. Action Plans should contain all those actions it is intended to deliver over the remaining lifetime of the Agreement (i.e. to 2014).
7. Plans should fully reflect all relevant initiatives being led from the centre and the contribution of your Department and its agencies to the achievement of same (e.g. reduction in days lost to sick leave and standardised methodology reporting same).
8. Specific target dates for full implementation of each action should be indicated. Where an action is to be undertaken in phases, the target date for each phase should be clearly indicated.
9. It is appropriate to consult with staff representatives through a Departmental forum (e.g. Departmental Council) on the proposals submitted. Each State Agency should also ensure that there is a consultation process on the proposals being submitted by them to you.
10. Any queries in relation to this process should be directed to Alan Plummer, Implementation Body Secretariat (ph: 01-6045340, e-mail: alan.plummer@per.gov.ie)