



# Irish Water Safety's ICT Strategy 2015 - 2018

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## 1. Introduction:

Information is one of Irish Water Safety's critical assets, and it is at the heart of the ICT service to facilitate the collection, validation, processing, storage and analysis of information in electronic form, and to make it accessible to all those with a need or a right to see it.

The purpose of this document is to provide the vision and to layout the key aspects of Irish Water Safety's (IWS) ICT strategy for the next 3 years.

The ICT Strategy is designed to ensure that the appropriate ICT infrastructure is in place to enable IWS to deliver services efficiently and effectively and implement the Strategic Development Plan. Therefore the ICT Strategy is aligned to the strategic objectives with technology being used as an enabler of business change to support IWS priorities.

The ICT Strategy encompasses the complete ICT requirements of IWS, these being:

- Co-ordinate the use of ICT
- Support and maintenance of ICT systems
- Support and maintenance of the ICT Infrastructure
- Future developments, ensuring IWS keeps pace with technology and utilises it efficiently and effectively
- Delivering ICT Services in partnership, as appropriate
- Telecommunication requirements

The ICT Strategy is not intended to be a detailed technical document.

## 2. Vision:

The vision of the ICT strategy is to connect members, the public and the administration to information and services from anywhere, at anytime through a range of devices, and provide new opportunities and pathways for greater efficiency for IWS.

This will be achieved by:

- Working with all areas of IWS to transform the way we use ICT systems to improve flexibility and efficiency.
- Enabling transactions to be completed electronically, where viable.
- Identifying and developing systems, processes and procedures to improve the service delivery, increase efficiencies and cost effectiveness. We will continue to build services including:
  - Where possible, use common databases
  - Utilise Geographical Information Systems for data analysis
  - Integration between systems, if appropriate
  - Electronic Document Management System
  - Engaging with partners for the delivery of services.



### **3. Overview:**

This ICT Strategy aims to bridge the gap between where we are now and where we want to be. This involves migrating from legacy applications to sustainable and more functional business systems widely available in the market place.

### **4. Corporate Applications - Email, Calendar, and standard office tools**

Email, Calendar, and standard office applications such as Outlook, Word, Excel, Access and PowerPoint will be upgraded to maintain functionality and integration.

### **5. Anti-Virus**

Appropriate Anti-virus will be used to ensure robust protection of IWS systems and services.

### **6. Email management**

An appropriate spam filter will be used to filter incoming and outgoing email and inappropriate messages.

### **7. Internet**

An appropriate web browser will be used.

### **8. Website**

The technical part of the website is currently managed through Webtrade. The content is supplied to by authorised officers and uploaded by the Marketing Manager utilising Webtrade's Content Management System (CMS).

### **9. CRM**

IWS needs to keep track of its contact with its members, certificate recipients and a wide range of additional stakeholders.

An appropriate CRM (Customer Relationship Management) will hold contact details so that the appropriate history for a person, organisation, business or activity is available to those who need it. This will provide an overall picture of the contacts with IWS and so can be used to better assess and deal with a customer's needs. The CRM will utilise links to our website and databases to ensure information is only stored once. All other systems should be capable of integrating with the CRM system, including E-Payments.

### **10. Web access**

Staff are authorised to access the World Wide Web from their PCs. Access is controlled by a firewall. Some staff also use remote access to email.



## **11. ICT Security and Disaster Recovery**

Procedures must be in place which endeavour to ensure that no ICT security problems arise e.g. hacking or viruses. If an ICT system fails then the appropriate procedures must ensure the system concerned can be backed up and functional in as quick a time as possible.

Security of member's information and related data is of critical importance to IWS.

Priority is given to:

Confidentiality - Access to data is confined to those specifically authorised to view it.

Integrity - Data is up to date and accurate, and is deleted or amended only by those authorised to view it.

Availability - Data is available to those authorised when it is needed.

## **12. Members, Council, Commissions, Staff and Water Safety Area Committee (WSAC) Applications**

The strategy of utilising families of products by staff should, where deemed appropriate, be extended to support members and officers in their work on Council, Commissions and WSACs.

## **13. Server hardware and software**

The current infrastructure will be reviewed to make better use of our server or alternative resources.

## **14. Printing**

The system of printing certificates in-house and the merits of alternative arrangements will be reviewed.

## **15. Mobile hardware and software**

Some staff have Blackberry's and other android hardware to enable them to have mobile voice and data communication. The merits of alternative products will be reviewed.

## **16. Telecoms Voice hardware, software and services**

Opportunities to take advantage of new technologies (ip Telephony for example and voice recognition call forwarding) are being explored.

## **17. Members or Officers with disabilities**

IWS fully recognises that ICT equipment and resources should meet the needs of all users once that need is flagged to the IWS Access Officer.



## 18. Emerging technologies

The following areas will be kept under review.

Cloud Computing:

A Cloud Computing strategy that enables IWS to source ICT infrastructure, development capabilities and software applications from a secure, resilient, flexible and cost-effective service based environment will be prioritised.

Web Technologies

An increasingly significant proportion of IWS members and stakeholders are “internet savvy”, as they are used to dealing with email, Facebook, YouTube, Twitter, etc. As a result they will be equipped and expect to converse with IWS using these electronic access channels. The web will provide more opportunities for IWS to provide cheaper services and information to the public. Support will be provided in moving forward with these technologies. It is also recognised that not all customers or members of the community are able to access these technologies and this will be duly considered within an ICT build.

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