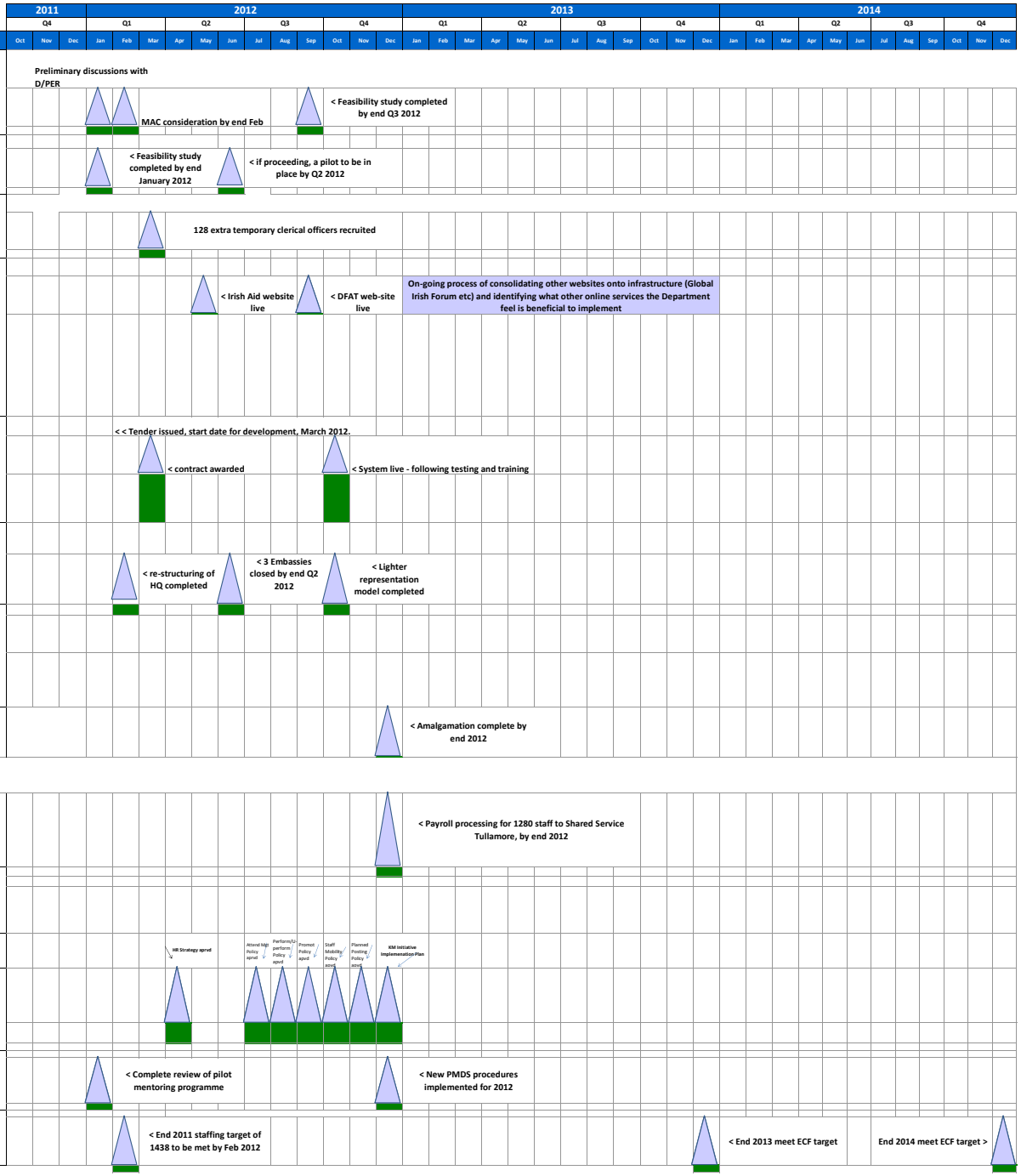
Department of Foreign Affairs and Trade
Integrated Reform Delivery Plan
as at December 2011

AN ROINN GNÓTHAÍ EACHTRACHA AGUS TRÁDÁLA
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE

		Project/Programme	Summary of Project	Driver(s) of the Change
Organisation/Sector Specific	1	**Passport Office -** New Technology	Proposed new simplified adult renewal application with a view to an online passport renewal service (subject to the availability of Resources)	**PSA: 1.10;4.13**
	2	**Passport Office -** Customer Centred Delivery	Proposal to extend the Passport Office opening hours coupled with an appointments system	**PSA: 1.10;4.4**
	3	**Passport Office - Resource management**	Early and adequate intake of temporary staff needed to meet seasonal and other temporary peaks in service demand and business requirements	**PSA: 4.3;4.4**
	4	**Press Office -** Corporate Website	Programme to re-develop Department websites. All sites will be restructured and updated, incorporating online tools to improve the provision of services, reduce communication costs, increase productivity and free up staff resources. Savings will be achieved by consolidating all web-hosting services so that the main departmental website as well as Irish Aid and individual Mission sites are hosted and supported together.	**PSA: 1.10**
	5	**Consular Services Section -** New Technology	Development of a system to support greater efficiency in processing and to improve services in relation to Foreign Births Registration and Authentication of Irish Documents for use abroad (including Irish marriages abroad). Outcomes will include improved customer service and efficiencies	**PSA: 1.10;4.13**
	6	**Corporate Management -** Business Process	Major re-structuring of HQ Divisions. Lighter model of Diplomatic and Consular representation; eight missions to be staffed by one diplomat; closure of three Embassies;	**PSA: 1.7, CRE**
	7	**Corporate Management -** Business Process Improvement	Maximise the use of available video conferencing services, in particular between HQ and Missions, for business transacting and interview purposes. Continue the rollout of Voice over IP telephony to more Missions to drive down telecommunications charges. Inter-active business planning and Mission supervision.	**PSA: 1.10**
	8	**Corporate Management -** Business Process Improvement	Complete merger of Finance Units for Vote 28 (DFAT) & Vote 27 (Irish Aid)	**PSA: 1.10;4.13**
Departmental elements of Cross Cutting Reform	9	**Shared Services**	(i) Payroll processing for the Department's 1280 staff to be migrated to D/Finance shared services centre, Tullamore, by end 2012. (ii)travel expenses processing shared services (iii) banking shared services solution (iv) Personnel Shared services	**Centralised initiatives**
	10	**Procurement Reform**	(i) effective use of public procurement procedures for competitive solutions for all of its purchasing requirements. (ii) cooperate with NPS collaborative procurement initiatives, including in the context of the EU Presidency.	**Centralised initiatives**
	11	**Public Expenditure Reform**	Implement Performance budgeting	**Centralised initiatives**
	12	**Organisational Performance**	1. Updated HR strategy and attendance management, promotion, training and planned postings policies. 2. Develop range of Knowledge Management initiatives for implementation - these might include unified methods of classifying, storing & sharing information and enhance handover process.	**PSA**
	13	**Leadership/Individual Performance**	Enhance staff skills, strengthen performance management, expand mentoring programme,	**Centralised initiatives**
	14	**Public Service Numbers/Workforce Planning & Redeployment**	Meet Employment Control Framework staffing targets	**Centralised initiatives**