

In 2018, the PSI initiated a Business Transformation Programme with the objective of changing the ways of working across the organisation enabled through well-designed, reliable and effective Digital ICT systems. The PSI has commenced a digital transformation journey that will bring numerous benefits to the PSI, its registrants and deliver an effective and efficient digital service to members of the public.

This policy statement reflects the broader public service context within which the PSI operates. It reflects the following key policy commitments as published by the Department of Public Expenditure and Reform in the following documents.

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| • Our Public Service 2020 ¹ | Accelerate delivery of digital services; drive efficiency and effectiveness; optimise the use of data |
| • eGovernment Strategy 2017-2020 ² | Transform back office operations; develop a Digital Service Gateway |
| • Public Service ICT Strategy 2015-2020 ³ | The digitisation of key transactional services and the increased use of ICT to deliver improved efficiency within Public Bodies and provide new digital services to citizens, businesses and public servants |

Headline Actions

The following are the headline actions under the PSI's Digital Policy Statement – Digital First 2018 - 2021.

1	Enhance existing, and provide new, digital services for applicants, registrants and members of the public
2	Maximise the use of digital channels
3	Drive efficiency and effectiveness within the PSI

¹ Department of Public Expenditure and Reform, Government of Ireland (2017, December). Our Public Service 2020. Retrieved April 10, 2019, from <https://ops2020.gov.ie/resources/Our-Public-Service-2020-WEB.pdf>.

² Department of Public Expenditure and Reform, Government of Ireland (2017, July). eGovernment Strategy 2017-2020. Retrieved April 10, 2019, from <https://egovstrategy.gov.ie>.

³ Department of Public Expenditure and Reform, Government of Ireland (2015, January). Public Service ICT Strategy 2015-2020. Retrieved April 10, 2019, from <https://ictstrategy.per.gov.ie>.



Action 1 Enhance existing, and provide new, digital services for applicants, registrants and members of the public

- Develop an online self-service portal ('one-stop-shop' for digital services) for applicants and registrants that will be safe, secure and user-friendly allowing both groups to engage with the PSI anywhere and anytime
- Provide a customer-focused online presence to increase the understanding of, and engagement with, the PSI amongst members of the public
- Create online user-friendly registers to allow members of the public to search and view the range of pharmacy and pharmacist services available in Ireland



Action 2 Maximise the use of digital channels

- Minimise the use of costly non-digital channels
- Save time and provide quicker turnaround times for applicants and registrants
- Minimise the requirement for paper-based processes when availing of PSI services
- Provide better and more frequent communications using messaging technologies that are more relevant in today's world



Action 3 Drive efficiency and effectiveness within the PSI

- Provide staff with the tools to enable them to work better and to focus more on regulatory and value-add activities
- Digitise and standardise back-office processes with the objective of reducing duplication, streamlining processes, reducing processing costs and eliminating waste
- Optimise the use of data allowing the PSI to focus on analysing data rather than gathering it