



Commission for
Communications Regulation

ComReg eGovernment Strategy: Update 2011

An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation

Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland
Telephone +353 1 804 9600 Fax +353 1 804 9680 Email info@comreg.ie Web www.comreg.ie

1 Introduction

ComReg requires a professional, efficient and user-friendly medium through which it can inform users and serve customers. E-business and online initiatives provide the opportunity to do this in a way that reaches our national and international stakeholders. Considering that ComReg is a small organisation with a national remit, the utilisation, where possible, of online systems and solutions is a natural fit to ensure objectives are served.

We have already made significant progress in developing new ways to interface with the customer through the development of the bespoke e-licensing system to simplify the interaction of our licencees with us, and websites such as AskComreg.ie where we deliver customer value through a technical solution.

The focus for the 12 months up to 30 June 2011 was to be to continue the e-enablement of business processes and utilisation of online solutions. In line with our eGovernment Strategy, prepared in June 2010, we have progressed a number of initiatives this year to:-

- Support consumer information and protection objectives in relation to our new powers to regulate premium rate services, including developing a new website aimed at the target audience www.phonesmart.ie and to support EU initiatives via www.112.ie. We have also initiated a review of ComReg websites to ensure that specific organisational objectives are met in a manner that is as efficient and standardised as possible, including improving accessibility standards.
- Provide new, on-line customer services, particularly a Personal Locator Beacon Register and making www.testandtrial.ie available in additional languages.
- Further enhance e-licensing arrangements to enable licensees to download an electronically signed version of their license. Speedisign software was installed to allow bulk signing of licenses. The number of licences issued continues to grow, while the administration time continues to reduce, based on these developments. From a customer perspective, end-to-end e-licensing is now in place.

In terms of smart working initiatives, progress this year included:

- PRS integration, including modification of two existing systems
- A new remote access solution and remote working policy were implemented
- Intranet developments, including compliance case management system and 13d register
- An upgraded numbering database went live
- The development of a records management policy framework and information inventory
- Release of an upgraded Purchase Order system release, including more procurement information, budget visibility and drill-down for managers
- Rollout of a fully electronic invoice approval system.

In addition, a number of projects were progressed this year to ensure that our information technology infrastructure is stable and secure.

In managing the resources available to us, we are always aware of sustainability issues, and the efforts invested last year in introducing more energy-efficient solutions has paid off in terms of increasing our energy rating.

We have implemented new self service solutions this year, and worked closely with other regulatory agencies and State bodies to share resources. Under the Public Service Agreement process, we've developed an ambitious action plan, outlining the scale of proposed efficiency gains, reflecting our eGovernment strategy. The focus of ComReg's Action Plan has been the actions necessary to facilitate delivering effectively on an expanding remit with fewer resources, including new roles in relation to Premium Rate Services, the revised EU Framework Directive and the Postal Directive which envisages new roles and responsibilities for National Regulatory Authorities. The moratorium on recruitment and promotions, the Employment Control Framework, the National Recovery Plan objective of 10% non-pay cost reductions for 2011 onwards and other new developments mean that, in addition to the productivity measures that we have already had in place ourselves for a number of years to minimise the cost of regulation, there are also centrally imposed limitations to financial and human resources available to us.

Our approach to technology facilitates and enables optimal resource use in this context. For example, our use of electronic tracking of purchase orders etc. will be a key means of delivering on new prompt payments arrangements whereby suppliers will be paid within 15 days, following submission of a valid invoice, from 1 July 2011.

We are committed to continuing to improve the experience of all of our customers when engaging with us electronically. Specific plans for the year ahead are set out below.

2 Plans for Year Ahead

During the period from 1 July 2011-30 June 2012, our focus on enhancing individual and organisational performance will continue, together with finding ways to work smarter and minimise the cost of regulation, both internally and in our dealing with industry and other stakeholders. The key focus is on driving e-enabling policies and initiatives to support eGovernment and to simplify doing business with ComReg.

In line with the overall direction of our eGovernment strategy, we will

- Support consumer information and protection objectives, in particular through new facilities to provide information on broadband speeds
- Further enhance e-licensing arrangements to incorporate other categories of licence, e.g. aircraft, bringing e-licensing online and e-enabling authorisation processes for telecommunications and spectrum services.
- Implementing PRS regulation and new postal arrangements into the current licensing environment
- Implementing the findings of the web strategy review to consolidate content, format, navigation and audiences of current and proposed ComReg websites to ensure that specific organisational objectives are met in a manner that is as efficient and standardised as possible, including improving accessibility standards and search engine visibility
- Increase process efficiency internally e.g. further development of the finance approval systems
- Continue to focus on stability and security of our systems for the benefit of all stakeholders.

3 Review of websites

Comreg.ie

Comreg.ie is ComReg's main website which provides users with information and support services relating to the telecommunication, radiocommunications, broadcasting and postal industries.

Ownership

Director of Corporate Services

Schedules / Timelines

Established – Continued enhancement

Facilities being offered

- Publications / consultations / decisions
- ERAU registration
- Postal Registration
- Numbering allocations
- Personal Locator Beacon register

Benefits / Impacts

- Impacts/Benefits for the State
 - Staff Savings
 - Administrative overhead savings
 - Improved Service Delivery
 - Enhancements to policy processes
- Value for Citizens/customers
 - Reduced queuing times
 - Reduced regulatory burden or paperwork
 - Improved information transfer

Capacity of Organisation to deliver

- Internal project management and product support
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytics
- Ongoing monitoring of user comments / emails

Next Phase

- Improved onsite search functionality
- Simplified access to information particularly within the publications section

Awards: EIQA

eLicensing.comreg.ie

elicensing.comreg.ie provides existing and potential licensees with the ability to manage their licenses online.

Ownership

Director of Market Framework

Schedules/Timelines

Established – Continued enhancement

Facilities being offered

- Account registration
- License Application
- License renewal
- License Application
- Invoice payment
- Account top Up
- Electronically signed version of licence

Benefits/Impacts

- Impacts/Benefits for the State
 - Staff Savings
 - Administrative overhead savings
 - Improved Service Delivery
- Value for Citizens/customers
 - Reduced queuing times
 - Reduced waiting times
 - Reduced transaction times

Capacity of Organisation to deliver

- Internal project management and product support
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytics and bespoke transaction monitoring.
- Ongoing monitoring of user comments / emails

Recent Developments

- The final stage in infrastructure development has been completed and facilitates users accessing digitally signed licenses.

Next Phase

- Extension of elicencing arrangements to other licence types e.g. Aircraft

Askcomreg.ie

Askcomreg.ie is ComReg's principal consumer-focused website. It provides users with information on Home phones, Mobile, Internet, Postal and Small Business.

Ownership

Director of Retail

Schedules/Timelines

Established – ongoing enhancement

Facilities being offered

- Information portal
- Consumer advice / contact forms & live chat service
- Consumer complaints

Benefits/Impacts

- Impacts/Benefits for the State
 - Staff Savings
 - Administrative overhead savings
 - Improved Service Delivery
- Value for Citizens/customers
 - Improved citizen awareness / satisfaction
 - Timely advice/guidance on key consumer issues

Capacity of Organisation to deliver

- Internal project management and product support.
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytic.
- Ongoing monitoring of user comments / emails and customer complaints

Next Phase

- Improved accessibility standards
- Improved Search Engine visibility
- Updated / improved content / Information architecture

Awards

- EIQA

CallCosts.ie

CallCosts.ie an interactive website that has been developed to help consumers to compare the cost of personal/non-business mobile, home phone and broadband price plans.

Ownership

Director of Retail

Schedules/Timelines

Established – Continued enhancement

Facilities being offered

Cost calculators for

- Mobile Phones
- Home Phone
- Broadband
- Home Phone and Broadband

Benefits/Impacts

- Impacts/Benefits for the State
 - Improved Service Delivery
- Value for Citizens/customers
 - Improved citizen awareness / satisfaction

Capacity of Organisation to deliver

- Internal project management, product support and concept development.
- External development.

Monitoring arrangements

- Monthly review of site activity using Google Analytics and bespoke calculator usage.
- Ongoing monitoring of user comments / emails

Next Phase-update

- Further development of price plan presentation methodology
- Improved calculators due to changes within industry
- Improved Search Engine visibility
- Improved accessibility standards

Awards

- Eircom/ Inside Government Merit Award
- Golden Spider Award for best public sector website
- Public Service Excellence Award

PhoneSmart.ie

Phonesmart.ie is a new site which will be focused on educating users about Premium Rate Services.

Ownership

Director of Retail

Schedules/Timelines-update

New site launched

Facilities being offered

- Information portal

Benefits/Impacts

- Impacts/Benefits for the State
 - Staff Savings
 - Administrative overhead savings
 - Improved Service Delivery
- Value for Citizens/customers
 - Improved citizen awareness / satisfaction
 - Enhanced level of protection for vulnerable users

Capacity of Organisation to deliver

- Internal project management and product support.
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytics.
- Ongoing monitoring of user comments / emails and customer issues

Next Phase-update

- Improved Search Engine visibility
- Improved accessibility standards
- Updated / improved content / Information architecture

Comstat.ie

Comstat.ie publishes statistical information on the Irish electronic communications market

Ownership

SEA & Director of Research Unit

Schedules/Timelines

Established – ongoing enhancement

Facilities being offered

- Information portal
- Data mining / Query building / Data export
- Publication delivery

Benefits/Impacts

- Impacts/Benefits for the State
 - Staff Savings
 - Improved Service Delivery
- Value for Citizens/customers
 - Improved citizen awareness / satisfaction
 - Operators able to process data for own purposes

Capacity of Organisation to deliver

- Internal project management and product support.
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytics.
- Ongoing monitoring of user comments / emails.

Next Phase

- Improved Search Engine visibility
- Improved accessibility standards
- Updated / improved content / Information architecture

Siteviewer.ie

Siteviewer.ie provides users with a geographical representation of mobile mast locations and service availability.

Ownership

Director of Market Framework

Schedules/Timelines

Established – ongoing enhancement

Facilities being offered

- Geographical search facility for 2G / 3G mobile services
- Administrative portal for mobile operators to manage site locations

Benefits/Impacts

- Impacts/Benefits for the State
 - Staff Savings – Administration maintained by mobile operators
 - Improved Service Delivery
- Value for Citizens/customers
 - Improved citizen awareness / satisfaction

Capacity of Organisation to deliver

- Internal project management and product support.
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytics.
- Ongoing monitoring of user comments / emails.

Next Phase

- Improved administration through the integration of eLicensing
- Improved consumer experience through the use of more established technology

TestandTrial.ie

TestandTrail.ie is designed to support the needs of the wireless research and development community and to promote Ireland as a venue for testing and trialling wireless technologies.

Ownership

Director of Market Framework

Schedules/Timelines

Established – ongoing enhancement

Facilities being offered

- Information Portal

Benefits/Impacts

- Impacts/Benefits for the State
 - Staff Savings – Administration maintained by mobile operators
 - Improved Service Delivery
- Value for Citizens/customers
 - Improved citizen awareness / satisfaction
 - International audience targeted for R&D in Ireland

Capacity of Organisation to deliver

- Internal project management and product support.
- External development

Monitoring arrangements

- Monthly review of site activity using Google Analytics.
- Ongoing monitoring of user comments / emails.

Next Phase

- Improved Search Engine visibility
- Improved accessibility standards