



**Public Service Agreement 2010 -2014 (Croke Park Agreement)  
 CIVIL SERVICE AND NON-COMMERCIAL STATE AGENCY SECTOR  
 DEPARTMENTAL ACTION PLAN  
 For submission by 6 January 2011**

<b>1. Better human resource management</b> <i>Actions to include under this heading include reductions in numbers, redeployment, reconfiguration of service delivery, revisions in attendance arrangements, better attendance and absence management, etc.</i>			
<b>Terms of the Public Service Agreement 2010 – 2014</b> <i>(refer to all relevant paragraphs)</i>	<b>Action</b>	<b>Timeframe</b>	<b>Benefits Arising 2010 - 2014</b>
4.3	<p><b>Improved Flexibility within the Department.</b></p> <p>A Senior Management Working Group has prepared a framework to promote increased flexibility within the Department.</p> <ul style="list-style-type: none"> <li>➤ Preparation of a skills register</li> <li>➤ Temporary re-deployment of staff to priority areas</li> </ul> <p>The Department is participating in the FÁS graduate placement programme</p>	<p>Q1 &amp;Q2 2011</p> <p>Ongoing</p> <p>Ongoing Implementation</p>	<p>This will allow much greater discretion to move staff in response to temporary pressure points, to broaden the experience and skills basis of staff and to implement Departmental priorities with reduced staff numbers.</p> <p>This will allow additional targeted resources at no additional cost and give valuable work experience to participants.</p>





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4.3	<p><b>Cross Stream Reporting</b>            A more integrated approach to the management of key projects particularly those in the SMART Economy Framework for which DECNR and its Agencies are responsible. This will involve establishing multi-agency teams (from within the DCENR family) with complementary skill sets in policy areas of the Department.</p> <ul style="list-style-type: none"> <li>➤ Identification of projects in the Department in which staff from bodies associated with the Department could work along with Departmental staff in order to achieve sectoral objectives</li> <li>➤ Working with the bodies concerned to identify suitable candidates for cross sectoral teams</li> <li>➤ Consultation with staff side</li> <li>➤ Review of action</li> </ul>	Ongoing	The implementation of increased flexibility within the Department will allow staffing resources to be allocated to the priority areas. It will also allow expertise in State Agencies to be utilised for the benefit of the Department and the agencies.
4.1 and 4.4	<p><b>Assessment of Capacities Across All Sites</b>            Consideration can be given to greater integration between the offices in Dublin and Cavan primarily by reconfiguring the distribution of functions undertaken in Dublin either wholly or partially to Cavan, while not increasing staffing numbers in Cavan.</p>	Q1 2011	The benefit of this approach will allow the Department to realise greater synergies between the Dublin and Cavan offices; it will assist in discharging the wide and extensive work programme of



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	<ul style="list-style-type: none"> <li>➤ Management Working Group to look at improved integration between Dublin and Cavan. This could mean the full or partial transfer of work to Cavan from Dublin</li> <li>➤ This Group will report by the end of Q1 2011.</li> </ul>		the Department notwithstanding a reduction in resources.
4.1 and 4.4	<p><b>Review of switchboard contract</b>            €100k/annum for telephonist services</p> <ul style="list-style-type: none"> <li>➤ Review existing contract for telephonist contract</li> <li>➤ Analyse workload</li> <li>➤ Consider non-renewal of contract and consider internalising it to Department</li> </ul>	Q2 2011	50K savings in 2011 and 100k in the years 2012 to 2014.



**2. Better Business Processes** *Actions under this heading would include efficiency measures including procurement, revisions to business process, reconfigurations and other changes to service delivery options, including sharing of service, revisions to regulatory/inspection actions, and so on.*

Terms of the Public Service Agreement 2010 - 2014	Action	Timeframe	Estimated Savings/Benefits Arising 2010 - 2014
4.1	<p><b>Reduce Non-Pay Administrative Budget of Department by 14%</b></p> <ul style="list-style-type: none"> <li>➤ The actions outlined below in this section will contribute to these savings as well as contributing additional savings.</li> </ul>	Implemented in Budget 2011	Resulting in savings of €1.5m per annum.
4.15	<p><b>Shared Services ICT</b>            Core IT service delivery to be provided for DCENR by the Dept. of Agriculture, Fisheries and Food</p> <ul style="list-style-type: none"> <li>➤ Agree Project Plan with DAFF</li> <li>➤ Move existing servers from LGCSB including new hardware and virtualisation of all</li> <li>➤ Reduced reliance on external contractors</li> <li>➤ DAFF to provide full day to day operations support.</li> </ul>	<p>Q4 2010</p> <p>Q1 2011</p> <p>Q2 2011</p> <p>Q3 2011</p>	<p>Hosting – Local Government Management Agency: €75,000</p> <p>Reduced Reliance on outside contractors: €150,000</p> <p>Network Maintenance: €50,000</p> <p>Total savings per annum €275,000.</p>







**3. Delivering for the Citizen** *Actions under this heading would include efficiency measures and improvements to the processes by which your Department/body delivers its services to the public, including changes to the technology used, better data management, including around identity, and so on.*

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4.13	<b>Develop the Department's website</b> Better use of the website to drive efficiencies and provide a better service to the public on all activities of the Department; already data relating to the Geological Survey of Ireland (GSI), onshore and offshore exploration activities is available via the website to the public.		Better use of ICT should allow for administrative savings.