

WATERFORD DIGITAL STRATEGY

2022- 2026



Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council



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Jack Doyle
Broadband Officer

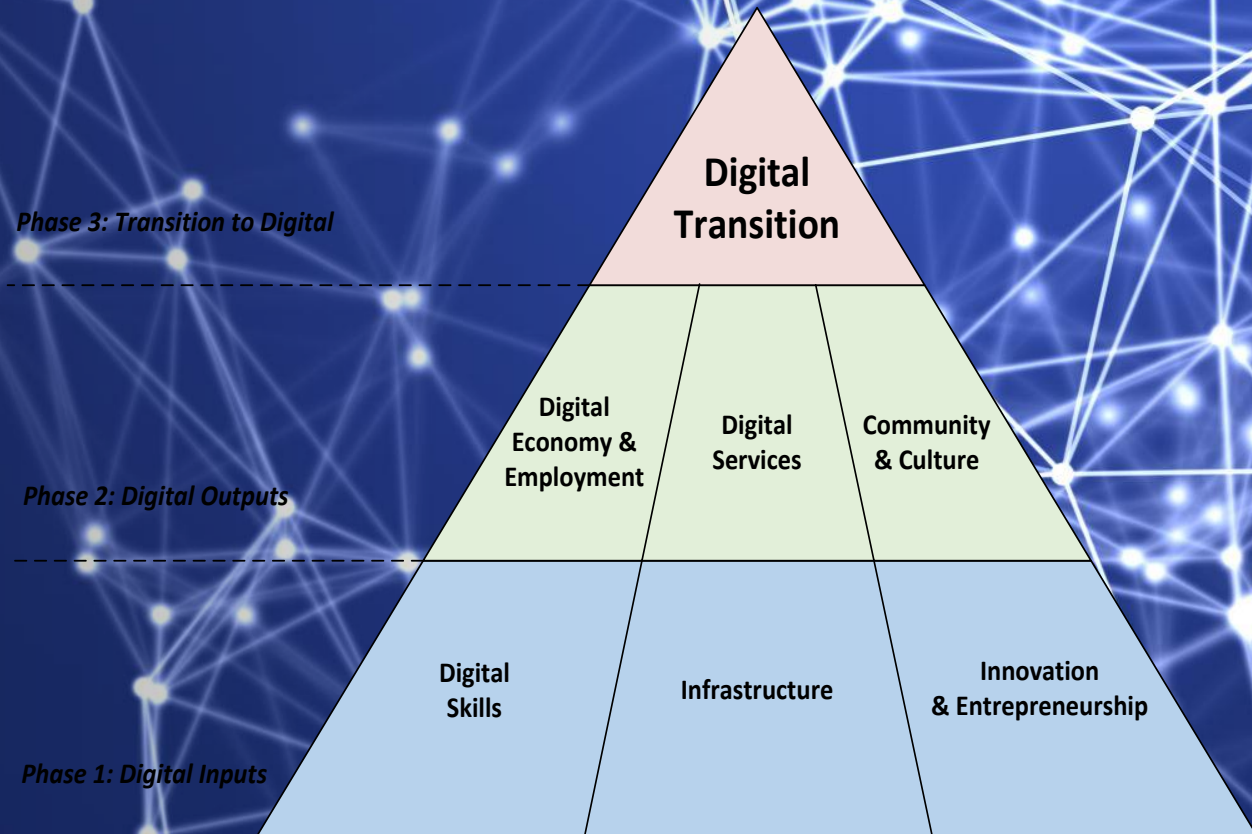
Broadbandofficer@waterfordcouncil.ie
+353 86 8529384
www.waterfordcouncil.ie

Strategy Overview



Engagement & Research

- **Digital Readiness Assessment**
- The impact of **Covid 19**
- Stakeholder **Engagement**



Principles

The development of the digital strategy for Waterford and associated actions, plans and policy initiatives will be underpinned by the following principles:

QUALITY OF LIFE

We will promote the well-being and quality of life of citizens and communities through the delivery of high-quality services

PUBLIC SERVICE

We aim to continually improve our services to deliver better outcomes for the public and to build an agile and resilient organisation which communicates and engages effectively

PEOPLE FOCUSED

Initiatives are designed with the citizen at the centre

TRANSPARENCY

Digital Strategy initiatives will be open by default, using open architectures, open data, and open standards, ensuring that they enable unrestricted collaboration, sharing and transparency

VALUE FOR MONEY

We will ensure that we spend smarter for smart initiatives, using partnerships to share costs and define projects that create value for all partners involved

6 Strategic **Digital Priorities**

WCCC Corporate Plan	Digital strategy focus
Rural and urban Development	Digital Economy
People & Community	Citizens & Community
Strong Foundation	Digital Infrastructure
Fit for Purpose Organisation	Digital Council
Creating Growth /Innovation	Smart City
Cross cutting theme	Climate Action

DIGITAL ECONOMY

Objectives

- Leverage actions within LECP to help deliver Digital opportunity for rural enterprises
- Develop a Rural strategy to include Digital Objectives.
- Support the delivery of Digital Hubs in most appropriate locations
- Support training for SMEs on the opportunities and the benefits Digital offers
- Pursue data around occupancy and usage of existing hubs to determine demand for further digital hubs in Waterford



CITIZENS & COMMUNITY

Objectives

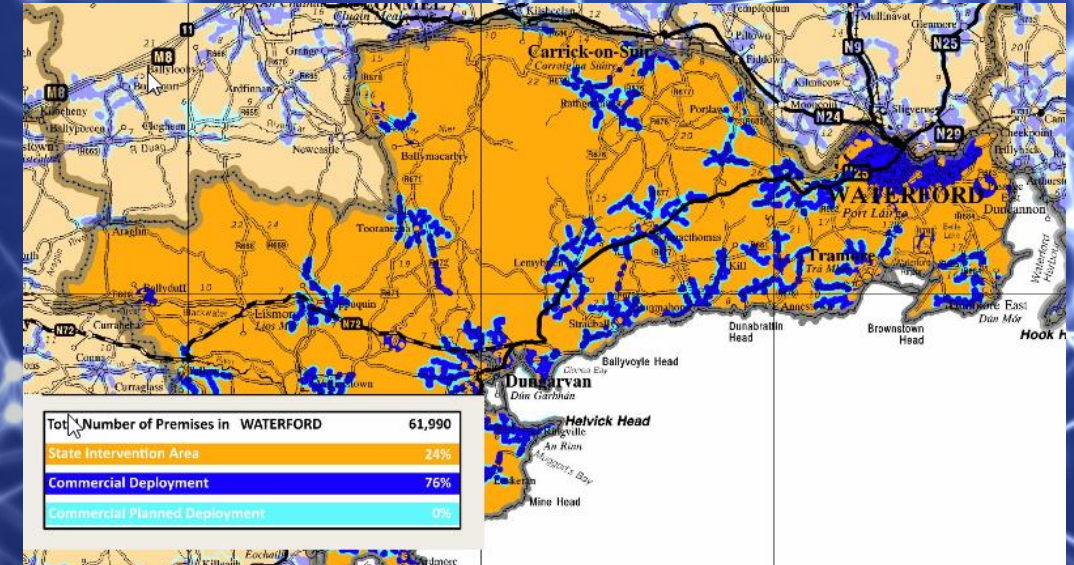
- Use digital technologies to increase public participation rates in public consultation processes.
- LCDC to seek to co-ordinate organizations' digital strategies for the benefit of citizen and communities across Waterford.
- Seek to increase investment in the development of existing and new media businesses in rural areas
- Continue to promote digital technology offering & supports available through the Library network
- Establish a Network of Digital Champions across Waterford City & County
- Pursue data regarding usage of digital technology offerings and supports in libraries in Waterford to determine demand
- Pursue data regarding public participation using digital technology to determine baseline



DIGITAL INFRASTRUCTURE

Objectives

- Work with NBI to facilitate the rollout of NBP
- Support communities to Maximize Broadband Connection Points (BCP)
- Work with other state agencies to co-ordinate aspects of the Digital strategy
- Provide Free public Wi-Fi in Dungarvan, Tramore and Waterford City
- Leverage all digital infrastructure to build Smart Waterford



DIGITAL COUNCIL

Objectives

- Develop local ICT Strategy to underpin Corporate plan and to facilitate Council Transformation
- Develop Digital Skills framework for staff
- Build a culture of innovation withing WCCC to enhance public service value

The screenshot displays the 'WatMaps ArcGIS (Enterprise) Portal' for Waterford City and County Council. At the top, the 'WatMaps' logo is visible. Below it, a 'Maps and Apps' section features four main categories: 'City and County', 'Development Management', 'Environment', and 'FME Reports'. The 'FME Reports' category includes a 'Run a Workspace' button. The portal is set against a map background showing local streets and landmarks.

Below the portal, a 'COVID-19 Community Support Dashboard' is shown. It includes a 'CRM Requests' summary with 1,129 total requests, 1 open, and 1,128 closed. A map displays the geographic distribution of requests with red heart icons. A 'Find Nearest Supports' sidebar allows users to search by address or EIRCODE. A 'Support Groups' section shows 82 active and verified groups, accompanied by a donut chart illustrating the types of service requests.

Needs Assessment	Breakdown	Organisation	Contact 1	Phone 1	Contact 2	Phone 2	Email	Website	Opening Hours	Services Provided
Addiction	Alcohol	Alcohol Anonymous Ireland		(01) 842 0700	Mobile number for the Deaf and Hard of Hearing 067-1460387		gso@alcoholicsanonymous.ie			
Addiction	Drugs	Narcotics		(01) 6728000			info@na-ireland.org	www.na-ireland.org/covid-19		

SMART CITY

Objectives

- Work with relevant stakeholders to define what Waterford -Smart City should be.
- Co-ordinate activities within the Council and between other stakeholders to formulate a Smart city programme of work especially in relation to NQs, WCQ and Viking Triangle
- Continue to participate in and learn from partners within Smart City Forum
- Work with SEAPJ to promote Waterford -Smart City as a driver for a Smart South East region
- Develop a digital dashboard to visually present and assist monitoring of KPI's
- Engage with Waterford LEO to determine a target and baseline on the investment in Urban and Rural digitalisation initiatives and digital enterprises



Smart Cities are those that promote and employ new technology and digital solutions to improve urban processes and achieve better outcomes for citizens

CLIMATE ACTION

Objectives

- Develop strategies and social platforms to engage with communities and increase awareness of the need to reduce greenhouse gas emissions
- Exchange experiences with other cities to identify innovative solutions for carbon reduction that could be replicated in Waterford .
- Lead the evolution of smart transport, delivering better public transport, less traffic congestion and lower emissions in Waterford city and county
- Support the retrofitting of smart technologies such as smart sensors, meters and RES integration in council buildings to help reduce carbon emissions.
- Support the integration of smart public lighting across Waterford

Monitoring & Evaluation: Transition to Digital

The ongoing assessment by the group will focus on the following areas:

- A review of the 6 priorities in the digital strategy
- Discussion of the progress of aligned plans including but not restricted to the County Development Plan, the National Broadband Plan and the National Digital Strategy
- Review of actions associated with each of the 6 priority areas
- An annual review of the strategy will be developed to present an overview of the progress of the strategy
- A results-based monitoring using 17 KPI measure outlined in the strategy document



Questions