

Digital Justice and Citizen Engagement

Justice reform initiatives to serve the citizen

Public sector organisations in Ireland and abroad are increasingly focused on improving their interactions with citizens. Resource limitations, the changing needs of populations, and the availability of improved digital technologies are driving and shaping these efforts to become more 'citizen-centric'.

Similar to the wider public sector, Irish justice organisations are undertaking a range of citizen and user-focused

transformation initiatives. Key initiatives focus on:

- **Improving efficiency in service delivery** - for example, the Courts Service is rolling out e-filing, e-payments, and a range of online services to improve service delivery
- **Promoting cross-sector collaboration to improve outcomes** - for example, to support effective prisoner resettlement and community safety, the Irish Prison Service is focusing on linking planning and prison-based interventions to community services

- **Improving citizen experience** - for example, the Irish Naturalisation and Immigration Service has rolled out a new online appointments service to handle immigration requests

Deloitte has worked extensively with the justice sector in Ireland and globally. Our experience affords us a deep understanding of the sector's challenges and disruptive forces. This allows us to support justice bodies as they transform to serve citizens more effectively.

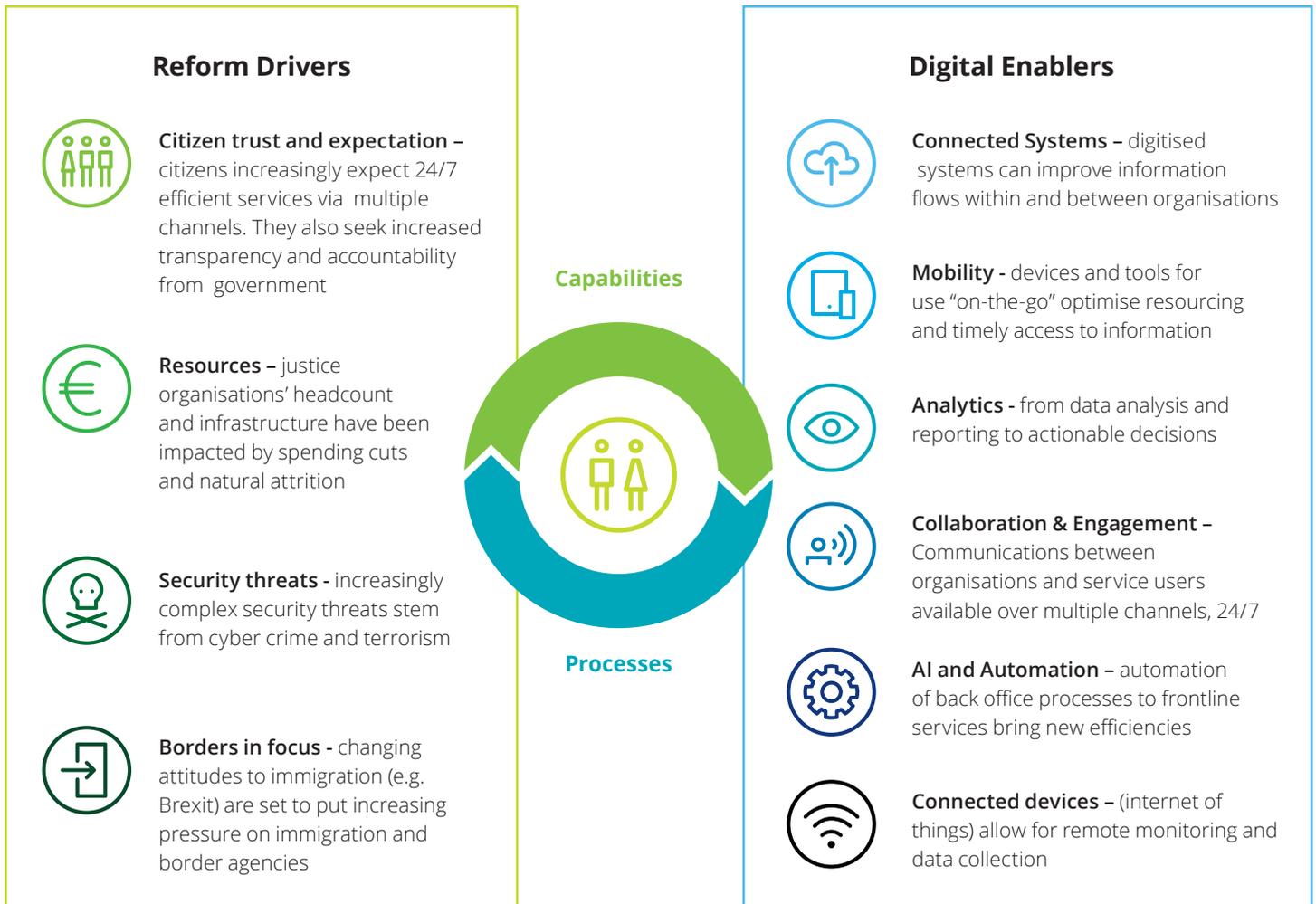
Irish Justice System

Ireland's Department of Justice, 27 statutory bodies and 9 agencies serve citizens in the following areas



Digital is improving the citizen experience in the justice sector

A range of shifts are driving new and reformed justice services, and their underpinning capabilities and processes. **Digital technologies are key enablers to deliver these services in a citizen-centric manner.**



Cross-justice system integration trends

Globally, government justice departments are adopting integrated systems among different bodies for data collection, information management and collaboration

Some examples of how integrated systems can bring about important efficiencies and improve citizens' experience are:

- **Better intelligence and decisions**
The common sharing of data and use of analytics between border forces and local police forces can assist with predictive insights for crime prevention and border management
- **Reduced waiting times**
Electronic exchange of case information

between police services and courts can improve case preparation, processing times and evidence submission

- **Freeing up frontline resources**
Improved collaboration tools between prisons and courts such as video-conferencing for parole hearings can help optimise resources

Who we are - Experience and contact details



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Shane is a Partner in Deloitte Consulting specialising in business model transformation, organisational change, shared services design and implementation, and finance function transformation. Shane is head of the Deloitte Public Sector team and has worked extensively across the Irish Public Service, in particular on the reform and transformation agendas of the civil service, health, educational and semi-state sectors.



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Simon is a Partner in Deloitte and leads the Technology consulting practice. As well as leading large scale Systems Integration programmes, he is also responsible for IT Advisory & Analytics (including Big Data) technology solutions. He is currently leading large Deloitte teams delivering a range of technology rich change programmes for major public sector clients.



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Valarie is the lead Partner for Human Capital Management in Deloitte. She is an experienced people management, organisation transformation and people development advisor. Her clients span a wide range of organisations across the private and public sector. She draws on over 16 years in the human capital profession and as a consultant across a range of industries.



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Sinéad is a Director in the Strategy & Operations team within Deloitte's Consulting department and has over fifteen years' strategy consulting experience. In this role, she is responsible for leading and project managing a range of assignments, covering strategy development, strategic planning, organisation design and operating model development, primarily for Public Sector clients.



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Conor is a Director in Deloitte's Technology Integration practice. Conor is leading the Public Sector Technology & Business Process advisory practice (Education, Human Services, Local Government and Justice), anticipating market needs, developing new & enhancing existing business solutions and advising/leading on client programmes.

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