

Services	Business Unit	Opportunity	Potential Solution	ePotential (Y/N)	eForms (Y/N)	Transaction Volume	Benefit Guide	Implem. ease
Request information under the Freedom of Information Act (FOI)	Corporate Services and Economic Policy	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Provide information under the Freedom of Information Act (FOI)	Corporate Services and Economic Policy	Information Provisioning	Electronic Reading Room	Y	N	Low	Low	99
Provide Application Forms for the following: Career Breaks, Job Sharing, Term Time, et cetera	Corporate Services and Economic Policy	Provide Required Forms	Internal	Y	N	Low		99
Transfer 30 year old information to National Archives	Corporate Services and Economic Policy	Automate archival process	Document Management	Y	N	Low		98
Process Employee Travel Claims	Corporate Services and Economic Policy	Online Travel claims	Internal	Y	N	Med		99
Process the Employee Payroll and HR information	Corporate Services and Economic Policy	Online paystubs and information	Internal	Y	N	Med		99
Provide IT Helpdesk service	Corporate Services and Economic Policy	Online request and tracking	Internal	Y	N	Med		99
Provide general Departmental information (and advice) to employees	Corporate Services and Economic Policy	Intranet	Internal	Y	N	Med		99
Provide training to employees	Corporate Services and Economic Policy	Online courses	Internal	Y	N	Low		99
Support the administration of the Departmental Budget	Corporate Services and Economic Policy		Internal	Y	N	Low		99
Input Purchasing Receipts	Corporate Services and Economic Policy	Online receipt entry	Internal	Y	N	Med		99
Approval of Payment for Departmental bills	Corporate Services and Economic Policy	Online approvals	Internal	Y	N	Med		99
Provide communications facilities to employees	Corporate Services and Economic Policy		Internal	Y	N	Med		99
Support the Departmental Planning process	Corporate Services and Economic Policy	Workflow	Internal	Y	N	Low		99
Provide Corporate Support (administer management reports; et cetera)	Corporate Services and Economic Policy	Electronic Report Distribution	Internal	Y	N	Low		99
Provide the Department's services information (managing existing website, issuing press releases, et cetera)	Corporate Services and Economic Policy	Information Provisioning	Web Restructuring	Y	N	High	Med	3
Procurement of supplies and service for the Department	Corporate Services and Economic Policy	eProcurement	eProcurement	Y	N	Low		99
Support the management of the IT infrastructure	Corporate Services and Economic Policy	Management Tools	Internal	N	N	Low		99
Develop Regulation, Legislation and Policy	Employment Rights and Industrial Relations	Sharing & collaboration	Document Management & Collaboration	Y	N	Low	Med	98
Provide information and advice about new regulations to General Public	Employment Rights and Industrial Relations	Information Provisioning	Web Restructuring (Electronic and Searchable FAQ's)	Y	N	High	High	1
Support the political process (proposed legislation and ministerial briefs, et certia)	Employment Rights and Industrial Relations	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
Calculate Redundancy rebates for employers and employees	Employment Rights and Industrial Relations	Electronic Calculation Process	Redundancy Calculator	Y	N	High	Med	3
Recover Redundancy Payments from Liquidators and Receivers	Employment Rights and Industrial Relations	Document Control	Document Management	Y	N	Low	Med	98
Notification of collective redundancies	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Apply for Tax Relief Certificates under Section 202 of the Finance Act	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1

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Initiate Insolvency Payments	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low		1
Apply for a License to operate an Employment Agency	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Request License for Child Employment	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Request authorisation for trade union mergers	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Apply for a Negotiation license by trade unions	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Initiate an Employment Rights Complaint	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Med	High	1
Provide Employment Tribunal results	Employment Rights and Industrial Relations	Document Distribution (Tribunal Hearing Results)	Downloadable Reports	Y	N	Low	Low	1
Initiate an appeal against a Rights Commissioners recommendations	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Apply for Lands Act certificates to indicate use other than for agriculture	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Apply to Shannon Development for licenses for non-manufacturing services to operate in the Shannon Free Zone	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Apply for Tariff suspension / tariff quota schemes	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Provide advice / information to Small Businesses	Enterprise Competitiveness	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
Support the Prompt Payments Act	Enterprise Competitiveness	Provide Required Form (no standard form exists)	Downloadable Form	Y	Y	Low	High	1
Support the political environment (speeches / briefings)	Enterprise Competitiveness	Document Control	Document Management	Y	N	Low	Med	98
Process Grant Proposals	Enterprise Competitiveness			N	N	Low		99
Process payments under Small Business Programme	Enterprise Competitiveness	ePayment Process	Electronic Payments	Y	N	Low		99
Provide information to general public about eBusiness / Information Society Action Plan	Enterprise Competitiveness	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
Develop Regulation, Legislation and Policy	Enterprise Competitiveness	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
Oversee early warning system for companies in difficulty	Enterprise Competitiveness		Internal	N	N	Low	Med	99
Initiating payment request from the Information Society Fund	Enterprise Competitiveness	ePayment	Electronic Payments	Y	N	High		99
Provide information to overseas companies	Enterprise Competitiveness	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
Promote eWork	Enterprise Competitiveness		Internal	Y	N	Low		99
Promote online arbitration	Enterprise Competitiveness		Internal	Y	N	Low		99
Regulatory and Policy Development	Enterprise Programmes, Science and Technology	Sharing & collaboration	Document Management and Collaboration	Y	N	Med	Med	98

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Apply for authorisation of dumping at sea	Enterprise Programmes, Science and Technology	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Apply for an Operating Licenses (Shannon Development)	Enterprise Programmes, Science and Technology	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Servicing the political process	Enterprise Programmes, Science and Technology	Document Control	Document Management	Y	N	Low	Med	98
Support the administration of budgets for the Department Executive and development agencies	Enterprise Programmes, Science and Technology	Sharing & collaboration	Document Management and Document Collaboration	Y	N	High	Med	98
Liaison with EU research programme	Enterprise Programmes, Science and Technology			N	N	Low	Low	99
Overseeing implementation of RTDI schemes	Enterprise Programmes, Science and Technology		Internal	N	N	Low	Low	99
Support the management of the Productive Sector operational programme	Enterprise Programmes, Science and Technology			N	N	Low	Low	99
Develop Regulation, Legislation and Policy	Insurance and Company Law	Sharing & collaboration	Document Management and Document Collaboration	Y	N	Low	Med	98
Apply for authorisation for new life and non-life assurance companies	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for authorisations for Reinsurance companies	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to the Minister for a change of company name	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for licenses from the Minister to dispense with "Limited" or "Teoranta" in company names	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for exemptions from obligation to show particulars of directors on headed paper	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to have financial year of a subsidiary coincide with the financial year of its holding company	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to the Minister seeking company investigations	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to the Minister for the calling of an Annual General Meeting	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to qualify to act as an auditor	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to the Minister to have a body of accountants recognised for auditing	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply to the Minister for approval of BES prospectuses	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Provide information on Insurance Company solvency to general public	Insurance and Company Law	Online publishing of aggregate from annual solvency returns	Develop online publishing application	Y	N	Low	Low	3
Provide information on Insurance and Company Law issues	Insurance and Company Law	Provide online FAQ's	Web Restructuring	Y	N	Low	Med	3
Initiate customer complaints	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Provide information (re legislation) to insurance companies	Insurance and Company Law	Document Sharing	Document Collaboration and Sharing	Y	N	Low	Low	98

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Provide information (re legislation) to insurance companies	Insurance and Company Law	Document Distribution (Insurance Legislation)	Downloadable Reports	Y	N	Low	Med	1
Input of annual return data by Insurance Companies	Insurance and Company Law	Online input of Annual Return information	Insurance and Company Law Application for Annual Returns (Already in progress)	Y	N	Low	High	1
Develop Regulation, Legislation and Policy	Labour Force Development	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
Apply for Work Permits	Labour Force Development	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
Apply for a Work Permit	Labour Force Development	Online processing	Work Permit Application	Y	N	High	High	6
Distribute European Social Fund (ESF) Payments	Labour Force Development	ePayment	Internal	Y	N	Low		99
Ensure European Social Fund (ESF) evaluation arrangements	Labour Force Development		Internal	Y	N	Low	Low	99
Applications to EU for European Social Fund (ESF) funding	Labour Force Development		Internal	Y	N	Low	Low	99
Support the management of the Employment National Development Plan (ENDP)	Labour Force Development	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Low	98
Provide information on ESF funding programmes to general public	Labour Force Development	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
Initiate requests for funding of ESF projects under the Equal Community Initiative program	Labour Force Development		Develop an Equal Community Management Application	Y	N	Low	High	6
Support the administration of the Employment and HR Development Operational Programme	Labour Force Development	Sharing & collaboration	Document Management and Collaboration	Y	N	Med	High	98
Develop Regulation, Legislation and Policy	Trade, Competition and Market Rights	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
Grant Import Licenses to companies wishing to import textiles, and iron and steel products from non-EU countries, or certain Chinese non-textile products	Trade, Competition and Market Rights	Streamlining Import Licensing Process	Develop an Import/Export Data Transfer Application with EU	Y	N	Med	High	3
Apply for Import Licenses to companies wishing to import textiles, and iron and steel products from non-EU countries, or certain Chinese non-textile products	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Med	High	1
Notification of possible mergers	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for Trading Permits	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for authorisation to Register a State Emblem as a Trade Mark	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for authorisation by firms / individuals for Occasional Trading	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Provide information to consumers (Consumer Protection Unit) and Businesses	Trade, Competition and Market Rights	Improved information provisioning	Develop a Consumer Protection Portal	Y	N	High	High	3
Apply for a Export license for the exporting of military goods	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Initiate complaints of businesses / consumers related to the EU single market	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1

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Incorporate limited liability companies	Companies Registration Office	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
Register business names	Companies Registration Office	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
Register documents, such as annual returns, change of directors, change of registered office, mortgage / charges, et cetera	Companies Registration Office	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
Provide copies of documents located at the Companies Registration Business Unit to the general public	Companies Registration Office	Online access	Progress on this is held up by a court challenge	Y	N	High	High	99
Provide online particulars of documents located at the Companies Registration Business Unit to the general public	Companies Registration Office	Online access	Currently on the Web but it's closed by court order	Y	N	High	High	99
Apply for non-contravention of Competition Act certificates and licenses	Competition Authority	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Request an investigation into breaches of Competition Law	Competition Authority	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Provide information on Competition Law to businesses and general public	Competition Authority	Improved information provisioning	Web Restructuring	Y	N	Med	Med	3
Transmission / sharing of each parties' submissions to the Court	Labour Court	Document Sharing	Document Collaboration and Sharing	Y	N	Low	Low	98
Monitor EU and National legislation (proposed and enacted) for impacts	Labour Court	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Low	98
Initiate Labour Court Complaints	Labour Court	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Apply for Collective Agreements Approval	Labour Court	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Issue Recommendations / Agreements, et cetera to the parties	Labour Court	Document Sharing	Document Collaboration and Sharing	Y	N	Low	Low	98
Provide information about Labour Court decisions to the General Public	Labour Court	Information Provisioning	Develop Website/enhance Website	Y	N	Low	Med	3
Referral of cases to the Labour Court	Labour Court			N	N	Low		99
Arrangement of hearings (with client, and for hearings outside Dublin, with venues)	Labour Court			N	N	Low		99
Issue Proposals and Notices to relevant employers, et cetera concerning making of Employment Regulation Orders	Labour Court			N	N	Low		99
Procure goods and services for the Labour Court (Issue Requests for tenders / process replies)	Labour Court		e-Procurement	Y	N	Low		99
Initiate a request for conciliation service from the Labour Relations Commission	Labour Relations Commission	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Provide advisory service based on complaints and queries to the Commission	Labour Relations Commission			N	N	Low		99
Provide assistance to Joint Labour Committees and Joint Industrial Committees	Labour Relations Commission	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
Provide feedback on Rights Commissioner recommendations	Labour Relations Commission	Document Control	Document Management	Y	N	Low	Low	98
Apply for a license to be a moneylenders or pawn brokers	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Y	Y	Low	High	1

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Apply for authorisation to be a credit intermediaries or a mortgage intermediaries	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Initiate consumer complaints	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
Provide Consumer Information	Directorate of Consumer Affairs	Information Provisioning	Web Restructuring (Consumer Portal)	Y	N	High	High	1
Grant and renew patents and trademarks (Processing of application)	Patents Office	Online Processing	Application to accept payments electronically for patents and trade mark renewals	Y	N	High	High	12
Filing of Patent and Trade Mark applications	Patents Office	Online Processing	An application for electronic filing of Patent and Trade Mark applications (including payment of application fees)	Y	N	High	High	9
Provide information on Patents Office Registers to the General Public	Patents Office	Information Provisioning	Application to provide access to Patent and Trade Mark Registers	Y	N	Low	Med	12
Grand and renewed patents and trademarks (Searching registers)	Patents Office	Online Processing	Application for industrial designs to facilitate filing of applications, searching and viewing of design registers	Y	N	High	High	12
Publish a fortnightly Patents Journal	Patents Office	Information Provisioning	Application to place Patents Journal on the Web	Y	N	Low	Med	12
Register Credit Unions, Industrial and Provident Societies, Friendly Societies and Trade Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Request to perform a complete or partial amendment to Friendly Society rules	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Request for change of name	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Request for amalgamation of Friendly Societies and Trade Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Request for the Transfer of Engagements	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Request to Dissolve Credit Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Receipt and registration of annual returns	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
Receipt and registration of annual returns	Registry of Friendly Societies	Online Processing	Develop Online Filing Application	Y	N	Low	Med	3
Provide information to interested parties / general public	Registry of Friendly Societies	Information Provisioning	Develop Website/enhance Website	Y	N	High	Med	3

Legend:

<i>Transaction Volume</i>	Low	< 5000 transactions per year
	Med	5000 - 10,000 transactions per year
	High	> 10,000 transactions per year
<i>Benefit Guide</i>	Low	Minimal Business Case Potential Minimal Client Perception Minimal eEurope recognition
	Med	Average Business Case Potential Average Client Perception Average eEurope recognition
	High	Strong Business Case Potential Strong Client Perception Fastrack eEurope recognition High number of services covered
<i>Implementation</i>	1	< 3 months effort to Implement
	3	3 - 6 months effort to Implement
	6	6 - 9 months effort to implement
	9	9 - 12 months effort to implement
	12	> 12 months effort to implement
	98	Content Management/Collaboration
	99	Out of scope/non-ePotential/Legal restrictions
<i>eEurope Level</i>	0	
	1	Information: Online info about public services
	2	Interaction: Downloading of forms
	3	Two-way interaction: Processing of forms, incl. Authentication
	4	Transaction: case handling; decision and delivery (Payment)

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61	Apply for authorisation for new life and non-life assurance companies	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
62	Apply for authorisations for Reinsurance companies	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
63	Apply to the Minister for a change of company name	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
64	Apply for licenses from the Minister to dispense with "Limited" or "Teoranta" in company names	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
65	Apply for exemptions from obligation to show particulars of directors on headed paper	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
66	Apply to have financial year of a subsidiary coincide with the financial year of its holding company	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
67	Apply to the Minister seeking company investigations	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
68	Apply to the Minister for the calling of an Annual General Meeting	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
69	Apply to qualify to act as an auditor	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
70	Apply to the Minister to have a body of accountants recognised for auditing	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
71	Apply to the Minister for approval of BES prospectuses	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
74	Initiate customer complaints	Insurance and Company Law	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
79	Apply for Work Permits	Labour Force Development	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
90	Apply for Import Licenses to companies wishing to import textiles, and iron and steel products from non-EU countries, or certain Chinese non-textile products	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Med	High	1
91	Notification of possible mergers	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
92	Apply for Trading Permits	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
93	Apply for authorisation to Register a State Emblem as a Trade Mark	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
94	Apply for authorisation by firms / individuals for Occasional Trading	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
96	Apply for a Export license for the exporting of military goods	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
97	Initiate complaints of businesses / consumers related to the EU single market	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
98	Incorporate limited liability companies	Companies Registration Office	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
99	Register business names	Companies Registration Office	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
100	Register documents, such as annual returns, change of directors, change of registered office, mortgage / charges, et cetera	Companies Registration Office	Provide Required Form	Downloadable Forms	Y	Y	High	High	1
103	Apply for non-contravention of Competition Act certificates and licenses	Competition Authority	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1

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104	Request an investigation into breaches of Competition Law	Competition Authority	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
108	Initiate Labour Court Complaints	Labour Court	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
109	Apply for Collective Agreements Approval	Labour Court	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
116	Initiate a request for conciliation service from the Labour Relations Commission	Labour Relations Commission	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
129	Register Credit Unions, Industrial and Provident Societies, Friendly Societies and Trade Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
130	Request to perform a complete or partial amendment to Friendly Society rules	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
131	Request for change of name	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
132	Request for amalgamation of Friendly Societies and Trade Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
133	Request for the Transfer of Engagements	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
134	Request to Dissolve Credit Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
135	Receipt and registration of annual returns	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Y	Y	Low	High	1
1	Request information under the Freedom of Information Act (FOI)	Corporate Services and Economic Policy	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
26	Notification of collective redundancies	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
27	Apply for Tax Relief Certificates under Section 202 of the Finance Act	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
28	Initiate Insolvency Payments	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low		1
29	Apply for a License to operate an Employment Agency	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
30	Request License for Child Employment	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
31	Request authorisation for trade union mergers	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
32	Apply for a Negotiation license by trade unions	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
33	Initiate an Employment Rights Complaint	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Med	High	1
36	Initiate an appeal against a Rights Commissioners recommendations	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
37	Apply for Lands Act certificates to indicate use other than for agriculture	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
38	Apply to Shannon Development for licenses for non-manufacturing services to operate in the Shannon Free Zone	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
39	Apply for Tariff suspension / tariff quota schemes	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
41	Support the Prompt Payments Act	Enterprise Competitiveness	Provide Required Form (no standard form exists)	Downloadable Form	Y	Y	Low	High	1

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53	Apply for authorisation of dumping at sea	Enterprise Programmes, Science and Technology	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
54	Apply for an Operating Licenses (Shannon Development)	Enterprise Programmes, Science and Technology	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
120	Apply for a license to be a moneylenders or pawn brokers	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
121	Apply for authorisation to be a credit intermediaries or a mortgage intermediaries	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Y	Y	Low	High	1
122	Initiate consumer complaints	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Y	Y	Low	High	1

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101	Provide copies of documents located at the Companies Registration Business Unit to the general public	Companies Registration Office	Online access	Progress on this is held up by a court challenge	Y	N	High	High	99
102	Provide online particulars of documents located at the Companies Registration Business Unit to the general public	Companies Registration Office	Online access	Currently on the Web but it's closed by court order	Y	N	High	High	99
3	Provide Application Forms for the following: Career Breaks, Job Sharing, Term Time, et cetera	Corporate Services and Economic Policy	Provide Required Forms	Internal	Y	N	Low		99
5	Process Employee Travel Claims	Corporate Services and Economic Policy	Online Travel claims	Internal	Y	N	Med		99
6	Process the Employee Payroll and HR information	Corporate Services and Economic Policy	Online paystubs and information	Internal	Y	N	Med		99
7	Provide IT Helpdesk service	Corporate Services and Economic Policy	Online request and tracking	Internal	Y	N	Med		99
8	Provide general Departmental information (and advice) to employees	Corporate Services and Economic Policy	Intranet	Internal	Y	N	Med		99
9	Provide training to employees	Corporate Services and Economic Policy	Online courses	Internal	Y	N	Low		99
10	Support the administration of the Departmental Budget	Corporate Services and Economic Policy		Internal	Y	N	Low		99
11	Input Purchasing Receipts	Corporate Services and Economic Policy	Online receipt entry	Internal	Y	N	Med		99
12	Approval of Payment for Departmental bills	Corporate Services and Economic Policy	Online approvals	Internal	Y	N	Med		99
13	Provide communications facilities to employees	Corporate Services and Economic Policy		Internal	Y	N	Med		99
14	Support the Departmental Planning process	Corporate Services and Economic Policy	Workflow	Internal	Y	N	Low		99
15	Provide Corporate Support (administer management reports; et cetera)	Corporate Services and Economic Policy	Electronic Report Distribution	Internal	Y	N	Low		99
19	Support the management of the IT infrastructure	Corporate Services and Economic Policy	Management Tools	Internal	N	N	Low		99
47	Oversee early warning system for companies in difficulty	Enterprise Competitiveness		Internal	N	N	Low	Med	99
50	Promote eWork	Enterprise Competitiveness		Internal	Y	N	Low		99
51	Promote online arbitration	Enterprise Competitiveness		Internal	Y	N	Low		99
58	Overseeing implementation of RTDI schemes	Enterprise Programmes, Science and Technology		Internal	N	N	Low	Low	99
81	Distribute European Social Fund (ESF) Payments	Labour Force Development	ePayment	Internal	Y	N	Low		99
82	Ensure European Social Fund (ESF) evaluation arrangements	Labour Force Development		Internal	Y	N	Low	Low	99
83	Applications to EU for European Social Fund (ESF) funding	Labour Force Development		Internal	Y	N	Low	Low	99
115	Procure goods and services for the Labour Court (Issue Requests for tenders / process replies)	Labour Court		e-Procurement	Y	N	Low		99
18	Procurement of supplies and service for the Department	Corporate Services and Economic Policy	eProcurement	eProcurement	Y	N	Low		99

Ref #	Services	Business Unit	Opportunity	Potential Solution	ePotential (Y/N)	eForms (Y/N)	Transaction Volume	Benefit Guide	Implem. ease
2	Provide information under the Freedom of Information Act (FOI)	Corporate Services and Economic Policy	Information Provisioning	Electronic Reading Room	Y	N	Low	Low	99
44	Process payments under Small Business Programme	Enterprise Competitiveness	ePayment Process	Electronic Payments	Y	N	Low		99
48	Initiating payment request from the Information Society Fund	Enterprise Competitiveness	ePayment	Electronic Payments	Y	N	High		99
43	Process Grant Proposals	Enterprise Competitiveness			N	N	Low		99
57	Liaison with EU research programme	Enterprise Programmes, Science and Technology			N	N	Low	Low	99
59	Support the management of the Productive Sector operational programme	Enterprise Programmes, Science and Technology			N	N	Low	Low	99
112	Referral of cases to the Labour Court	Labour Court			N	N	Low		99
113	Arrangement of hearings (with client, and for hearings outside Dublin, with venues)	Labour Court			N	N	Low		99
114	Issue Proposals and Notices to relevant employers, et cetera concerning making of Employment Regulation Orders	Labour Court			N	N	Low		99
117	Provide advisory service based on complaints and queries to the Commission	Labour Relations Commission			N	N	Low		99
56	Support the administration of budgets for the Department Executive and development agencies	Enterprise Programmes, Science and Technology	Sharing & collaboration	Document Management and Document Collaboration	Y	N	High	Med	98
60	Develop Regulation, Legislation and Policy	Insurance and Company Law	Sharing & collaboration	Document Management and Document Collaboration	Y	N	Low	Med	98
22	Support the political process (proposed legislation and ministerial briefs, et certia)	Employment Rights and Industrial Relations	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
46	Develop Regulation, Legislation and Policy	Enterprise Competitiveness	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
52	Regulatory and Policy Development	Enterprise Programmes, Science and Technology	Sharing & collaboration	Document Management and Collaboration	Y	N	Med	Med	98
84	Support the management of the Employment National Development Plan (ENDP)	Labour Force Development	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Low	98
87	Support the administration of the Employment and HR Development Operational Programme	Labour Force Development	Sharing & collaboration	Document Management and Collaboration	Y	N	Med	High	98
88	Develop Regulation, Legislation and Policy	Trade, Competition and Market Rights	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
107	Monitor EU and National legislation (proposed and enacted) for impacts	Labour Court	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Low	98
118	Provide assistance to Joint Labour Committees and Joint Industrial Committees	Labour Relations Commission	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
78	Develop Regulation, Legislation and Policy	Labour Force Development	Sharing & collaboration	Document Management and Collaboration	Y	N	Low	Med	98
20	Develop Regulation, Legislation and Policy	Employment Rights and Industrial Relations	Sharing & collaboration	Document Management & Collaboration	Y	N	Low	Med	98
4	Transfer 30 year old information to National Archives	Corporate Services and Economic Policy	Automate archival process	Document Management	Y	N	Low		98
25	Recover Redundancy Payments from Liquidators and Receivers	Employment Rights and Industrial Relations	Document Control	Document Management	Y	N	Low	Med	98
42	Support the political environment (speeches / briefings)	Enterprise Competitiveness	Document Control	Document Management	Y	N	Low	Med	98

Ref #	Services	Business Unit	Opportunity	Potential Solution	ePotential (Y/N)	eForms (Y/N)	Transaction Volume	Benefit Guide	Implem. ease
55	Servicing the political process	Enterprise Programmes, Science and Technology	Document Control	Document Management	Y	N	Low	Med	98
119	Provide feedback on Rights Commissioner recommendations	Labour Relations Commission	Document Control	Document Management	Y	N	Low	Low	98
75	Provide information (re legislation) to insurance companies	Insurance and Company Law	Document Sharing	Document Collaboration and Sharing	Y	N	Low	Low	98
106	Transmission / sharing of each parties' submissions to the Court	Labour Court	Document Sharing	Document Collaboration and Sharing	Y	N	Low	Low	98
110	Issue Recommendations / Agreements, et cetera to the parties	Labour Court	Document Sharing	Document Collaboration and Sharing	Y	N	Low	Low	98

Ref #	Services	Business Unit	Opportunity	Potential Solution	ePotential (Y/N)	eForms (Y/N)	Transaction Volume	Benefit Guide	Implem. ease
21	Provide information and advice about new regulations to General Public	Employment Rights and Industrial Relations	Information Provisioning	Web Restructuring (Electronic and Searchable FAQ's)	Y	N	High	High	1
123	Provide Consumer Information	Directorate of Consumer Affairs	Information Provisioning	Web Restructuring (Consumer Portal)	Y	N	High	High	1
17	Provide the Department's services information (managing existing website, issuing press releases, et cetera)	Corporate Services and Economic Policy	Information Provisioning	Web Restructuring	Y	N	High	Med	3
40	Provide advice / information to Small Businesses	Enterprise Competitiveness	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
45	Provide information to general public about eBusiness / Information Society Action Plan	Enterprise Competitiveness	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
49	Provide information to overseas companies	Enterprise Competitiveness	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
73	Provide information on Insurance and Company Law issues	Insurance and Company Law	Provide online FAQ's	Web Restructuring	Y	N	Low	Med	3
85	Provide information on ESF funding programmes to general public	Labour Force Development	Information Provisioning	Web Restructuring	Y	N	Low	Med	3
105	Provide information on Competition Law to businesses and general public	Competition Authority	Improved information provisioning	Web Restructuring	Y	N	Med	Med	3

Ref #	Services	Business Unit	Opportunity	Potential Solution	ePotential (Y/N)	eForms (Y/N)	Transaction Volume	Benefit Guide	Implem. ease
95	Provide information to consumers (Consumer Protection Unit) and Businesses	Trade, Competition and Market Rights	Improved information provisioning	Develop a Consumer Protection Portal	Y	N	High	High	3
125	Filing of Patent and Trade Mark applications	Patents Office	Online Processing	A study for electronic filing of Patent and Trade Mark applications (including payment of application fees)	Y	N	High	High	9
127	Grant and renewed patents and trademarks (Searching registers)	Patents Office	Online Processing	Application for industrial designs to facilitate filing of applications, searching and viewing of design registers	Y	N	High	High	12
124	Grant and renew patents and trademarks (Processing of application)	Patents Office	Online Processing	Application to accept payments electronically for patents and trade mark renewals	Y	N	High	High	12
80	Apply for a Work Permit	Labour Force Development	Online processing	Work Permit Application	Y	N	High	High	6
137	Provide information to interested parties / general public	Registry of Friendly Societies	Information Provisioning	Develop Website/enhance Website	Y	N	High	Med	3
23	Calculate Redundancy rebates for employers and employees	Employment Rights and Industrial Relations	Electronic Calculation Process	Redundancy Calculator	Y	N	High	Med	3
76	Provide information (re legislation) to insurance companies	Insurance and Company Law	Document Distribution (Insurance Legislation)	Downloadable Reports	Y	N	Low	Med	1
77	Input of annual return data by Insurance Companies	Insurance and Company Law	Online input of Annual Return information	Insurance and Company Law Application for Annual Returns (Already in progress)	Y	N	Low	High	1
86	Initiate requests for funding of ESF projects under the Equal Community Initiative program	Labour Force Development		Develop an Equal Community Management Application	Y	N	Low	High	6
111	Provide information about Labour Court decisions to the General Public	Labour Court	Information Provisioning	Develop Website/enhance Website	Y	N	Low	Med	3
35	Provide Employment Tribunal results	Employment Rights and Industrial Relations	Document Distribution (Tribunal Hearing Results)	Downloadable Reports	Y	N	Low	Low	1
72	Provide information on Insurance Company solvency to general public	Insurance and Company Law	Online publishing of aggregate from annual solvency returns	Develop online publishing application	Y	N	Low	Low	3
136	Receipt and registration of annual returns	Registry of Friendly Societies	Online Processing	Develop Online Filing Application	Y	N	Low	Med	3
128	Publish a fortnightly Patents Journal	Patents Office	Information Provisioning	Application to place Patents Journal on the Web	Y	N	Low	Med	12
126	Provide information on Patents Office Registers to the General Public	Patents Office	Information Provisioning	Application to provide access to Patent and Trade Mark Registers	Y	N	Low	Med	12

eforms	54
Out of Scope	54
Web Restructuring Program	9 17
Total	134

Summary of eForms

Services	Business Unit	Opportunity	Potential Solution	Transaction Volume	Benefit Guide
Apply for authorisation for new life and non-life assurance companies	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply for authorisations for Reinsurance companies	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to the Minister for a change of company name	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply for licenses from the Minister to dispense with "Limited" or "Teoranta" in company names	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply for exemptions from obligation to show particulars of directors on headed paper	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to have financial year of a subsidiary coincide with the financial year of its holding company	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to the Minister seeking company investigations	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to the Minister for the calling of an Annual General Meeting	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to qualify to act as an auditor	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to the Minister to have a body of accountants recognised for auditing	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply to the Minister for approval of BES prospectuses	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Initiate customer complaints	Insurance and Company Law	Provide Required Form	Downloadable Forms	Low	High
Apply for Work Permits	Labour Force Development	Provide Required Form	Downloadable Forms	High	High
Apply for Import Licenses to companies wishing to import textiles, and iron and steel products from non-EU countries, or certain Chinese non-textile products	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Med	High
Notification of possible mergers	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Low	High
Apply for Trading Permits	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Low	High

Summary of eForms

Services	Business Unit	Opportunity	Potential Solution	Transaction Volume	Benefit Guide
Apply for authorisation to Register a State Emblem as a Trade Mark	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Low	High
Apply for authorisation by firms / individuals for Occasional Trading	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Low	High
Apply for a Export license for the exporting of military goods	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Low	High
Initiate complaints of businesses / consumers related to the EU single market	Trade, Competition and Market Rights	Provide Required Form	Downloadable Forms	Low	High
Incorporate limited liability companies	Companies Registration Office	Provide Required Form	Downloadable Forms	High	High
Register business names	Companies Registration Office	Provide Required Form	Downloadable Forms	High	High
Register documents, such as annual returns, change of directors, change of registered office, mortgage / charges, et cetera	Companies Registration Office	Provide Required Form	Downloadable Forms	High	High
Apply for non-contravention of Competition Act certificates and licenses	Competition Authority	Provide Required Form	Downloadable Forms	Low	High
Request an investigation into breaches of Competition Law	Competition Authority	Provide Required Form	Downloadable Forms	Low	High
Initiate Labour Court Complaints	Labour Court	Provide Required Form	Downloadable Forms	Low	High
Apply for Collective Agreements Approval	Labour Court	Provide Required Form	Downloadable Forms	Low	High
Initiate a request for conciliation service from the Labour Relations Commission	Labour Relations Commission	Provide Required Form	Downloadable Forms	Low	High
Register Credit Unions, Industrial and Provident Societies, Friendly Societies and Trade Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High
Request to perform a complete or partial amendment to Friendly Society rules	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High
Request for change of name	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High
Request for amalgamation of Friendly Societies and Trade Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High
Request for the Transfer of Engagements	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High

Summary of eForms

Services	Business Unit	Opportunity	Potential Solution	Transaction Volume	Benefit Guide
Request to Dissolve Credit Unions	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High
Receipt and registration of annual returns	Registry of Friendly Societies	Provide Required Form	Downloadable Forms	Low	High
Request information under the Freedom of Information Act (FOI)	Corporate Services and Economic Policy	Provide Required Form	Downloadable Form	Low	High
Notification of collective redundancies	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Apply for Tax Relief Certificates under Section 202 of the Finance Act	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Initiate Insolvency Payments	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	
Apply for a License to operate an Employment Agency	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Request License for Child Employment	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Request authorisation for trade union mergers	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Apply for a Negotiation license by trade unions	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Initiate an Employment Rights Complaint	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Med	High
Initiate an appeal against a Rights Commissioners recommendations	Employment Rights and Industrial Relations	Provide Required Form	Downloadable Form	Low	High
Apply for Lands Act certificates to indicate use other than for agriculture	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Low	High
Apply to Shannon Development for licenses for non-manufacturing services to operate in the Shannon Free Zone	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Low	High
Apply for Tariff suspension / tariff quota schemes	Enterprise Competitiveness	Provide Required Form	Downloadable Form	Low	High
Support the Prompt Payments Act	Enterprise Competitiveness	Provide Required Form (no standard form exists)	Downloadable Form	Low	High
Apply for authorisation of dumping at sea	Enterprise Programmes, Science and Technology	Provide Required Form	Downloadable Form	Low	High

Summary of eForms

Services	Business Unit	Opportunity	Potential Solution	Transaction Volume	Benefit Guide
Apply for an Operating Licenses (Shannon Development)	Enterprise Programmes, Science and Technology	Provide Required Form	Downloadable Form	Low	High
Apply for a license to be a moneylenders or pawn brokers	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Low	High
Apply for authorisation to be a credit intermediaries or a mortgage intermediaries	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Low	High
Initiate consumer complaints	Directorate of Consumer Affairs	Provide Required Form	Downloadable Form	Low	High

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