**Citizens Information Board**

**Board Meeting, Wednesday, 18 November 2020**

By Videoconference

**Present:** Ita Mangan (Chairperson), Mary Doyle, Joanne McCarthy, Ian Power, Nicola Walshe, Cearbhall O Meadhra, John Saunders, Mary Higgins

**Apologies:** James Clarke, Tina Leonard, Niall Mulligan, Tim Duggan

**In attendance:** Angela Black, Chief Executive; Fiona Coyne, Adrian O’Connor, Susan Shanahan, Graham Long (also taking minutes), Michael Owens (item 3), Gary Watters (items 5 and 6.1)

**Minutes**

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| **Item** | **Agenda Description** |
| **1** | **Declaration of Interests** |
| 1.1 | The Chair invited Board members to declare any relevant interests. No relevant interests were declared. |
| **2** | **Minutes of Previous Meeting**  *(The minutes of the Board meeting held on Wednesday, 23 September 2020 were circulated in advance of the meeting.)* |
| 2.1 | The minutes were proposed by Cearbhall O Meadhra and seconded by Joanne McCarthy. It was agreed that references to one particular issue discussed on 23 September would be redacted from the minutes to be published on the CIB website. |
| **3** | **Citizens Information Services (CIS) Activity Report** |
| 3.1 | Michael Owens, CIS Manager, presented on the recent CIS activity report. The presentation noted that COVID-19 restrictions have had an impact on services with a significant reduction in drop-in callers and the loss of more than 900 volunteers. At the same time, the Citizens Information Phone Service has been re-configured to assist in remote service delivery and a new Query Management System (QMS) has been set up to implement a distributed callback system. |
| **4** | **CIB Digital Strategy** |
| 4.1 | Angela Black presented on the current state of play in relation to digital service delivery in CIB and its Service Delivery Companies (SDCs), as well as on the organisation’s future ambitions in relation to digital. A set of principles for digital developments in the organisation were put forward, including that any developments be modernising, effective and efficient. Short-term, medium-term and long-term developments were proposed, including the booking of appointments online, chat and instant messaging services, voice search and the integration of video conferencing with Case Management Systems (CMS). It was noted that only some services are suitable for digitisation. A group will be formed with representatives from CIB and the SDCs to progress these goals. A paper will be brought to the December Board meeting setting out the process. |
| **5** | **Finance Matters** |
| 5.1 | Budget Monitoring |
| 5.1.1 | The Budget Monitoring Report for October 2020 showed overall excess of income over expenditure of €2.069m at this point in time. |
| 5.2 | Budget 2021 |
| 5.2.1 | CIB was allocated €62.38m in Budget 2021. The budget request was for €62.388m. The €8,000 shortfall will be taken from CIB’s travel and subsistence budget. |
| 5.3 | 2019 Audit – Letter of Representation |
| 5.3.1 | The draft letter of representation was circulated to the Board in advance of the meeting. The draft was approved. |
| 5.4 | Risk Management |
| 5.4.1 | CIB’s Risk Register was presented to the Board. It is in a new format following the adoption by CIB of the Office of the Government Chief Information Officer’s eRisk application. |
| 5.5 | Procurement |
| 5.5.1 | While several Requests for Tenders (RFTs) are near completion, there were no procurement items for discussion at this meeting. |
| **6** | **Committee Reports** |
| 6.1 | Finance, Audit and Risk Committee |
| 6.1.1 | The Committee met on 3 November 2020. It discussed the report of the second audit of a Service Delivery Company by Mazars, and heard that eight further reports are due to be progressed in 2020. The Comptroller and Auditor General (C&AG) document, *OCAG insights: The impact of Covid-19 on your control environment,* was reviewed*.* The Committee has commenced its annual self-assessment process. |
| **7** | **Report of the Chief Executive** |
| 7.1 | The Report of the Chief Executive was circulated in advance of the meeting. It was noted that the offices of the Service Delivery Companies are open to the public for urgent appointments only. |
| **8** | **Corporate Services, HR and Governance Matters** |
| 8.1 | ICT Update |
| 8.1.1 | The Wide Area Network (WAN) rollout has slowed, with 115 of 135 sites now live. It is expected that the rollout will continue during Level 5 restrictions. Five pilot sites now have new telephony equipment and this equipment is working well. It was noted that Mazars is currently conducting their audit of CIB’s cybersecurity operations. |
| 8.2 | Update on Staffing |
| 8.2.1 | One external recruitment competition has now been completed, with one external competition currently in train, for a Higher Executive Officer on the Information Resources team.  It was noted that CIB is now working to 22 February 2021 as the earliest date for a return to offices. |
| 8.3 | Terms of Reference for the Strategy and Governance Committee |
| 8.3.1 | Revised terms of reference for the new Strategy and Governance Committee were approved and it is expected that committee members will be appointed shortly. |
| 8.4 | CIB Code of Practice |
| 8.4.1 | An updated version of the CIB Code of Practice was approved by the Board. Additions include CIB’s Data Protection Policy and enhanced procedures when new members are appointed to the Board. |
| **9** | **Date of the Next Meeting** |
| 9.1 | The next meeting of the Board will take place on Wednesday, 9 December 2020. |