

PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)
PART A - PROGRESS ON DEPARTMENTAL /AGENCY ACTION PLAN
For submission by 3 May 2011

1. Better human resource management: <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>			
Terms of Agreement 2010-2014 <i>(refer to all relevant paragraphs)</i>	Target Date as per Current Action Plan	Action*	Comment**
Work practices	Upon confirmation by the Department of Finance.	Removal of Bank Time and Privilege Days	Department of Finance directive
Attendance patterns	To the extent practicable within employees' contracts of employment, when agreed centrally between the Department of Finance and employee representative bodies.	Reduced carry-over of annual leave per year.	Unclear as to whether the step of amending carry over of leave would result in the generation of savings.
Attendance patterns	Achieved	Deductions of pay for all days of absence will be standardised at a 1/5 of weekly pay.	
Flexible working arrangements	Achieved	E working of senior professional staff.	
Promotion Policies	Achieved	All positions are filled by way of open public competition	

PLEASE NOTE: ALL ACTIONS STATED IN CURRENT ACTION PLAN SHOULD BE INCLUDED

* Please refer to Guidance note when colour-coding Actions

** Please elaborate on status of Action if necessary

2. Better Business processes: <i>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.</i>			
Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
Cash receipts	Achieved	facilitation of payment of fees and levies by electronic transfer and IBAN.	
Risk management	Achieved	Development of a risk management policy	
Risk management	Achieved	Retain internal audit services to ensure, <i>inter alia</i> , value for money	
Shared Services	Achieved	Payroll and related service provided by parent department.	
Shared Services	Upon agreement with parent department	Provision of other services by parent department, e.g., HR, ICT.	
Procurement	Achieved	Implement a detailed procurement policy for all purchases regardless of quantum	
Procurement	Ongoing	Generate savings via inter-agency procurements	IAASA is currently participating in the Department's Cross Agency Procurement Group and is open to any opportunities to secure savings and

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** Please elaborate on status of Action if necessary

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

Terms of Agreement 2010-2014 (refer to all relevant paragraphs)	Target Date as per Current Action Plan	Action*	Comment**
Interaction with public Publications	Achieved Achieved	Interaction with the public via website, telephone, in person and by post. Majority of publications published by electronic means only	Enhanced customer service Reduced costs and more timely correspondence with stakeholders

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