

Distr.
GENERAL

CES/AC.71/2005/7 (Summary)
1 February 2005

Original: ENGLISH

**UNITED NATIONS STATISTICAL COMMISSION and
ECONOMIC COMMISSION FOR EUROPE (ECE)
CONFERENCE OF EUROPEAN STATISTICIANS**

**EUROPEAN COMMISSION
STATISTICAL OFFICE OF THE
EUROPEAN COMMUNITIES (EUROSTAT)**

**ORGANISATION FOR ECONOMIC
COOPERATION AND DEVELOPMENT (OECD)
STATISTICS DIRECTORATE**

Joint ECE/Eurostat/OECD Meeting on the Management of Statistical Information Systems (MSIS)
(Bratislava, Slovakia, 18-20 April 2005)

Topic (i): IT governance in statistical offices

IT GOVERNANCE

Supporting Paper

Submitted by Central Statistics, Ireland¹

Summary

1. The Central Statistics Office (CSO) is developing a new Data Management System (DMS). During the project it became obvious that the existing IT Governance would not properly support a three-tier client server environment.
2. This paper outlines the principles behind a new IT Governance to support the DMS, and describes the issues involved under a number of headings.
3. In addition to supporting fully the DMS, another business driver was to improve internal customer service by providing them with a single point of contact.
4. Applications and toolsets are categorized into core and non-core. Core are applications used across the organisation. Non-core are applications that are used in one or two business areas.
5. Technology is classified into strategic and non-strategic. Strategic technology being the technology used at a point in time. Non-strategic technology is typically legacy technology.
6. The various applications, toolsets and technologies in use are given in Table 1: Applications and Toolsets Categorisation.

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7. The use of Service Level Agreements, which are seen as an essential mechanism for customer service, is described.
8. The use of Change Management procedures is described.
9. The roles and responsibilities of the IT Director, Corporate Systems Manager and Systems Delivery Manager are described.
10. The pivotal role of an intelligent Help Desk in delivering IT services is described.
