

## Title of Paper

# The Quality Ecosystem

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## Presenter

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## Abstract

I will talk about "The Quality Ecosystem" within which software development should take place. In the case of Government, that system has to embrace a quality analysis of desired outcomes - not just software or process outputs. It also has to embrace and support the support processes that surround the activities of government and governance. It is therefore a complex ecosystem where 'joined-up quality' is the ethos.

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## Biography

Colm Butler is Director of Information Society Policy at the Department of the Taoiseach (Prime Minister of Ireland). In that role he is responsible for coordinating and promoting the public policy agenda for the development of the Information Society in Ireland. The policies are designed to ensure, as far as possible, that modern technologies are universally accessible - that everyone has an opportunity to participate in a society being increasingly impacted by technologies that are opening up new possibilities for innovation in government, commerce and in all sectors of society.

In relation to the use of technology in government, Colm is keen to explore the space between the need to maximise the returns on investments in technology, the opportunities to promote innovation for improved public policy outcomes and the structural implications that innovations can bring about. This is one of the major areas currently facing public administrators.

Colm has been a civil servant for over thirty years. He also spent some time in the private sector in the IT industry in Ireland. He is an artist and a regular contributor to a number of publications on issues around technology in government and innovation.

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