An Roinn Tithíochta,
Rialtais Áitiúil agus Oidhreachta
Department of Housing,
Local Government and Heritage

Project Díon - Transformational project to bring about Changed Ways of Working and Process Improvement Underpinned by Technology

Digital Transformation in Housing Administration Workshop
Housing Practitioners Conference
10 April 2025

What we want to get out of the session today

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Department of Housing, Planning and Local Government

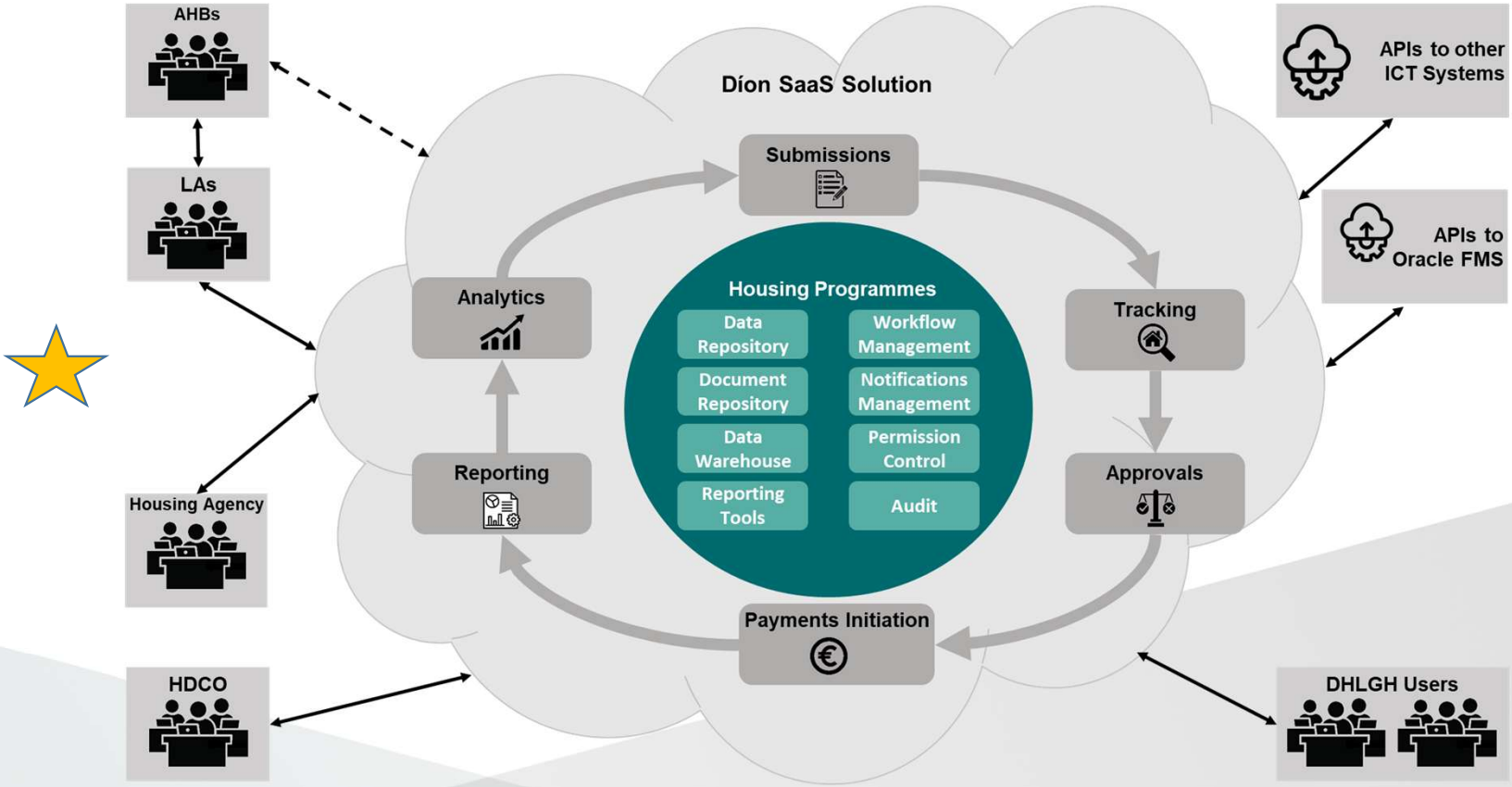
1. *What housing administration challenges could be overcome through digital transformation and better use of existing technology?*
   - *What advantages of existing systems could be better leveraged?*
   - *What benefits can you see from further digital transformation enhancements?*
   - *What types of technology?*
   - *Are there any immediate/early opportunities from technology that could be in place in the next 12 months?*

2. *Are there any challenges/hurdles that would need to be addressed to take advantage of these opportunities?*
   - *Why hasn't it happened before now?*
   - *What steps would need to be taken to get to a better position?*
   - *Any practical ideas for how these could be addressed?*

3. *Alternatives – what happens if we don't update the technology?*

DÍON

Planned Díon system future state



Overview of technology

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Portal

Local Authorities

Housing Agency

Approved Housing Bodies

Microsoft Power Pages

Creates websites and solutions that allow external users gain access to data securely

Dynamics 365 (OGCIO network)

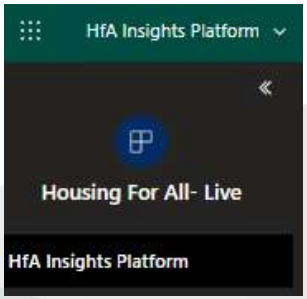
Department Users

Microsoft Power Apps

A low code approach to building applications and automated workflows

Statistical reporting

HDCO



Power BI

Uncover powerful insights and turn them into impact

Connect to and visualize any data, and seamlessly infuse visuals into the apps you use every day.

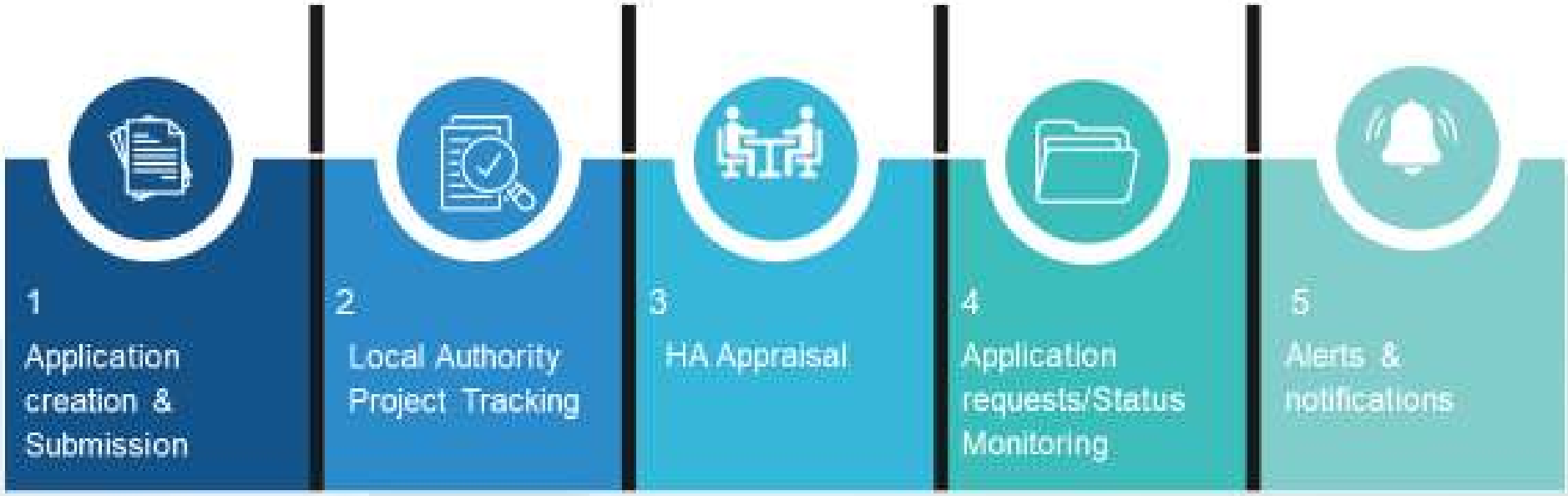
Local Authority Functionality

Power Pages

Portal Functionality

How will Local Authorities use the platform?

Dynamics 365



Project Díon – Overall Timeline Across all Work streams

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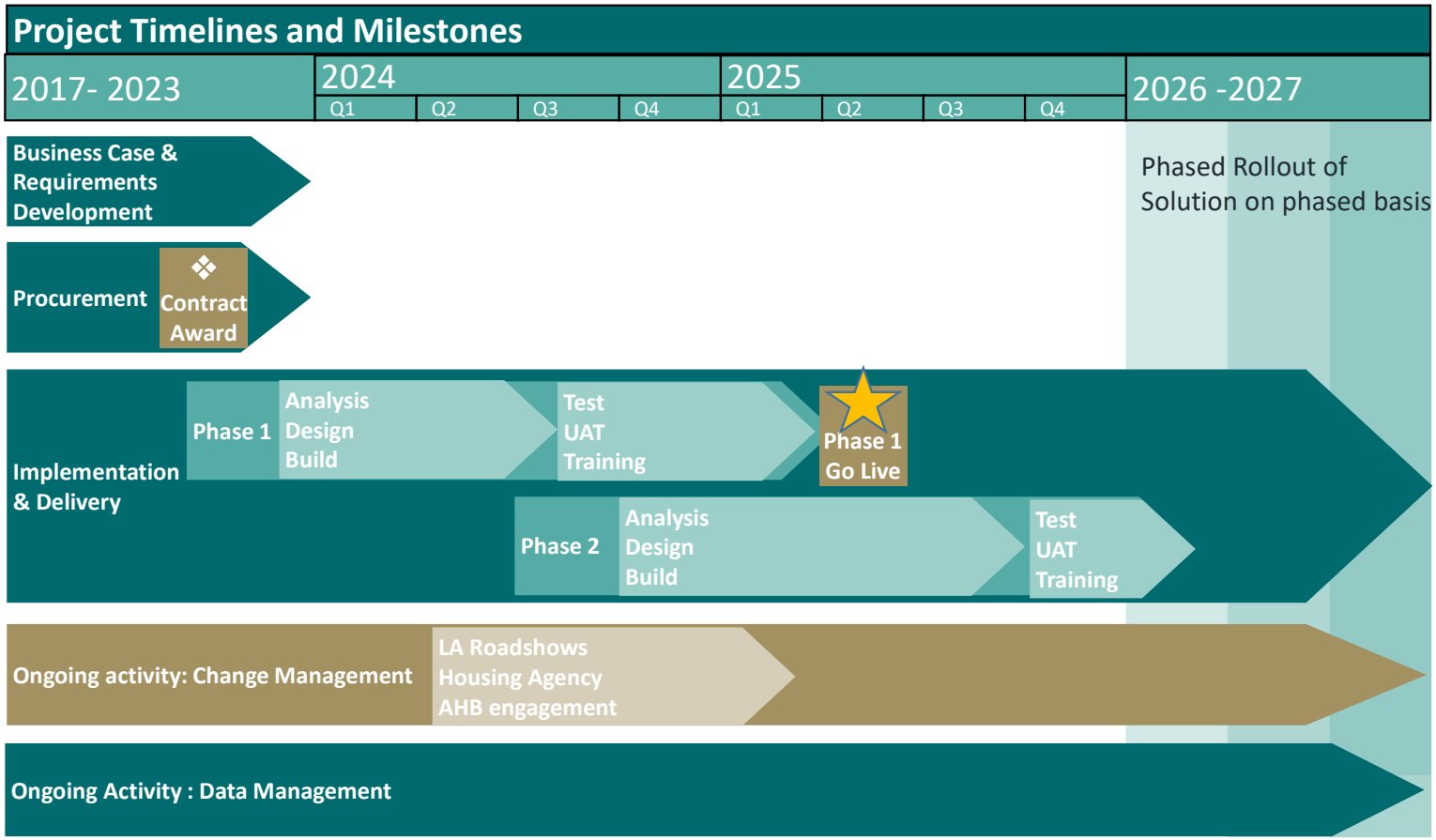

Díon relevance to Housing For All (HFA)

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Action 24.10:
Implement an integrated housing delivery tracking solution

Housing Policy Objective 4:
Increase Social Housing Delivery

Action 4.1: Deliver over 10,000 social housing homes each year to 2030 and increase the stock of available social housing

Housing Policy Objective 24:
Build Institutional Capacity across the DHLGH, Local Authority, State Agency and AHB Sectors in order to support Housing for All

Action 24.2: Promote the digitalisation of housing and planning services, to improve the efficiency of delivery and customer services

Relevant HFA Public Service Delivery WG areas of focus: Public Sector processes

- reforms\streamlining of public procurement and approval processes for housing/infrastructure delivery
- delivery of associated critical infrastructure for housing
- identifying blockages and areas of underperformance and seeking to resolve these

Background – "The Why?"

- Limited investment in common technology solutions to support the delivery of housing programmes
- Largely manual processes, recorded on standard software products
- Very little information stored on centralised systems for use by the Department and Local Authorities

➢ Difficult to generate a single accurate picture of the status of housing programmes

➢ Significant time and effort spent on ensuring and validating the quality of information

Díon drivers for change

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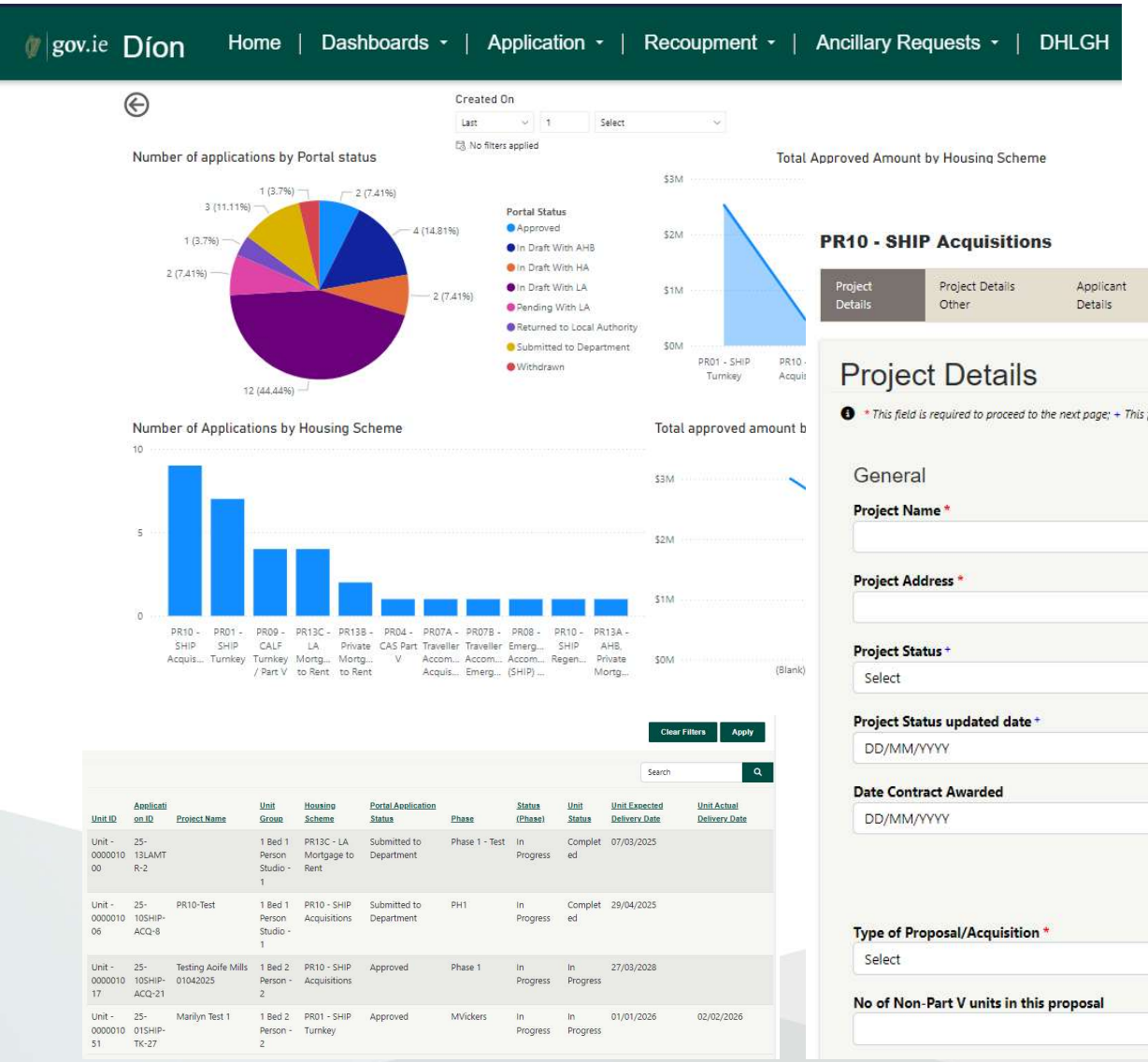
Current Challenges

- Multiple channels for submission of information
- Inefficient Information and Data Sharing
- Lack of Visibility of Current Data
- Inability to Track Project Status
- Real Time Payment Details currently unavailable

Díon solution – positive change

- Ease of Use – Intuitive System
- Single Source of Information
- Standardised Processes
- Data Sharing Facility
- Real Time Visibility of Data
- Ability to Track Project Status
- Visibility of Real Time Payment Details



Unit ID	Application ID	Project Name	Unit Group	Housing Scheme	Portal Application Status	Phase	Status (Phase)	Unit Status	Unit Expected Delivery Date	Unit Actual Delivery Date
Unit - 000001000	25-13LAMTR-2		1 Bed 1 Person Studio - 1	PR13C - LA Mortgage to Rent	Submitted to Department	Phase 1 - Test	In Progress	Completed	07/03/2025	
Unit - 000001006	25-10SHIP-ACQ-8	PR10-Test	1 Bed 1 Person Studio - 1	PR10 - SHIP Acquisitions	Submitted to Department	PH1	In Progress	Completed	29/04/2025	
Unit - 000001017	25-10SHIP-ACQ-21	Testing Aoife Mills 01042025	1 Bed 2 Person - 2	PR10 - SHIP Acquisitions	Approved	Phase 1	In Progress	In Progress	27/03/2028	
Unit - 000001051	25-01SHIP-TK-27	Marilyn Test 1	1 Bed 2 Person - 2	PR01 - SHIP Turnkey	Approved	MVickers	In Progress	In Progress	01/01/2026	02/02/2026

DÍON

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25-10SHIP-ACQ-30

PR10 - SHIP Acquisitions

In Draft With Local Authority

Project Details | Project Details Other | Applicant Details | Social Housing Need | Property Details | Financial Details | Supporting Documents | Appraisals | Key Submission Details

Project Details

** This field is required to proceed to the next page; + This field is required to submit your application*

General

Project Name *

Project Address *

Project Status +
Select

Project Status updated date +
DD/MM/YYYY

Date Contract Awarded
DD/MM/YYYY

Type of Proposal/Acquisition *
Select

No of Non-Part V units in this proposal

Date Offer made
DD/MM/YYYY

Date Offer accepted
DD/MM/YYYY

Proposal submitted to Dept
DD/MM/YYYY

Reason For Acquisition *
Select or search options

Total number of units in the overall Development +

No of Part V units in this proposal

Organisational Change

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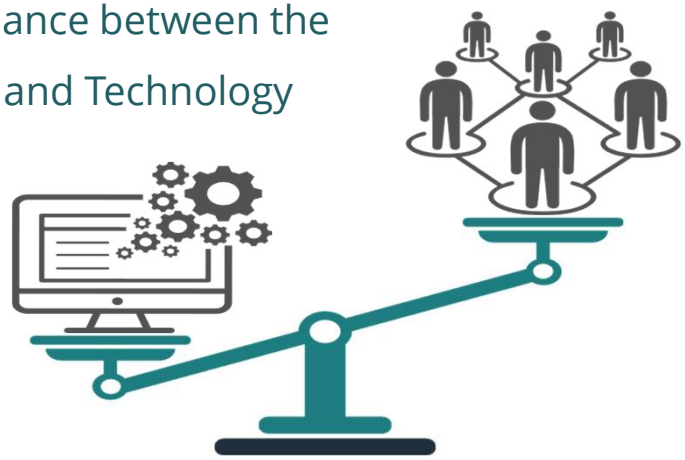
The balance between the People and Technology



Prepare Approach

Assess Organisational Readiness

Define Vision

Stakeholder Engagement

Manage Change

Build Awareness and Desire

Develop Knowledge and Ability

Reinforce and Support

Sustain Outcomes

Embed Change

Monitor Adoption

Celebrate Success

Back to our questions…

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1. *What next for Díon?*
   - *Are there APIs that should be considered for Díon 1.0?*
   - *What next for Díon 2.0?*

2. *What next beyond Díon:*
   - *What is already happening elsewhere?*
     - *Is it being done at individual org level or co-ordinated?*
   - *What can be done in parallel?*

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