



storm  
technology

# CASE STUDY

**South Dublin County Council**

*Navigating the Shift Towards Hybrid Work*



## Driving Public Service Innovation with Power Apps

**The third largest local authority in Ireland, South Dublin County Council serves a population of over 275,000 citizens across almost 223 square kilometers in South Dublin. To ensure the provision of open, effective, inclusive and participative local democratic processes together with the highest quality services, facilities and supports, South Dublin County Council is committed to Public Service Innovation. This focus on innovation permeates across all Council departments with innovation at the heart of both technological and employee-focused developments.**

### Navigating The Shift Towards Hybrid Work

A lasting effect of the Covid-19 pandemic has been the shift towards hybrid and remote work. What once was a necessity to remain safe, is now seen as a right among many employees, with the number of workers seeking hybrid and remote work options on the rise since the end of government lockdowns. In early 2022, the Irish government announced that civil workers would soon be given the right to request hybrid/remote work under The Right to Request Remote Work Bill. A move that would require local authorities to implement new business processes, to support the management of such employee applications. The shift was made all the more challenging due to tight deadlines for implementation. However, South Dublin County Council being ahead of the curve with its focus on innovation, quickly got to work as the first local authority to develop the processes necessary to manage the shift to hybrid work.

### Public Service Innovation

With approximately 50% of its 1,350 plus employees expected to apply for hybrid working, South Dublin

County Council embraced the shift to hybrid work while also being aware of the importance of establishing defined application processes and the latest technology innovations to support these processes. With tight deadlines for implementation, design and development required completion within just three months in order to allow for 12 weeks processing time for the hybrid work applications.

South Dublin County Council engaged with trusted technology solutions provider to the Public Sector, Storm Technology, a leading Microsoft technology consultancy with extensive experience in delivering solutions on the Build to Share framework. Low-code solution platform, Power Platform was identified as the best fit technology to support rapid development lead times, ensure flexibility for future iterations and support the Council's commitment to innovation and service excellence. Working closely with South Dublin County Council, Storm's Business Analyst

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Caroline O'Reilly  
HR Administrative Officer  
South Dublin County Council

set to work to understand and map all necessary business processes and identify critical workflows and automations. Power Apps, a dynamic element of Microsoft's Power Platform that allows businesses to build custom low-code applications with a simple interface that leverages responsive design and high security, was then used to bring the solution from design to development.

### A Digital First Approach To Managing Hybrid Work Applications

With just 2 weeks from project sign off to app go-live, Power Platform and Storm have helped South Dublin County Council create a future-ready business app to manage and streamline application processes in a hybrid business. Unlike traditional paper-based processes, the utilisation of Power Platform has enabled South Dublin County Council to automate tasks and reduce the manual workload associated with managing high volume HR requests.

Employees can now use the app to apply for hybrid work, with their applications automatically sent through the recommendation and approval chain. HR can use the app to track applications throughout the process. Once an application is approved, a workflow starts with a health and safety assessment of the remote workplace. The entire application process is streamlined, with task automation further enhancing the workflow.

Speaking on the solution impact, HR Administrative Officer at South Dublin County Council, Caroline O'Reilly stated; "Without the app, employees would have to manually fill out and send their applications, which would then have to be emailed throughout each stage of the process. The application process would be much more time-consuming, with data being managed less efficiently, and a reliance on manual tasks and emails."

Due to the time constraints, the app originally went live without Power BI, however, since then South Dublin County Council has integrated a Power BI dashboard to enhance data management and reporting. Now management can view clearly structured data such as how many people have requested remote work, how many requests have been approved or denied and why. Without the Power BI integration, it would be much more labouring and time-consuming to produce reporting.

### Setting the Standard for Hybrid Work Management

Living up to its commitment to public service innovation, South Dublin County Council was the first local council to develop a dedicated application to address the challenges of remote/hybrid working, with the Council committed to the ongoing enhancement of this solution. Now live within the Council, the next phase of project delivery is the creation of a development roadmap, outlining critical areas for enhancement and additional feature functionality and establishing timelines for their delivery.

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"Partnering with Storm Technology has been instrumental in the successful rollout of our hybrid working application, from the guidance offered by their Business Analyst to the technical expertise of their delivery team."

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HR Acting Senior Executive Officer  
South Dublin County Council

from the guidance offered by their Business Analyst to the technical expertise of their delivery team. In addition to delivering tangible benefits to South Dublin County Council, Storm's knowledge of the Build to Share platform has ensured the solution has been developed in a way that other Councils facing the same issue surrounding hybrid work applications can also benefit from our investment" concluded Deirdre Wall, HR Acting Senior Executive Officer at South Dublin County Council.

Local authorities can via the Build to Share framework use the Hybrid/Remote working app, making minor changes to align with their specific needs. Since go-live in June 2022, 8 other local authorities have adopted this solution, with the rapid roll out and speed of customisation a testament to the potential offered by low-code software development.

If you would like to learn more about low-code app development with Power Apps, [request a call](#) with one of our experts today.

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