

Geographical groupings

EUROPEAN UNION AREA	LATIN AMERICA	SUB-SAHARAN AFRICA
<ul style="list-style-type: none"> • Senate of Belgium • National Assembly of Bulgaria • House of Representatives of Cyprus • Senate of the Czech Republic • Parliament of Estonia • Parliament of Finland • Senate of France • Federal Diet of Germany • Hellenic Parliament of Greece • National Assembly of Hungary • Senate of Italy • Chamber of Deputies of Italy • Parliament of Latvia • Parliament of Lithuania • Chamber of Deputies of Luxembourg • House of Representatives of Malta • Senate of the Netherlands • Senate of Poland • Sejm of Poland • Assembly of the Republic of Portugal • Chamber of Deputies of Romania • National Council of Slovakia • National Assembly of Slovenia • Senate of Spain • Congress of Deputies of Spain • Parliament of Sweden • Parliament of the United Kingdom • European Parliament 	<ul style="list-style-type: none"> • Senate of Argentina • Chamber of Deputies of Argentina • Federal Senate of Brazil • Chamber of Deputies of Brazil • Senate of Chile • Chamber of Deputies of Chile • Legislative Assembly of Costa Rica • Chamber of Deputies of Paraguay • Congress of the Republic of Peru • National Assembly of Nicaragua • Senate of Mexico • Chamber of Deputies of Mexico • Legislative Assembly of Panama • Chamber of Representatives of Uruguay 	<ul style="list-style-type: none"> • National Assembly of Angola • National Assembly of Benin • National Assembly of Burundi • National Assembly of Cameroon • National Assembly of Cape Verde • Senate of Congo • National Assembly of Cote d'Ivoire • Senate of the Democratic Republic of the Congo • National Assembly of Djibouti • House of the Federation of Ethiopia • House of Peoples' Representatives of Ethiopia • Parliament of Ghana • National Assembly of Kenya • National Assembly of Malawi • Senate of Mauritania • National Assembly of Mauritius • Assembly of the Republic of Mozambique • Parliament of Namibia • National Assembly of Niger • National Assembly of Nigeria • Parliament of Rwanda • National Assembly of Sao Tome and Principe • National Assembly of Senegal • Parliament of South Africa • The National Legislature of Sudan • Parliament of Swaziland • Parliament of Uganda • National Assembly of Zambia • Parliament of Zimbabwe

World Bank list of economies

(July 2007)

High Income	Upper Middle Income	Lower Middle income	Low Income
Andorra	American Samoa	Albania	Afghanistan
Antigua and Barbuda	Argentina	Algeria	Bangladesh
Aruba	Belize	Angola	Benin
Bahamas, The	Botswana	Armenia	Burkina Faso
Bahrain	Brazil	Azerbaijan	Burundi
Barbados	Bulgaria	Belarus	Cambodia
Bermuda	Chile	Bhutan	Central African Republic
Brunei Darussalam	Costa Rica	Bolivia	Chad
Cayman Islands	Croatia	Bosnia and Herzegovina	Comoros
Channel Islands	Dominica	Cameroon	Congo, Dem. Rep.
Cyprus	Equatorial Guinea	Cape Verde	Côte d'Ivoire
Estonia	Gabon	China	Eritrea
Faeroe Islands	Grenada	Colombia	Ethiopia
French Polynesia	Hungary	Congo, Rep.	Gambia, The
Greenland	Kazakhstan	Cuba	Ghana
Guam	Latvia	Djibouti	Guinea
Hong Kong, China	Lebanon	Dominican Republic	Guinea-Bissau
Isle of Man	Libya	Ecuador	Haiti
Israel	Lithuania	Egypt, Arab Rep.	India
Kuwait	Malaysia	El Salvador	Kenya
Liechtenstein	Mauritius	Fiji	Korea, Dem. Rep.
Macao, China	Mayotte	Georgia	Kyrgyz Republic
Malta	Mexico	Guatemala	Lao PDR
Monaco	Montenegro	Guyana	Liberia
Netherlands Antilles	Northern Mariana Islands	Honduras	Madagascar
New Caledonia	Oman	Indonesia	Malawi
Puerto Rico	Palau	Iran, Islamic Rep.	Mali
Qatar	Panama	Iraq	Mauritania
San Marino	Poland	Jamaica	Mongolia
Saudi Arabia	Romania	Jordan	Mozambique
Singapore	Russian Federation	Kiribati	Myanmar
Slovenia	Serbia	Lesotho	Nepal
Trinidad and Tobago	Seychelles	Macedonia, FYR	Niger
United Arab Emirates	Slovak Republic	Maldives	Nigeria
Virgin Islands (U.S.)	South Africa	Marshall Islands	Pakistan
Australia	St. Kitts and Nevis	Micronesia, Fed. Sts.	Papua New Guinea
Austria	St. Lucia	Moldova	Rwanda
Belgium	St. Vincent and the	Morocco	São Tomé and Príncipe
Canada	Grenadines	Namibia	Senegal
Czech Republic	Turkey	Nicaragua	Sierra Leone
Denmark	Uruguay	Paraguay	Solomon Islands
Finland	Venezuela, RB	Peru	Somalia
France		Philippines	Sudan
Germany		Samoa	Tajikistan
Greece		Sri Lanka	Tanzania
Iceland		Suriname	Timor-Leste
Ireland		Swaziland	Togo
Italy		Syrian Arab Republic	Uganda
Japan		Thailand	Uzbekistan
Korea, Rep.		Tonga	Vietnam
Luxembourg		Tunisia	Yemen, Rep.
Netherlands		Turkmenistan	Zambia

High Income	Upper Middle Income	Lower Middle income	Low Income
New Zealand Norway Portugal Spain Sweden Switzerland United Kingdom United States		Ukraine Vanuatu West Bank and Gaza	Zimbabwe

This table classifies all World Bank member economies, and all other economies with populations of more than 30,000. For operational and analytical purposes, economies are divided among income groups according to 2006 gross national income (GNI) per capita, calculated using the World Bank Atlas method. The groups are: low income, \$905 or less; lower middle income, \$906–3,595; upper middle income, \$3,596–11,115; and high income, \$11,116 or more. Other analytical groups based on geographic regions are also used.

Geographic classifications and data reported for geographic regions are for low-income and middle-income economies only. Low-income and middle-income economies are sometimes referred to as developing economies. The use of the term is convenient; it is not intended to imply that all economies in the group are experiencing similar development or that other economies have reached a preferred or final stage of development. Classification by income does not necessarily reflect development status.

Boxes

1.1	Ahmed Fathy Sorour, President of the People’s Assembly of Egypt. Quote from the opening speech at the inauguration of the Global Centre for ICT in Parliament .	11
1.2	Laura DeNardis and Tam Eric. Excerpt from <i>Open Documents and Democracy – a Political Basis for Open Documents Standards</i> , Yale Information Society Project White Paper, 2007.	13
1.3	Excerpt from Article 9 of the <i>Convention on the Rights of Persons with Disabilities</i> adopted by the United Nations General Assembly on 13 December, 2006.	13
2.1	Sha Zukang, Under-Secretary-General for Economic and Social Affairs of the United Nations. Quote from the opening address at the World e-Parliament Conference 2007.	15
2.2	Anders Forsberg, President of the Association of Secretaries General of Parliaments and Secretary General of the Parliament of Sweden. Quote from the opening address at the World e-Parliament Conference 2007.	15
2.3	Anders B. Johnsson, Secretary General, Inter-Parliamentary Union. Quote from the opening address at the World e-Parliament Conference 2007.	17
2.4	Zingile A. Dingani, Secretary General of the Parliament of South Africa. Quote from the presentation at the World e-Parliament Conference 2007.	19
3.1	Geoffrey Q.M. Doidge, House Chairperson: Committees, National Assembly of South Africa. Quote from the statement at the World e-Parliament Conference 2007.	21
3.2	Anders Forsberg, President of the Association of Secretaries General of Parliaments and Secretary General of the Parliament of Sweden. Quote from the opening address at the World e-Parliament Conference 2007.	22
3.3	Roberto Reale, Advisor to the President of the Senate and Coordinator of the Institutional Strengthening Programme of the Senate of Argentina. Quote from the presentation at the World e-Parliament Conference 2007.	24
3.4	Anders B. Johnsson, Secretary General, Inter-Parliamentary Union. Quote from the opening address at the World e-Parliament Conference 2007.	30
3.5	Respondent to Survey – Comment to Section 1	33
4.1	João Viegas d’Abreu, Director of ICT of the Assembly of Portugal and Chair of the ECPRD Working Group on ICT. Excerpt from the presentation at the World e-Parliament Conference 2007.	46
5.1	Excerpt from <i>Legal Informatics and Management of Legislative Documents</i> , edited by Giovanni Sartor (EUI, Florence), November 2007.	63
5.2	Excerpt from the <i>Tunis Commitment</i> , para. 17, World Summit on the Information Society.	64
5.3	Excerpt from <i>Legal Informatics and Management of Legislative Documents</i> , edited by Giovanni Sartor (EUI, Florence), November 2007.	74

5.4	Laura DeNardis and Tam Eric. Excerpt from <i>Open Documents and Democracy – a Political Basis for Open Documents Standards</i> , Yale Information Society Project White Paper, 2007.	75
5.5	Excerpt from the <i>Tunis Commitment</i> , para. 29, World Summit on the Information Society.	76
5.6	Respondent to Survey – Comment to Section 3	79
5.7	Enrico Seta, Research and Study Department, Chamber of Deputies of Italy, The “107 Project”.	81
6.1	Excerpt from <i>Parliament and democracy in the twenty-first century: A guide to good practice</i> , Inter-Parliamentary Union, 2006.	88
7.1	Alessandro Palanza, Deputy Secretary General of the Chamber of Deputies of Italy. Quote from the statement at the World e-Parliament Conference 2007.	112
7.2	Excerpt from <i>Legal Informatics and Management of Legislative Documents</i> , edited by Giovanni Sartor (EUI, Florence), November 2007.	112
7.3	Respondent to Survey – Comment to Section 6	115
7.4	Respondent to Survey – Comment to Section 6	117
7.5	Carlos Magno Santoro, Director, Subsecretariat of IT Solutions – Prodasen, The Siga Brasil Project.	120
7.6	Laura DeNardis and Tam Eric. Excerpt from <i>Open Documents and Democracy – a Political Basis for Open Documents Standards</i> , Yale Information Society Project White Paper, 2007.	121
8.1	Stefano Rodotà, Professor of Law, University of Rome “La Sapienza”. Quote from the keynote address at the World e-Parliament Conference 2007.	125
8.2	Excerpt from <i>Citizens as Partners: Information, Consultation and Public Participation in Policy-making</i> , Organisation for Economic Co-operation and Development, 2001.	126
8.3	Ross Ferguson, Director of e-Democracy, Hansard Society. Quote from the presentation at the World e-Parliament Conference 2007.	127
9.1	Excerpt from <i>Parliament and democracy in the twenty-first century: A guide to good practice</i> , Inter-Parliamentary Union, 2006.	141
9.2	Alessandro Palanza, Deputy Secretary General of the Chamber of Deputies of Italy. Quote from the statement at the World e-Parliament Conference 2007.	142
9.3	Excerpt from the <i>Modernization Plan of the Congress of Deputies of Spain</i> . Contribution to the World e-Parliament Conference 2007.	148

Figures

1-1	Framework: the parliamentary contribution to democracy.....	9-10
2-1	Vision for ICT	16
3-1	Responsibility for establishing goals and objectives and for solving possible conflicts.....	23
3-2	Yearly involvement of the political leadership in deciding on or reviewing the status of ICT	23
3-3	Organization for ICT in the Senate of Argentina	25
3-4	Source of ideas and proposals for ICT goals and projects.....	26
3-5	ICT strategy formulation rationale	27
3-6	Strategic planning	28
3-7	Who approves the strategic plan	29
3-8	Stages in implementing the vision for ICT	30
4-1	Services for the mobile office of Spanish deputies	37
4-2	Architecture for the mobile office of Spanish deputies	38
4-3	Availability of general ICT services	39
4-4	General ICT services by support providers	40
4-5	Support items available to members and staff of parliament	42
4-6	Support items available to members of parliament for three regional groupings	44
4-7	Support items available to staff of parliament for three regional groupings	45
4-8	General applications	47
4-9	Legislative applications	48
4-10	Representational applications	49
4-11	Oversight applications	50
4-12	Knowledge Management applications	51
4-13	Administrative applications	52
4-14	Distribution of the number of staff and contractors employed in the last year	53
4-15	Functions performed by in-house staff and contractors	53
4-16	Providers of legislative applications	54
4-17	Providers of oversight applications	55
4-18	Providers of representational applications	55
4-19	Providers of knowledge management applications	56
4-20	Number of assemblies grouped by number of seats.....	59

5-1	Use of systems for creating and managing bills in digital format, by country's income group	64
5-2	Capabilities of systems for managing bills	65
5-3	Use of systems for committee and plenary session amendments to bills in digital format, by country's income group	66
5-4	Use of systems for recording and managing text of committee hearings in digital format, by country's income group	67
5-5	Use of systems for recording and managing text of committee reports on proposed legislation in digital format, by country's income group	68
5-6	Use of systems for recording and managing in digital format: a) the text of the minutes of committee meetings and b) information about committee actions on proposed legislation, by country's income group	69
5-7	Respondents with systems for committee documents and activities	69
5-8	Use of systems for recording and managing text of debate and speeches in plenary sessions in digital format, by country's income group	70
5-9	Use of systems for recording and managing votes in plenary sessions in digital format, by country income group	71
5-10	Use of systems for recording and managing in digital format: a) text of minutes of plenary sessions and b) information about plenary or floor actions on proposed legislation, by country income group	71
5-11	Respondents with systems for plenary documents and activities	72
5-12	Use of systems for recording and managing information in digital text format about government actions on proposed legislation, by country income group	72
5-13	Comparison of characteristics of systems for bills and systems for tracking actions on those bills	73
5-14	Use of XML among chambers that have the system listed for creating/recording and managing legislative documents in digital format	77
5-15	Chambers with bill or plenary debate systems using XML	78
5-16	Use of XML among chambers that have the system listed for creating/recording and managing legislative documents in digital format	78
6-1	Use of a website that contains parliamentary documents and actions by parliament or chamber, by country's income group	88
6-2	Who establishes overall goals for the parliamentary website	92
6-3	Percentage of chambers having written statements for website information, by income group	93
6-4	Availability of websites for different users	93
6-5	Type of information included on the website of parliaments	95
6-6	Availability of documents on the website	96
6-7	Timeliness of documents on the website	98

6-8	Years of documents in digital format.....	99
6-9	Percent of chambers that have various documents linked directly to proposed legislation on their website	101
6-10	Usability assessment in web interface design	102
6-11	Type of activities webcast or broadcast on television	103
6-12	Percent of chambers supporting audio and video formats on their websites, by country's income group	104
6-13	Notification systems offered to users	104
6-14	Availability of source files to public users (downloadable from the website)	106
7-1	Use of an automated system for managing library resources, by country's income group	113
7-2	Providers of ICT support to the library, by country's income group	114
7-3	Presence of a portal that organizes and provides access to Internet resources, by country's income group	115
7-4	Use of subject matter experts on public policy issues to provide research and analysis for members and committees, by country's income group	116
7-5	Use of a parliamentary Intranet to enable library and research staff make their services available to members, by country's income group	116
7.6	Provision of information services linked to policy issues and legislation before the Parliament, by country's income group	117
7.7	UK House of Commons Library example of research papers on pending legislation	118
7-8	Use of a system that supports collaboration among library and research staff, by country's income group	118
7-9	Example from the U.S. Congress <i>Thomas</i> system	11
7-10	Senate of Brazil webpage for tracking federal budget	119
7-11	Presence of a policy for retaining digital resources permanently, by country's income group	122
8-1	Citizen-parliament e-mail exchanges to express opinions	128
8-2	Who receives e-mail?	129
8-3	Availability of e-mail management systems	130
8-4	Availability of online discussion groups supported by parliament	131
8-5	Use of other electronic means for citizens to express opinions, by income group and for countries in three geographic regions	131
8-6	The Virtual Senator of the Senate of Chile	132
8-7	The transparency website of the Chamber of Deputies of Mexico	133
8-8	Website homepage of the Parliament of Ukraine	133

8-9	Percentage of chambers indicating the most important objectives for the systems in place concerning citizens engagement in policymaking	134
8-10	Use of website by members to communicate views on policy issues and proposed legislation	135
8-11	Use of other electronic means for communicating to citizens members' and parties' views on policy issues and proposed legislation	136
8-12	European Parliament webcasting page	136
8-13	Webcasting Video Library of the National Diet of Japan	137
10-1	Level of adoption on ICT: percentage of parliaments or chamber that state having each item, by country's income group	155



Global Survey on ICT in Legislatures

Name of your Parliament or Chamber:

INDEX

- | | |
|------------------|---|
| Section 1 | Oversight, Management, and Planning of ICT |
| Section 2 | Services, Infrastructure, Applications, and Resources |
| Section 3 | Systems for Creating Bills and Amendments |
| Section 4 | Systems for Creating Documents
other than Bills and Amendments |
| Section 5 | Recording and Tracking Legislative Actions |
| Section 6 | Knowledge Management: Library and Research Services |
| Section 7 | Websites for Parliament and the Public |
| Section 8 | Systems for Supporting Communication
between Citizens and Parliament |

SECTION 1: OVERSIGHT, MANAGEMENT, AND PLANNING OF ICT

Purpose. This section asks about the oversight, management, and planning of ICT. The purpose is to understand who gives strategic direction and establishes priorities for ICT in Parliament, how it is overseen, and how it is managed.

Answers. Please check the answer that most closely describes the situation in your Parliament. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices that you have implemented in managing and planning ICT. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

1. Do you have a unicameral or bicameral Parliament?

- Unicameral
- Bicameral

2. If you have a bicameral Parliament, does each Chamber have its own organization that oversees and manages ICT, or is there a single organization that oversees and manages ICT for both Chambers?

- Each Chamber has its own organization to oversee and manage ICT
- There is a single organization that oversees and manages ICT for both Chambers
- Other:

Comment and examples (optional)

3. Who establishes the goals and objectives for ICT in your Parliament or Chamber? Check all that apply.

- President/Speaker of Parliament or Chamber
- Committee of the Parliament or Chamber
- Members
- Secretary General
- Chief Information Officer
- ICT Director
- Special group or committee
- Internal IT experts
- Contractors/consultants
- Other:

Comment and examples (optional)

4. If more than one person establishes the goals and objectives, who resolves possible conflicts?

- President/Speaker of Parliament or Chamber
- Committee of the Parliament or Chamber
- Secretary General
- Chief Information Officer
- Members
- ICT Director
- Other:

Comment and examples (optional)

5. In a typical year, how often does the political leadership make a decision or review the status of ICT in Parliament?

- Fewer than 3 times
- Between 4-10 times
- More than 10 times

Comment and examples (optional)

6. To whom does the Director of ICT report?

- President/Speaker of Parliament or Chamber
- A Committee of the Parliament or Chamber
- Secretary General
- Members
- Other:

Comment and examples (optional)

7. Where do ideas and proposals for ICT goals and projects come from? Check all that apply.

- Senior political leadership
- Senior ICT leadership
- Members
- Committees
- Departments of the Parliament or Chamber
- Special group or committee
- ICT staff
- Library/information department
- Users within the Parliament or Chamber
- Public
- Other:

Comment and examples (optional)

8. Are there formal or informal working groups of stakeholders from different departments that make recommendations regarding ICT goals and projects?

- Yes
- No

Comment and examples (optional)

9. Is a formal project management methodology used for implementing new initiatives?

- Yes
- No

Comment and examples (optional)

10. If yes, who manages the project?

- Owner of the project
- ICT department
- Other:

Comment and examples (optional)

11. Is there a vision statement for ICT in Parliament or the Chamber?

- Yes
- No

Comment and examples (optional)

12. Is there a strategic plan with goals, objectives, and timetables for ICT?

- Yes
- No

Comment and examples (optional)

13. If yes, who approves the plan? Check all that apply.

- President/Speaker of Parliament or Chamber
- A Committee of the Parliament or Chamber
- Secretary General
- Members
- ICT Director
- Other:

Comment and examples (optional)

14. If there is a plan, is it updated on a regular basis?

- Yes
- No

Comment and examples (optional)

15. Is there a formal enterprise architecture?

- Yes
- No

Comment and examples (optional)

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have implemented in managing and planning ICT. Examples of things you might want to describe include how ICT is governed, how major ICT decisions are made, who can propose ideas for projects, and how these ideas are implemented.

With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No

SECTION 2: SERVICES, INFRASTRUCTURE, APPLICATIONS, AND RESOURCES

Purpose. This section asks about ICT services, technical infrastructure, applications, and resources. The purpose is to understand the scope of ICT systems and services within the Parliament and the personnel and budget resources available to support them.

Answers. Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices that you have developed for ICT services, technical infrastructure, applications, and resources. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

Services provided

1. Please indicate which of the following general ICT services are available in the Parliament or Chamber and whether they are provided by ICT staff or by outside contractors.

	Not available	Supported by ICT staff	Supported by contractors	Supported by both
Application Development and Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Network Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PC Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Systems Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Systems Programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web publishing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other:

Comment and examples (optional)

2. Do you have service level agreements with your customers?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

3. Please indicate which of the following are available to each member of Parliament or Chamber, and, where indicated, whether it is for his or her personal use or must be shared:

- PC - personal
- PC - shared
- Laptop - personal
- Laptop - shared
- Printer - personal
- Printer - shared
- Fax - personal

- Fax - shared
- Intranet - personal access
- Intranet – shared access
- Internet - personal access
- Internet - shared access
- Remote data access
- Cell phone (provided by Parliament or Chamber)
- PDA (provided by Parliament or Chamber)
- Parliament E-mailbox
- Personal E-mailbox
- Personal website

Comment and examples (optional)

4. Please indicate which of the following are available to staff of the Parliament or Chamber, and, where indicated, whether it is for his or her personal use or must be shared:

- PC - personal
- PC - shared
- Laptop - personal
- Laptop - shared
- Printer - personal
- Printer - shared
- Fax - personal
- Fax - shared
- Intranet - personal access
- Intranet – shared access
- Internet - personal access
- Internet - shared access
- Remote data access
- Cell phone (provided by Parliament or Chamber)
- PDA (provided by Parliament or Chamber)
- Parliament E-mailbox
- Personal E-mailbox
- Personal website

Comment and examples (optional)

Technical Infrastructure

5. Do you have reliable electrical power 24 hours per day?

- Yes
- No

Comment and examples (optional)

6. Please indicate the number and type of servers supported by the ICT department.

Answer:

7. Please indicate the type or types of local area networks supported and the number of connections available within the Parliament or Chamber.

Answer:

8. Please indicate the type of Internet access and bandwidth available to the Parliament or Chamber.

Answer:

9. Please indicate the approximate storage capacity available to the Parliament or Chamber (in terabytes):

Answer:

General Applications

10. Please indicate which general applications you provide and, in the comments and examples box below, which software or hardware you use to support them.

- Application
- Word processing
- Databases
- Publishing (print)
- Publishing (Web)
- Document management
- Workflow system
- E-mail
- Groupware
- Presentations
- Spreadsheets
- Web browsers
- Web servers
- Teleconferencing
- Video conferencing
- Audio streaming
- Video streaming
- PDAs
- Cell phones
- Other:

Comment and examples (optional)

11. Please indicate who supports the following applications.

	Supported by parliamentary staff	Supported by contractors	Supported by both	Application not available
LEGISLATIVE APPLICATIONS				
Bill and amendment drafting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bill and amendment status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calendars and schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary debate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary voting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee document preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee minutes and actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journal preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statutes – compilation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website for Parliament or Chamber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REPRESENTATIONAL APPLICATIONS				
Website for the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Constituent communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Member websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial disclosure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERSIGHT APPLICATIONS				
Hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Questions to the Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other policy setting and scrutiny documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNOWLEDGE MANAGEMENT APPLICATIONS				
Internal research systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search engine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaboration tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intranet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADMINISTRATIVE APPLICATIONS				
Accounting/payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fiscal analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment and examples (optional)

Resources - Staff

12. How many in-house technical ICT staff do you have?

Answer:

Comment and examples (optional)

13. What functions does the in-house staff perform? Check all that apply.

- Application development manager
- Network operations manager
- User support manager
- PC support manager
- Training manager
- Systems administration manager
- Systems programming manager
- Voice communications manager
- Programmer/developer
- Network operator
- User support
- PC installation, maintenance, and support
- Trainer
- Systems administrator
- Systems programmer
- Voice communications operator
- Other:

Comment and examples (optional)

14. How many technical contractors (number of staff) did you employ in the last year?

Answer:

Comment and examples (optional)

15. What functions do the contractors perform? Check all that apply.

- Application development manager
- Network operations manager
- User support manager
- PC support manager
- Training manager
- Systems administration manager
- Systems programming manager
- Programmer/developer
- Network operator
- User support
- PC installation, maintenance, and support
- Trainer
- Systems administrator
- Systems programmer
- Voice communications operator
- Voice communications manager
- Other:

Comment and examples (optional)

16. Do you have a training programme for in-house ICT staff?

- Yes
- No

Comment and examples (optional)

17. If yes, what percentage of in-house staff received some training in the last year?

Answer:

Comment and examples (optional)

18. If yes, what are the most important types of training provided in the last year? Please list.

Answer:

Comment and examples (optional)

Resources - Budget

19. What is the total budget for ICT in the Parliament or Chamber, including managers, staff, contractors, hardware, software, systems, and services? Please note that this figure will be used in summary statistics only; no individual country's budget will be made publicly available.

Answer:

Comment and examples (optional)

20. What percentage of the total budget of the Parliament or Chamber is allocated for ICT? Please note that this figure will be used in summary statistics only; no individual country's percentage will be made publicly available.

Answer:

Comment and examples (optional)

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have developed for ICT services, technical infrastructure, applications, and resources.

With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No

SECTION 3: SYSTEMS FOR CREATING BILLS AND AMENDMENTS

Purpose. This section asks about systems for creating and managing bills and amendments. The purpose is to understand whether the Parliament's bills and amendments are currently produced in digital formats, or whether there are plans for developing such a system. If the Parliament does have such a system, this section asks about some of its characteristics.

Answers. Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices that you have implemented in developing systems for creating and managing bills and amendments. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

1. Do you have a system for creating and managing bills in digital format?

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

If yes, please answer the following questions about the system:

2. Does the system use XML for the data standard?

- Yes
- No, but we are planning for or considering using XML
- No, and currently there are no plans or consideration for XML

Comment and examples (optional)

3. Does the system have workflow capabilities, such as the ability to move a document automatically among drafters?

- Yes
- No

Comment and examples (optional)

4. Does the system encompass all possible versions of a bill?

- Yes
- No

Comment and examples (optional)

5. Is the system integrated with, or does it exchange data with any of the following? Check all that apply.

- Other Chamber of the legislature
- Government or administration (the executive)
- Judiciary
- Other:

Comment and examples (optional)

6. Does the system accommodate bills that may require special formats, such as budget bills?

- Yes
- No
- Not applicable

Comment and examples (optional)

7. Are there procedures in place for identifying and correcting errors?

- Yes
- No

Comment and examples (optional)

8. If yes, how frequently are these procedures carried out?

- Daily
- Weekly
- Monthly
- Other:

Comment and examples (optional)

9. If yes, how quickly are errors corrected?

- As soon as found
- Within hours
- Within the same day
- Within a week
- Other:

Comment and examples (optional)

10. Does the system have a method for authenticating authorized users?

- Yes
- No

Comment and examples (optional)

11. When is the text of proposed legislation made available to Parliament?

- As soon as completed and verified
- By the next day
- Within a week
- Longer

Comment and examples (optional)

12. When is the text of proposed legislation made available to the public?

- As soon as completed and verified
- By the next day
- Within a week
- Longer

Comment and examples (optional)

13. Is there an upgrade or replacement strategy in place for the system?

- Yes
- No

Comment and examples (optional)

14. If you do have an upgrade or replacement strategy in place, please state briefly the primary objectives you hope to achieve.

Answer:

Comment and examples (optional)

15. Do you have a system for creating and managing committee amendments to bills in digital format?

- Yes
- Planning or considering such a system
- No, and currently there are no plans or consideration for such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

16. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No, and currently there are no plans or consideration for such a system

Comment and examples (optional)

17. If yes, is the system able to show the changes in the bill that the amendment would make?

- Yes
- No

Comment and examples (optional)

18. Do you have a system for creating and managing amendments to bills offered during plenary session in digital format?

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

19. If yes, does the system use XML for the data standard?

- Yes
- No, but we are planning or considering such a system
- No, and currently there are no plans or consideration for such a system

Comment and examples (optional)

20. If yes, is the system able to show the changes in the bill that the amendment would make?

- Yes
- No, but we are planning or considering such a system
- No, and currently there are no plans or consideration for such a system

Comment and examples (optional)

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have implemented in developing systems for creating and managing bills and amendments. If you are planning to build a system or to upgrade your existing system, you might want to describe your objectives. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No

SECTION 4: SYSTEMS FOR CREATING DOCUMENTS OTHER THAN BILLS AND AMENDMENTS

Purpose. This section asks about systems for creating and managing parliamentary documents other than bills and amendments. The purpose is to understand which of the Parliament's documents are produced in digital format, or whether there are plans for developing such systems. If the Parliament does have such systems, it also asks whether any of them use XML for the data format.

Answers. Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices that you have implemented in developing systems for creating and managing parliamentary documents. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

A note on terminology: In this section the word “recording” means to capture in text format. It does not refer to audio or video formats.

Minutes of committee meetings

1. Do you have a system for recording and managing the text of the minutes of committee meetings in digital format?

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

2. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

Committee hearings

3. Do you have a system for recording and managing the text of committee hearings in digital format?

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

4. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No and not planning or considering

Comment and examples (optional)

Committee reports on proposed legislation:**5. Do you have a system for creating and managing the text of committee reports on proposed legislation in digital format?**

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

6. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No and not planning or considering

Comment and examples (optional)

Minutes of plenary sessions**7. Do you have a system for recording and managing the text of the minutes of plenary sessions in digital format?**

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

8. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No and not planning or considering

Comment and examples (optional)

Debate and speeches in plenary sessions**9. Do you have a system for recording and managing the text of debate and speeches in plenary sessions in digital format?**

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

10. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No and not planning or considering

Comment and examples (optional)

Notes in plenary sessions

11. Do you have a system for recording and managing votes in plenary sessions in digital format?

- Yes
- Planning or considering
- No, and not planning or considering such a system
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

12. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No and not planning or considering

Comment and examples (optional)

Laws

13. Do you have a system for recording and managing the text of the current laws of the country in digital format?

- Yes, and done by the Parliament
- Yes, and done by the Parliament and the Government together
- Yes, but done by the Government
- No
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

14. If yes, does the system use XML for the data standard?

- Yes
- Planning or considering
- No and not planning or considering

Comment and examples (optional)

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have implemented in developing systems for recording and managing the text of parliamentary documents.

With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No

SECTION 5: RECORDING AND TRACKING LEGISLATIVE ACTIONS

Purpose. This section asks about systems for recording and tracking actions on proposed legislation. The purpose is to understand whether there are systems in place, or plans for such systems, and some of their characteristics.

Answers. Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices that you have implemented in developing systems for tracking actions on proposed legislation. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

Note on terms: In this section the phrase “actions on proposed legislation” refers to any activity taken by the Government, a parliamentary committee, or the Parliament in plenary session on a proposed law. This can include such actions as the bill being introduced in Parliament; referred to a committee; reviewed or scrutinized by a committee; amended, approved or disapproved by a committee; debated in plenary; voted on in plenary, etc. This list is meant to be illustrative; many Parliaments will have other actions on proposed legislation that are intended to be included in the scope of this section.

Committee actions

1. Do you have a system for recording and managing information in digital text format about committee actions on proposed legislation?

- Yes
- Planning or considering
- No, and not planning or considering
- Not applicable to this Parliament or Chamber

Comment and examples (optional)

2. If yes, please check the items below that apply to this system:

- Information is stored in XML
- System requires authentication of users
- Procedures are in place to identify and correct errors

Comment and examples (optional)

Plenary/Floor actions

3. Do you have a system for recording and managing information in digital text format about plenary or floor actions on proposed legislation?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

4. If yes, please check the items below that apply to this system:

- Information is stored in XML
- System requires authentication of users
- Procedures are in place to identify and correct errors

*Comment and examples (optional)***Government actions****5. Do you have a system for recording and managing information in digital text format about Government actions on proposed legislation?**

- Yes
- Planning or considering
- No, and not planning or considering

*Comment and examples (optional)***6. If yes, please check the items below that apply to this system:**

- Information is stored in XML
- System requires authentication of users
- Procedures are in place to identify and correct errors

*Comment and examples (optional)***7. How quickly is information about the following actions on proposed legislation made available to Parliament?**

	Same day	Next day	A week	Longer
Committee actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary/Floor actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Comment and examples (optional)***8. How quickly is information about the following actions on proposed legislation made available to the public?**

	Same day	Next day	A week	Longer
Committee actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary/Floor actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment and examples (optional)

Good practices/Lessons learned. You invited to describe any lessons learned or good practices you have implemented in developing systems for tracking actions on proposed legislation. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:**Do you grant permission to share with others any information you provide related to lessons learned or good practices?**

- Yes
- No

SECTION 6: KNOWLEDGE MANAGEMENT: LIBRARY AND RESEARCH SERVICES

Purpose. This section asks about knowledge management and the library and research services available to the Parliament. The purpose is to understand how ICT supports these services in providing access to digital documents and information resources, or whether there are plans for providing such support.

Answers. Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices you have implemented in providing ICT support for knowledge management and library and research services. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

1. Do you have an automated system for managing library resources?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

2. If yes, is the system based on a web platform?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

3. If yes, does the system include the following capabilities? Check all that apply.

- Acquisition of monographs
- Acquisition and claiming of serials
- Cataloguing of acquisitions
- Search capability
- Archiving of digital resources
- e-resource management capabilities
- Other:

Comment and examples (optional)

4. Do you provide Internet access to electronic information resources?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

5. If yes, to whom is it available? Check all that apply.

- Library
- Members
- Staff
- Public

Other:

Comment and examples (optional)

6. If yes, does it provide access to the following? Check all that apply.

- News (free services)
- News (fee-based services)
- Scientific journals
- Public policy journals
- Government websites and databases
- Parliaments of other countries
- International organizations
- Other resources of particular interest to your Parliament or Chamber

Comment and examples (optional)

7. Do you have a portal that organizes and provides access to Internet resources?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

8. Do you have a system that supports collaboration among your library and research staff?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

9. If yes, what software do you use?

10. Do you have a parliamentary intranet that enables the library and research staff to make their services available to members?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

11. Do you provide information services linked specifically to policy issues and legislation before the Parliament?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

12. If yes, please describe briefly.

Comment and examples (optional)

13. If yes, how do these services make use of ICT? Check all that apply.

- Research and information gathering
- Preparation of the product or service
- Distribution of the product or service
- Record keeping of requests and services provided
- Other:

Comment and examples (optional)

14. Do you have a policy for retaining digital resources permanently?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

15. If yes, do you have a system and practices in place to ensure permanent access to digital resources?

- Yes
- No

Comment and examples (optional)

16. Do you have subject matter experts on public policy issues who provide research and analysis for members and committees?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

17. If yes, are the research and analyses available in documents in digital format?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

18. If yes, are these documents available to Parliament on a website?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

19. If yes, are these documents available to the public on a website?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

20. Do you provide access to databases that contain detailed and expert research and analysis on public policy issues such as energy, the environment, the economy, etc.?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

21. Do you provide access to modeling systems on public policy issues such as budget priorities or economic projections?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

22. Who provides ICT support for the library? Check all that apply.

- Library technical staff
- Librarians
- Central ICT staff in Parliament or the Chamber
- Government ICT staff outside the Parliament or Chamber
- Outside contractors
- Other
- Not applicable to this Parliament or Chamber

Comment and examples (optional)

23. If there are changes needed in ICT support for the library to improve service to Parliament or the Chamber, please state briefly what they are.

Comment and examples (optional)

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have implemented in providing ICT support for knowledge management and library and research services. Additional details such as links to web addresses for preservation policies, modeling systems, and policy oriented databases would be helpful.

With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No

SECTION 7: WEBSITES FOR PARLIAMENT AND THE PUBLIC

Purpose. This section asks about websites for Parliament and the public. The purpose is to understand the goals, management, content, and features of these websites, and how ICT support them.

Answers: Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments and examples that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices that you have implemented in providing websites for Parliament and the public. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS REGARDING WEBSITES FOR PARLIAMENT

Some Parliaments have one website to serve both Parliament and the public. Some Parliaments or the Chambers have one website to serve both Parliament or the Chamber and the public. Other Parliaments have one website to serve both Parliament and the public but provide different information on the website depending on whether it is being used by a member of Parliament or the public. Still other Parliaments have one website for the Parliament (an intranet) and a separate website on the Internet for the public.

Please answer this first set of questions about websites used by the Parliament or the Chamber, even if the website is also used by the public. A separate set of questions will follow that ask about websites used by the public.

1. Do you have a website used by Parliament that contains parliamentary documents and actions?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

If yes, please answer the following questions as they relate to the website used by Parliament. As noted above, a separate set of questions will follow that relate to websites used by the public.

Management

2. Who establishes the overall goals for the website? Check all that apply.

- The President/Speaker of the Parliament or Chamber
- A parliamentary committee
- Members
- Secretary General
- Director of ICT
- Other:

Comment and examples (optional)

3. Are there written statements for the website regarding the following? Check all that apply.

- Goals and objectives
- Development plans
- Content
- Privacy
- Access
- User support

Comment and examples (optional)

4. Please check all that apply to websites in the Parliament or Chamber

- The President/Speaker has his or her own website
- Committees have their own websites
- Members have their own websites
- Library has a website
- Secretary General has a website
- There is one website that links all websites
- There is only one website, and it serves all members, Committee, the Secretary General, and the Library

Comment and examples (optional)

Content**5. Please check all the types of information listed below that are included on the website of the Parliament or Chamber.****General information on the structure and functions of parliament**

- Overview of the composition and functions of the national Parliament
- Overview of how Parliament works, its duties, and its responsibilities
- Text of Standing Orders and/or Rules of Procedure
- Text of the country's constitution (if applicable)
- History of the national Parliament
- Statistics on the activities of parliamentary business
- Texts of official press releases (if applicable)
- "Guided tour" of the parliamentary building
- Information about the organization of the Secretariat of Parliament
- Practical information on access to the parliamentary building, library, and archives (where applicable)
- List of international and regional parliamentary assemblies of which the Parliament is a member

Electoral system, party groups

- Explanation of the election procedures for members of Parliament
- Results of the last elections
- Current composition of party groups and coalitions
- Texts of election laws

Members of parliament

- Current alphabetical list of all members of Parliament
- Political information about each member, including constituency, party affiliation, membership in committees and/or commissions, with hyperlinks to MP's personal websites (if applicable)
- Biographical information about each member of Parliament
- Contact information for each member of Parliament, including email address if applicable

Parliamentary bodies

- Complete list of non-plenary parliamentary bodies
- Description of the mandate of each parliamentary body
- Contact information of each body

Search and Internal navigation tools

- Search engine that allows user to search full text of proposed legislation, parliamentary documents and actions
- Status of current parliamentary business by bill number, topic, title, date, document code, parliamentary body, etc
- Searchable database of committee reports, records, hearings, votes, and other parliamentary documents pertaining to the current legislature
- Site map – a text or graphical visualization of the site's overall structure
- Frequently asked questions

Comment and examples (optional)

6. Please check all the types of documents and activities that are included or linked on the website for Parliament and the time when each is made available.

	Same day	Next day	Within a week	Longer	Not applicable
Proposed legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amendments (Plenary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amendments (Committee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee votes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary minutes of session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary debate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary votes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laws/statutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanations of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanations of actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact assessment of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget assessment of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glossary of terms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rules of procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment and examples (optional)

7. Please indicate the total number of years Parliament or the Chamber has existed and the number of years each of the following documents is available in digital format:

Total number of years Parliament or Chamber has existed:

Answer:

DOCUMENT	NUMBER OF YEARS DOCUMENT OR INFORMATION AVAILABLE IN DIGITAL FORMAT
Proposed legislation	
Amendments (Plenary)	
Committee reports	
Committee minutes of meetings	
Committee hearings	
Plenary minutes of session	
Plenary debates	
Plenary votes	
Laws/statutes	

Linking

8. Please check the items below that are linked directly to proposed legislation on the website.

- Amendments (Plenary)
- Amendments (Committee)
- Committee actions
- Committee reports
- Committee votes
- Committee hearings
- Plenary actions
- Plenary debate
- Plenary votes
- Laws/statutes
- Explanations of bills
- Explanations of actions
- Impact assessment of bills
- Budget assessment of bills
- News stories
- Government positions or statements
- Glossary of terms
- Rules of procedure
- All committee and plenary actions of other Chamber (if bicameral Parliament)
- All committee and plenary documents of other Chamber (if bicameral Parliament)
- Other:

Comment and examples (optional)

Interface design

9. Do you consult with users or seek their comments on the design of the web interface?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

10. Do you employ the formal techniques of usability testing when designing the web interface?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

11. Do you have mandated standards for accessibility in support of those with disabilities that the website must meet?

- Yes
 Planning or considering
 No, and not planning or considering
 Not applicable to this Parliament or Chamber

Comment and examples (optional)

Audio and video: webcasting and broadcasting

12. Please indicate which of the following activities are webcast or broadcast on television.

Check all that apply.

	Not applicable	Webcast-audio only	Webcast-video	Broadcast on television	Both webcast and broadcast
Committee meetings – complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee meetings – partial or selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings – complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings – partial or selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary session – complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary sessions – partial or selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational videos about Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Historical videos about Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment and examples (optional)

13. Do you maintain an archive of activities that have been webcast or broadcast?

- Yes
 No
 Not applicable in this Parliament or Chamber

Comment and examples (optional)

14. If yes, how many years of activities do exist in the archive?

Number of years of video archives:

Comment and examples (optional)

15. Which of the following audio and video formats are supported on your website? Check all that apply.

- Committee sessions Downloadable audio files of committee meetings or hearings
 Committee sessions Downloadable video files of committee meetings or hearings
 Committee sessions Streaming audio of committee meetings or hearings
 Committee sessions Streaming video of committee meetings or hearings
 Plenary/floor sessions Downloadable audio files of plenary/floor meetings
 Plenary/floor sessions Downloadable video files of plenary/floor meetings
 Plenary/floor sessions Streaming audio of plenary/floor meetings
 Plenary/floor sessions Streaming video of plenary/floor meetings
 Other:

Comment and examples (optional)

Notification systems

16. Which of the following notification systems are offered to users?

Check all that apply.

- For proposed legislation email
- For proposed legislation RSS
- For committee actions email
- For committee actions RSS
- For plenary sessions email
- For plenary sessions RSS
- Other:

Comment and examples (optional)

Enhancements

17. Please describe briefly any improvements that you are planning to the website.

Comment and examples (optional)

QUESTIONS REGARDING WEBSITES FOR THE PUBLIC

These questions pertain to websites for the public that provide access to parliamentary documents and actions.

18. Do you have a website for the public that contains parliamentary documents and actions?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

If yes, please answer the following questions as they relate to the website for the public.

19. Is the website for the public the same website that is available to the Parliament or is it a different website?

- Website for the public is the same website and provides the same information that is available for Parliament.
- Website for the public is a different website or provides different information from the one available to the Parliament.

If the website is different, please answer the following questions. If it is the same please go to the Lesson learned/good practices heading at the very end of this section.

20. Who establishes the overall goals for the website for the public? Check all that apply.

- The President/Speaker of the Parliament or Chamber
- A parliamentary committee
- Members
- Secretary General
- Director of ICT
- Other:

Comment and examples (optional)

21. For each document or type of material below, please put a check in the appropriate column to indicate whether the document or material is

	Same for parliament and public	Not available to public	Available to public but later than for Parliament	Other difference (please specify)	Not applicable
Proposed legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amendments (Plenary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amendments (Committee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee votes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary minutes of session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary debate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary votes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laws/statutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanations of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanations of actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact assessment of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget assessment of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glossary of terms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rules of procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational materials regarding the Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment and examples (optional)

22. In addition to making parliamentary documents available on your website, do you make the source files available to public users so that they can be downloaded in their entirety and incorporated into other systems?

- Yes
 Planning or considering
 No, and not planning or considering

Comment and examples (optional)

23. Do you consult with public users or seek their comments on the design of the web interface?

- Yes
 Planning or considering
 No, and not planning or considering

Comment and examples (optional)

24. Do you employ the formal techniques of usability testing when designing the web interface for the public?

- Yes
 Planning or considering
 No, and not planning or considering

Comment and examples (optional)

25. Do you have mandated standards for accessibility in support of those with disabilities that the website must meet?

- Yes
 Planning or considering
 No, and not planning or considering
 Not applicable to this Parliament or Chamber

Comment and examples (optional)

Audio and Video: Webcasting and Broadcasting**26. Please indicate which of the following activities are webcast or broadcast on commercial or public television for the public. Check all that apply.**

	Not applicable	Webcast	Broadcast on television	Both webcast and broadcast
Committee meetings – complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee meetings – partial or selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings – complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings – partial or selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary session – complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary sessions – partial or selected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational videos about Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Historical videos about Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment and examples (optional)

27. Which of the following formats are supported on your website for the public? Check all that apply.

- Committee sessions Downloadable audio files of committee meetings or hearings
 Committee sessions Downloadable video files of committee meetings or hearings
 Committee sessions Streaming audio of committee meetings or hearings
 Committee sessions Streaming video of committee meetings or hearings
 Plenary/floor sessions Downloadable audio files of plenary/floor meetings
 Plenary/floor sessions Downloadable video files of plenary/floor meetings
 Plenary/floor sessions Streaming audio of plenary/floor meetings
 Plenary/floor sessions Streaming video of plenary/floor meetings

Comment and examples (optional)

28. Which of the following notification systems are offered to the public? Check all that apply.

- For proposed legislation email
 For proposed legislation RSS
 For committee actions email
 For committee actions RSS
 For plenary sessions email
 For plenary sessions RSS
 Other:

Comment and examples (optional)

29. Please describe briefly any improvements that you are planning to the website.

Answer:

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have implemented in providing websites for Parliament and the public. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No

SECTION 8: SYSTEMS FOR SUPPORTING COMMUNICATION BETWEEN CITIZENS AND PARLIAMENT

Purpose. This section asks about systems supporting communication between citizens and Parliament. The purpose is to understand whether and how this is done, or whether there are plans for developing such systems. If the Parliament does have such systems, it also asks about some of the features.

Answers: Please check the answer that most closely describes the situation in your Parliament or Chamber. Comments that provide additional information about your answers are optional and welcomed at any time in the space after each question.

Good practices/Lessons learned. At the end of this section, you are invited to describe any lessons learned or good practices you have implemented in developing systems for supporting communication between citizens and Parliament. With your permission your responses will be shared with other Parliaments who might benefit from your experiences. Responses to this portion of the survey are encouraged in the interest of sharing knowledge but are entirely voluntary.

QUESTIONS

Citizens to Parliament - Email

1. Can citizens and civic societies contact Parliament by email to express their opinions?

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

If yes, please answer the following questions.

2. Who receives the email? Check all that apply.

- Member who represents the citizen
- Committee responsible for the issue or proposed legislation
- Party leaders
- Official of the Parliament or Chamber
- Other:

Comment and examples (optional)

3. Approximately how many emails are received each year? (Type Unknown if applicable)

Answer:

Comment and examples (optional)

4. Do members or others in the Parliament respond to these emails?

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

5. Is there an email management system in use supporting the handling and answering of incoming email using a knowledge base?

- Yes
- Planning or considering
- No, and not planning or considering

Comment and examples (optional)

6. Who is responsible for managing the email system?

Answer:

Comment and examples (optional)

Citizens to Parliament - online discussion groups

7. Can citizens and civic society express their opinions through online discussion groups supported by the Parliament?

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

If yes, please answer the following questions.

8. Who initiates these discussions groups? Check all that apply.

- Members
- Committees
- Parties
- Officials of the Parliament or Chamber
- Other:

Comment and examples (optional)

9. Who moderates these discussions groups? Check all that apply.

- Members
- Committees
- Parties
- Officials of the Parliament or Chamber
- No one
- Other:

Comment and examples (optional)

10. Who views or receives the comments in these discussions? Check all that apply.

- Member who represents the citizen
- All members
- Committee responsible for the issue or proposed legislation
- All committees
- Party leaders
- Official of the Parliament or Chamber
- Other:

Comment and examples (optional)

11. Approximately how many comments are received each year?

Answer:

Comment and examples (optional)

Citizens to Parliament - other methods

12. Has Parliament developed other electronic means for enabling citizens and civic societies to express their views on policy issues and proposed legislation?

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

13. If yes or if planning or considering, please describe briefly.

Answer:

14. If there are systems in place for citizens and civic societies to express their views on policy issues and proposed legislation, what are the most important objectives of these systems from Parliament's point of view? Check all that apply.

- Listen to citizens
- Count opinions about an issue or count the number for and against a proposal
- Engage citizens in policy discussions
- Inform citizens about policy issues and proposed legislation
- Facilitate an exchange of views
- Other:

Comment and examples (optional)

Parliament to citizens - websites

15. Do members use websites to communicate their views on policy issues and proposed legislation?

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

If yes, please answer the following questions.

16. Approximately what percentage of members maintains websites for this purpose?

Approximate percentage of members who maintain such websites:

Answer:

Comment and examples (optional)

17. Are these websites supported by Parliament or by the members themselves?

- By the Parliament
- By the members
- By both

Comment and examples (optional)

18. Do parties use websites to communicate their views on policy issues and proposed legislation?

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

19. If yes, approximately what percentage of parties maintains websites for this purpose?

Approximate percentage of parties who maintain such websites

Comment and examples (optional)

20. If yes, are these websites supported by Parliament or the parties?

- By the Parliament
- By the parties
- By both

Comment and examples (optional)

Parliament to citizens - other methods**21. Has Parliament developed other electronic means for enabling members and parties to communicate their views on policy issues and proposed legislation to citizens?**

- Yes
- Planning or considering
- No, and not planning or considering
- Does not apply to this Parliament or Chamber

Comment and examples (optional)

22. If yes, or if planning or considering, please check all that apply and describe briefly others not on this list.

- TV programmes
- Radio programmes
- Town hall meetings on the web
- Other:

Comment and examples (optional)

Good practices/Lessons learned. You are invited to describe any lessons learned or good practices you have implemented. It would be especially useful to have a brief description of any systems that you have established that you believe are helpful in improving communication between citizens and Parliament.

With your permission your responses will be shared with other Parliaments who might benefit from your experiences. We welcome any contribution to this portion of the survey you may wish to make, but it is entirely voluntary.

Answer:

Do you grant permission to share with others any information you provide related to lessons learned or good practices?

- Yes
- No