Visión general de los datos del Informe Mundial de 2012 sobre Parlamento electrónico

Pasos, instrumentos y recursos para planificar estratégicamente las TIC

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Global Centre for ICT in Parliament

A joint initiative of the United Nations and the Inter-Parliamentary Union inspired by the outcome of the United Nations World Summit on the Information Society

Operational since November 2006

http://www.ictparliament.org/
https://twitter.com/ictparliament
@ictparliament
https://www.facebook.com/ictparliament
• 5 handbooks / guidelines for parliaments
• 16 capacity development workshops
• 70 advisory missions received by 39 parliaments/parliamentary chambers
World e-Parliament Reports

World e-Parliament Report 2008

World e-Parliament Report 2010

World e-Parliament Report 2012
Parliaments that participated in the activities of the Global Centre for ICT in Parliament (as of mid 2013)

267 National chambers in the world

246 Participated in one or more activities
   21 Never participated

148 Participated more than 5 times
103 Participated more than 7 times
  58 Participated more than 10 times

EP, PAP, EALA, ECOWAS, SADC PF, Council of Europe also participated in several activities
Parliaments that participated in one or more activities of the Global Centre for ICT in Parliament
World e-Parliament Conferences

- Overall 1,700 delegates from 156 countries, with presentations of experiences of more than 80 parliaments.

Global Survey on ICT in Parliament

- In 2012, 156 responses received, representing 177 chambers, a 16% increase over 2009 (134), and a 48% increase over 2007 (105).
Parliaments that provide or receive support to strengthen capacities in ICT, by year

<table>
<thead>
<tr>
<th>ICT support</th>
<th>Yes</th>
<th></th>
<th>Willing to</th>
<th></th>
<th>No/Not willing to</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide</td>
<td>28%</td>
<td>22%</td>
<td>19%</td>
<td>39%</td>
<td>52%</td>
<td>40%</td>
</tr>
<tr>
<td>2. Receive</td>
<td>46%</td>
<td>32%</td>
<td>18%</td>
<td>38%</td>
<td>36%</td>
<td>31%</td>
</tr>
</tbody>
</table>
Pressure from externalities

- Penetration of Internet, social and civic media, and released of sophisticated mobile devices;
- Decrease in marginal costs of infrastructure, including cloud computing;
- Members’ fast adoption of mobile devices for their representative and legislative work;
- Role of Parliamentary Monitoring Organisations (PMO), calling for greater institutional openness, accountability and participation.
## Six most important objectives for ICT in the next two years

<table>
<thead>
<tr>
<th>Objective</th>
<th>Low</th>
<th>Lower middle</th>
<th>Upper middle</th>
<th>High</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased capacity to disseminate information and documents</td>
<td>60%</td>
<td>61%</td>
<td>35%</td>
<td>40%</td>
<td>46%</td>
</tr>
<tr>
<td>More timely delivery of information and documents to members</td>
<td>35%</td>
<td>63%</td>
<td>41%</td>
<td>36%</td>
<td>45%</td>
</tr>
<tr>
<td>Better management of documents</td>
<td>25%</td>
<td>39%</td>
<td>47%</td>
<td>47%</td>
<td>43%</td>
</tr>
<tr>
<td>More information and documents on the website</td>
<td>45%</td>
<td>47%</td>
<td>43%</td>
<td>34%</td>
<td>41%</td>
</tr>
<tr>
<td>More interaction with citizens</td>
<td>30%</td>
<td>34%</td>
<td>43%</td>
<td>43%</td>
<td>39%</td>
</tr>
<tr>
<td>More efficient preparation of legislation</td>
<td>30%</td>
<td>45%</td>
<td>39%</td>
<td>26%</td>
<td>35%</td>
</tr>
</tbody>
</table>
Four main challenges for using ICT effectively

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Low</th>
<th>Lower middle</th>
<th>Upper middle</th>
<th>High</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inadequate financial resources</td>
<td>68%</td>
<td>76%</td>
<td>61%</td>
<td>41%</td>
<td>59%</td>
</tr>
<tr>
<td>Inadequate staff capacity</td>
<td>42%</td>
<td>47%</td>
<td>47%</td>
<td>48%</td>
<td>47%</td>
</tr>
<tr>
<td>Members’ lack of knowledge of ICT</td>
<td>32%</td>
<td>42%</td>
<td>29%</td>
<td>30%</td>
<td>33%</td>
</tr>
<tr>
<td>Lack of a strategic plan for ICT</td>
<td>47%</td>
<td>26%</td>
<td>29%</td>
<td>20%</td>
<td>27%</td>
</tr>
</tbody>
</table>
Only 20% of parliaments scored 66% or above.

53% scored between 34% and 65%.

27% had a score of 33% or below.

88% was the highest e-Parliament score.

9% was the lowest e-Parliament score.

20% scored 66% or above.

53% scored between 34% and 65%.

27% had a score of 33% or below.

88% was the highest e-Parliament score.

9% was the lowest e-Parliament score.
Example of e-Parliament level 6

**Level 6**: ICT infrastructure, systems and services are coherently and strategically planned to support the parliament’s vision. Parliament’s daily activities are fully automated and all members are provided with PCs, mobile devices, cloud services and a high speed Internet connections; the parliament’s website offers open data to the public and social media is used effectively as an additional channel of communication; legislative documents generated by the parliament use open document standards and are available in different formats. ICT contributes significantly to parliamentary openness and transparency.
Example of e-Parliament level 1

**Level 1**: Parliament’s main daily activities are carried out almost exclusively by hand; documents are available only in hardcopy; there are no document processing systems in place and there are no other ICT systems; there may be a few non-networked PCs installed. ICT does not contribute to parliament’s functions and values.
With exception of *infrastructure, services, applications and training* the individual categories went up, suggesting that there was general improvement across the board. The average increases for each of these categories over their 2009 scores were:

- Communication between citizens and parliaments: +10.6 %
- Oversight and management of ICT: + 8.6 %
- Libraries and research services: + 7.1 %
- Parliamentary websites: + 6.4 %
- System and standards for documents and information: + 5.9 %
Average e-Parliament scores - 2009:2012

- Oversight and Management: 55.8% (2012), 55.8% (2012)
- Infrastructure, Services, Applications, Training: 66.8% (2012), 67.7% (2012)
- Systems and Standards for Leg Documents: 52.3% (2012), 49.4% (2009)
- Library and research services: 47.9% (2012), 47.9% (2012)
- Parliamentary Websites: 51.7% (2012), 48.6% (2009)
- Communication: Citizens and Parliaments: 33.3% (2012), 30.1% (2012)
- Total: 50.7% (2012), 47.9% (2012)
The state of e-Parliament by regional groups
Persistent Gaps: Openness and Transparency

- The gaps
  - Over 60% do NOT provide explanatory information on the website
  - Over 60% do NOT have website standards for persons with disabilities
  - Almost 60% do NOT have a plan for archiving video records (but 82% provides webcasting)
  - Over 59% do NOT offer bulk download of parliamentary documents
Persistent Gaps: Document management

• **The good:**
  – The number of parliaments with systems for plenary and committee documents has increased every year since 2007

• **The gap:**
  – The use of XML for these documents has NOT increased
Persistent Gaps: Document management

• **The good:**
  – The use of XML *for bills* has increased and is now in use in 43% of parliaments that *have a system for managing bills*
    (but *the net result is under 20% of respondents*)

• **The gap:**
  – The number of parliaments using XML for *any* document has *remained constant since 2007*
Despite....

• Growing political attention to open doc standards has grown (examples of USA and EU Speakers)
• Akoma Ntoso, developed by experts through the Africa i-Parliaments Action Plan, is becoming an international standard for parliamentary and legislative documents (OASIS technical review)
• The adoption of Akoma Ntoso (AN) is increasing
• The EP release of AT4AM in open source in AN
• The challenges launched by the US House and UK Parliament, in cooperation with the LoC.
Why Parliaments use XML?
Persistent Gaps:
Parliamentary libraries

The gap:
• Many libraries still lack an adequate technical infrastructure to function at full capacity.
  – Lack of access to the Parliament’s intranet
  – Lack of own website to organize material and provide services
Persistent Gaps: Communication Technology

- Technology gaps
  - 25% reported that citizens do not have access to the Internet
  - 25% reported that citizens were not familiar with the technology
  - Most parliament do not have any system to help them organize and benefit from communications from citizens
Persistent Gaps: Oversight and management of ICT

- Almost two thirds of Parliaments do NOT have a written vision statement for technology

- 40% of parliaments do NOT have a strategic plan that is regularly updated
Easing the tensions between ICT challenges and parliamentary traditions

- ICT strategic planning, if well implemented, can be a key factor to ease tensions
- ICT strategic planning shall focus on the “why” rather than on the “what”
- It should be guided by the senior management and involve all actors, including members and staff.
Importance of strategic planning

- Transforming a vision into reality
- Pillars of e-parliament
- Engagement of the political leadership
- From vision to goals to plans to implementation
Parlamentos que tienen una declaración de visión por escrito sobre las TIC

- Sí: 36%
- Se está planeando o considerando: 50%
- No y no se está planeando o considerando: 14%
Role of the leadership

- Establish the vision
- Affirm the goals and priorities
- Maintain oversight
- Provide resources
Nivel de compromiso de los líderes políticos del parlamento con las TIC

- Algo comprometido: 42%
- Poco comprometido: 16%
- Compromiso muy alto: 7%
- No hay compromiso en absoluto: 4%
- Compromiso alto: 31%
Fuente de ideas y propuestas para objetivos y proyectos de TIC

- El personal de informática o TIC: 69%
- Jefatura del área de TIC: 63%
- Departamentos del parlamento: 59%
- Usuarios dentro del Parlamento: 45%
- Legisladores: 43%
- Líderes políticos: 37%
- Biblioteca/servicios de investigación: 28%
- Comisiones: 28%
- Agrupaciones formales de interés tales como grupos de asesoramiento, comisiones especiales o la mesa gobernante: 26%
- Público en general: 17%
- Otros: 8%
Definición de metas y objetivos para las TIC

- Secretario General: 67%
- Director de informática o TIC: 63%
- Presidente/Vocero del Parlamento o Cámara: 56%
- Grupo o comisión especial: 28%
- Expertos internos en TI: 28%
- Comisión parlamentaria: 21%
- Jefe de Información: 16%
- Legisladores: 14%
- Otros: 7%
- Contratistas: 3%
Secretary General and Director of ICT

- Operational leadership
- Establishing realistic goals and objectives
- Allocating resources
- Managing the process
- Advising leaders and members, listening to the concerns of staff
Parlamentos que tienen un grupo o comisión específicamente designada para proporcionar directivas y supervisar la utilización de las TIC en el parlamento.
Presidencia del grupo o comisión específicamente designada sobre las TIC

- Miembro del Parlamento: 20%
- Vice-Presidente: 19%
- Director de informática o TIC: 17%
- Presidente de una comisión: 12%
- Otra persona: 10%
- Secretario General: 10%
- Otro miembro del personal: 8%
- Presidente: 3%
Value of an advisory committee

• Provide direction and review
• A source of ideas
• An inclusive body
• Foster collaboration
• Align goals and projects
• A source of expertise at the leadership level
Parlamentos que usan una metodología para la gestión de proyectos

- Sí: 36%
- No y no se está planeando o considerando: 17%
- Se está planeando o considerando: 47%
Why planning?

A common understanding throughout the institution of the parliament’s vision for the use of technology and the methods for reaching it. A strategic plan is in fact a means for communicating the strategic goals to all key stakeholders.

An effective allocation of resources to directly support the strategic goals and core values of the institution. Strategic planning ensures that the priorities for technology are aligned with the priorities of the organization.

Clearer organizational procedures for managing and monitoring the strategic plan’s implementation progress. This includes regular assessments of the status of projects, based on the agreed metrics, and adjustments to schedules, resources, and responsibilities to ensure that the goals of the plan are achieved.
The Strategic Planning Process

1. Describe the current state of the parliament
2. Define the vision and the goals
3. Identify the gaps
4. Develop the action plan

- Assess progress
- Revise the goals, the action plan, the projects
Assess to plan

Develop the strategic plan

Evaluate the situation

Envisage the future

Describe the present
The Vision Statement

• The importance of a written vision statement
  – Leaders can change; long term strategic planning needs continuity
  – Helps to resolve disagreements
  – Establishes priorities
  – Ensures a more shared understanding
The Vision

To be comprehensive an inclusive vision should evolve out of the collaborative efforts of the leadership of the Parliament, its membership, senior officials, and staff. It should provide guidance for elaborating the technology strategic goals of the institution and lead to objectives that address more specific issues such as when and how to engage the public in the policy making process, what channels of communication to support, and how parliament should overcome the many challenges posed by the digital divide.
ICT staff shall never forget that:

ICT is at the service of the parliamentary functions:

- lawmaking
- oversight
- representation
MPs and senior managers shall never forget that:

- transparency
- ICT is a means for greater
- accountability
- openness
- efficiency
THANK YOU