TALLER REGIONAL PARA PARLAMENTOS LATINOAMERICANOS

Planificación estratégica de las TIC y uso de los medios sociales en los Parlamentos

organizado en el marco de la
Red de Intercambio de los Parlamentos de América Latina y el Caribe

RIPALC

con el apoyo del
Centro Mundial para las TIC en el Parlamento

23, 24 y 25 de octubre de 2013 - Montevideo, Uruguay

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 ouctome of the United Nations World Summit on the Information Sociaty

Operational since November 2006

http://www.ictparliament.org/

https://twitter.com/ictparliament

@ictparliament

https://www.facebook.com/ictparliament

- 3 Global Surveys on ICT in Parliament (2007, 2009, 2012)
- 3 World e-Parliament Reports (2008, 2010, 2012)
- 5 World e-Parliament Conferences (2007, 2008, 2009, 2010, 2012)
- 5 handbooks / guidelines for parliaments
- 16 capacity development workshops
- 70 advisory missions received by 39 parliaments/parliamentary chambers

World e-Parliament Reports

Parliaments that participated in the activities of the Global Centre for ICT in Parliament

(as of mid 2013)

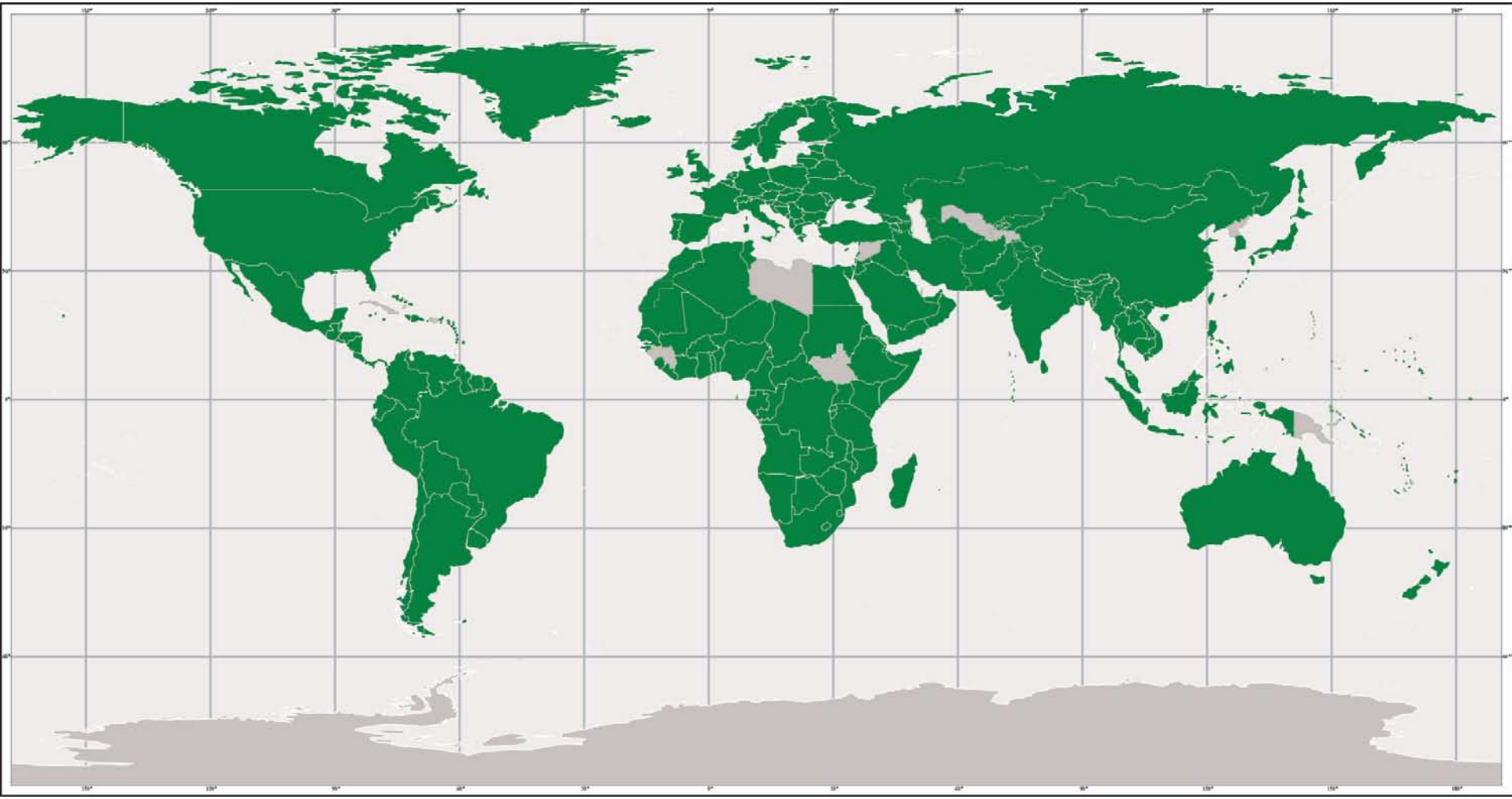
267 National chambers in the world

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



Parliaments attention to ICT (1)

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 attention to ICT (2)

Parliaments that provide or receive support to strengthen capacities in ICT, by year

ICT support	Yes		Willing to		No/Not willing to	
	2009	2012	2009	2012	2009	2012
1. Provide	28%	22%	19% →	39%	52%	40%
2. Receive	46%	32%	18% →	38%	36%	31%

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.

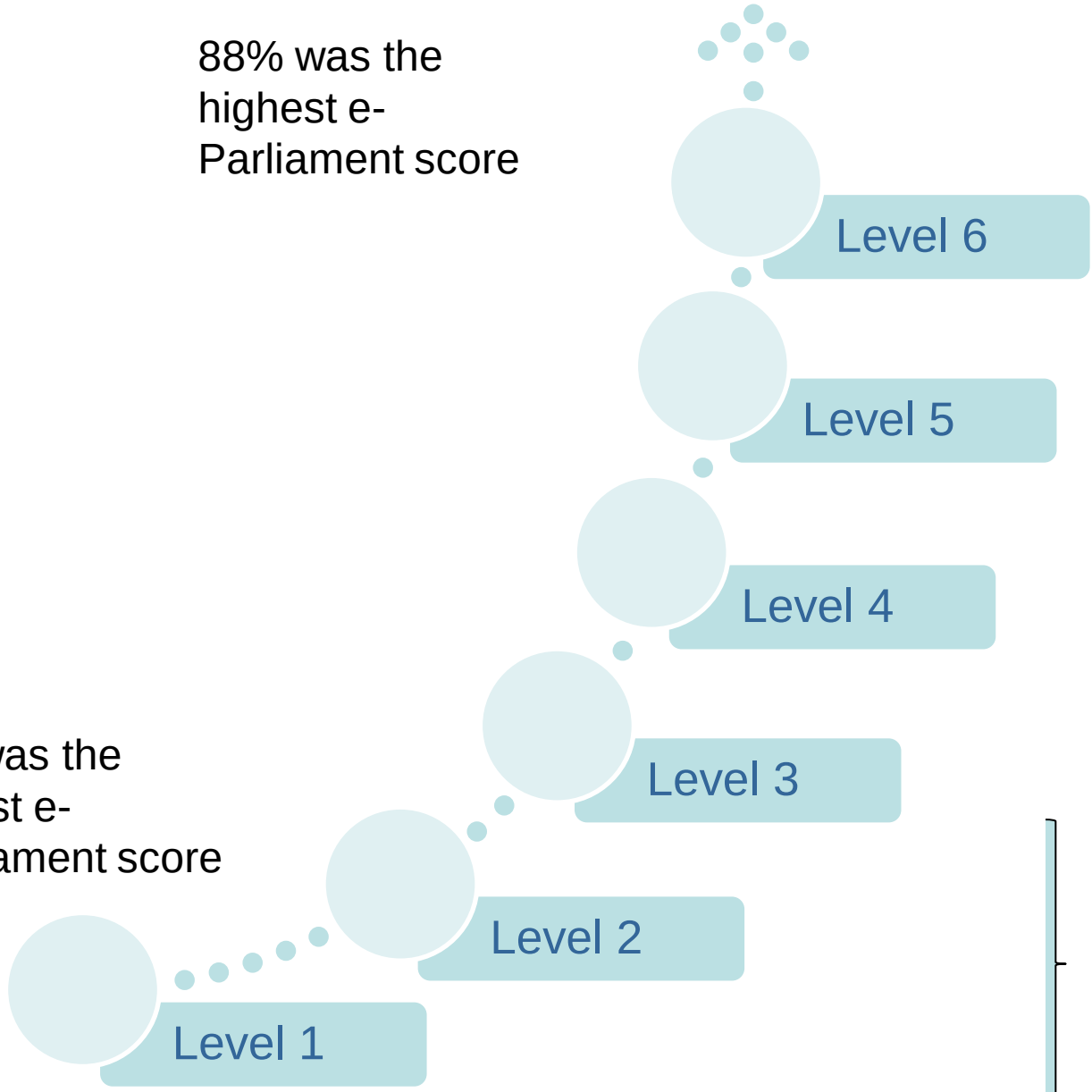
Six most important objectives for ICT in the next two years

	Low	Lower middle	Upper middle	High	All
Increased capacity to disseminate information and documents	60%	61%	35%	40%	46%
More timely delivery of information and documents to members	35%	63%	41%	36%	45%
Better management of documents	25%	39%	47%	47%	43%
More information and documents on the website	45%	47%	43%	34%	41%
More interaction with citizens	30%	34%	43%	43%	39%
More efficient preparation of legislation	30%	45%	39%	26%	35%

Four main challenges for using ICT effectively

	Low	Lower middle	Upper middle	High	All
Inadequate financial resources	68%	76%	61%	41%	59%
Inadequate staff capacity	42%	47%	47%	48%	47%
Members' lack of knowledge of ICT	32%	42%	29%	30%	33%
Lack of a strategic plan for ICT	47%	26%	29%	20%	27%

88% was the highest e-Parliament score



9% was the lowest e-Parliament score

Only 20% of parliaments scored 66% or above

53% scored between 34% and 65%

27% had a score of 33% or below

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

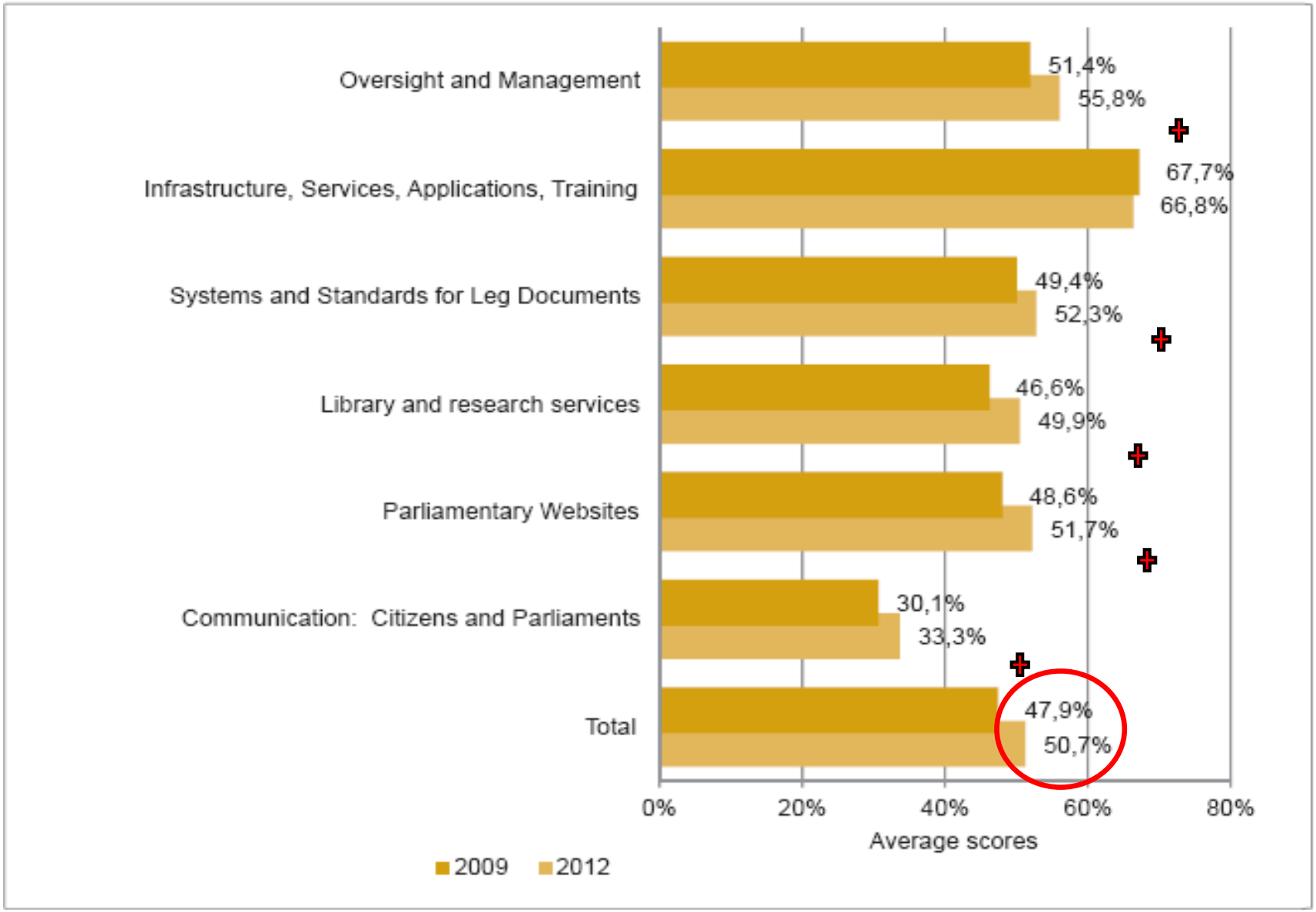
Level 1: Parliament´s main daily activities are carried out almost exclusively by hand; documents are available only in hardcopy; there are no document processing systems in place and there are no other ICT systems; there may be a few non-networked PCs installed. ICT does not contribute to parliament's functions and values.

The State of e-Parliament 2009:2012 comparison group

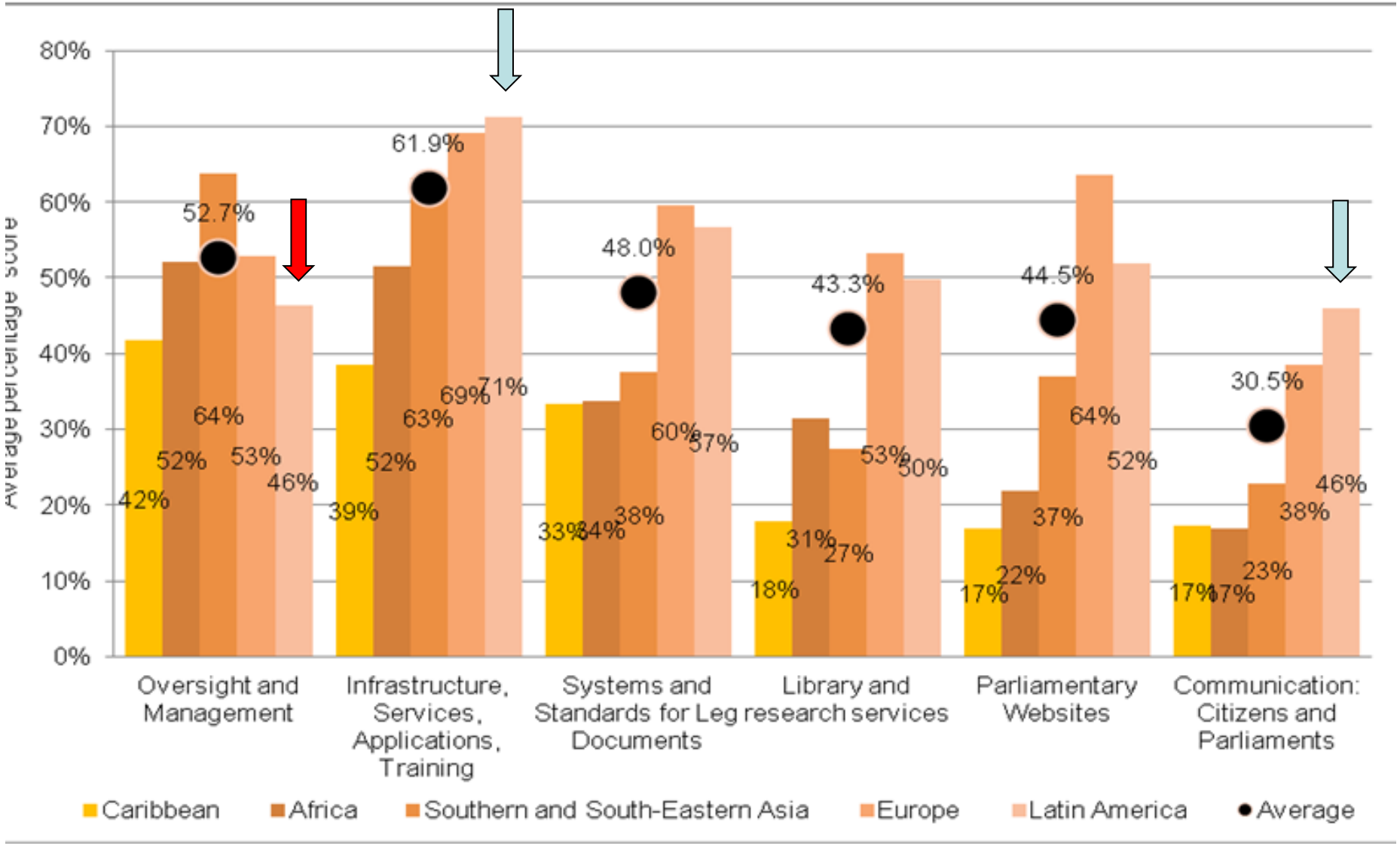
With exception of *infrastructure, services, applications and training* the individual categories went up, suggesting that there was general improvement across the board. The average increases for each of these categories over their 2009 scores were:

- 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



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

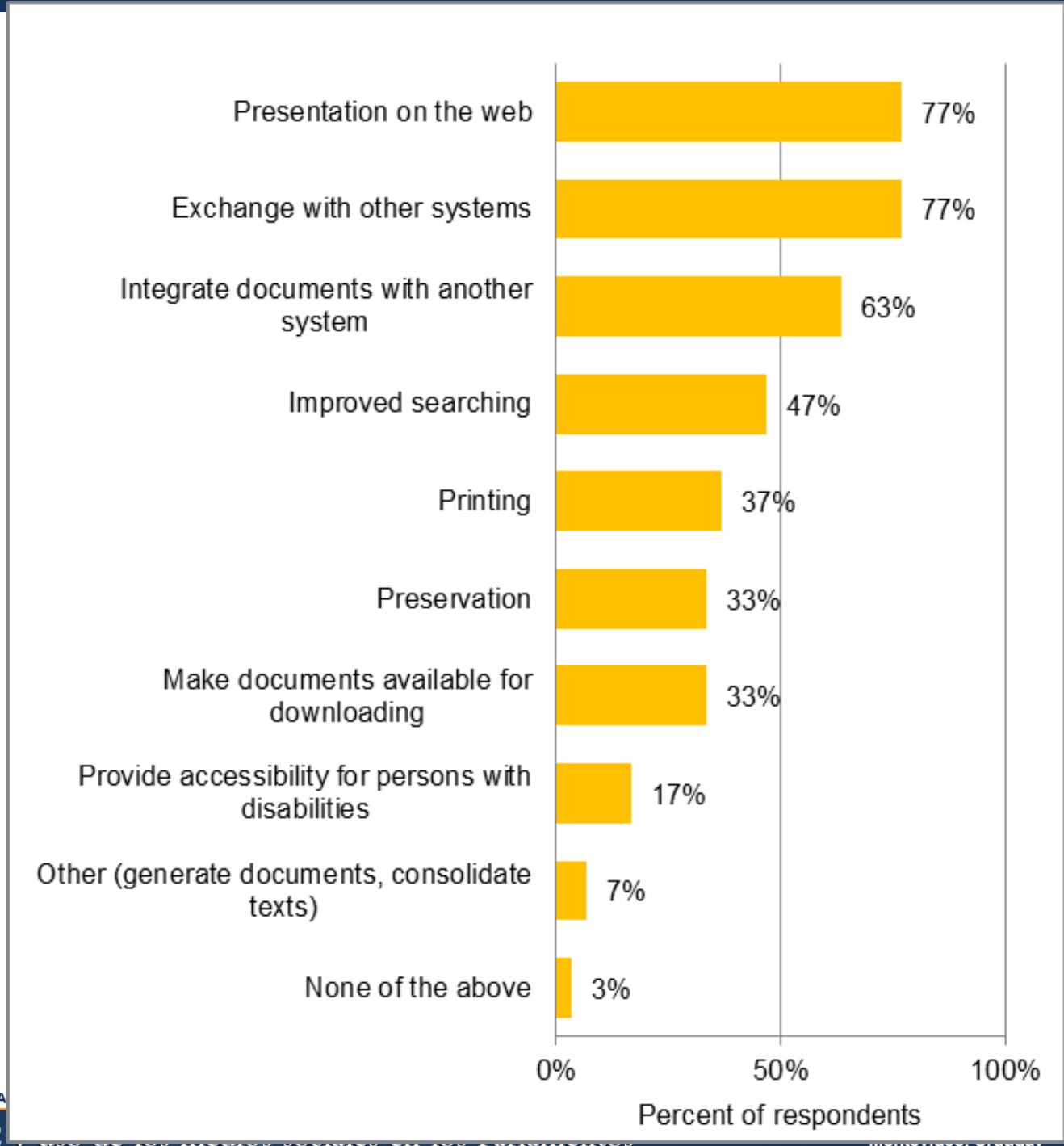
- **The good**:
  - The use of XML ***for bills*** has increased and is now in use in 43% of parliaments that ***have a system for managing bills***

    (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

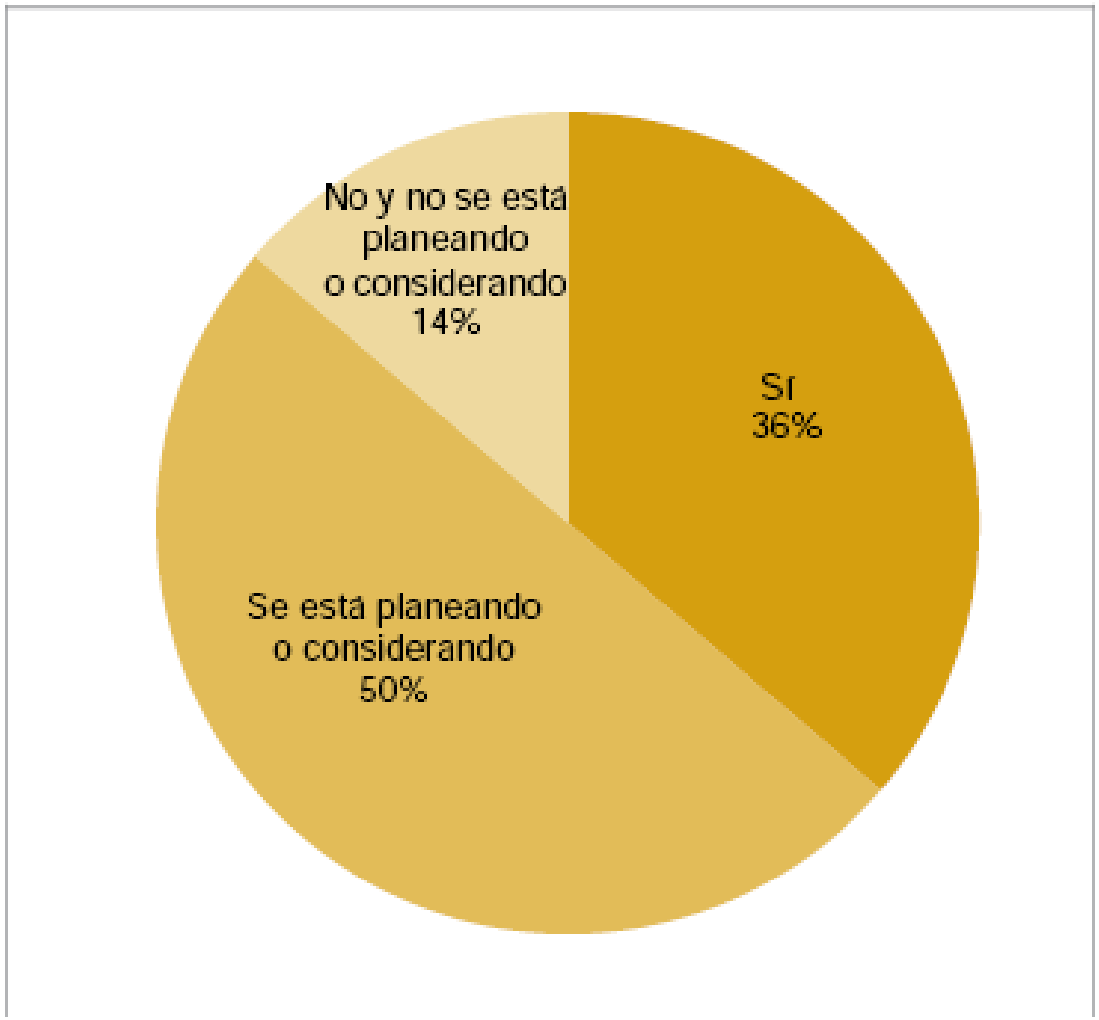
Easing the tensions between ICT challenges and parliamentary traditions

- 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

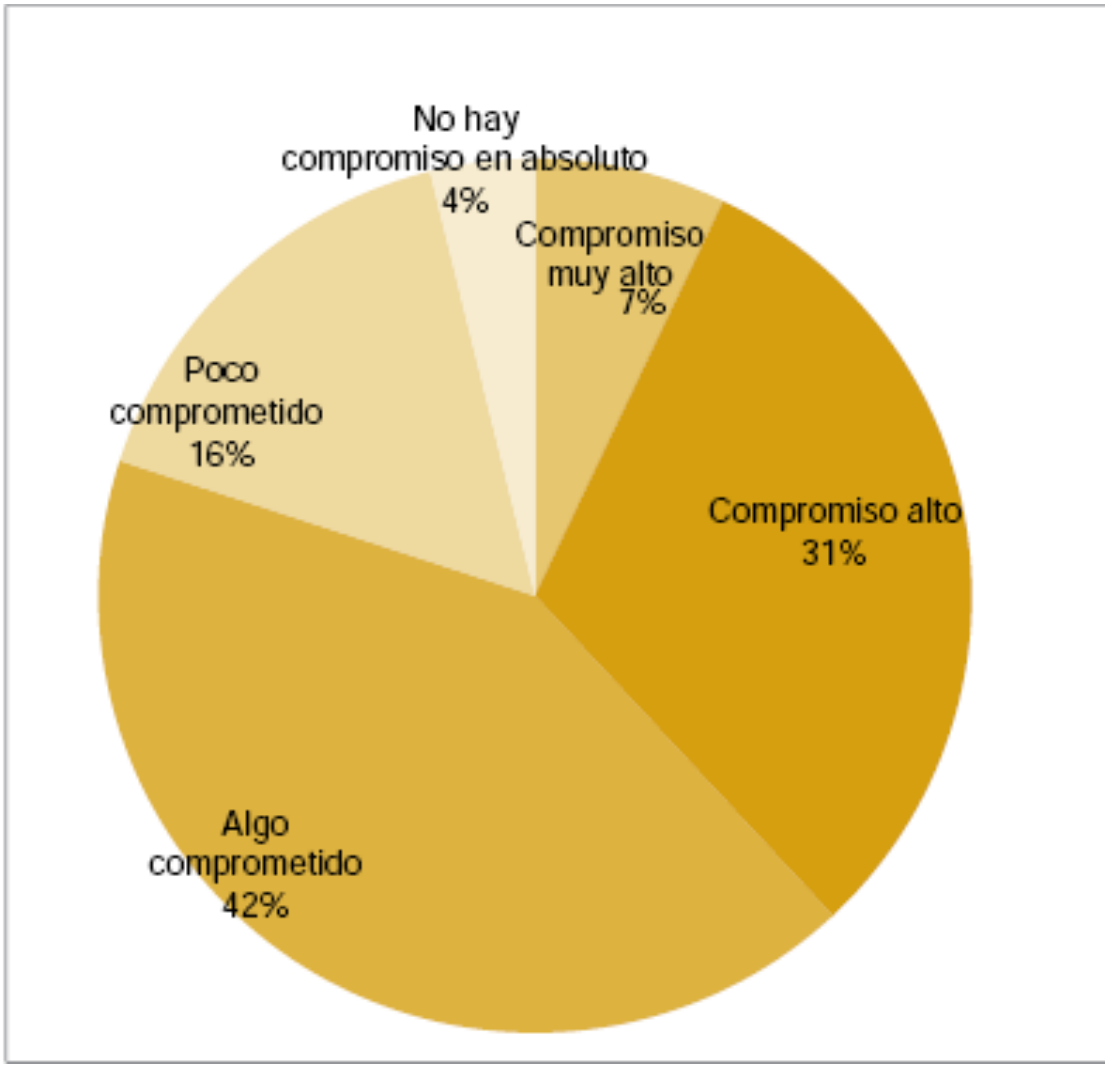
Parlamentos que tienen una declaración de visión por escrito sobre las TIC



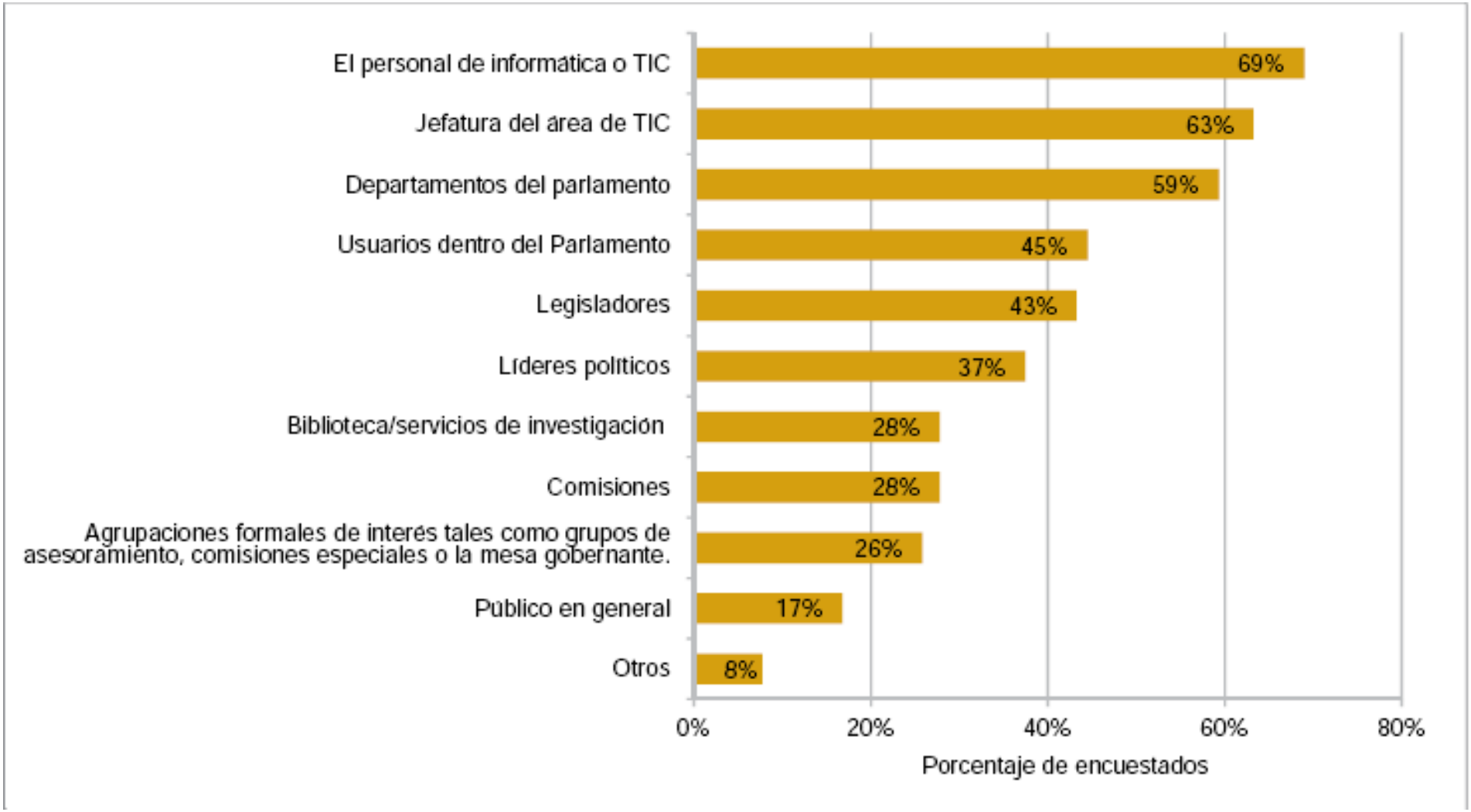
Role of the leadership

- Establish the vision
- Affirm the goals and priorities
- Maintain oversight
- Provide resources

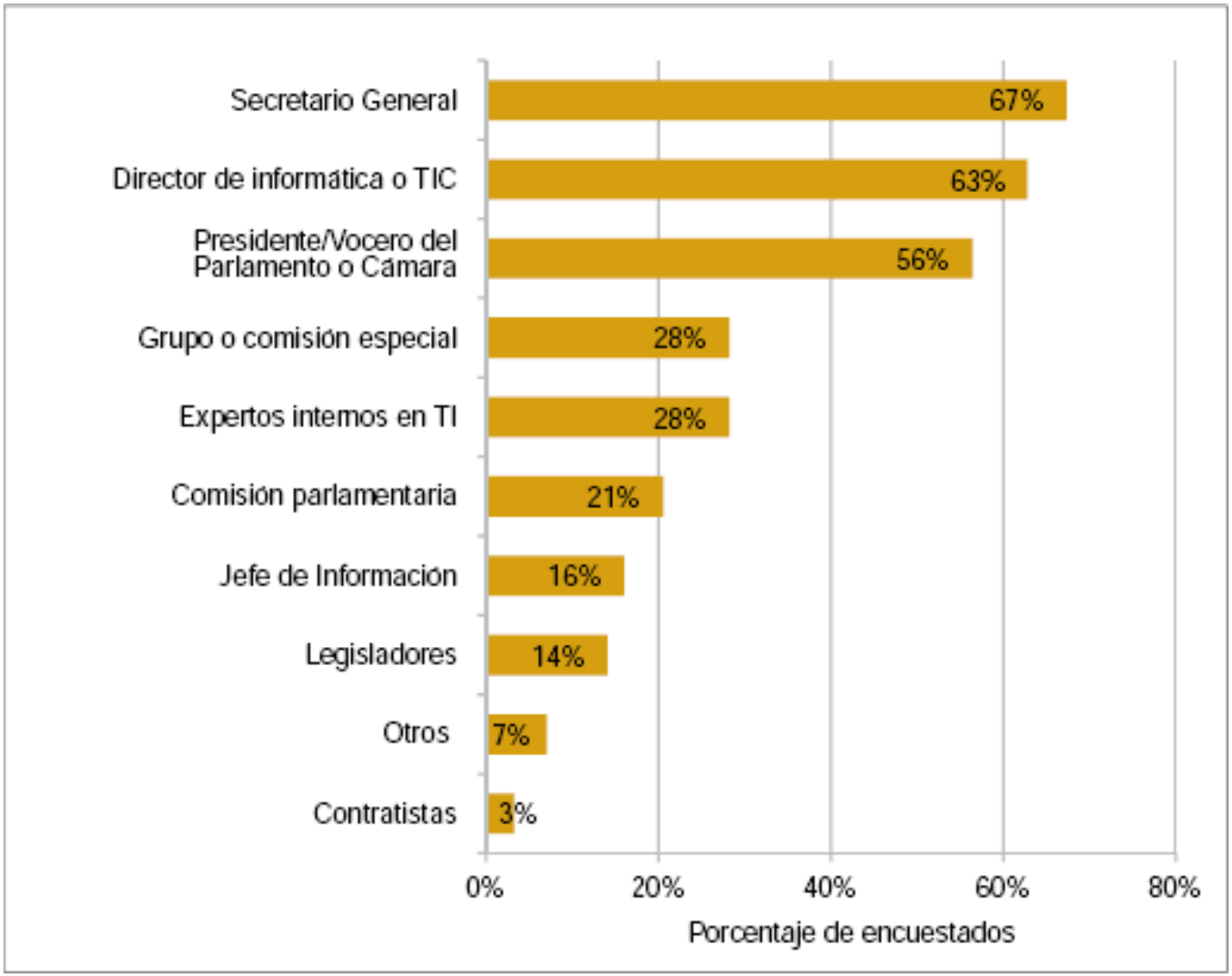
Nivel de compromiso de los líderes políticos del parlamento con las TIC



Fuente de ideas y propuestas para objetivos y proyectos de TIC



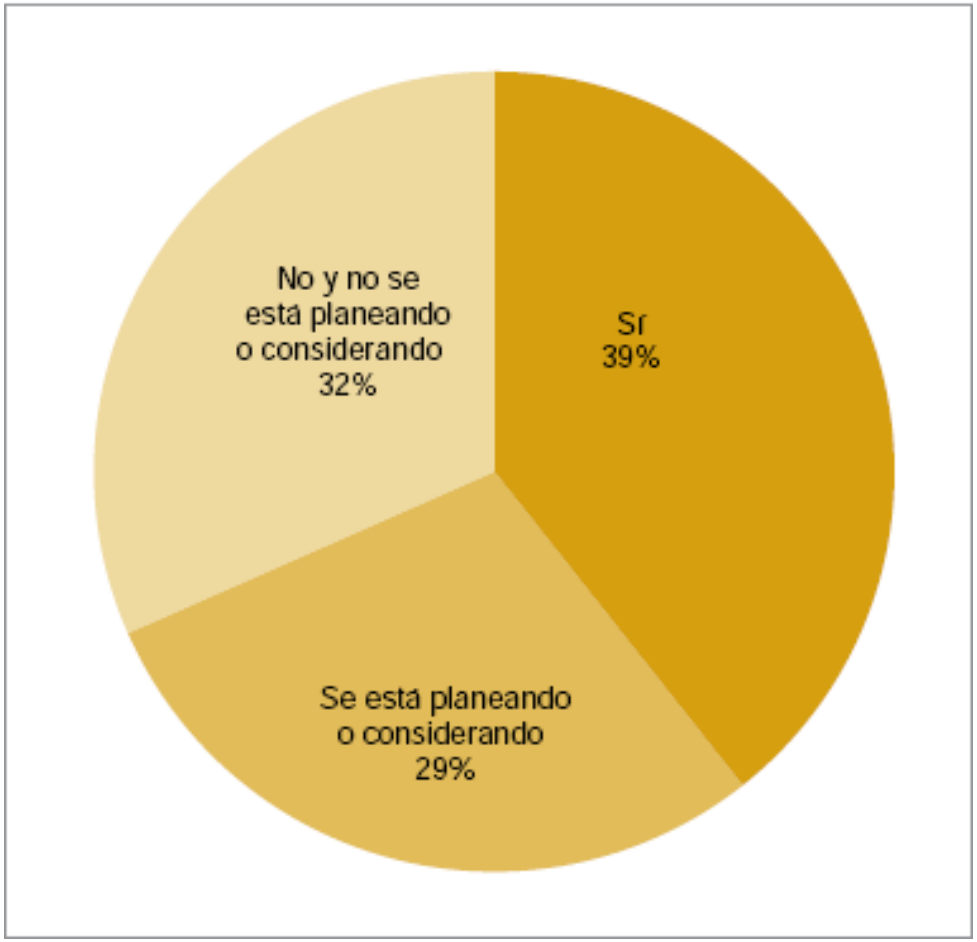
Definición de metas y objetivos para las TIC



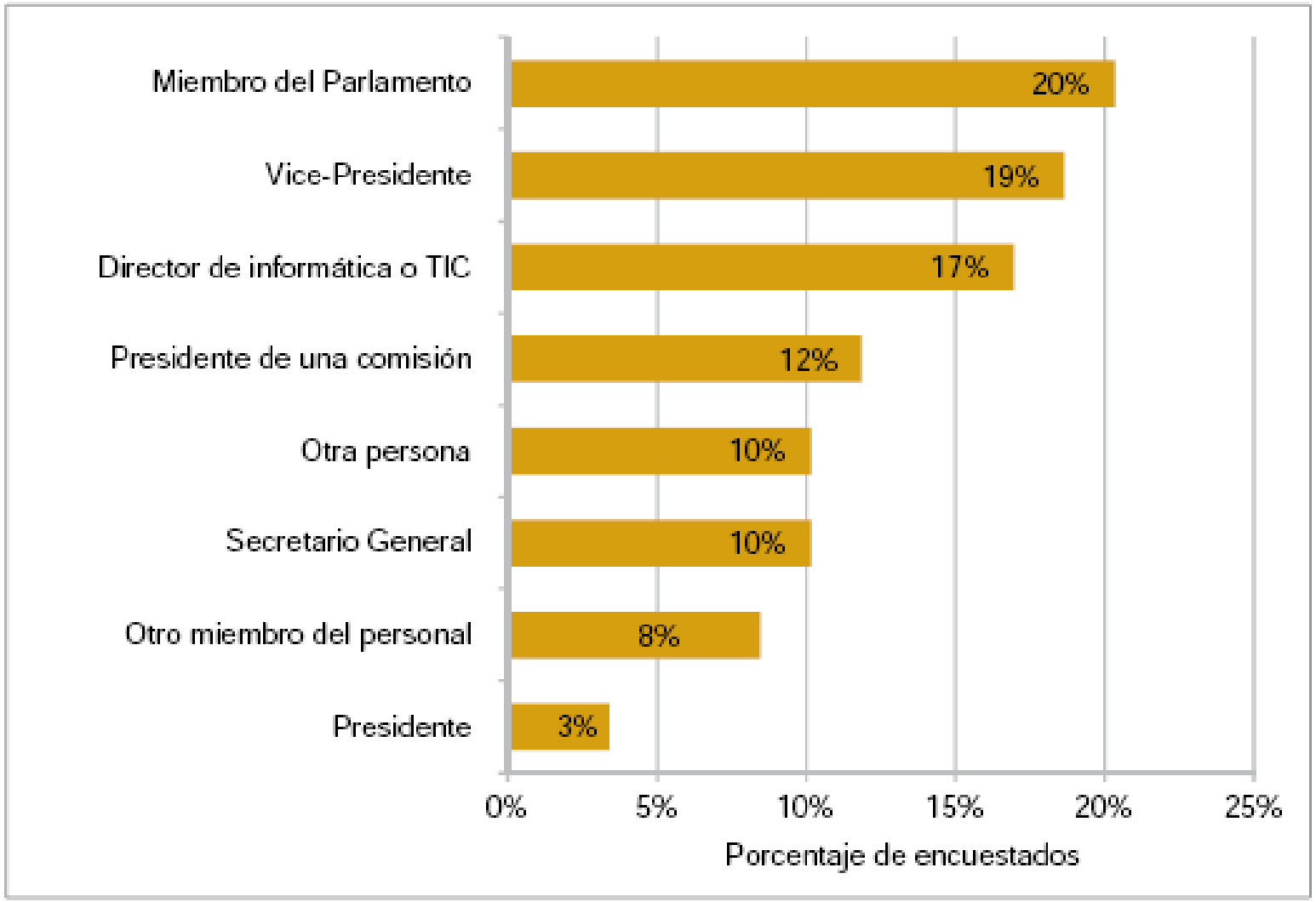
Secretary General and Director of ICT

- 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



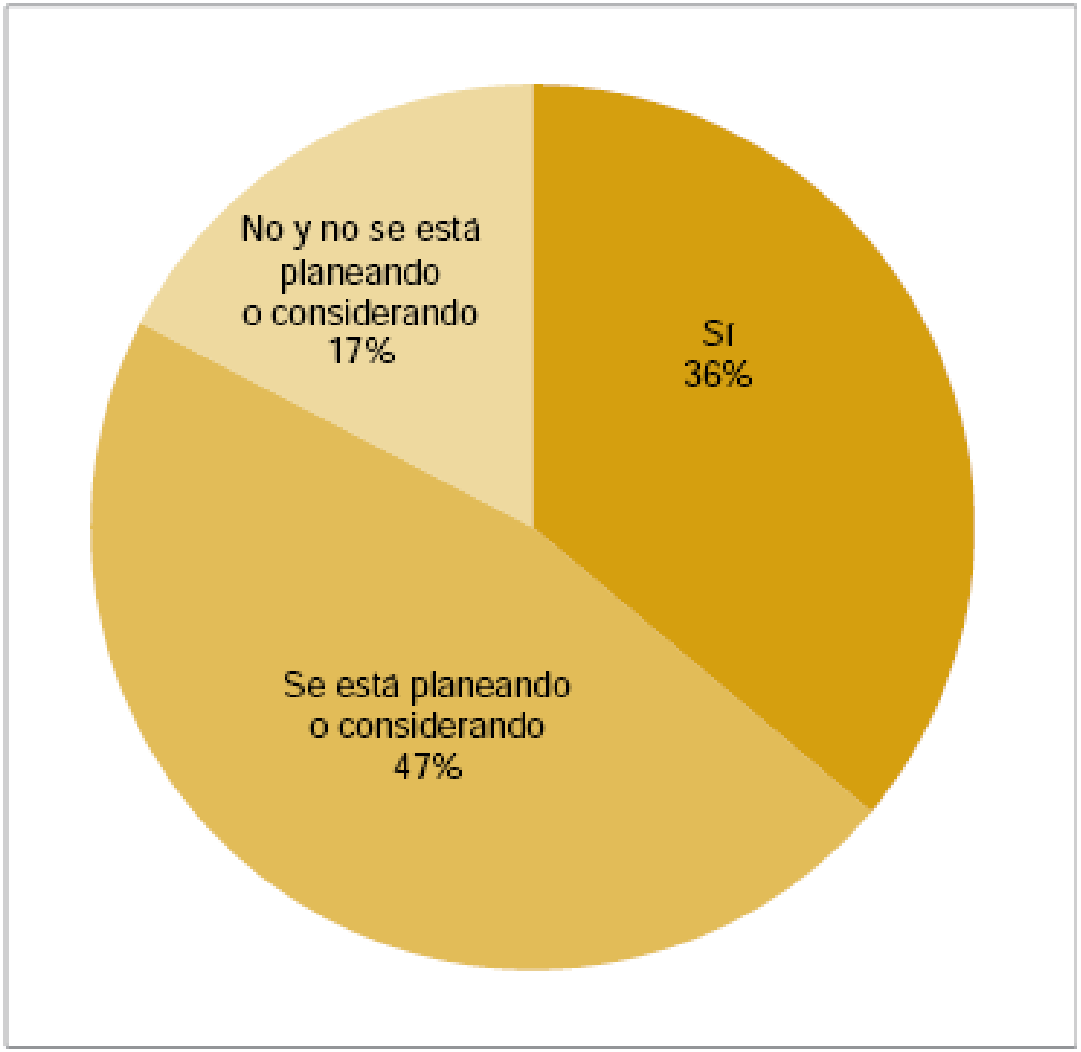
Presidencia del grupo o comisión específicamente designada sobre las TIC



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



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

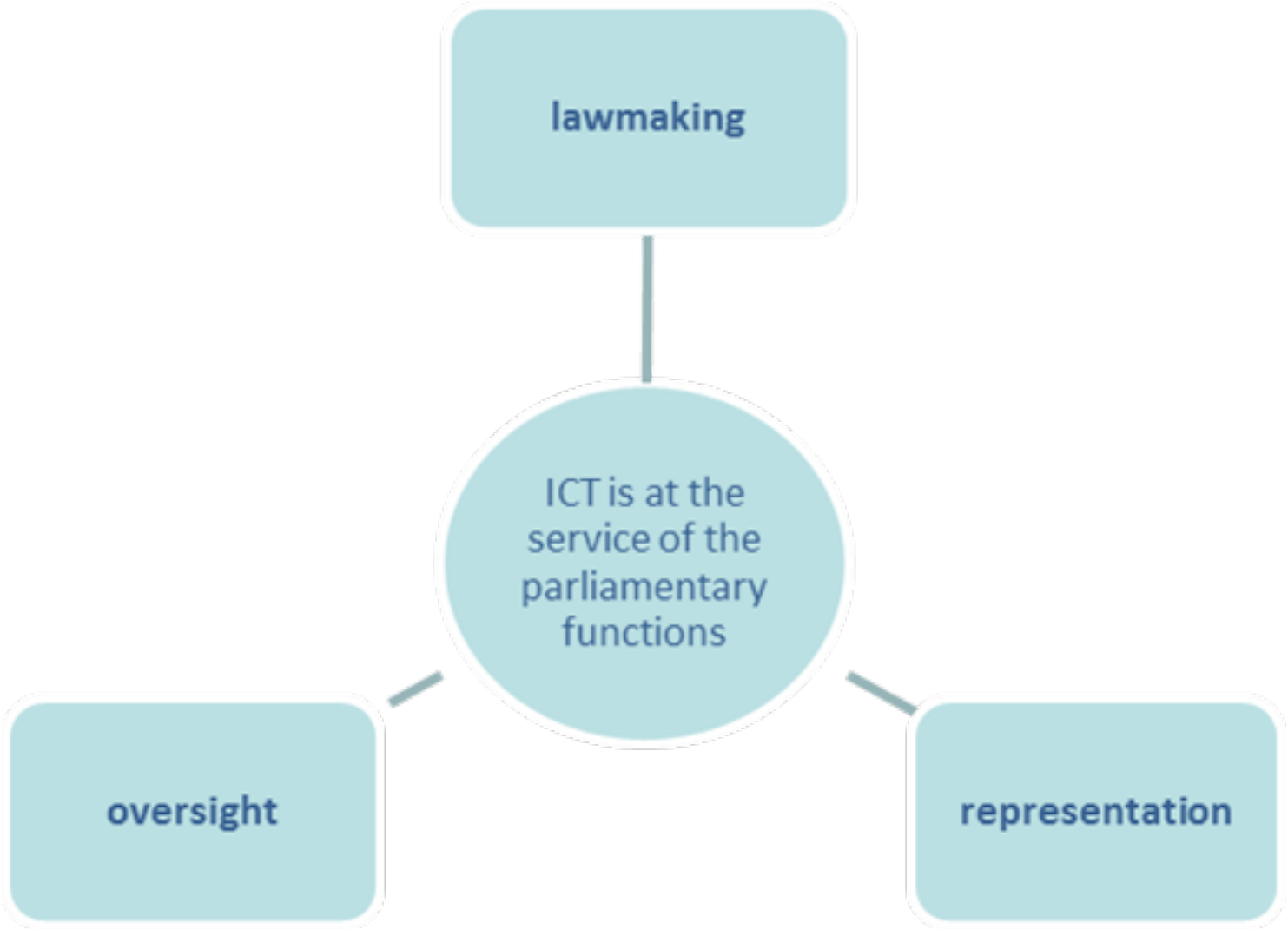
The Vision Statement

- 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:



MPs and senior managers shall never forget that:

THANK YOU