

Contents

| | |
|--------------------------------|------------|
| Foreword | iii |
| Acknowledgements | v |
| Executive Summary | vii |

| | |
|--------------------------------|----------|
| Introduction | 1 |
| Methodology..... | 2 |
| Structure of the document..... | 6 |

Part 1: PARLIAMENTS, CITIZENS, AND THE INFORMATION SOCIETY

| | |
|---|----------|
| Chapter 1 - Major Global Trends since 2010 and Possible Developments beyond 2012 | 9 |
|---|----------|

| | |
|---|----|
| Introduction..... | 9 |
| Advances in technology and public policy and their impact on parliaments..... | 11 |
| Most important improvements in the last two years made possible by ICT..... | 13 |
| Most important objectives for ICT in the next two years..... | 15 |
| Most useful technologies introduced to improve the work of parliament..... | 16 |
| Biggest challenges in using ICT effectively..... | 19 |

| | |
|---|-----------|
| Chapter 2 - Communication and Engagement | 21 |
|---|-----------|

| | |
|--|----|
| Introduction..... | 21 |
| The voices of citizens..... | 23 |
| The voices of the parliament..... | 25 |
| Results and Findings from the 2007/2009 surveys..... | 26 |
| Results and Findings from the 2012 survey..... | 27 |
| Use of e-mail and websites by members and committees..... | 27 |
| Other methods of communication..... | 30 |
| Communication with young people..... | 36 |
| Purposes of communication..... | 37 |
| Policies and practices regarding citizens' communications..... | 38 |
| Trends in citizen use of ICT for communication..... | 39 |
| Challenges of ICT-based communication..... | 40 |

| | |
|--|-----------|
| Chapter 3 - Achieving Openness, Transparency, and Accountability through Websites | 41 |
|--|-----------|

| | |
|--|----|
| Introduction..... | 41 |
| Summary of Findings from 2007/2009 surveys..... | 43 |
| Findings from the 2012 survey..... | 44 |
| Management of websites..... | 44 |
| General information..... | 47 |
| Legislation, budget, and oversight (scrutiny)..... | 50 |
| Tools available to users..... | 57 |
| Usability and accessibility of the site..... | 60 |
| Intranets for members and staff only..... | 62 |

| | |
|-----------------------------------|----|
| Most important improvements | 63 |
| Last two years | 63 |
| Next two years | 65 |

Part 2: BUILDING THE FOUNDATION OF E-PARLIAMENT

Chapter 4 - Technology Services for Members 69

| | |
|--|----|
| Introduction | 69 |
| Summary of Findings from the 2007/2009 surveys | 70 |
| Findings from the 2012 survey | 71 |
| General services | 71 |
| Applications that support the work of members | 74 |
| Support for plenary activities | 76 |
| Training and orienting members in ICT | 81 |
| The effect on members of not having technology | 82 |

Chapter 5 - From Paper Documents to Digital Information: Managing Parliamentary Documentation 85

| | |
|--|-----|
| Introduction | 85 |
| Summary of Findings from the 2007/2009 surveys | 88 |
| Findings from the 2012 survey | 89 |
| Systems for managing bills | 89 |
| XML for bills | 91 |
| Systems for managing other plenary and committee documents | 92 |
| XML for other documents | 93 |
| Uses and challenges of open standards for documents | 95 |
| Preservation of digital documents | 102 |
| International cooperation and document standards | 103 |

Chapter 6 - Libraries and Research Services 111

| | |
|---|-----|
| Introduction | 111 |
| Summary of Findings from the 2007/2009 surveys | 113 |
| Findings from the 2012 survey | 114 |
| Digital capacities | 115 |
| Digital services | 118 |
| Parliamentary library networks and associations | 123 |
| Newly established networks for cooperation at the regional level | 124 |
| Other networks and association for cooperation at the regional level | 125 |
| The global level: IFLA Section on Library and Research Services for Parliaments | 127 |
| The general state of digital capacities and digital services | 127 |
| Findings from 2012 and some comparisons with 2009 | 128 |

Chapter 7 - Human Resources and Technical Infrastructure 131

| | |
|--|-----|
| Introduction | 131 |
| Summary of Findings from the 2007/2009 surveys | 132 |
| Findings from the 2012 survey | 133 |
| General services | 133 |
| Applications for parliamentary functions | 137 |
| Staffing and training | 140 |

| | |
|---|------------|
| Chapter 8 - ICT Strategic Planning and Implementation for e-Parliament | 145 |
| Introduction | 145 |
| Summary of Findings from 2007/2009 surveys | 147 |
| Findings from the 2012 survey | 148 |
| Engagement of leaders | 148 |
| Involvement of stakeholders | 150 |
| Strategic planning and implementation | 151 |
| Funding | 154 |
| Inter-parliamentary cooperation on ICT strategic planning | 156 |
| | |
| Part 3: ADVANCING THE STATE OF E-PARLIAMENT | |
| | |
| Chapter 9 - The State of e-Parliament in 2012 | 163 |
| Introduction | 163 |
| Summary of Findings from the 2009 survey | 164 |
| Discussion of the ranking methodology | 166 |
| Findings from the 2012 survey | 166 |
| Adjustments to the methodology in 2012 | 167 |
| Global scores | 168 |
| Global scores by income level | 169 |
| Global scores by region | 171 |
| The e-Parliament framework 2010-2020: measuring progress | 173 |
| ICT and the values of parliamentary democracy | 177 |
| | |
| Chapter 10 - Advancing Inter-Parliamentary Cooperation | 181 |
| Introduction | 181 |
| Summary of Findings from 2007/2009 surveys | 182 |
| Recent progress | 183 |
| Formal parliamentary networks | 183 |
| Working groups | 186 |
| Findings from the 2012 survey | 187 |
| Extent of cooperation and participation in parliamentary networks | 187 |
| Nature of inter-parliamentary cooperation and collaboration | 188 |
| Specific areas and opportunities for cooperation and collaboration | 192 |
| | |
| Chapter 11 - Major Findings, Conclusions, and Recommendations | 195 |
| The intersection of technology and politics | 195 |
| Conclusions from previous surveys | 196 |
| Conclusions from the 2012 survey | 197 |
| Key Findings | 197 |
| Overall – the global view | 197 |
| Openness through communication and websites | 198 |
| Support for members | 199 |
| Efficiency of operations | 199 |
| Planning and managing | 200 |
| Major persistent gaps | 201 |
| Strategies for addressing the gaps | 202 |

| | |
|---|------------|
| Invest in people..... | 202 |
| Plan strategically, work efficiently..... | 202 |
| Go mobile..... | 203 |
| Go to the cloud..... | 203 |
| Share experiences and solutions..... | 203 |
| Establish a culture of openness and transparency..... | 204 |
| Promote genuine dialogue with citizens..... | 204 |
| Bibliography..... | 207 |
| Boxes..... | 211 |
| Figures..... | 215 |

ANNEXES

| | |
|--|-----|
| Methodology for assessing the state of e-Parliament..... | 220 |
| Geographical groupings..... | 226 |
| Classification of economies..... | 228 |
| Global Survey of ICT in Parliaments 2012..... | 231 |