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WORLD E-PARLIAMENT REPORT 2016

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BACKGROUND


33 Parliamentary Monitoring Organisations (early 2016).

Expert group supported the work of the research team.

Key themes:
- Strategic use of ICT
- Technology adoption
- Reaching out
- Working with others
DIGITAL AND SOCIAL TECHNOLOGIES HAVE LED TO DEEP CHANGES IN THE OPERATIONAL ENVIRONMENT AND CULTURAL LANDSCAPE OF PARLIAMENTS.

THE DIGITAL PARLIAMENT IS A NOW A LIVING ENTITY, DIRECTLY LINKED TO THOSE IT SERVES.
STRATEGIC USE OF ICT

ICT is a core-enabler in strengthening and transforming parliaments.

To realise the real benefits of ICT, parliaments need to make a commitment to a vision and to strategic change supported at the highest levels of the institution.

Lack of funding and insufficient knowledge among staff and members remain the key challenges for parliaments to use ICT effectively.
DIGITAL MATURITY OF PARLIAMENTS

- High-income
- Upper-middle-income
- Lower-middle-income
- Low-income
ENGAGEMENT OF POLITICAL LEADERSHIP IN THE ICT PROCESS
DEPTH OF STRATEGIC PLANNING PROCESS

73% VISION STATEMENT
56% VISION STATEMENT STRATEGIC PLAN
40% VISION STATEMENT STRATEGIC PLAN REGULAR UPDATES
TOP CHALLENGES FOR PARLIAMENTS

- **INADEQUATE FINANCIAL RESOURCES**
  - High-income: 27%
  - Upper-middle-income: 32%
  - Lower-middle-income: 19%
  - Low-income: 21%

- **INADEQUATE STAFF CAPACITY**
  - High-income: 34%
  - Upper-middle-income: 19%
  - Lower-middle-income: 13%
  - Low-income: 18%

- **MEMBERS’ LACK OF KNOWLEDGE OF ICT**
  - High-income: 15%
  - Upper-middle-income: 26%
  - Lower-middle-income: 11%
  - Low-income: 19%
ADOPTING NEW TECHNOLOGIES

The adoption of document management systems continues but is often hampered by a lack of resources.

Cloud-based technologies are starting to change the way parliaments manage documents and data.

Wireless networks have become ubiquitous within parliaments.

The uptake of XML for creating parliamentary documents continues along with the adoption of open data standards.

The parliamentary library remains a primary source of innovation.
HOW ICT IS IMPROVING PARLIAMENTS

1. 89% More information and documents on the website.
2. 86% Increased capacity to disseminate information and documents.
3. 75% More timely delivery of information and documents.
HOW PARLIAMENTS SHARE DOCUMENTS

- Shared drive on internal network: 75%
- A web-based intranet: 52%
- Electronic document and records management system (EDRMS): 47%
- No shared drive or intranet: 16%
- Shared drive using cloud storage: 12%
- Other: 11%

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HAVE SYSTEMS FOR MANAGING THE TEXT OF BILLS
THE EXTERNAL FACE OF PARLIAMENT

Email remains a primary communication channel for members and the parliamentary website remains a core asset in terms of providing information, documentation and data.

Social media is a key, strategic communication channel for parliaments in a digital world that is now decidedly multi-channel.

It can be difficult for parliaments to know how members are using these new tools and how best to provide support to them.

More parliaments are carrying out evaluations of their web assets.

Open data is increasingly important for parliaments but many are struggling to make this data available and accessible for citizens.
WHO MANAGES THE CONTENT

- Departments in charge of own content: 33%
- IT department: 19%
- Communications department: 18%
- Press office: 15%
- Other: 15%

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HOW DOCUMENTATION MADE AVAILABLE TO PEOPLE OUTSIDE PARLIAMENT
REACHING OUT

More focus and effort is needed to be able to effectively reach out to citizens and others beyond parliament.

Parliaments and members are not yet very innovative in the ways that they engage citizens directly in the legislative process, though an increasing number are experimenting with forms on citizen participation in parliamentary work.

Parliaments are often unable to offer sufficient inter-parliamentary support to their peers in areas of open data, application development, social media or with engagement and outreach.

As parliaments start recognising the importance of open data themselves they also realise that it is not enough simply to publish.
TOP-THREE DIGITAL COMMUNICATION OBJECTIVES

1. Inform citizens about policy issues and proposed legislation. 74%
2. Explain what the parliament does. 64%
3. Engage more citizens in the political process. 62%
TOP METHODS PARLIAMENTS USE FOR COMMUNICATING WITH CITIZENS

1. 58% Social Networks
2. 50% TV Programmes
3. 48% Twitter
DIGITAL TOOLS MEMBERS USE TO COMMUNICATE WITH CITIZENS

- Email
- Website
- Social media
- Twitter
- Email newsletter
- Instant messaging
- Video sharing
- Blog
- Photo sharing

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WORKING WITH OTHERS

The findings highlight the potential value of new intermediaries, who can take the information and data that parliaments create and make sense of for citizens.

Effective PMOs do this and can train and educate the public to engage more effectively with parliament.

Where PMOs share a goal of stronger democracy, greater openness and transparency and a more accountable parliament, they are allies of parliament.

PMOs can be active and effective partners for parliaments, reaching audiences that parliament cannot and adding value to the democratic process in unique ways. Parliaments should embrace this.
INTER-PARLIAMENTARY SUPPORT

<table>
<thead>
<tr>
<th>Activity</th>
<th>Parliaments that would like support</th>
<th>Parliaments that receive support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application development</td>
<td>51%</td>
<td>18%</td>
</tr>
<tr>
<td>Document standards</td>
<td>51%</td>
<td>17%</td>
</tr>
<tr>
<td>Citizen engagement</td>
<td>52%</td>
<td>15%</td>
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<tr>
<td>Open data</td>
<td>53%</td>
<td>12%</td>
</tr>
<tr>
<td>Social media</td>
<td>49%</td>
<td>8%</td>
</tr>
</tbody>
</table>

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WHAT PMOS DO

MONITOR
Publish
Analyse
Research

INFORM
Explain
Educate
Share

CONNECT
Data
Members
Committees
HOW PMOS ENHANCE PARLIAMENTARY DATA

- 78% Develop infographics or visualisations.
- 72% Provide narrative, commentary or analysis.
- 72% Publish aggregated or summarised data sets.