



World e-Parliament Report 2018

Dr Andy Williamson
World e-Parliament Conference 2018, Geneva

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- Reviews the definition of the 'e-parliament'
- Survey of 114 parliaments
- Survey of 168 members of parliament
- Chapter on parliamentary innovation

What is an 'e-parliament'?

An e-Parliament places technologies, knowledge and standards at the heart of its business processes and embraces the principles of collaboration, inclusiveness, participation and openness to the people.

Key trends: Parliaments

- Digital technologies are firmly embedded with **clearly identified governance and technology practices** in most parliaments.
- **The adoption of XML has levelled off.**
- **The use of instant messaging has seen a significant increase** and social media use also continues to rise.
- **Digital broadcasting and video streaming have overtaken traditional broadcasting**
- **Barriers** to greater use of ICT include **training and skill deficits** among staff and members and growing concerns over **security and reliability**. **Knowledge of how parliaments** work is seen as the biggest barrier to greater citizen engagement.
- Over a third of the parliaments now **collaborate directly with Parliamentary Monitoring Organizations (PMOs)**.
- **More Inter-parliamentary support is needed in many areas of ICT**

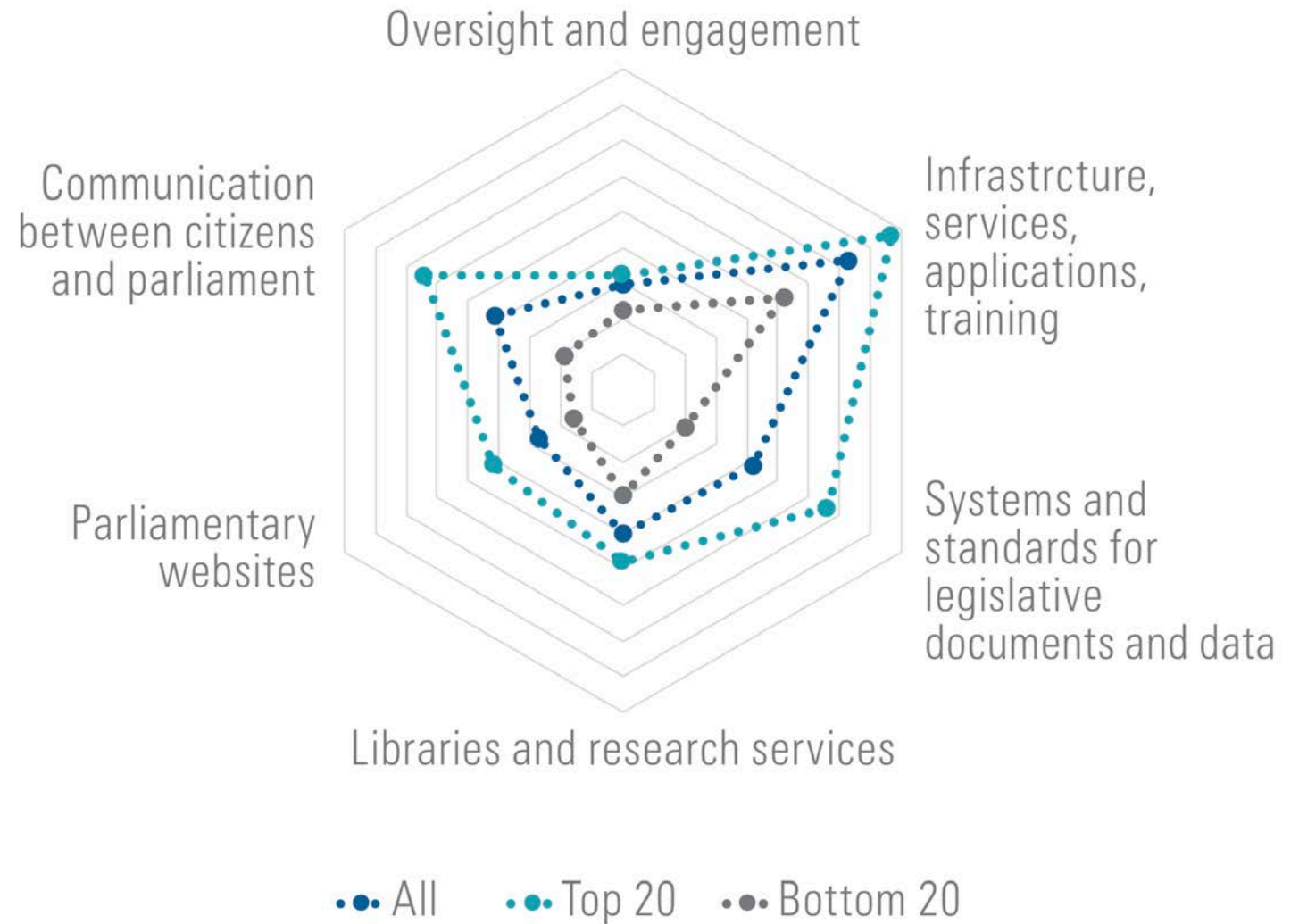
Key trends: Members

- **Ninety-six per cent of the members surveyed use a mobile device and 80% expect their digital communication with the public to increase.**
- **Three-quarters of the respondents regard email as the most important digital tool, followed by Facebook and Whatsapp.**
- **71% of members write their own social media content,** while content for their websites tends to be written by staff.
- **Three out of five members consider their knowledge of online communication to be advanced.** Conversely, one out of five members claims to lack the skills needed to take part in online chats and events.
- **24% of members have no support** or assistance for digital content and communication

Digital maturity

Average scores by area of concern.

For all parliaments, top 20 and bottom 20 ranking.

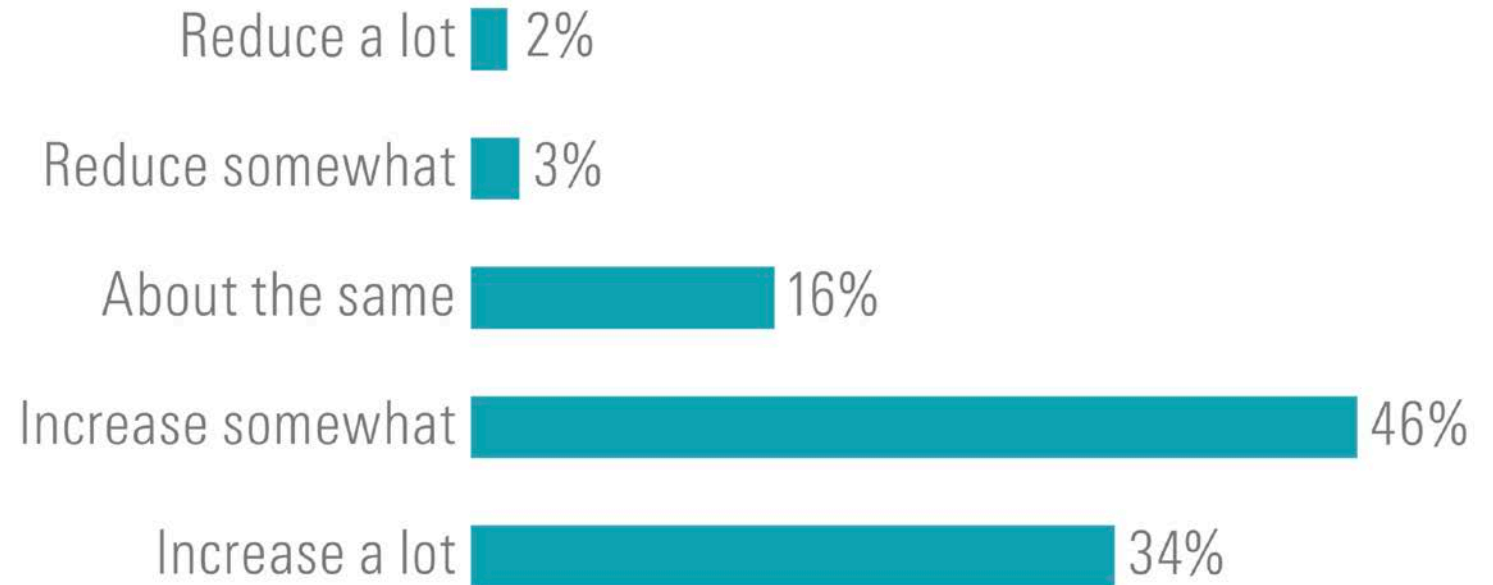


Top 3 improvements

	2018	2016	2012
1	More information and documents on the website 73%	More information and documents on the website 89%	Increased capacity to disseminate information and documents 49%
2	Increased capacity to disseminate information and documents 66%	Increased capacity to disseminate information and documents 86%	Better management of documents 28%
3	Existing online documents presented in a more accessible way 56%	Existing online documents presented in a more accessible way 69%	More timely publication of reports of plenary proceedings 23%

Change in online communication

Expectations of members as to how online communication with the public will change over the next three years.





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what an

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What is parliamentary innovation?

“Innovation” in the parliamentary context is the **adoption of new practices, products or services that change one or more aspects of parliament’s operations or culture.**

The practice, product or service need not necessarily be new or innovative in absolute terms; innovation encompasses the adoption of existing processes there were not previously used in parliament’s work. Innovation is often driven, facilitated or supported by digital technology.

Key trends: Innovation

- **Innovation does not happen by itself**; a conscious effort to modernize institutional culture means innovative practices are more likely to be accepted.
- Change can be driven by **public pressure and political commitment**.
- **Too much management stifles innovation**; the parliaments that have been successful in this area have learned to let go.
- **Working with external partners** brings fresh thinking and new solutions.

How innovation happens

- New technologies: Online, AI
- Data visualisation
- Hackathons
- Civic challenges
- Collaborative residency
- Legislative commons: online collaborative work
- Smart crowdsourcing

Innovation culture

- Accountable but not over-managed
- Less hierarchy, more de-centralised
- Collaborative and experimental spaces
- Political will and public pressure
- Internal skills and resource
- Partnering with others
- New legislative frameworks

Conclusion

- Parliaments that recognise the need to evolve and develop new and more open ways of working are the ones where innovation is happening.
- As much a cultural shift as a technological one.
- Requires a commitment at all levels of the institution to work with others, to see parliament from different perspectives and to be prepared to take risks with new and often untried ideas.



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