Innovation in the Norwegian Parliament

World e-Parliament Conference - Geneva

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Our vision

The Storting – a leading digital parliament
«More for less»

Secretary General Ms. Marianne Andreassen
RUN
GROW
TRANSFORM
When people, organizations and things communicate, cooperate and negotiate with each other, this brings us into the digital age.
Innovation in a parliamentary context

Not inventing a new device
Innovation in a parliamentary context

No bleeding edge technologies
Innovation in a parliamentary context

Taking existing innovations and giving them a meaningful “life” in a parliamentary context
How

Dedicated role to support business transformation

“Head of Strategy & Innovation Section”
Methodology – Design thinking

1. Discover
   - Customer Journey Mapping

2. Empathize
   - Mind Mapping

3. Define
   - Brainstorming

4. Ideate
   - Rapid Prototyping Tools

5. Prototype
   - Customer Co-creation

6. Validate

7. Iterate
   - Learning Launches
The innovation teams

- 2 members of staff in each team
- Up to 10% of their time should be spent on this
- Budget - sufficient to make a POC
Pros

♦ Taking part in the digitalization of society
♦ Meeting expectations from our MPs
♦ Engaged and motivated innovation team members
Cons

- Running always beats transforming
- Innovation processes don’t always fit into the governance model
- Innovation doesn’t fit well with annual budgeting
Gain experience

- Some of the technological advances are still immature in a parliamentary context
- Speed
- Permanent innovation teams vs ad-hoc teams
- Digital adviser for the Parliament by taking lead and showing the path
Heading towards a digital Parliament
Thank You!
Innovation – what have we done?
Identifying relevant technologies/areas

1. Big data
2. Robotics, chatbots, AI
3. Smart building
4. 3D printing
5. Network sensors, IoT
6. VR and AR
7. Blockchain
8. Gamification
Team 1 – RPA, chatbots and AI

☽ RPA
☽ Customer: Incident manager
☽ Task: Automate the production of the KPI report from the helpdesk
☽ Weekly task ~ 2 hrs / week

☽ Result: The weekly task now takes 45 seconds!
☽ Gain useful knowledge of RPA, and can now be the digital adviser for the parliament on more efficient business processes
Production of the weekly report

Footprints (Service desk software)

Daily report

Backlog

Basic data for the Weekly report

Trio Telefone

Basic data for the Weekly report

Weekly report

Weekly report presented in numbers and graphs
Team 1 – RPA, chatbots and AI

♦ Chatbots and AI
  ♦ Customer: All users
  ♦ Task: Use Skype - asking the chatbot in natural language what is on the menu in our cafeterias

♦ Result: New interface where you can use natural language in dialogue with the computers
  ♦ Gaining relevant and useful knowledge of a rapidly developing area within AI and NLP
Request lunch menu from a chatbot

Diagram showing the process:
- Skype for Business on premise
- Loveporten, menu
- Chatbot
- Microsoft Bot Framework on Azure
- Natural language processing (NLP)
- Database with menu information
Team 2 – Smart building

- Indoor positioning system
- **Customer**: New staff, Substitute MPs
- **Task**: Navigating indoors using your own mobile phone

- **Result**: Still developing. Using wireless access points and light fixtures for exact positioning, and presenting your position on a map
Thank you!