Listening to - and responding to – citizens demands

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Cape Town
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A Citizen focused ICT Strategy
“Entrenching a Digital Democracy”

“The International Parliamentary Union’s framework for a democratic parliament explains what it means to be truly representative, transparent, accessible, accountable and effective in its many functions.”

PARLIAMENT AND DEMOCRACY IN THE TWENTY-FIRST CENTURY: A GUIDE TO GOOD PRACTICE

“The ICT strategy is a sub-set of the strategic plan of the Parliament of South Africa. The aim of the ICT strategy is to enable the vision of an activist and responsive Parliament that is connected to its citizens, accessible to all and works in a productive and smart manner. Beyond 2018, the ICT strategy should be optimally leveraged to enable open, transparent, citizen-centric delivery of Parliament’s mandate and to strengthen a participatory democracy.”

PARLIAMENT’S ICT STRATEGY
The Future State (ICT Strategy)
“What will we see”
The Future State (ICT Strategy)

“How will it change the parliamentary environment"

Registry of Members Interests easily available on Website or any other digital communication channel

Parliament continues to explore, how other digital communication channels can be implemented to provide a means for the public and constituents to have access to Parliament and its elected Members.

All broadcasts and electronic published information (HANSARD) are easily and freely accessible via any public facing digital channels

“Increased openness, transparency, accessibility in conducting Parliamentary business”

Consultation, interactivity and collaboration via Digital Communication Channels (Website, Social Media Platforms, Mobile Applications)

Secure, online access anytime, anywhere, anyplace

Digital Communication Channels for public discussion forums, e-petitions, questions etc.

Increased public participation and involvement in the work of Parliament, especially Committees via Social Media
The Future State (ICT Strategy)

“How will it change the parliamentary environment”

Improved oversight and accountability over the Executive

Monitor & Track
Oversight activities and decisions

Further expansion based on automation requirements emanating from the implementation of Parliament’s Oversight and Accountability model, is envisaged over the rest of the 5th Parliamentary term.

Improved capacity for effective passing legislation

Registry of Members Interests easily available on Website or any other digital communication channel

Automated, on-line tools for drafting and amending legislation

“Improved oversight and accountability over the Executive; Enhancing legislative capacity”
The Future State (ICT Strategy)  
“How will it change the environment”

**Modernise parliamentary processes**

- Effective Tools of Trade for Members and staff (mobility)
  - A Member-centric mobile application that presents enriched, user-friendly Parliamentary information on mobile devices.
  - A seamless service for Members to assist them in their work functions.
  - State of the art interpretation facilities will improved recordings and production of audio proceedings in the Houses and committees.
- Breakdown of silo-activity through collaboration, communication and knowledge management tools.
- Seamless planning & budgeting processes

**“Parliament is wholly digital and interactive”**

- More business processes/workflows automated for effectiveness
  - Secure, online access anytime, anywhere, anyplace
  - More real time, quality information available (includes broadcasting, audio)
- Integrated individual and institutional performance management and improvement

**A responsive and capable Parliament**
The Future State (ICT Strategy)  
“How will we enable the future state using ICT”
The Future State (ICT Strategy)
“How will we enable the future state using ICT”

ICT TACTICAL PLAN

• Oversight Monitoring & Tracking system:
  - House resolutions
  - Questions process
  - Committee scheduling
  - International agreements
  - Extended committee activities
  - Executive budgets
  - Institutions supporting democracy
  - Co-operative government mechanisms
  - Sectoral parliament activities

• Legislation drafting & editing system

• ERP - enhancements (iExpense, iAssets, iProcurement)
• ERP module (iRecruitment)
• MyParliament Application
• ECM (document management)
• Digital recording & reporting system
• Digitisation/E-Repository (Library services)
• Institutional Performance reporting (Branch reporting system)
• Exchange migration

• Public Participation System:
  - Digital communication channels
  - Video Broadcast Infrastructure
  - Portal architecture (Website enhancement, Social media platforms)
  - Petitions and submissions
  - Social media analytics
  - Media asset management

• Accountability
  - Transparency
  - Accessibility
  - increased public participation

• Improved capacity for passing legislation

• Modernise Parliamentary processes

• Accountability
  - Transparency
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• Improved capacity for passing legislation

• Modernise Parliamentary processes
Thank you