

# ANNEXES

## Annex 1

# Methodology for Assessing the State of e-Parliament

### Purpose

- Establish criteria for assessing the level of ICT adoption globally among all parliaments;
- Provide a tool to assist an individual parliament assess the state of its own technology level.

### Description of the methodology

The methodology is based on the survey questions and the six areas of technology which they assess:

1. Oversight and management of ICT;
2. Infrastructure, services, applications and training;
3. Systems and standards for creating legislative documents and information;
4. Library and research services;
5. Parliamentary websites;
6. Communication between citizens and parliaments.

Each of these areas was assigned a weight intended to reflect its relative value with respect to the others. Because of the importance of parliamentary websites, especially for achieving the goal of transparency, and the importance of communication between citizens and parliaments, particularly for attaining the goal of accessibility and engagement of citizens, these areas were each assigned a weight of 20. The other four areas were deemed to be of equal value to each other and assigned a weight of 15.

Each area was then broken down into sub-areas that identified its key components; these sub-areas were also assigned weights that reflected their importance relative to other sub-areas. The combined weights of the sub-areas under a given area totaled the weight assigned to that area. In Table 1, column 1 shows the list of all areas and sub-areas; column 3 shows the weight of each area; and column 4 shows the weight of each sub-area.

Questions from the survey were then associated with their logical sub-areas (see Table 1, column 2). In some cases a single question defined a sub-area. For example, under the area of “Oversight and management of ICT”, for the sub-area “Engagement of leaders”, question 4 of section 1 of the survey is used to assess that sub-area. In other cases, two or more questions were used. For example, the sub-area of “Strategic planning” is assessed by questions 11 and 12 of section 1 under the same area “Oversight and management of ICT”. A maximum score for some questions was used where the total score could potentially exceed the total allowed for that question.

In view of the scope of the effort only a number of selected questions from the survey were

used. Some questions were excluded because they were informative but did not lend themselves to a comparative assessment. Others were deemed not as relevant as the questions that were selected or were judged to be insufficiently accurate or valid to warrant inclusion in the methodology at this time. A total of 44 of the 138 questions were used to calculate the scores, with many of these questions containing multiple parts.

Once the questions were grouped in their respective areas and sub-areas, they were each assigned a maximum score and a method for determining that score based on the answer.

**Scoring example 1:**

*Area: Oversight and management of ICT*

*Sub-area: Engagement of leaders*

*Section 1, question 4 (What is the engagement level of political leaders..?)*

*Parliaments that responded “very highly” received a score of 3; those that responded “highly” received a score of 2. No other responses to this question received points.*

**Scoring example 2:**

*Area: Infrastructure, Services, Applications, Training*

*Sub-area: Basic support services*

*Section 2, question 1 (listing 9 general services, such as Help desk, etc.)*

*Parliaments received a point for each service checked; the total was divided by 9, the maximum score for that question*

There are obvious limits to the level of detail that can be assessed using the survey questions. For example under “Parliamentary websites”, question 5(b) from Section 5 of the survey asks whether the texts of proposed legislation are available from current and previous years. It does not however ask how far back that text is available. Similarly, question 5(b) asks if a searchable database of bills is available but not which elements of bills can be searched. Reaching this level of detail in every sub-area would require far more detailed questions than is possible in the current version of the Global Survey of ICT in Parliament.

### Limits of the methodology

The methodology is based on the answers provided by each parliament. The accuracy of the methodology therefore depends on the accuracy of those answers, which could not be independently verified. In this sense the survey is a self assessment. But self assessment is a valid approach, especially when parliaments are seeking to identify their strengths and weaknesses. In addition, not all questions apply to all parliaments. The survey and methodology did try to take this into account whenever possible.

## Scoring Methodology for Assessing the State of e-Parliament

1	2	3	4	5
Primary Areas and Sub-Areas	Relevant Questions: Section#/ Question#	Weight for each area	Weight for each sub-area	Basis for Score
<b>Oversight and Management</b>		<b>15</b>		
Engagement of leaders	S1/Q4		3	Very=3; Highly=2
Ideas, goals, objectives	S1/Q3		1	1/10 for each check
Oversight, management	S1/Q6		3	yes=3; planning=1.5
Vision statement	S1/Q9		3	yes=3; planning=1.5
Strategic planning			3	
Have a plan	S1/Q10			yes=1.5
Updated regularly	S1/Q11			yes=1.5
Project management	S1/Q13		2	yes=2; planning=1
<b>Infrastructure, Services, Applications, Training</b>		<b>15</b>		
Basic support services			7	
General services	S2/Q1			1/9 for each check
Specific support/services	S2/Q2			1/10 for each check
LAN	S2/Q4			yes=1
Internet access	S2/Q7			yes=1
Wireless	S2/Q9			yes=1
24 hour power	S2/Q13			yes=1
Parliament functions supported	S2/Q15			1/25 for each check
Service levels and staffing	S2/Q11,12		1	0.5 for each "yes for all"; 0.25 for each "yes for some"
Plenary support	S2/Q16, 20, 22		3	1 for each "yes" 16, 20, 22
Training			4	
Training programme for staff	S2/Q27			yes=2
Percentage of staff trained	S2/Q28			1>75%; 0.5>50%; 0.25>25%
Training/orientation programme for members	S2/Q30			yes=1
<b>Systems and Standards for Creating Legislative Documents and Information</b>		<b>15</b>		
Document Management System – bills			4	
Have system	S3/Q1			yes=2; planning=1
Uses XML	S3/Q3			yes=2; planning=1
Document Management System for other documents	S3/Q5a-f		4	1 for each check; max=4
XML used in these documents	S3/Q6a-f		4	1 for each check; max=4
Preservation of digital documents			2	
Preservation policy for digital documents	S3/Q11			yes=2; planning=1
High speed download of documents	S3/Q12		1	yes=1; planning=1/2
<b>Library and Research Services</b>		<b>15</b>		
Has library	S4/Q1		1	yes=1
Digital services			10	
Connected to intranet	S4/Q5			yes=2
Webpage organized by issues	S4/Q6			yes=2

Receive requests electronically	S4/Q7			yes=2
Alerting services	S4/Q8			yes=2
Tools to support work	S4/Q9			1/2 for each check; max=2
Other services			4	
Contribute to parliamentary website	S4/Q19			1 for each check; max=4
<b>Parliamentary Websites</b>		<b>20</b>		
General information	S5/Q4a-k		2	(1 for each check/55)*2
Info regarding legislation, budget, oversight	S5/Q5a-f		6	(1 for each check/35)*6
Completeness (links to bills)	S5/Q6		2	(1 for each check/16 )*2
Timeliness (proposed legislation after action)	S5/Q7b		1	Same day=1; One day after=0.75; One week after=0.5
Tools			6	
Search engine	S5/Q8a			(1 for each check)/5*3
Broadcasting/Webcasting	S5/Q8b			Live=2
Alerting services	S5/Q8c			(1 for each check)/6
Usability and accessibility			3	
Accessibility guidelines	S5/Q9b			yes=3
<b>Communication: Citizens and Parliaments</b>		<b>20</b>		
Websites				
Members use websites	S6/Q1		3	Most=3; Some=2
E-mail				
Members use e-mail	S6/Q4		3	Most=3;Some=2
Other methods				
Methods used	S6/Q11		10	Each method used=0.5
Communicate with young people				
Methods	S6/Q14		4	Each method used=0.33
Total questions used to compute status	44			
Total questions in survey	138			
Total category weights		100		
Total score possible for all questions			100	



## Annex 2

# Geographical groupings

EUROPEAN UNION AREA	LATIN AMERICA	AFRICA
<ul style="list-style-type: none"> <li>• Parliament of Austria</li> <li>• House of Representatives of Belgium</li> <li>• Senate of Belgium</li> <li>• House of Representatives of Cyprus</li> <li>• Chamber of Deputies of the Czech Republic</li> <li>• Senate of the Czech Republic</li> <li>• Parliament of Denmark</li> <li>• Parliament of Estonia</li> <li>• Parliament of Finland</li> <li>• National Assembly of France</li> <li>• Senate of France</li> <li>• German Bundestag</li> <li>• Federal Council of Germany</li> <li>• Hellenic Parliament of Greece</li> <li>• National Assembly of Hungary</li> <li>• Chamber of Deputies of Italy</li> <li>• Senate of Italy</li> <li>• Parliament of Latvia</li> <li>• Parliament of Lithuania</li> <li>• Chamber of Deputies of Luxembourg</li> <li>• House of Representatives of the Netherlands</li> <li>• Senate of the Netherlands</li> <li>• Sejm of Poland</li> <li>• Assembly of the Republic of Portugal</li> <li>• Chamber of Deputies of Romania</li> <li>• Senate of Romania</li> <li>• National Council of Slovakia</li> <li>• National Assembly of Slovenia</li> <li>• Congress of Deputies of Spain</li> <li>• Senate of Spain</li> <li>• Parliament of Sweden</li> <li>• Parliament of the United Kingdom</li> <li>• European Parliament</li> </ul>	<ul style="list-style-type: none"> <li>• Chamber of Deputies of Argentina</li> <li>• Senate of Argentina</li> <li>• Chamber of Deputies of Brazil</li> <li>• Federal Senate of Brazil</li> <li>• Chamber of Deputies of Chile</li> <li>• Senate of Chile</li> <li>• Legislative Assembly of Costa Rica</li> <li>• National Assembly of Ecuador</li> <li>• Legislative Assembly of El Salvador</li> <li>• Congress of the Republic of Guatemala</li> <li>• Chamber of Deputies of Mexico</li> <li>• National Assembly of Nicaragua</li> <li>• National Assembly of Panama</li> <li>• House of Representatives of Uruguay</li> <li>• Senate of Uruguay</li> </ul>	<ul style="list-style-type: none"> <li>• National People's Assembly of Algeria</li> <li>• Council of the Nation of Algeria</li> <li>• National Assembly of Angola</li> <li>• National Assembly of Botswana</li> <li>• National Assembly of Burkina Faso</li> <li>• National Assembly of Cameroon</li> <li>• National Assembly of Chad</li> <li>• National Assembly of Congo</li> <li>• Senate of Congo</li> <li>• National Assembly of Côte d'Ivoire</li> <li>• National Assembly of Democratic Republic of the Congo</li> <li>• National Assembly of Djibouti</li> <li>• People's Assembly of Egypt</li> <li>• House of the Federation of Ethiopia</li> <li>• National Assembly of Gabon</li> <li>• Parliament of Ghana</li> <li>• National Assembly of Kenya</li> <li>• Parliament of Lesotho</li> <li>• The Liberian Senate</li> <li>• National Assembly of Malawi</li> <li>• National Assembly of Mauritius</li> <li>• House of Representatives of Morocco</li> <li>• Assembly of the Republic of Mozambique</li> <li>• Parliament of Namibia</li> <li>• National Assembly of Niger</li> <li>• National Assembly of Nigeria</li> <li>• Parliament of Rwanda</li> <li>• National Assembly of Senegal</li> <li>• Parliament of South Africa</li> <li>• National Assembly of Sudan</li> <li>• Chamber of Deputies of Tunisia</li> <li>• Chamber of Councillors of Tunisia</li> <li>• Parliament of Uganda</li> <li>• National Assembly of the United Republic of Tanzania</li> <li>• National Assembly of Zambia</li> <li>• Parliament of Zimbabwe</li> <li>• Pan-African Parliament</li> </ul>

## Annex 3

# Classification of economies<sup>1</sup>

High Income	Upper Middle Income	Lower Middle income	Low Income
Andorra	Algeria	Albania	Afghanistan
Antigua and Barbuda	American Samoa	Angola	Bangladesh
Aruba	Argentina	Armenia	Benin
Australia	Belarus	Azerbaijan	Burkina Faso
Austria	Bosnia and Herzegovina	Belize	Burundi
Bahamas, The	Botswana	Bhutan	Cambodia
Bahrain	Brazil	Bolivia	Central African Republic
Barbados	Bulgaria	Cameroon	Chad
Belgium	Chile	Cape Verde	Comoros
Bermuda	Colombia	China	Congo, Dem. Rep.
Brunei Darussalam	Costa Rica	Congo, Rep.	Eritrea
Canada	Cuba	Côte d'Ivoire	Ethiopia
Cayman Islands	Dominica	Djibouti	Gambia, The
Channel Islands	Dominican Republic	Ecuador	Ghana
Croatia	Fiji	Egypt, Arab Rep.	Guinea
Cyprus	Gabon	El Salvador	Guinea-Bissau
Czech Republic	Grenada	Georgia	Haiti
Denmark	Jamaica	Guatemala	Kenya
Equatorial Guinea	Kazakhstan	Guyana	Korea, Dem. Rep.
Estonia	Latvia	Honduras	Kyrgyz Republic
Faeroe Islands	Lebanon	India	Lao PDR
Finland	Libya	Indonesia	Liberia
France	Lithuania	Iran, Islamic Rep.	Madagascar
French Polynesia	Macedonia, FYR	Iraq	Malawi
Germany	Malaysia	Jordan	Mali
Greece	Mauritius	Kiribati	Mauritania
Greenland	Mayotte	Kosovo	Mozambique
Guam	Mexico	Lesotho	Myanmar
Hong Kong, SAR, China	Montenegro	Maldives	Nepal
Hungary	Namibia	Marshall Islands	Niger
Iceland	Palau	Micronesia, Fed. Sts.	Rwanda
Ireland	Panama	Moldova	Senegal
Isle of Man	Peru	Mongolia	Sierra Leone
Israel	Poland	Morocco	Somalia
Italy	Romania	Nicaragua	Tajikistan
Japan	Russian Federation	Nigeria	Tanzania
Korea, Rep.	Serbia	Pakistan	Togo
Kuwait	Seychelles	Papua New Guinea	Uganda
Liechtenstein	South Africa	Paraguay	Uzbekistan
Luxembourg	St. Kitts and Nevis	Philippines	Vietnam
Macao, SAR, China	St. Lucia	Samoa	Yemen, Rep.
Malta	St. Vincent and the Grenadines	São Tomé and Príncipe	Zambia
Monaco	Suriname	Solomon Islands	Zimbabwe
Netherlands	Turkey	Sri Lanka	
Netherlands Antilles	Uruguay	Sudan	
New Caledonia	Venezuela, RB	Swaziland	
New Zealand		Syrian Arab Republic	
Northern Mariana Islands		Thailand	
Norway		Timor-Leste	
Oman		Tonga	

<sup>1</sup> Based on the *World Bank list of economies*, July 2009.



High Income	Upper Middle Income	Lower Middle income	Low Income
Portugal Puerto Rico Qatar San Marino Saudi Arabia Singapore Slovak Republic Slovenia Spain Sweden Switzerland Trinidad and Tobago United Arab Emirates United Kingdom United States Virgin Islands (U.S.)		Tunisia Turkmenistan Ukraine Vanuatu West Bank and Gaza	

This table classifies all World Bank member economies, and all other economies with populations of more than 30,000. For operational and analytical purposes, economies are divided among income groups according to 2008 gross national income (GNI) per capita, calculated using the World Bank Atlas method. The groups are: low income, \$975 or less; lower middle income, \$976–3,855; upper middle income, \$3,856–11,905; and high income, \$11,906 or more.



## Annex 4

# Global Survey of ICT in Parliaments 2009

### CONTACT AND ORGANIZATIONAL INFORMATION

Please provide the information requested below.

**Parliament or chamber:** .....

**Country:** .....

**Person to contact if there are questions about the responses to the survey:**

First name: .....

Last Name: .....

Title: .....

Email address: .....

Phone number: .....

## SECTION 1 OVERSIGHT AND MANAGEMENT OF ICT

**Purpose.** This section asks how strategic direction is given for ICT, how priorities are established, and how ICT is managed. It also asks about staff and financial resources, and about cooperation with other parliaments.

**1. For bicameral parliaments only. Please select the option below that best describes how ICT support is provided.**

- Each chamber has its own ICT group, and they work independently
- Each chamber has its own ICT group, but they work on some projects and tasks together
- One ICT group supports both chambers
- Other (please describe in the comment box at the end of this section.)

**2. Who establishes the goals and objectives for ICT in the parliament or chamber?**

*(Check all that apply)*

- President/Speaker of parliament or chamber
- Parliamentary committee
- Members
- Secretary General
- Chief Information Officer
- Director of ICT
- Special group or committee
- Internal IT experts
- Contractors
- Other *(Please specify)*

**3. Where do ideas and proposals for ICT goals and projects come from?**

*(Check all that apply)*

- Senior political leadership
- Senior ICT leadership
- Members
- Committees
- Departments of the parliament
- Formal group of stakeholders, such as an advisory group, special committee, or governing board
- ICT staff
- Library/research services
- Users within the parliament
- Public
- Other *(please specify)*

**4. What is the level of engagement of the political leaders (for example, at the level of the Speaker/President, Vice Speaker/Vice President) of the parliament in ICT?**

- Very highly engaged
- Highly engaged
- Somewhat engaged
- Engaged very little
- Not engaged at all

**5. How often do the political leaders engage with the issue of ICT in parliament?**

- Weekly or biweekly
- Monthly
- Quarterly
- Annually
- Only when an issue arises
- Never

**6. Is there a specially designated committee or group that provides direction and oversight for the use of ICT in the parliament?**

- Yes => *Go to question 7*
- Planning or considering => *Go to question 9*
- No, and not planning or considering => *Go to question 9*

**7. If yes, what is the composition of the group?**

*(Check all that apply)*

- Chairs of committees or commissions
- Members
- Staff
- Outside experts
- Other *(please specify)*

**8. Who chairs the group?**

- Speaker/President
- Vice Speaker/Vice President
- Chair of a committee
- Member of parliament
- Secretary General
- Director of ICT
- Other staff member
- Other person *(please specify)*

**9. Does the parliament have a written vision statement for ICT?**

- Yes
- Planning or considering
- No, and not planning or considering

**10. Does the parliament have a strategic plan with goals, objectives, and timetables for ICT?**

- Yes => *Go to question 11*
- No => *Go to question 13*

**11. If yes, is the strategic plan updated regularly?**

- Yes
- No

**12. Has the parliament established criteria and indicators to measure the success of its plan?**

- Yes
- No

**13. Is a formal project management methodology used for implementing new initiatives?**

- Yes
- Planning or considering
- No, and not planning or considering

**14. Approximately how many total users of ICT (actual or potential users) are there within the parliament – members and staff combined - but excluding the public?**

Approximate number of users (members+staff) =

**15. Approximately how many total internal parliamentary ICT staff does the parliament employ? (Please estimate full time equivalent, for example two staff working half time would be equivalent to one full time staff member)**

Approximate number of parliamentary ICT staff =

**16. Approximately how many total external contract or consultant ICT staff does the parliament employ? (Please estimate full time equivalent, for example two staff working half time would be equivalent to one full time staff member)**

Approximate number of contract staff =

**17. What are the approximate budget of the parliament and the approximate budget for ICT for the most recent year available? Please give the amount in the local currency and then indicate the name of the currency.**

Most recent year available =

Approximate total budget for parliament or chamber =

Approximate total budget for ICT in parliament or chamber =

Currency is

**18. Does the parliament participate in any formal networks of parliaments for the exchange of information and experiences regarding ICT?**

- Yes => *Go to question 19*
- Planning or considering => *Go to question 20*
- No, and not planning or considering => *Go to question 20*

**19. If yes, which ones?**

**20. Does the parliament currently provide support to other parliaments to help them strengthen their legislative, oversight, representational, or administrative capacities?**

- Yes => *Go to question 21*
- Planning or considering => *Go to question 23*
- No, and not planning or considering => *Go to question 23*

**21. If yes, which other parliaments does the parliament or chamber support?**

**22. Does the parliament have a committee or office that is responsible for this activity?**

- Yes
- Planning or considering
- No, and not planning or considering

**23. Does the parliament currently provide support, or would it be willing to consider providing support to other parliaments to help develop or enhance their use of ICT?**

- Yes => *Go to question 24*
- Planning or considering => *Go to question 26*
- No, and not planning or considering => *Go to question 26*

**24. If yes, in what areas does the parliament currently provide support, or would it be willing to consider offering support to other parliaments to help develop or enhance their use of ICT?**

	Currently providing support	Willing to consider providing support
ICT planning	<input type="checkbox"/>	<input type="checkbox"/>
ICT management	<input type="checkbox"/>	<input type="checkbox"/>
Hardware/software	<input type="checkbox"/>	<input type="checkbox"/>
Network operations	<input type="checkbox"/>	<input type="checkbox"/>
Application development	<input type="checkbox"/>	<input type="checkbox"/>
Staff development and training	<input type="checkbox"/>	<input type="checkbox"/>
Document management systems	<input type="checkbox"/>	<input type="checkbox"/>
Document standards	<input type="checkbox"/>	<input type="checkbox"/>
ICT services for members	<input type="checkbox"/>	<input type="checkbox"/>
ICT services for committees	<input type="checkbox"/>	<input type="checkbox"/>
ICT services for plenary	<input type="checkbox"/>	<input type="checkbox"/>
Websites	<input type="checkbox"/>	<input type="checkbox"/>
Library and research services	<input type="checkbox"/>	<input type="checkbox"/>
Communication with citizens	<input type="checkbox"/>	<input type="checkbox"/>
Other ( <i>please specify</i> )	<input type="checkbox"/>	<input type="checkbox"/>

**25. To which other parliaments or parliamentary assemblies does the parliament provide support to help develop or enhance their use of ICT?**

**26. Does the parliament currently receive support from other parliaments to help it strengthen its legislative, oversight, representational, or administrative capacities?**

- Yes => *Go to question 27*
- Planning or considering => *Go to question 28*
- No and not planning or considering => *Go to question 28*

**27. If yes, from which other parliaments does the parliament receive support?**

**28. Does the parliament currently receive support, or would it like to receive support from other parliaments or outside organizations to help develop or enhance its use of ICT?**

- Yes => *Go to question 29*
- Planning or considering => *Go to Additional comments*
- No and not planning or considering => *Go Additional comments*

**29. In what areas does the parliament currently receive, or would it like to receive support from other parliaments to help develop or enhance its use of ICT?**

	Currently receive support from other parliaments	Would like to receive support from other parliaments
ICT planning	<input type="checkbox"/>	<input type="checkbox"/>
ICT management	<input type="checkbox"/>	<input type="checkbox"/>
Hardware/software	<input type="checkbox"/>	<input type="checkbox"/>
Network operations	<input type="checkbox"/>	<input type="checkbox"/>
Application development	<input type="checkbox"/>	<input type="checkbox"/>
Staff development and training	<input type="checkbox"/>	<input type="checkbox"/>
Document management systems	<input type="checkbox"/>	<input type="checkbox"/>
Document standards	<input type="checkbox"/>	<input type="checkbox"/>
ICT services for members	<input type="checkbox"/>	<input type="checkbox"/>
ICT services for committees	<input type="checkbox"/>	<input type="checkbox"/>
ICT services for plenary	<input type="checkbox"/>	<input type="checkbox"/>
Websites	<input type="checkbox"/>	<input type="checkbox"/>
Library and research services	<input type="checkbox"/>	<input type="checkbox"/>
Communication with citizens	<input type="checkbox"/>	<input type="checkbox"/>
Other ( <i>please specify</i> )	<input type="checkbox"/>	<input type="checkbox"/>

**30. From which other parliaments or parliamentary assemblies does the parliament or chamber receive support to help develop or enhance its use of ICT?**

**Additional comments and good practices.** In the box below, please add any **additional comments** the parliament wishes to make in response to any of the questions in this section. The parliament is also invited to describe briefly any **lessons learned or good practices** it has implemented in dealing with the topics covered in this section of the survey.



## SECTION 2

### INFRASTRUCTURE, SERVICES, APPLICATIONS, AND TRAINING

**Purpose.** This section asks about ICT services, technical infrastructure, applications, and training. The purpose is to understand the scope of ICT systems and services available within the parliament and the training provided to staff to support them. Please note that ICT services include voice and data communication services.

**1. Please indicate which of the following general ICT services are available in the parliament or chamber.**

*(Check all that apply)*

- Application development and maintenance
- Data network operations
- Help desk
- PC support
- Systems administration
- Systems programming
- Voice communications
- Web publishing
- Internet access
- None of the above

**2. Please indicate which of the following are provided by parliament to each member of parliament for his or her personal use**

*(Check all that apply)*

- Desktop computer
- Laptop computer
- Printer
- Fax
- Intranet access
- Access to the Internet
- Remote data access
- Cell phone
- Personal e-mail
- Personal website
- None of the above

**3. How many desktop and laptop PCs supported by the parliament are currently in use by members of parliament and staff?**

Desktops =

Laptops =

**4. Does the parliament have a local area network (LAN)?**

- Yes => *Go to question 5*
- Planning or considering => *Go to question 7*
- No, and not planning or considering => *Go to question 7*

**5. If yes, how many physical connections (NOT counting wireless connections) does the LAN have?**

Total LAN connections =

**6. Who is connected to the LAN?**

*(Check all that apply)*

- All members and committees
- Only some members and committees
- No members or committees
- All departments and offices
- Only some departments and offices
- No departments or offices

**7. Does the parliament have Internet access?**

- Yes => *Go to question 8*
- Planning or considering => *Go to question 9*
- No, and not planning or considering => *Go to question 9*

**8. If yes, what is the overall maximum bandwidth of the parliament's connection to the Internet?**

Overall maximum bandwidth (please indicate the value in kilobit) =

**9. Does the parliament have wireless access to the Intranet or the Internet?**

- Yes => *Go to question 10*
- Planning or considering => *Go to question 11*
- No, and not planning or considering => *Go to question 11*

**10. If yes, how many wireless access points does the parliament have?**

Total number of wireless access points =

**11. Does the parliament have written service level agreements with contractors who provide it with equipment or services?**

- Yes with all
- Yes with some
- Planning or considering
- No, and not planning or considering
- Do not use outside contractors

**12. Does the ICT office have written service level agreements with organizations within the parliament for whom it provides equipment or services?**

- Yes with all
- Yes with some
- Planning or considering
- No, and not planning or considering
- Does not provide equipment or services to organizations within the parliament.

**13. Does the parliament have reliable electrical power 24 hours per day?**

- Yes
- No

**14. For those operations, services, and general applications which the parliament supports, please indicate if it uses commercial software or open source software?**

*Check both columns if both kinds of software are used. Leave both columns blank for a specific operation, service or general application that it does not support.*

	Commercial software	Open Source Software
Operating systems for servers	<input type="checkbox"/>	<input type="checkbox"/>
Operating systems for virtual servers	<input type="checkbox"/>	<input type="checkbox"/>
Network operations	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>
Operating systems for desktop PCs	<input type="checkbox"/>	<input type="checkbox"/>
Operating systems for laptop PCs	<input type="checkbox"/>	<input type="checkbox"/>
Content management	<input type="checkbox"/>	<input type="checkbox"/>
Document management	<input type="checkbox"/>	<input type="checkbox"/>
Databases	<input type="checkbox"/>	<input type="checkbox"/>
E-mail	<input type="checkbox"/>	<input type="checkbox"/>
E-learning	<input type="checkbox"/>	<input type="checkbox"/>
Word processing	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheets	<input type="checkbox"/>	<input type="checkbox"/>
Presentations	<input type="checkbox"/>	<input type="checkbox"/>
Publishing (print)	<input type="checkbox"/>	<input type="checkbox"/>
Publishing (Web)	<input type="checkbox"/>	<input type="checkbox"/>
Cataloguing system for the library	<input type="checkbox"/>	<input type="checkbox"/>
Electronic resource management	<input type="checkbox"/>	<input type="checkbox"/>
Online library catalog	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify)</i>		

**15. Please indicate for which of the following parliamentary functions, activities, or services there is a supporting ICT application.**

*(Check all that apply)*

- Bill drafting
- Amendment drafting
- Bill status
- Amendment status
- Database of laws passed by parliament
- Analysis of budget proposed by the government
- Plenary calendars and schedules
- Minutes of plenary sessions
- Plenary speeches and debates
- Plenary voting
- Committee reports
- Committee calendars and schedules
- Minutes of committee meetings
- Committee websites
- Management and support of website for parliament
- Management and support of member websites
- Systems for communicating with constituents (e-mail, blogs, etc)
- Questions to the government
- Other scrutiny documents
- Management of library resources
- Online library catalog

- Digital archive of parliamentary documents
- Financial disclosure
- HR system
- Financial management system
- None of the above

**16. Is an electronic voting system used in the plenary room (floor/hemicycle)?**

- Yes => *Go to question 17*
- Planning or considering => *Go to question 20*
- No, and not planning or considering => *Go to question 20*

**17. How many voting access points are there in the plenary room?**

**18. How many times is the system used for voting in an average year?**

**19. What method of identification or authentication is used for voting?**

*(Check all that apply)*

- Card or token
- Biometric
- Password
- Other *(Please specify)*

**20. Are digital displays used in the plenary room?**

- Yes => *Go to question 21*
- Planning or considering => *Go to question 22*
- No, and not planning or considering => *Go to question 22*

**21. If yes, for what purposes?**

*(Check all that apply)*

- Video streaming
- Display of text
- Display of graphics
- Still pictures
- Video conferences
- Other *(Please specify)*

**22. Are members provided with PCs or laptops in the plenary room by the parliament?**

- Yes => *Go to question 23*
- Planning or considering => *Go to question 24*
- No, and not planning or considering => *Go to question 24*

**23. If yes, what method of authentication is used for accessing information**

*(Check all that apply)*

- Card or token
- Biometric
- Password
- Other *(Please specify)*
- None

**24. Which of the following technologies or services can be used by members in the plenary room?**

*(Check all that apply)*

- Laptops (owned by Members)
- Mobile phones
- E-mail access
- Internet access
- None of the above
- Other *(Please specify)*

**25. How are verbatim reports of plenary sessions prepared?**

*(Check all that apply)*

- By hand and transcribed into digital format
- In digital format using a PC
- In digital format using a stenographic machine
- In digital format by using speech recognition technology
- None of the above
- Other *(Please specify)*

**26. Please indicate which functions are performed by in-house staff and which are performed by contractors. If they are performed by both in-house staff and also by contractors, check both boxes. If the function is not performed in the parliament, do not check either box.**

	Performed by in-house staff	Performed by contract staff
Application development manager	<input type="checkbox"/>	<input type="checkbox"/>
Website manager	<input type="checkbox"/>	<input type="checkbox"/>
Network operations manager	<input type="checkbox"/>	<input type="checkbox"/>
Security manager	<input type="checkbox"/>	<input type="checkbox"/>
User support manager	<input type="checkbox"/>	<input type="checkbox"/>
PC support manager	<input type="checkbox"/>	<input type="checkbox"/>
Training manager	<input type="checkbox"/>	<input type="checkbox"/>
Systems administration manager	<input type="checkbox"/>	<input type="checkbox"/>
Systems programming manager	<input type="checkbox"/>	<input type="checkbox"/>
Voice communications manager	<input type="checkbox"/>	<input type="checkbox"/>
Programmer/developer	<input type="checkbox"/>	<input type="checkbox"/>
Network operator	<input type="checkbox"/>	<input type="checkbox"/>
User support	<input type="checkbox"/>	<input type="checkbox"/>
PC installation, maintenance, and support	<input type="checkbox"/>	<input type="checkbox"/>
Trainer	<input type="checkbox"/>	<input type="checkbox"/>
Systems administrator	<input type="checkbox"/>	<input type="checkbox"/>
Systems programmer	<input type="checkbox"/>	<input type="checkbox"/>
Security staff	<input type="checkbox"/>	<input type="checkbox"/>
Voice communications operator	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>(please specify)</i>		

**27. Does the parliament provide training, through either internal or outside services, for in-house ICT staff?**

- Yes => *Go to question 28*
- No => *Go to question 30*

**28. If yes, what percentage of in-house ICT staff received training in the last year?**

Percentage of in-house ICT staff receiving training last year =      %

**29. What were the top five (5) training priorities in the last year?**

*(Check only five (5) or fewer)*

- Application development and maintenance
- Document management systems
- Document standards
- Data network operations
- Help desk
- PC support
- Office automation (word processing, spreadsheets, presentations)
- E-mail management
- Systems administration
- Systems programming
- Voice communications
- Website management
- Webcasting (video and audio)
- Internet access
- Security
- Parliamentary processes

**30. Does the parliament provide ICT training or orientation for members?**

- Yes
- Planning or considering
- No, and not planning or considering

**31. Does the parliament provide ICT training or orientation for non-ICT staff?**

- Yes
- Planning or considering
- No, and not planning or considering

**Additional comments and good practices.** In the box below, please add any **additional comments** the parliament wishes to make in response to any of the questions in this section. The parliament is also invited to describe briefly any **lessons learned or good practices** it has implemented in dealing with the topics covered in this section of the survey.

## SECTION 3

### SYSTEMS AND STANDARDS FOR CREATING LEGISLATIVE DOCUMENTS AND INFORMATION

**Purpose.** This section asks about systems and standards for creating and managing various types of legislative documents and information. It covers bills, amendments, and committee and plenary documentation.

**1. Does the parliament have a system for managing the texts of bills in digital format as they move through the legislative process?**

- Yes => *Go to question 2*
- Planning or considering => *Go to question 5*
- No, and not planning or considering such a system => *Go to question 5*
- Does not apply to this parliament or chamber => *Go to question 5*

**2. If yes, which of the following features does the system have?**

*(Check all that apply)*

- Authenticates users
- Has workflow capability
- Exchanges data with other systems outside the parliament
- Can handle all possible versions of a bill
- Can handle committee amendments
- Can handle plenary amendments
- Can show the changes in a bill that the amendment would make
- Includes all actions taken by parliament on a bill
- Has automated error detection capability
- None of the above

**3. Does the system use XML for the document standard?**

- Yes => *Go to question 4*
- No, but planning for or considering using XML => *Go to question 5*
- No, and there are no plans or consideration for XML => *Go to question 5*

**4. If the system uses XML, what is it used for?**

*(Check all that apply)*

- Printing
- Presentation on the web
- Preservation
- Exchange with other systems
- Provide accessibility for persons with disabilities
- Make documents available for downloading
- Integrate documents with another system
- Improve searching
- Other *(please specify)*

**5. For each type of committee and plenary documentation listed below check whether the parliament has a system or not for preparing and managing the text in digital format. If parliament does not produce the document, check the third column.**

	Have a system	Do <u>not</u> have a system	Document not produced by parliament
Minutes of committee meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minutes of plenary sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary speeches and debates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary votes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. For each type of documentation *for which there is a system in place, as indicated in question 5 above*, check below the status of XML for that system.

	Uses XML	Planning or considering XML	Not planning to use XML
Minutes of committee meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minutes of plenary sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary speeches and debates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary votes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If the parliament is using, or has tried to use XML as the standard for any of the types of documentation mentioned above, what challenges did it experience?

*(Check all that apply)*

- Difficulty in developing a DTD or Schema
- Difficulty in finding or developing software for authoring and editing
- Lack of staff knowledge and training
- Lack of financial resources
- Lack of management support
- Complexity of using XML
- User resistance
- None of the above
- Other *(please specify)*

8. Does the parliament make its documentation available in bulk for high speed downloading by those outside the parliament?

- Yes
- Planning or considering
- No, and not planning or considering

9. Does the parliament have a program for converting paper documentation into digital formats?

- Yes
- Planning or considering
- No, and not planning or considering



10. For approximately how many years does the parliament have the text of bills and plenary speeches and debates available in any format, and for how many years does it have them available in digital format?

Document	Number of years available in ANY format	Number of years available in DIGITAL format
Text of bills	<input type="checkbox"/>	<input type="checkbox"/>
Plenary speeches and debates	<input type="checkbox"/>	<input type="checkbox"/>

11. Has the parliament established a policy regarding the preservation of its documentation in digital format?

- Yes
- Planning or considering
- No, and not planning or considering

12. Does the parliament currently maintain a digital archive for preserving parliamentary documentation in digital formats?

- Yes
- Planning or considering
- No, and not planning or considering

**Additional comments and good practices.** In the box below, please add any **additional comments** the parliament wishes to make in response to any of the questions in this section. The parliament is also invited to describe briefly any **lessons learned or good practices** implemented in dealing with the topics covered in this section of the survey.

## SECTION 4 LIBRARY AND RESEARCH SERVICES

**Purpose.** This section asks how ICT supports library and research services available to the parliament and its members and some of the characteristics of that support. It also asks about the availability of services to the public.

**1. Does the parliament have a library or information center to serve its members?**

- Yes => *Go to question 2*
- Planning or considering => *Go to Section 5*
- No, and not planning or considering => *Go to Section 5*

*If the parliament DOES NOT have a library, skip the rest of Section 4 and go to Section 5: Parliamentary Websites.  
If the parliament DOES have a library, continue with the rest of the questions in this section.*

**2. Does the library have an automated system for managing library resources?**

- Yes => *Go to question 3*
- Planning or considering => *Go to question 4*
- No, and not planning or considering => *Go to question 4*

**3. If yes, which of the following capabilities does the system include?**

*(Check all that apply)*

- Acquisition of monographs
- Acquisition and claiming of serials
- Circulation system
- Cataloguing of acquisitions
- Online catalog
- Archiving of digital resources
- e-resource management capabilities
- Other *(please specify)*

**4. Who provides ICT support for the library?**

*(Check all that apply)*

- Library technical staff
- Librarians
- Central ICT staff in parliament or the chamber
- Government ICT staff outside the parliament or chamber
- Outside contractors
- Other *(please specify)*

**5. Is the library connected to an intranet that enables it to make its services available to members?**

- Yes
- Planning or considering
- No, and not planning or considering

**6. Does the library have a web page that organizes and provides access to the Internet and other resources for members and committees based on issues of concern to the parliament?**

- Yes
- Planning or considering
- No, and not planning or considering

**7. Can the library receive requests and questions from members electronically?**

- Yes
- Planning or considering
- No, and not planning or considering

**8. Does the library use alerting services such as e-mail or RSS to send information automatically to members on their computers, cell phones, or other digital devices?**

- Yes
- Planning or considering
- No, and not planning or considering

**9. Which of the following tools does the library use in its work to support the parliament?**

*(Check all that apply)*

- Wikis
- Blogs
- Twitter
- YouTube
- Facebook or MySpace
- Webcasts
- None of the above

**10. Does the library use any software to support collaboration among library staff or among library and research staff?**

- Yes (please name the software)
- Planning or considering
- No, and not planning or considering

**11. Does the library purchase subscriptions to online journals and databases that contain expert research and analysis on public policy issues such as energy, the environment, the economy, etc.?**

- Yes => *Go to question 12*
- Planning or considering => *Go to question 13*
- No, and not planning or considering => *Go to question 13*

**12. If yes, does the library participate in consortia to purchase these subscriptions?**

- Yes
- Planning or considering
- No, and not planning or considering

**13. Does the library maintain an archive of parliamentary documentation in digital formats?**

- Yes => *Go to question 14*
- Planning or considering => *Go to question 15*
- No, and not planning or considering => *Go to question 15*

**14. If yes, which of the following documents does it archive in digital format?**

*(Check all that apply)*

- Bills
- Committee documents
- Plenary documents
- Background materials
- Parliamentary research reports
- Other *(please specify)*

**15. Does the mission of the library include serving the public as well as the parliament?**

- Yes => *Go to question 16*
- Planning or considering => *Go to question 17*
- No, and not planning or considering => *Go to question 17*

**16. If yes, how are services made available to the public?**

*(Check all that apply)*

- Public can visit the library in person and request assistance
- Public can visit the library website
- Public can ask questions of the library by phone
- Public can ask questions of the library by e-mail
- Other *(please specify)*

**17. Does the library participate in any formal online networks for sharing information with other libraries or research services?**

- Yes => *Go to question 18*
- Planning or considering => *Go to question 19*
- No, and not planning or considering => *Go to question 19*

**18. If yes, which ones?****19. In what areas does the library contribute to the parliament's website?**

*(Check all that apply)*

- Design
- Organization
- Content
- Update and maintenance
- Usability testing
- Other *(please specify)*
- Does not contribute to the website

**20. For bicameral parliaments: Does the parliament have a library for each chamber or does one library serve both chambers?**

- Each chamber has its own library
- One library serves both chambers
- Other arrangement (*please describe briefly*)

**21. Does the parliament have subject matter experts on public policy issues who provide research and analysis for members and committees?**

- Yes => *Go to question 22*
- Planning or considering => *Go to Additional comments*
- No, and not planning or considering => *Go to Additional comments*

**22. If yes, are the results of that research and analyses available to members and staff in documents in digital format?**

- Yes
- Planning or considering
- No, and not planning or considering

**23. If yes, are the results of that research and analyses available to the public on the parliament or library website?**

- Yes
- Planning or considering
- No, and not planning or considering

**Additional comments and good practices.** In the box below, please add any **additional comments** the parliament wishes to make in response to any of the questions in this section. The parliament is also invited to describe briefly any **lessons learned or good practices** implemented in dealing with the topics covered in this section of the survey.

## SECTION 5 PARLIAMENTARY WEBSITES

**Purpose.** This section asks about parliamentary websites available to members and the public. The purpose is to understand the goals, management, content, and features of these websites, and how ICT supports them. The final questions in this section ask about websites and intranet services available to members and staff only.

### 1. Does the parliament have a publicly available website?

- Yes => *Go to question 2*
- Planning or considering => *Go to question 21*
- No, and not planning or considering => *Go to question 21*

*If the parliament does not yet have a website, skip to question 21 in this section.*

*If the parliament does have a website, continue with question 2.*

### 2. Who establishes the overall goals for the website?

*(Check all that apply)*

- The President/Speaker of the parliament or chamber
- Parliamentary committee
- Members
- Specially designated committee or group
- Secretary General
- Director of ICT
- Other *(please specify)*

### 3. Are there written policies for the website regarding the following?

*(Check all that apply)*

- Goals and objectives
- Development plans
- Content
- Privacy
- Access
- User support
- There are policies for these areas but they are not written
- None of the above

### 4. Please check all the types of **general information about parliament** listed in (a) – (k) below that are included on the website of the parliament *(Check all that apply)*

#### a. Access to parliament

- Information about access to the parliamentary building
- Diagram of seating arrangements in the plenary and other official meeting rooms
- Virtual ‘Guided tour’ of the parliamentary building
- An explanation of the organization of the website
- None of the above

#### b. History and role

- Brief history of the parliament
- Description of the role and legal responsibilities of the national legislature
- Text of the country’s Constitution and other founding documents relevant to the work of the parliament
- None of the above

**c. Functions, composition, and activities**

- Overview of the composition and functions of the national parliament
- The budget and staffing of the parliament
- Schedule of current and planned parliamentary activities and events
- List of memberships in global and regional parliamentary assemblies
- Annual report(s) of parliament, including plenary and non-plenary bodies
- Statistics on the activities of the current and previous parliaments
- Texts of official press releases of the parliament
- None of the above

**d. Elected leaders**

- Biodata and picture of the current and previous Presiding Officers
- Brief description of the Presiding Officer's powers and prerogatives
- Names of Deputy-Speakers /Vice-Presidents
- None of the above

**e. Parliamentary committees, commissions, and other non-plenary bodies**

- Complete list of non-plenary parliamentary bodies
- Description of the mandate and terms of reference of each body
- Description of the activities carried out by the body
- Membership and names of Presiding Officer(s) of each body
- Contact information (addresses, telephone and fax numbers, e-mail) of each body
- Links to the websites of each body
- Selection of links to websites and documents relevant to the work of the body
- None of the above

**f. Members of parliament**

- Up-to-date list of all current members of parliament
- Publicly available biodata and photo
- Constituency, party affiliation
- Parliamentary committees and/or commissions
- Link to personal website
- Description of representative duties and functions of members
- Contact information for each member of parliament including e-mail address
- Activities of individual members of parliament, such as legislative proposals, questions, interpellations, motions, political declarations, voting record, etc.
- Basic information concerning the status of a member of parliament, such as immunity, salaries and allowances, codes of conduct and ethics, etc.
- Statistical and demographic data (current and historical) on MPs
- List with biodata of previous members of parliament with dates served
- None of the above

**g. Political parties in parliament**

- List of all political parties represented in parliament
- Link to each party's website
- None of the above

**h. Elections and electoral systems**

- Explanation of the election procedure for members
- Link to the electoral commission website

- Results of the last elections by party affiliation and constituency
- Current composition of party groups and coalitions
- Results of previous elections
- None of the above

**i. Administration of parliament**

- Diagram/organization chart and functions of the Secretariat of parliament
- General descriptions of jobs in the legislature and a list of current vacancies
- None of the above

**j. Publications, documents, and information services.**

- Description of the types and purposes of parliamentary publications
- Information about how and where to obtain parliamentary publications
- Information about parliamentary library, archive, and information services
- None of the above

**k. General links to websites**

- Presidency, government, Constitutional and Supreme Courts
- Ministries and other national agencies
- State/provincial legislatures
- Inter-Parliamentary Union (IPU)
- Other international, regional, and sub-regional parliamentary organizations
- National parliaments of other countries
- Other links of interest to parliament as the people's representative body
- None of the above

**5. Please check all the types of information about legislation, budget, and oversight activities listed in (a) – (f) below that are included on the website**

*(Check all that apply)*

**a. General information**

- Today's business schedule in the parliament
- Glossary of parliamentary terms and procedures
- Overview of parliamentary procedure and routine order of business
- Full text of the Standing Orders, Rules of Procedure or similar rule-setting documents
- Chart or diagram showing how the business of parliament is conducted
- None of the above

**b. Legislation**

- Explanation of the legislative process
- Text and status of all proposed legislation
- Links to documentation related to proposed legislation
- Text and final status of proposed legislation from previous years
- Text and actions taken on all enacted legislation
- A searchable database of current and previously proposed legislation
- A searchable database of enacted legislation
- None of the above

**c. Budget/Public Financing**

- Explanation of the budget and public financing processes
- Explanation of proposed budget/public financing for the next fiscal year



- Status of parliamentary review of the proposed budget/public financing activities
- Documentation from parliamentary bodies that review public financing activities
- Documentation regarding the budget from previous years
- A searchable database of documentation related to budget/public financing from the current and previous years
- None of the above

**d. Oversight (Scrutiny) of the government by the parliament**

- Explanation of oversight responsibilities and the activities of oversight bodies
- Summary and status of oversight activities
- Oversight documentation from current year
- Oversight documentation from previous years
- A searchable database of documentation related to oversight activities from the current and previous years
- None of the above

**e. Activities of committees, commissions, and other non-plenary bodies**

- Documentation produced by non-plenary bodies
- Documentation of non-plenary bodies from previous years
- Websites of non-plenary bodies
- Audio or video broadcast of meetings
- Audio or video webcast of meetings
- Audio or video archive of meetings
- None of the above

**f. Plenary activities and documentation**

- Documentation produced from plenary sessions
- Documentation from plenary sessions from previous years
- Audio or video broadcast of plenary meetings
- Audio or video webcast of plenary meetings
- Audio or video archive of plenary meetings
- None of the above

**g. Please specify any other type of information available on the website:**

235

**6. Please check below the items that are hyperlinked directly to proposed legislation on the website**

*(Check all that apply)*

- Amendments (Plenary)
- Amendments (Committee)
- Committee actions
- Committee reports
- Committee votes
- Committee hearings
- Plenary actions
- Plenary speeches and debate
- Plenary votes
- Laws/statutes
- Explanations of bills
- Explanations of actions

- Impact assessment of bills
- Budget assessment of bills
- News stories
- Government positions or statements
- All committee and plenary actions of other chamber (*if bicameral parliament*)
- All committee and plenary documents of other chamber (*if bicameral parliament*)
- None of the above
- Other (*please specify*)

**7. When are the following documents *usually available* on the website of the parliament after they have been prepared?**

**a) Agendas**

	<u>At least one week before action</u>	<u>At least two days before action</u>	<u>Same day of action</u>	<u>After action taken</u>	<u>Not applicable</u>
Committee agenda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary agenda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**b) Legislation and plenary proceedings**

	<u>Same day of action</u>	<u>One day after action taken</u>	<u>One week after action taken</u>	<u>More than one week after action taken</u>	<u>Not applicable</u>
Proposed legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plenary proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. Which of the following tools for finding and viewing information are available on the website?**

(*Check all that apply*)

**a. A search engine with the following features:**

- Can be used to find and view all parliamentary documentation and information
- Searches for major elements, such as words in the text, status of legislation, and other components that may be required
- Sorts results by various criteria
- Is designed to be understandable to both novice and expert users
- Links the results from searches of documentation to relevant audio and video records
- None of the above

**b. Broadcasting and webcasting capabilities:**

- Capacity to broadcast or webcast live meetings of any parliamentary body as well as parliamentary events and programs
- An archive of broadcast or webcast meetings, events, and programs that permits on-demand viewing
- None of the above

**c. Alerting services for the following types of documentation:**

- Introduction of, and changes to, the status of legislation
- Changes to the text of legislation
- Members' activities
- Committee activities
- Oversight and scrutiny activities

- Plenary activities
- None of the above

**d. Mobile services:**

- Mobile services that enable members to access information and documentation as they are made available on the website
- Mobile services that enable the public to access information and documentation as they are made available on the website
- None of the above

**e. Security and authentication:**

- Secure services that enable MPs to receive, view, and exchange information and documentation on a confidential basis
- Authentication services, such as digital signatures that enable the authenticity of documentation and information to be verified by any user of the website
- None of the above

**9. Which of the following tools and guidelines for design are used?**

*(Check all that apply)*

**a. Usability tools**

- Content and design are based on an understanding of needs of different user groups
- User testing and other usability methods employed to ensure that the design and use of the website is understandable by its intended audiences
- None of the above

**b. Accessibility standards**

- W3C standards or other applicable standards implemented to ensure that the website can be used by persons with disabilities
- No accessibility standards are used

**10. How many official languages are recognized in the country?**

**11. In how many official languages is the website available in full?**

**12. In how many official languages is the website partially available?**

**13. Is a complete or partial version of the site provided in one of the languages commonly used for international communication?**

- Yes, complete version is provided *(please specify language(s):*
- Yes, partial version is provided *(please specify language(s):*
- Planning or considering
- No, and not planning or considering

**14. Which of the following design elements are available to users?**

*(Check all that apply)*

- Frequently Asked Questions
- What's new on the website?
- Site map
- About this website (who owns it, manages it, update policy, etc.)
- Help function

- Whom to contact for questions about the operation of the website
- Guidance on how to search
- Support for multiple browsers
- None of the above
- Other (*please specify*)

**15. Which of the following activities take place in the management of the website?**

*(Check all that apply)*

- Officials, members, officers, and staff participate in establishing goals
- Goals of the website are defined in writing
- Needs of the intended audiences are defined in writing
- Periodic evaluations of the website are conducted
- Oversight and management roles and responsibilities are defined in writing
- A team is established for ensuring that content is timely and accurate
- A high level of collaboration is established among the staff responsible for content and the staff responsible for technical systems
- None of the above

**16. Is parliamentary documentation, such as the text of proposed legislation, committee schedules, and plenary proceedings, available to the public on the website as soon as it is available to members and officials?**

- Always
- Most of the time
- Some of the time
- Rarely
- Never

**17. Is explanatory material provided on the website to make the text of legislation and procedural steps as understandable as possible?**

- Always
- Most of the time
- Some of the time
- Rarely
- Never

**18. Is material that explains the context and assesses the possible impact of proposed legislation available on the website?**

- Always
- Most of the time
- Some of the time
- Rarely
- Never

**19. For bicameral parliaments only, which of the following are present?**

*(Check all that apply)*

- Each chamber has its own website
- A website or single page exists that introduces citizens to both chambers with links to the websites of each
- There is a prominent link on the websites of each individual chamber to the website of the other
- Information is provided that explains the legislative and oversight responsibilities and procedures of both chambers.

- For functions that require action by both chambers, such as passing proposed legislation, the associated documentation reflects the activities and the decisions taken by both chambers.

**20. Please describe briefly any improvements the parliament is planning for the website.**

**21. Does the parliament have a website or other intranet services for members and staff only?**

- Yes => *Go to question 22*
- Planning or considering => *Go to Additional comments*
- No, and not planning or considering => *Go to Additional comments*

**22. What information and services are available to members and staff only (and not available on the public website)?**

*(Check all that apply)*

- Proposed legislation available sooner than to public
- Draft documents
- Voting records
- Research and analytic reports
- Committee activities
- Explanations of bills
- Explanations of actions
- Impact assessment of bills
- Budget assessment of bills
- News stories
- Government positions or statements
- Tools to support work groups
- None of the above

**Additional comments and good practices.** In the box below, please add any **additional comments** the parliament wishes to make in response to any of the questions in this section. The parliament is also invited to describe briefly any **lessons learned or good practices** implemented in dealing with the topics covered in this section of the survey.

## SECTION 6

### COMMUNICATION BETWEEN CITIZENS AND PARLIAMENT

**Purpose.** This section asks about the use of ICT-based systems for supporting communication between citizens and parliament. It also asks about some of the features of these systems and the experience of the parliament in using them.

**1. Do Members use personal websites to communicate with citizens?**

- Yes, most do => *Go to question 2*
- Yes, some do => *Go to question 2*
- Planning or considering. => *Go to question 4*
- No, and not planning or considering. => *Go to question 4*
- Unknown => *Go to question 4*

**2. If yes, for what purposes do they use them?**

*(Check all that apply)*

- Communicating information about the work of parliament
- Communicating the member's personal views
- Seeking comments and opinions from the public
- Unknown
- Other *(please specify)*

**3. Who hosts the websites for members?**

*(Check all that apply)*

- Parliament hosts websites for members
- Members host their own websites
- Political parties host websites for members
- Other *(please specify)*

**4. Do Members use e-mail to communicate with citizens?**

- Yes, most do => *Go to question 5*
- Yes, some do => *Go to question 5*
- Planning or considering => *Go to question 7*
- No, and not planning or considering => *Go to question 7*
- Unknown => *Go to question 7*

**5. If yes, do members respond to e-mail messages from citizens?**

- Yes, most do at least some of the time
- Yes, some do at least some of the time
- No, but planning or considering
- No, and not planning or considering
- Unknown

**6. Is there an automated e-mail management system in use supporting the handling and answering of incoming e-mail?**

- Yes
- Planning or considering
- No, and not planning or considering

**7. Do Committees use websites to communicate with citizens?**

- Yes, most do => Go to question 8
- Yes, some do => Go to question 8
- Planning or considering => Go to question 9
- No, and not planning or considering => Go to question 9

**8. If yes, for what purposes do they use them?***(Check all that apply)*

- Communicating information about the work of parliament
- Communicating information about the work of the committee
- Communicating the committee's position on issues
- Seeking comments and opinions from the public
- Other *(please specify)*

**9. Do committees use e-mail to communicate with citizens?**

- Yes, most do => Go to question 10
- Yes, some do => Go to question 10
- Planning or considering => Go to question 11
- No, and not planning or considering => Go to question 11

**10. If yes, do committees respond to e-mail messages from citizens?**

- Yes, most do at least some of the time
- Yes, some do at least some of the time
- Planning or considering
- No, and not planning or considering

**11. Beside personal e-mails and websites, which of the following methods for communicating with citizens are the parliament or members *currently using or planning or considering using?***

Method of communication	Currently using	Planning or considering
e-Petition	<input type="checkbox"/>	<input type="checkbox"/>
e-Consultation on bills	<input type="checkbox"/>	<input type="checkbox"/>
e-Consultation on issues	<input type="checkbox"/>	<input type="checkbox"/>
Online discussion group	<input type="checkbox"/>	<input type="checkbox"/>
Blogs	<input type="checkbox"/>	<input type="checkbox"/>
Videos within e-mails	<input type="checkbox"/>	<input type="checkbox"/>
Webcasting of committee meetings	<input type="checkbox"/>	<input type="checkbox"/>
Parliament radio channel	<input type="checkbox"/>	<input type="checkbox"/>
Radio programs (on other radio channels)	<input type="checkbox"/>	<input type="checkbox"/>
Webcasting of plenary sessions	<input type="checkbox"/>	<input type="checkbox"/>
Webcasting of special programs	<input type="checkbox"/>	<input type="checkbox"/>
Satellite channel	<input type="checkbox"/>	<input type="checkbox"/>
Parliament Web TV	<input type="checkbox"/>	<input type="checkbox"/>
Parliament TV channel(s) (broadcast TV)	<input type="checkbox"/>	<input type="checkbox"/>
TV programs (on other TV channels)	<input type="checkbox"/>	<input type="checkbox"/>
YouTube or other video sharing service	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>
Social networking sites such as Facebook or MySpace	<input type="checkbox"/>	<input type="checkbox"/>
Online polls	<input type="checkbox"/>	<input type="checkbox"/>

Alerting services	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

**12. If the parliament or members use ICT-based tools to consult with citizens, when is this usually done?**

*(Check all that apply)*

- During the early stages of formulating a proposal
- After a proposed bill is introduced in the parliament
- During deliberations by committees
- Before plenary vote
- Other *(please specify)*

**13. Does the parliament or do members use any ICT-based methods to communicate specifically with young people?**

- Yes => *Go to question 14*
- Planning or considering => *Go to question 15*
- No, and not planning or considering => *Go to question 15*

**14. If yes, what ICT-based methods does the parliament or members use?**

*(Check all that apply)*

- A website or sections of a website oriented to young people
- Interactive games
- Social media (Facebook, MySpace, etc)
- Broadcast TV channel or programs
- Webcasts
- WebTV
- Radio programs or channels
- Twitter
- Blogs
- Discussion groups
- Online polls
- Other (Please specify)

**15. Has the parliament conducted any formal or informal assessments of the value of any of the methods listed in question 11 above, including of e-mail and websites? *(e.g. are they useful in supporting the work of parliament or in increasing communication between citizens and parliament, etc.?)***

- Yes => *Go to question 16*
- Planning or considering => *Go to question 17*
- No, and not planning or considering => *Go to question 17*



**16. If the answer to question 15 is “Yes”, please rate the value to the work of the parliament of any of the technologies that the parliament has assessed.**

Method of communication	Not valuable	Sometimes valuable	Very valuable
e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-Petition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-Consultation on bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-Consultation on issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online discussion group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Videos within e-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webcasting of committee meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parliament radio channel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radio programs (in other radio channels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webcasting of plenary sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webcasting of special programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satellite channel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parliament Web TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV programs (in other TV channels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parliamentary TV channel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouTube	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social networking sites such as Facebook or MySpace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online polls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alerting services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Go to question 17*

**17. If the parliament uses, or is planning to use, any of the technologies listed in question 16 above, what are the three (3) most important objectives in employing these technologies?**

*(Check only the three most important objectives)*

- Engage more citizens in the political process
- Inform citizens about policy issues and proposed legislation
- Reach out to minorities
- Explain what the parliament does
- Facilitate an exchange of views
- Enhance the legitimacy of the legislative process
- Explain proposed legislation
- Engage young people
- Include citizens in the decision making process
- Improve policy and legislation
- Conduct a poll of citizens opinions on issues or legislation
- Do not use or not planning to use any of these methods
- Other *(please specify)*

**18. If the parliament uses, or has used, any of the technologies listed in question 16 above, what challenges have been encountered?**

*(Check all that apply)*

- Members are not familiar with these technologies
- Citizens do not have access to the Internet
- Citizens are not familiar with these technologies
- Too much e-mail is received
- Citizens are not familiar with the legislative process
- Online discussions and consultations are dominated by a few
- Too much effort and resources are required to implement these systems
- Members do not have specific constituencies
- Cannot judge how representative the responses are
- None of the above
- Other *(please specify)*

**19. Does the parliament permanently retain electronic communications received from citizens?**

- Yes
- Planning or considering
- No, and not planning or considering

**20. Does the parliament use any special tools which help to collect citizens' comments and categorize them more efficiently?**

- Yes, always or almost always
- Sometimes
- Planning or considering
- No, and not planning or considering

**21. What has been the trend in usage by citizens of the various ICT-based methods for communicating with parliament since they have been introduced?**

- Increasing usage
- Decreasing usage
- Usage has remained steady
- Citizens do not use ICT-based methods to communicate with parliament
- Other *(please specify)*

**Additional comments and good practices.** In the box below, please add any **additional comments** the parliament wishes to make in response to any of the questions in this section. The parliament is also invited to describe briefly any **lessons learned or good practices** implemented in dealing with the topics covered in this section of the survey.





ISBN: 978-92-1-123187-8  
SALES: E.10.II.H.5  
ST/ESA/PAD/SER.E/161

ISBN: 978-92-9142-448-1  
Reports and Documents N° 64