

Boxes

A.1	Parliaments and chambers that participated in the 2009 survey	5
2.1	David Price, Chairman of the House Democracy Partnership, U.S. House of Representatives. Quote from the statement at the World e-Parliament Conference 2009	23
2.2	Diana Wallis, Vice President of the European Parliament. Quote from the statement at the World e-Parliament Conference 2009	24
2.3	Andréa Perna, Manager, Legislative Governance Bureau, and Cristiano Faria, co-Developer of the e-Democracia programme, Chamber of Deputies of Brazil, <i>The e-Democracy programme, Digital participatory lawmaking process in Brazil</i> . Contribution to the World e-Parliament Report 2010	39
2.4	<i>The “Listen Loud Campaign” Project</i> , Excerpt from Namibian Institute for Democracy, <i>Catching the voice of the Born-free generation of Namibia through mobile phones</i> , [ed. by] Theunis Keulder, Regional Director, Swakopmund: Namibian Institute for Democracy, 2009.	43
2.5	<i>The Virtual Senator</i> , Patricio Alvarez Cabezas, Director of IT of the Senate of Chile. Excerpt from the presentation at the World e-Parliament Conference 2009	45
3.1	Matilda Katopola, Secretary General of the Parliament of Malawi. Quote from the statement at the World e-Parliament Conference 2009	49
3.2	Screenshot of the website of the Assembly of the Republic of Portugal	51
3.3	Comment by a respondent to Survey	69
4.1	Marilyn B. Barua-Yap, Secretary General, House of Representatives of the Philippines. Quote from the statement at the World e-Parliament Conference 2009	75
4.2	Anders Forsberg, Secretary General of the Parliament of Sweden. Quote from the statement at the World e-Parliament Conference 2009	79
5.1	Bungeni: Parliamentary and Legislative Information System	93
6.1	Joyce Adeline Bamford-Addo, Speaker of the Parliament of Ghana. Quote from the presentation at the World e-Parliament Conference 2009	105
6.2	John Pullinger, Director General and Librarian of the Parliament of the United Kingdom. Quote from the presentation at the World e-Parliament Conference 2009	106
6.3	Alessandro Palanza, Deputy Secretary General of the Chamber of Deputies of Italy. Quote from the statement at the World e-Parliament Conference 2009	106
6.4	Soledad Ferreiro, Director of the Library of the Parliament of Chile. Excerpt from the contribution at the World e-Parliament Conference 2008	107
8.1	Survey findings relevant to values and objectives	142
9.1	Park Kye-Dong, Secretary General of the National Assembly of the Republic of Korea, <i>e-Parliament Assistance Initiative (e-PAI)</i> . Communication to the Association of Secretaries General of Parliament (ASGP), October 2009, Geneva	158

Figures

A.1	Countries whose parliament or chamber(s) participated in the survey	3
A.2	Number of seats in national chambers that responded or did not respond to the survey	4
A.3	Percentage of all members of parliament world-wide whose chambers responded or did not respond to the survey	4
1.1	Growth in Facebook users 2004-2010	9
1.2	Social websites ranked among top 20 by usage	10
1.3	Growth in mobile subscriptions and Internet users 1997 – 2009 (in millions)	10
1.4	Trust in national institutions: regional averages	11
2.1	Use of e-mail and websites by members and committees to communicate with citizens	28
2.2	Automated e-mail management system	29
2.3	Purposes for which members use websites	30
2.4	Purposes for which committees use websites	31
2.5	Communication technologies used or planned/being considered by parliaments	32
2.6	Webcast architecture of the Parliament of Finland	33
2.7	The Facebook page of the European Parliament	34
2.8	Communication methods being used, by income groups	35
2.9	Evaluation of technology-based methods of communication	37
2.10	Ratings of technology-based methods of communication	38
2.11	When do parliaments consult with citizens?	39
2.12	Challenges in using communication technologies	40
2.13	Methods used to communicate with young people	42
2.14	Comparison of methods used to communicate with citizens and with young people	42
2.15	Trend in citizen use of technology-based communication methods	44
3.1	General information about parliament included on the website, sorted by percentage	54
3.2	General information about parliament included on the website, sorted by areas	55
3.3	Information about legislation, budget and oversight activities included on the website of the parliament, by percentage	57
3.4	Average percentage of parliaments having items in each area	58

3.5	Timeliness of plenary and committee agendas on the website of the parliament	59
3.6	Timeliness of bills and plenary proceedings on the website of the parliament	59
3.7	Percentage of chambers that have various items hyperlinked to proposed legislation on their website	60
3.8	Percentage of chambers that have various items linked to proposed legislation on their website: 2007 and 2009	61
3.9	Website coordination and linkage between chambers of bicameral parliaments	62
3.10	Availability on the website of material that explains the context and assesses the impact of proposed legislation	63
3.11	Tools for finding and viewing information available on the website of the parliament	64
3.12	Design elements available to users on the website of the parliament	66
3.13	Information and services available to members and staff only	67
4.1	Level of engagement of political leaders of the parliament in ICT	77
4.2	Frequency of political engagement with the issue of ICT in parliament	77
4.3	Source of ideas and proposals for ICT goals and projects	78
4.4	Establishment of goals and objectives for ICT in parliament/chamber	79
4.5	Provision of direction and oversight for the use of ICT in parliament	79
4.6	Chairs of specially designated committees for ICT	80
4.7	Management of the parliamentary website	80
4.8	Written policies for the parliamentary website	81
4.9	Ratio of ICT staff to users	82
4.10	Provision of ICT support for bicameral parliaments	83
5.1	Parliaments with systems for managing the text of bills, by income groups	88
5.2	DMS for bills - 2009:2007 Compare Group	89
5.3	Features of DMS for bills	90
5.4	Timeliness of availability of bills by parliaments with and without a DMS	90
5.5	DMS for committee and plenary documents	91
5.6	Percentage of all parliaments with DMS for managing other documents	91
5.7	Parliaments producing each document with DMS	92
5.8	Parliaments with DMS for committee and plenary documents, average by income groups	92
5.9	Use of XML for bills	95
5.10	Parliaments using XML for bills - 2009:2007 Compare Group	95
5.11	Parliaments with a DMS using XML in all documents	95
5.12	Challenges in using XML	96
5.13	Purposes for using XML	97
5.14	Preservation of digital documents	98

5.15	Homepage of LexML	99
5.16	Beneficiaries of XML in the European Parliament	101
6.1	Use of an automated system for managing library resources, by income groups	107
6.2	Capabilities of automated systems for managing library resources	108
6.3	Libraries connected to an intranet, by income groups	108
6.4	e-Services offered by libraries	109
6.5	Newest technology tools being used in parliamentary libraries	109
6.6	Availability of subject matter experts	110
6.7	Archive for digital documents	111
6.8	Documents maintained in the archive in digital format	111
6.9	Library's contribution to the website of the parliament	112
6.10	Services available to the public	112
6.11	Libraries that participate in networks, by income groups	113
6.12	Staff support for ICT in libraries	114
7.1	General ICT services available in the parliament	119
7.2	ICT services provided by parliaments to members	120
7.3	Members, committees and departments connected to the LAN	120
7.4	Use of commercial and open source software	121
7.5	Parliamentary functions supported by ICT	122
7.6	Categories of top 10 functions supported by technology	123
7.7	Methods of identification and authentication for e-voting	124
7.8	Purposes for digital displays in plenary	124
7.9	Technologies and services permitted in plenary	125
7.10	Use of digital displays and workstations at the National Assembly of the Republic of Korea	125
7.11	Members' workstation of the Parliament of Ukraine	125
7.12	Preparation of verbatim reports	126
7.13	Service level agreements	127
7.14	Functions performed by in-house staff and contractors	127
7.15	Training priorities	128
7.16	Provision of training to members and non-ICT staff	129
8.1	Global scores in each area for all parliaments	134
8.2	Average total e-parliament score by income groups and by region	135
8.3	Average points for each area of e-parliament by income groups	136
8.4	Difference in each area between maximum points and average points for parliaments in the high income group	137
8.5	Average points for each area of e-parliament by selected regions	137

8.6	Number of members in parliaments that lack the items listed, in the areas of infrastructure and management	138
8.7	Number of members in parliaments that lack the items listed, in the areas of access to information and research	138
8.8	Number of members in parliaments that lack the items listed, in the area of access to parliamentary documents	139
8.9	Number of members in parliaments that lack the items listed, in the area of communication with citizens	139
9.1	Participation in formal networks concerning ICT	152
9.2	Areas of inter-parliamentary cooperation	153
9.3	Areas of provision of support, by income groups	154
9.4	Areas of reception of support, by income groups	155
9.5	Specific areas of support in ICT among parliaments	156
9.6	Parliamentary bodies responsible for activities of assistance	157
10.1	Automated e-mail management system in use supporting the handling and answering of incoming e-mail by members, by income groups	164
10.2	Implementation of W3C standards or other applicable standards to ensure that the website can be used by persons with disabilities, by income groups	165
10.3	Websites that include text and status of all proposed legislation, by income groups	166
10.4	Timeliness of plenary proceedings on the website of the parliament, by income groups	166
10.5	Parliaments that have a strategic plan with goals, objectives, and timetables for ICT, by income groups	167
10.6	Parliaments that provide ICT training or orientation for members, by income groups	168
10.7	Parliaments that provide a computer (desktop or laptop) to each member for personal use, by income groups	168
10.8	Parliaments using XML in at least one system, by income groups	169
10.9	Libraries that 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, by income groups	169
10.10	Parliaments that provide training, through either internal or outside services, for in-house ICT staff, by income groups	170
10.11	e-Parliament Framework 2010 – 2020	173