World e-Parliament Survey

5 October 2015

This survey will be the basis for the World e-Parliament Report 2016. First published in 2008, the Report is designed to gather information on how parliaments are using information and communication technologies (ICT). The findings provide a shared knowledge base, support modernisation in parliaments and promote exchange and debate, providing significant benefit to the parliamentary community.

The survey has seven sections:

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 Parliament
7. Inter-parliamentary Cooperation

Detailed guidelines for completing the survey, as well as all the relevant documents, are available at www.ipu.org/wepr2016

The survey is available in English, French and Spanish. It can be completed online (preferred method), in Word or in hard copy.

The deadline for completing the survey is **30 November 2015**.

The data from this survey will be published online in an open data format as part of the World e-Parliament Report 2016. No information that identifies any individuals will be included.

For all questions, please contact the IPU Secretariat at wepr2016@ipu.org.

When completing the questions in the survey:
- Please indicate your answers by placing an "X" in the appropriate place
- Please also provide additional information where relevant.

Information about the parliament submitting this survey and contact details.

* 1. Country

……………………………………………

* 2. Parliament or chamber

……………………………………………

* 3. Your answers are for:

○	Unicameral Parliament
○	Lower house
○	Upper house
○	Both Lower and Upper houses

4. Who can we contact if there are questions about the responses to the survey

First name, last name	……………………………………………
Job title/role	……………………………………………
Email Address	……………………………………………
Phone Number	……………………………………………

5. Contact information for IT Director / CIO / Head of IT, if different from above

First name, last name	……………………………………………
Job title/role	……………………………………………
Email Address	……………………………………………
Phone Number	……………………………………………

SECTION 1. OVERSIGHT AND MANAGEMENT OF ICT

This is section 1 out of 7; there are 14 questions in this section.

1. Who is responsible for developing, approving and overseeing implementation of parliament's ICT objectives? *(Check all that apply)*

	A. Develops ICT objectives and plans	B. Approves ICT objectives	C. Participates in ICT oversight
1. President/Speaker of parliament or chamber	☐	☐	☐
2. Parliamentary committee	☐	☐	☐
3. Members	☐	☐	☐
4. Secretary General	☐	☐	☐
5. Chief Information Officer, Director of ICT or equivalent	☐	☐	☐
6. Senior ICT leadership	☐	☐	☐
7. Special group or committee	☐	☐	☐
8. Internal ICT experts	☐	☐	☐
9. Library/Research staff	☐	☐	☐
10. Contractors (external)	☐	☐	☐
11. Members of the public	☐	☐	☐
12. Other (please specify)	……………………………………………………		

2. For bicameral parliaments only, how are ICT services provided?

○   1. Each chamber has its own ICT group, and they work independently
○   2. Each chamber has its own ICT group, but they work on some projects and tasks together
○   3. One ICT group supports both chambers
○   4. Other (please specify)   ……………………………………………

3. What is the degree of engagement of the political leaders of the parliament in ICT?

○   1. Very highly engaged
○   2. Highly engaged
○   3. Somewhat engaged
○   4. Engaged very little
○   5. Not engaged at all
○   6. Don't know

4. How is ICT in the parliament currently funded? *(Check all that apply)*

☐	1. From parliament's budget
☐	2. From government's (the executive's) budget
☐	3. From donor agencies
☐	4. Other (please specify) ……………………………………………

5. How is the ICT budget determined? *(Check all that apply)*

☐	1. From an annual budget (approved at the start of the budget year).
☐	2. All ICT expenditure needs approval at a project level.

6. Approximately what percentage of the parliament's annual budget is allocated to ICT?

○	1. Less than 1%
○	2. 1-2%
○	3. 3-4%
○	4. 5-6%
○	5. 7-8%
○	6. 9-10%
○	7. More than 10%

7. Is the most senior ICT staff member in parliament a member of any of the following? *(Check all that apply)*

☐	1. The Parliament's Senior Management team
☐	2. A departmental management team

8. What formal planning processes does the parliament have in place for ICT in the Parliament?

	A. Yes	B. No but planning or considering	C. No and not planning or considering
1. Vision statement for ICT	○	○	○
2. Strategic Plan with goals, objectives, and timetables for ICT	○	○	○
3. A process in place to update the Strategic Plan on a regular basis	○	○	○
4. A formal project management methodology used for implementing new initiatives	○	○	○

9. Please tell us about ICT usage in the parliament

1. Approximate percentage of Members who are connected to a LAN ……………………………………………………
2. Approximate percentage of parliamentary staff who are connected to a LAN ……………………………………………………
3. Number of full time equivalent ICT staff employed by parliament ……………………………………………………
4. Number of full time equivalent ICT contractors used by parliament ……………………………………………………

10. Are the following functions currently performed by internal or external ICT staff? What would be the ideal / preferred situation? *(Check all that apply)*

	Currently: A. internal	Currently: B. external	Ideal / preferred: C. internal	Ideal / preferred: D. external
1. IT project management	☐	☐	☐	☐
2. Business analysis & requirements management	☐	☐	☐	☐
3. Testing	☐	☐	☐	☐
4. Software development	☐	☐	☐	☐
5. IT infrastructure management (network & data operations)	☐	☐	☐	☐
6. Web services	☐	☐	☐	☐
7. Management of social media tools	☐	☐	☐	☐

11. What are the most important improvements in the work of parliament made possible by ICT in the past four years, and that parliament expects to make in the next two years? *(Check all that apply)*

	A. Most important improvements made in past four years	B. Most important improvements expected in next two years
1. Increased capacity to disseminate information and documents to members and staff	☐	☐
2. More timely delivery of information and documents to members	☐	☐
3. More interaction with citizens	☐	☐
4. More efficient preparation of legislation	☐	☐
5. More timely publication of reports of plenary proceedings	☐	☐
6. More timely publication of reports of committee proceedings	☐	☐
7. More information and documents on the website	☐	☐
8. Exchange of information with other parliaments	☐	☐
9. Increased capacity to disseminate information to citizens	☐	☐
10. More communication with young people	☐	☐
11. Better management of documents	☐	☐
12. Open Data	☐	☐
13. Existing online documents are presented in a more accessible way	☐	☐
14. Other (please specify) ………………………………………………		

12. Which technologies have been introduced, or used in new ways, during the <u>past four years</u>, and which will be introduced in the <u>next two years</u>?

	A. Technologies introduced in the last four years	B. Technologies to be introduced in the next two years
1. Audio and/or video capture of proceedings	○	○
2. Systems for creating and editing documents	○	○
3. Open standards such as XML	○	○
4. Open source software	○	○
5. Social media like Facebook or Twitter	○	○
6. Document repositories	○	○
7. Systems for putting information and documents onto websites	○	○
8. Systems for managing email from citizens	○	○
9. Webcasting	○	○
10. Systems for ensuring the preservation of documents in digital formats	○	○
11. Mobile communication devices	○	○
12. Mobile communication applications for members	○	○
13. Mobile communication applications for citizens	○	○
14. Radio broadcasting of plenary sessions	○	○
15. TV broadcasting of plenary sessions	○	○
16. Speech-to-text dictation software	○	○
17. Applications that have been co-developed with citizens	○	○
18. Other (please specify) …………………………………………		

13. What are the parliament's three biggest challenges in using ICT effectively? *(Check all that apply)*

☐	1. Inadequate financial resources
☐	2. Lack of control of financial resources
☐	3. Inadequate staff capacity
☐	4. Members' lack of knowledge of ICT
☐	5. Lack of a strategic plan for ICT
☐	6. Lack of engagement by the leaders of the parliament
☐	7. Lack of support from international donor community
☐	8. Lack of access to good practices
☐	9. Access to the Internet for citizens
☐	10. Inadequate Internet access in the parliament
☐	11. Unreliable electrical power
☐	12. Insufficient ICT market and vendors in the country
☐	13. Involving citizens in the process of developing technology solutions
☐	14. There are no challenges
☐	15. Other (please specify) ……………………………………………

14. Additional comments and good practices

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SECTION 2. INFRASTRUCTURE, SERVICES, APPLICATIONS, AND TRAINING

This is section 2 out of 7; there are 25 questions in this section.

1. Which of the following ICT services are available in the parliament? *(Check all that apply)*

☐	1. Network management (for example cables, routers, switches, WiFi, telephony)
☐	2. Data management (for example data centre, servers, backup & recovery)
☐	3. Project planning and management (for example business case, project formulation/scoping, requirements)
☐	4. Application development (for example software development, web or app development)
☐	5. Application management (maintaining operational systems)
☐	6. User support
☐	7. User training/education/awareness

2. Please indicate which services are provided to Members and parliamentary staff? *(Check all that apply)*

	A. Members	B. Staff
1. Identity management	☐	☐
2. Email	☐	☐
3. Intranet	☐	☐
4. Internet	☐	☐
5. Office equipment	☐	☐
6. Laptop	☐	☐
7. Tablet	☐	☐
8. Smartphone	☐	☐
9. Remote access	☐	☐
10. Personal website	☐	☐
11. Personal social media accounts	☐	☐

3. Approximately what proportion of Members use email in their parliamentary work?

	All	Most	Some	A few	None
A. Use parliamentary email	○	○	○	○	○
B. Use private (external) email	○	○	○	○	○

4. What reasons do MPs give for not using a parliamentary email account? *(Check all that apply)*

☐	1. Privacy
☐	2. Security
☐	3. Distrust of IT department
☐	4. Lack of training
☐	5. Prefer to use existing account
☐	6. Not interested in email
☐	7. Other (please specify) ………………………………………………

5. How do you provide access to shared documents within parliament? *(Check all that apply)*

☐	1. A shared drive provided in the internal network
☐	2. A shared drive provided through cloud storage
☐	3. A web-based intranet
☐	4. Electronic document and records management system (EDRMS)
☐	5. No shared drive nor intranet is provided; (most) files are stored on local workstations, and shared via email and/or thumb drives (USB)
☐	6. Other (please specify) ………………………………………………

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

○	1. Yes
○	2. No

7. Does parliament have internet access?

○	1. Yes
○	2. Planning or considering
○	3. No, and not planning or considering

8. What is the maximum bandwidth (in Mbits)?

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9. Please rate the parliament's internet connection

	A. Not adequate	B. Adequate	C. More than adequate
1. Reliability	○	○	○
2. Speed	○	○	○

10. Does the parliament provide Wi-fi? *(Check all that apply)*

	A. For Members	B. For staff	C. To the public
1. Yes	☐	☐	☐
2. No, but planning or considering	☐	☐	☐
3. No	☐	☐	☐

11. Does the parliament have written service level agreements with its internal departments or external contractors who provide it with equipment or services? (A service level agreement is a contract between a service provider and a customer that details the nature, quality, timing and scope of the service to be provided.) *(Check all that apply)*

	A. External contractors	B. Internal departments
1. Yes	☐	☐
2. Yes, with some	☐	☐
3. No, but planning or considering	☐	☐
4. No, and not planning or considering	☐	☐
5. Not applicable	☐	☐

12. 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 if parliament does not support a specific operation, service or general application)*

	A. Commercial software	B. Open Source software
1. Operating systems for servers	☐	☐
2. Operating systems for virtual servers	☐	☐
3. Network operations	☐	☐
4. Security	☐	☐
5. Operating systems for desktop PCs	☐	☐
6. Operating systems for laptop PCs	☐	☐
7. Content management	☐	☐
8. Document management	☐	☐
9. Databases	☐	☐
10. Email	☐	☐
11. E-learning	☐	☐
12. Word processing	☐	☐
13. Spreadsheets	☐	☐
14. Presentations	☐	☐
15. Publishing (print)	☐	☐
16. Publishing (web)	☐	☐
17. Electronic resource management	☐	☐
18. Online library catalogue	☐	☐
19. Other (please specify) ……………………………………………		

13. If you indicated above that the parliament is using open source solutions, how is technical support being provided for this? *(Check all that apply)*

☐	1. Internal staff
☐	2. National contractor
☐	3. International contractor
☐	4. No formal support arrangement
☐	5. Other (please specify) ………………………………………………

14. Please indicate for which of the following parliamentary functions, activities, or services there is an IT system *(Check all that apply)*

☐	1. Bill drafting
☐	2. Amendment drafting
☐	3. Bill status/tracking
☐	4. Amendment status/tracking
☐	5. Database of laws passed by parliament
☐	6. Analysis of budget proposed by the government
☐	7. Plenary calendars and schedules
☐	8. Minutes of plenary sessions
☐	9. Plenary speeches and debates
☐	10. Plenary voting
☐	11. Committee reports
☐	12. Committee calendars and schedules
☐	13. Minutes of committee meetings
☐	14. Committee websites
☐	15. Management and support of website for parliament
☐	16. Management and support of member websites
☐	17. Systems for communicating with constituents (email, blogs, etc)
☐	18. Questions to the government
☐	19. Other scrutiny documents
☐	20. Management of library resources
☐	21. Online library catalogue
☐	22. Digital archive of parliamentary documents
☐	23. Financial disclosure
☐	24. HR system
☐	25. Financial management system
☐	26. None of the above

15. What kind of voting system is used in the plenary room (floor/hemicycle)? *(Check all that apply)*

☐	1. Manual and not considering electronic
☐	2. Manual and considering electronic system in the future
☐	3. Manual voting with electronic tally of votes
☐	4. Identification through Card or token
☐	5. Identification through Biometric
☐	6. Identification through Password
☐	7. Cast the vote through Touch screen
☐	8. Cast the vote through Voting button (assigned seats)
☐	9. Cast the vote at the Voting station
☐	10. Other (please specify) ………………………………………………

16. If large display screens are used in either plenary or committees, what can be displayed on them? *(Check all that apply)*

	Plenary A. Planned	Plenary B. Using	Committee C. Planned	Committee D. Using
1. Video streaming	☐	☐	☐	☐
2. Display of text	☐	☐	☐	☐
3. Display of graphics	☐	☐	☐	☐
4. Still pictures	☐	☐	☐	☐
5. Video conference	☐	☐	☐	☐
6. Other (please specify) ………………………………………………				

17. Does the parliament equip, or is it planning to equip, the plenary room with any of the following devices for use by members?

	A. Equips	B. Planning to equip	C. Not equipped and not planning
1. Desktop computer	○	○	○
2. Laptops or netbooks	○	○	○
3. Touch screen devices	○	○	○
4. Tablets	○	○	○
5. Other (please specify) ………………………………………………			

18. Does the parliament use the following audio / video recording technologies in the plenary chamber? *(Check all that apply)*

	A. Yes	B. No, but planning to use	C. No, and not planning
1. Automatic video recording / directed by microphone input	☐	☐	☐
2. Integration with live-streaming and/or almost automatic upload of video files	☐	☐	☐
3. Other (please specify) …………………………………………			

19. How are verbatim reports of plenary sessions prepared? *(Check all that apply)*

☐	1. By hand and transcribed into digital format
☐	2. In digital format using a PC
☐	3. In digital format using a stenographic machine
☐	4. In digital format by using speech recognition technology
☐	5. None of the above
☐	6. Other (please specify) …………………………………………

20. What services can members access in the plenary room? *(Check all that apply)*

☐	1. Wireless Internet connection (WiFi)
☐	2. Wired Internet connection
☐	3. Intranet services
☐	4. Basic mobile services (such as text messaging)
☐	5. Mobile internet
☐	6. None of the above
☐	7. Other (please specify) …………………………………………

21. Which of the following devices can be used by members in the plenary room? *(Check all that apply)*

☐	1. Desktop computer
☐	2. Laptops or netbooks
☐	3. Touch screen devices
☐	4. Tablets
☐	5. Other (please specify) ………………………………………………

22. What rules and protocol apply to using mobile or other internet-connected devices in the plenary?

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23. Does the parliament provide (either internally or through external providers) ICT training or induction? *(Check all that apply)*

☐	1. Yes, for members
☐	2. Yes, for staff
☐	3. No

24. What were the top five (5) training priorities for ICT staff in the last year? *(Check only five or fewer)*

☐	1. Application development and maintenance
☐	2. Document management systems
☐	3. Document standards
☐	4. Data network operations
☐	5. Help desk
☐	6. PC support
☐	7. Mobile devices (tablets and/or smartphones)
☐	8. Office automation (word processing, spreadsheets, presentations)
☐	9. Email management
☐	10. Systems administration
☐	11. Systems programming
☐	12. Voice communications
☐	13. Website management
☐	14. Webcasting (video and audio)
☐	15. Internet access
☐	16. Social media
☐	17. Security
☐	18. Online tools for citizen engagement

25. Additional comments and good practices

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SECTION 3. SYSTEMS AND STANDARDS FOR CREATING LEGISLATIVE DOCUMENTS AND INFORMATION

This is section 3 out of 7; there are 11 questions in this section.

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

○	1. Yes *(Go to question 2)*
○	2. No, but planning or considering *(Go to question 4)*
○	3. No, and not planning or considering *(Go to question 4)*
○	4. Not applicable to this parliament or chamber *(Go to question 4)*

2. If answered 'yes' in the first question above, which of the following features does the system have? *(Check all that apply)*

☐	1. Authenticates users
☐	2. Has workflow capability
☐	3. Exchanges data with other systems outside the parliament
☐	4. Can handle all possible versions of a bill
☐	5. Can handle committee amendments
☐	6. Can handle plenary amendments
☐	7. Can show the changes in a bill that the amendment would make
☐	8. Includes all actions taken by parliament on a bill
☐	9. Has automated error detection capability
☐	10. None of the above

3. If answered 'yes' in the first question above, what parts of the system (if any) use XML for the document standard? *(Check all that apply)*

☐	1. Printing
☐	2. Presentation on the web
☐	3. Preservation
☐	4. Exchange with other systems
☐	5. Provide accessibility for persons with disabilities
☐	6. Make documents available for downloading
☐	7. Integrate documents with another system
☐	8. Improve searching
☐	9. Providing open access to external users
☐	10. Other (please specify)
☐	11. None, but planning or considering
☐	12. None, and not considering

4. For each type of committee and plenary documentation listed, does the parliament have a system for preparing and managing the text in digital format?

	A. Have a system that uses XML	B. Have a non-XML based system	C. No system but considering	D. No system and not considering
1. Minutes of committee meetings	○	○	○	○
2. Committee reports	○	○	○	○
3. Verbatim record of Committee hearings	○	○	○	○
4. Minutes of plenary sessions	○	○	○	○
5. Plenary speeches and debates	○	○	○	○
6. Plenary votes	○	○	○	○

5. 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 has it experienced? *(Check all that apply)*

☐	1. Difficulty in developing a DTD or Schema
☐	2. Difficulty in finding or developing software for authoring and editing
☐	3. Lack of staff knowledge and training
☐	4. Lack of financial resources
☐	5. Lack of management support
☐	6. Complexity of using XML
☐	7. User resistance
☐	8. Not applicable
☐	9. None
☐	10. Other (please specify) ………………………………………………

6. Does the parliament make its documentation available in an open data format to people or organisations outside parliament? *(Check all that apply)*

	A. Yes	B. No but planning or considering	C. No and not considering
1. Searchable text	☐	☐	☐
2. Downloadable spreadsheet (XLS, CSV)	☐	☐	☐
3. PDF	☐	☐	☐
4. Downloadable XML	☐	☐	☐
5. XML API	☐	☐	☐
6. JSON API	☐	☐	☐
7. Other (please specify) ………………………………………………			

7. Where open data is available, how is it released to the public? *(Check all that apply)*

☐	1. Freely available via parliament's website
☐	2. Available on request via parliament's website
☐	3. Through an external organisation, such as a Parliamentary Monitoring Organization (PMO)
☐	4. Not applicable
☐	Other (please specify) ………………………………………………

8. Where open data is available, what is the web address (URL) for this?

………………………………………………

9. How does the parliament manage the preservation of its documentation in digital format?

	A. Yes	B. No but planning or considering	C. No and not considering
1. Has a policy for the preservation of its documentation in digital format	○	○	○
2. Maintains a digital archive for preserving parliamentary documentation in digital format	○	○	○

10. For approximately how many years does the parliament's digital archive of documents go back?

	Number of years
Text of bills	……………………………………………
Plenary proceedings	……………………………………………

11. Additional comments and good practices

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SECTION 4. LIBRARY AND RESEARCH SERVICES

This is section 4 out of 7; there are 13 questions in this section.

1. Does the parliament have a library to serve its members?

○	1. Yes *(Go to question 2)*
○	2. No, but planning or considering *(Skip entire section)*
○	3. No, but one or more libraries outside the parliament are officially tasked to serve the members *(Skip entire section)*
○	4. No, and not planning or considering *(Skip entire section)*

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

○	1. Each chamber has its own library
○	2. One library serves both chambers
○	3. Other (please specify)
	………………………………………………

3. Does the library have an automated system for managing any of the following library resources?

	A. Yes	B. No but planning or considering	C. No and not considering
1. Acquisition of monographs	○	○	○
2. Acquisition and claiming of serials	○	○	○
3. Circulation system	○	○	○
4. Cataloguing of acquisitions	○	○	○
5. Online catalogue	○	○	○
6. Archiving of digital resources	○	○	○
7. e-resource management capabilities	○	○	○
8. Other (please specify) …………………………………………			

4. How does the library use electronic networks and tools?

	A. Yes	B. No but planning or considering	C. No and not considering
1. The library is connected to an intranet that enables it to make its services available to members	○	○	○
2. The library website provides access to internet-based resources relating to the work of the parliament	○	○	○
3. The library has its own website that is available to members and committees	○	○	○
4. The library uses alerting services such as email or RSS to send information automatically to members on their computers / cell phones / other digital devices	○	○	○
5. The library receives requests and questions from members electronically	○	○	○
6. The library purchases subscriptions to online journals and databases that contain expert research and analysis on public policy issues e.g. energy, the environment, the economy, etc.	○	○	○
7. Other (please specify) ……………………………………………			

5. Does the library make use of any of the following digital tools or facilities? *(Check all that apply)*

☐	1. Discovery tools to facilitate research and federated search
☐	2. Open data
☐	3. Linked data to improve access to legislative records
☐	4. Cloud storage
☐	5. Digital repository for preservation and access to parliamentary documents

6. What information does the library collect about members? *(Check all that apply)*

☐	1. Media releases by members
☐	2. News articles about members' activities
☐	3. Members' profiles
☐	4. Other (please specify) ………………………………………………

7. Does the parliament have subject matter experts who provide research and/or analysis for members and committees?

○	1. Yes, they are part of the library
○	2. Yes, they are part of a separate office
○	3. Planning or considering
○	4. No, and not planning or considering

8. Who provides ICT support for the library and research services? *(Check all that apply)*

	A: Library	B: Research services
1. Library technical staff	☐	☐
2. Librarians	☐	☐
3. Parliamentary ICT staff	☐	☐
4. Government ICT staff outside the parliament	☐	☐
5. External contractors	☐	☐
6. Other (please specify) ………………………………………………		

9. What, if any, services of the library and research services are accessible to the public?

	A. Yes	B. No but planning or considering	C. No and not considering
1. Public can visit the library in person and request assistance	○	○	○
2. Public can visit the library website	○	○	○
3. Public can ask questions of the library by email	○	○	○
4. Public can access internally authored research papers and reports	○	○	○
5. Other (please specify) ………………………………………………			

10. Which of the following tools does the library use in its work to support the parliament?
(Check all that apply)

☐	1. Email
☐	2. Email newsletter
☐	3. Website (non-responsive)
☐	4. Responsive website (responsive design that adapts to different devices)
☐	5. Blog
☐	6. Social media (eg Facebook)
☐	7. Twitter
☐	8. Messaging (eg Whatsapp)
☐	9. Photo sharing (eg Flickr)
☐	10. Video sharing (such as YouTube)
	11. Other (please specify) ………………………………………………

11. Where the library has its own website, what is the web address (URL)?

………………………………………………

12. Which, if any, formal networks do the library and research services participate in?

	A. Yes	B. No but planning or considering	C. No and not considering
1. AFLI - Arab Federation For Libraries and Information	○	○	○
2. APKN - Africa Parliamentary Knowledge Network - Working Group on Libraries	○	○	○
3. APLA - Association of Parliamentary Libraries of Australasia	○	○	○
4. APLAP - Association of Parliamentary Librarians of Asia and the Pacific	○	○	○
5. APLESA - Association of Parliamentary Libraries of Eastern and Southern Africa	○	○	○
6. ECPRD – European Centre for Parliamentary Research and Documentation - Area of Interest "Parliamentary Research Services, Libraries and Archives"	○	○	○
7. IFLA – International Federation of Library Associations and Institutions	○	○	○
8. Nordic Parliamentary Libraries	○	○	○
9. RIPALC - Red de Intercambio de los Parlamentos de América Latina y El Caribe - Working Group on Libraries	○	○	○
10. Other (please specify) ………………………………………………			

13. Additional comments and good practices

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SECTION 5. PARLIAMENTARY WEBSITES

This is section 5 out of 7; there are 17 questions in this section.

1. Does the parliament have a publicly available website?

○	1. Yes
○	2. Planning or considering (skip **entire section**)
○	3. No, and not planning or considering (skip **entire section**)

2. Who establishes the overall goals for the website? *(Check all that apply)*

☐	1. The President/Speaker of the parliament or chamber
☐	2. Parliamentary committee
☐	3. Members
☐	4. Specially designated committee or group
☐	5. Secretary General
☐	6. Chief Information Office, Director of ICT or equivalent
☐	7. Director of Communications
☐	8. Other (please specify) ………………………………………………

3. Who is responsible for the website? *(Check all that apply)*

☐	1. Speaker's office
☐	2. Press office / Public relations
☐	3. Communications
☐	4. IT department
☐	5. Library
☐	6. Research services
☐	7. Other (please specify) ………………………………………………

4. Who manages the website content?

○	1. A content management team in the IT department
○	2. A content management team in the Press office / Public relations department
○	3. A content management team in the communications department
○	4. Different departments or offices are in charge of their own content
○	5. External contractor or agency
○	6. Other (please specify) …………………………………………

5. Are there policies in place for the website regarding the following?

	A. Written policies	B. Informal (unwritten) policies	C. No policies but planning or considering	D. No policies and not planning or considering
1. Goals and objectives	○	○	○	○
2. Development plan	○	○	○	○
3. Content	○	○	○	○
4. Privacy	○	○	○	○
5. Access and usability	○	○	○	○
6. User support	○	○	○	○
7. Security	○	○	○	○

6. What types of general information are included on the website? *(Check all that apply)*

☐	1. Access to parliament
☐	2. History and role
☐	3. Functions, composition, and activities
☐	4. Elected leaders
☐	5. Parliamentary committees, commissions, and other non-plenary bodies
☐	6. Members of parliament
☐	7. Political parties in parliament
☐	8. Elections and electoral systems
☐	9. Administration of parliament
☐	10. Publications, documents and information services
☐	11. Links to related websites (such as government or statutory agencies)
☐	12. Frequently Asked Questions
☐	13. Site map
☐	14. About this website (who owns it, manages it, update policy, etc.)
☐	15. Whom to contact for questions about the operation of the website
☐	16. Whom to contact for questions about parliament
☐	17. Links to social media accounts of the parliament

7. What types of information relating to legislation, budget and oversight activities are included on the website? *(Check all that apply)*

☐	1. Schedule of parliamentary business
☐	2. Explanation of parliamentary terms, procedures and routine order of business
☐	3. Full text of the Standing Orders, Rules of Procedure or similar rule-setting documents
☐	4. Chart or diagram showing how the business of parliament is conducted
☐	5. Explanation of the legislative process
☐	6. Text and status of proposed legislation
☐	7. Text of all enacted legislation
☐	8. Explanation of the budget and public financing processes
☐	9. Parliamentary questions and government actions
☐	10. Plenary activities and documentation
☐	11. Activities of committees, commissions, and other non-plenary bodies
☐	12. Audio or video of plenary meetings
☐	13. Audio or video from committee meetings

8. Does the website provide access to the following content, either directly or via a link?
(Check all that apply)

	A. On a webpage or as a document (e.g HTML or PDF)	B. Downloadable open data format (eg CSV or XML)	C. Open data API (XML or JSON)	D. Not available
1. Amendments (Plenary)	☐	☐	☐	☐
2. Amendments (Committee)	☐	☐	☐	☐
3. Committee actions	☐	☐	☐	☐
4. Committee reports	☐	☐	☐	☐
5. Committee voting record	☐	☐	☐	☐
6. Committee hearings	☐	☐	☐	☐
7. Plenary actions	☐	☐	☐	☐
8. Plenary speeches and debate	☐	☐	☐	☐
9. Plenary voting record	☐	☐	☐	☐
10. Laws/statutes	☐	☐	☐	☐
11. Explanations of bills	☐	☐	☐	☐
12. Explanations of actions	☐	☐	☐	☐
13. Impact assessment of bills	☐	☐	☐	☐
14. Budget assessment of bills	☐	☐	☐	☐
15. News stories	☐	☐	☐	☐
16. Government positions or statements	☐	☐	☐	☐
17. Information on Member activity	☐	☐	☐	☐

9. When are the following documents usually available on the website of the parliament?

	A. At least one week before action	B. At least two days before action	C. Same day of action	D. After action taken	E. Not available
1. Committee agenda	○	○	○	○	○
2. Plenary agenda	○	○	○	○	○

10. When are the following documents usually available on the website of the parliament?

	A. Same day of action	B. One day after action taken	C. One week after action taken	D. More than one week after action taken	E. Not available
1. Draft legislation	○	○	○	○	○
2. Plenary proceedings	○	○	○	○	○
3. Committee proceedings	○	○	○	○	○

11. Is information made available to the public as soon as it is available to members and officials?

	A. Always	B. Most of the time	C. Some of the time	D. Rarely	E. Never
1. Text of proposed legislation	○	○	○	○	○
2. Committee schedules	○	○	○	○	○
3. Plenary proceedings	○	○	○	○	○
4. Explanations of legislation and procedure	○	○	○	○	○
5. Impact assessments of legislation	○	○	○	○	○

12. Which of the following tools for finding and viewing information are available on the website? *(Check all that apply)*

☐	1. A search facility
☐	2. Audio / video archive and live webcast
☐	3. Alerting services for documentation
☐	4. Mobile services that enable members to access information and documentation as they are made available on the website
☐	5. Mobile services that enable the public to access information and documentation as they are made available on the website

13. Which of the following tools and guidelines for design are used? *(Check all that apply)*

☐	1. Content and design are based on an understanding of needs of different user groups
☐	2. User testing and other usability methods employed to ensure that the design and use of the website is understandable by its intended audiences
☐	3. W3C or other applicable standards are implemented to ensure that the website can be used by persons with disabilities
☐	4. IPU Guidelines for Parliamentary Websites are used in designing and maintaining the website
☐	5. Periodic evaluation
☐	6. Other guidelines are used: please specify ………………………………………………

14. How many official languages are recognized in the country and how many of these are available on the website? *(Check all that apply)*

	A. Official languages	B. Fully available on website	C. Partially available on website	D. Not available on website
One language	☐	☐	☐	☐
Two languages	☐	☐	☐	☐
Three languages	☐	☐	☐	☐
More than three languages	☐	☐	☐	☐

15. What are the most important improvements made to the website in the last two years?

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16. What are the most important improvements to the website planned for the next two years?

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17. Additional comments and good practices

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SECTION 6. COMMUNICATION BETWEEN CITIZENS AND PARLIAMENT

This is section 6 out of 7; there are 13 questions in this section.

1. Approximately how many members use the following digital tools to communicate with citizens?

	A. All	B. Most	C. Some	D. A few	E. None	F. Unknown
1. Email	○	○	○	○	○	○
2. Email newsletter	○	○	○	○	○	○
3. Website	○	○	○	○	○	○
4. Blog	○	○	○	○	○	○
5. Social networking sites (eg Facebook)	○	○	○	○	○	○
6. Twitter	○	○	○	○	○	○
7. Messaging (eg Whatsapp)	○	○	○	○	○	○
8. Photo sharing (eg Flickr)	○	○	○	○	○	○
9. Video sharing (such as YouTube)	○	○	○	○	○	○

2. What are the main challenges that members face using digital communication to communicate with citizens? *(Check all that apply)*

☐	1. Member´s lack of access to the internet
☐	2. Citizen´s lack access to the internet
☐	3. Lack of skills and training to use tools
☐	4. Feeling overwhelmed with quantity of communication
☐	5. Communication received is unrepresentative
☐	6. Security and trust in technology
☐	7. Trying to give equal priority to on- and offline communication
☐	8. Other: Please specify …………………………………………

3. How do Committees use websites and digital tools to communicate with citizens? *(Check all that apply)*

	Website A. Using	Website B. Planning	Email C. Using	Email D. Planning	Social media E. Using	Social media F. Planning
1. Communicating information about their work, scope and process	☐	☐	☐	☐	☐	☐
2. Communicating the committee's position on issues	☐	☐	☐	☐	☐	☐
3. Seeking submissions, comments and opinions from the public	☐	☐	☐	☐	☐	☐
4. Publishing the findings or results of the Committee	☐	☐	☐	☐	☐	☐
5. Responding to submissions and comments received	☐	☐	☐	☐	☐	☐

4. Beside email and websites, which of the following methods for communicating with citizens is the parliament _currently using_ or _planning or considering using?_

	A. Currently using	B. Planning or considering	C. Not planning
1. Parliament radio channel	◯	◯	◯
2. Radio programs on other radio channels	◯	◯	◯
3. Parliament Web TV	◯	◯	◯
4. Parliament broadcast TV channel(s)	◯	◯	◯
5. TV programs on other channels	◯	◯	◯
6. e-Petitions	◯	◯	◯
7. e-Consultation on bills	◯	◯	◯
8. e-Consultation on issues	◯	◯	◯
9. Online discussion group	◯	◯	◯
10. Online polls	◯	◯	◯
11. Alerting services	◯	◯	◯
12. Blogs	◯	◯	◯
13. YouTube or other video sharing service	◯	◯	◯
14. Social networking sites (eg Facebook)	◯	◯	◯
15. Twitter	◯	◯	◯
16. Messaging (such as Whatsapp)	◯	◯	◯

5. What are the three (3) most important objectives in digital-based methods of communication, including of email and websites? *(Check only the three most important objectives)*

☐	1. Engage more citizens in the political process
☐	2. Inform citizens about policy issues and proposed legislation
☐	3. Reach out to minorities
☐	4. Explain what the parliament does
☐	5. Facilitate an exchange of views
☐	6. Enhance the legitimacy of the legislative process
☐	7. Explain proposed legislation
☐	8. Engage young people
☐	9. Include citizens in the decision making process
☐	10. Improve policy and legislation
☐	11. Conduct a poll of citizens opinions on issues or legislation
☐	12. Do not use or not planning to use
☐	13. Other (please specify) …………………………………………

6. What challenges has the parliament encountered in using digital technologies to communicate with citizens? *(Check all that apply)*

☐	1. Members are not familiar with these technologies
☐	2. Citizens do not have access to the Internet
☐	3. Citizens are not familiar with these technologies
☐	4. Members receive too much email
☐	5. Citizens are not familiar with the legislative process
☐	6. Online discussions and consultations are dominated by a few
☐	7. Too much effort and resources are required to implement these systems
☐	8. Members do not have specific constituencies
☐	9. Cannot judge how representative the responses are
☐	10. None of the above
☐	11. Other (please specify) …………………………………………

7. Does the parliament use any digital-based methods to communicate specifically with young people?

○	1. Yes
○	2. Planning or considering
○	3. No, and not planning or considering

8. Is the parliament using responsive or mobile technologies to communicate with citizens?

○	1. Yes
○	2. Planning or considering
○	3. No, and not planning or considering

9. Does the parliament have a policy regarding the retention of electronic communications received from citizens?

○	1. Yes
○	2. Planning or considering
○	3. No, and not planning or considering

10. Does the parliament work with civil society organisations (such as a local parliamentary monitoring organisation) that provide information on parliamentary activities or access to parliamentary data?

○	1. Yes, works directly with
○	2. Yes, informally supports
○	3. Planning or considering
○	4. No, and not planning or considering

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

○	1. Increasing usage
○	2. Decreasing usage
○	3. Usage has remained steady
○	4. Citizens do not use digital-based methods to communicate with parliament
○	5. Other (please specify) ……………………………………………

12. Has the parliament conducted any formal or informal assessments of the value of any of the ICT-based methods of communication?

○	1. Yes
○	2. Planning or considering
○	3. No and not planning or considering

13. Additional comments and good practices

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SECTION 7. INTER-PARLIAMENTARY COOPERATION

This is section 7 out of 7; there are 5 questions in this section.

1. Do parliamentary staff participate in any of the following formal networks for the exchange of information and experiences regarding the use of ICT? *(Check all that apply)*

☐	1. APKN – Africa Parliamentary Knowledge Network
☐	2. CPA - Commonwealth Parliamentary Association
☐	3. ECPRD - European Centre for Parliamentary Research and Documentation
☐	4. OGP - Open Government Partnership
☐	5. RIPALC - Red de Intercambio de los Parlamentos de America Latina y el Caribe
☐	6. Other (please specify) …………………………………………

2. In what areas does the parliament currently provide support and/or assistance to other parliaments to help them strengthen their capacities?

	A. Providing support and/or assistance	B. Not providing but would be willing to	C. No and not planning or considering to provide
1. Legislative process and procedures	◯	◯	◯
2. Parliamentary oversight	◯	◯	◯
3. Representational procedures and practice	◯	◯	◯
4. Administrative capacity	◯	◯	◯
5. ICT planning	◯	◯	◯
6. ICT management	◯	◯	◯
7. Hardware, software or network operations	◯	◯	◯
8. Application development	◯	◯	◯
9. Staff development and training	◯	◯	◯
10. Document management systems	◯	◯	◯
11. Document standards	◯	◯	◯
12. Open data	◯	◯	◯
13. ICT services for members, committees or plenary	◯	◯	◯
14. Websites	◯	◯	◯
15. Library and research services	◯	◯	◯
16. Social media	◯	◯	◯
17. Citizen engagement and outreach	◯	◯	◯
18. Other (please specify) ………………………………………………			

3. Does the parliament have a committee of members that oversees this activity?

◯	1. Yes
◯	2. No, Planning or considering
◯	3. No, and not planning or considering

4. In what areas does the parliament currently receive support and/or assistance from others to help strengthen its capacity?

	A. Currently receive support from other parliaments	B. Currently receive support from outside organizations	C. Do not receive support but would like to
1. Legislative process and procedures	◯	◯	◯
2. Parliamentary oversight	◯	◯	◯
3. Representational procedures and practice	◯	◯	◯
4. Administrative capacity	◯	◯	◯
5. ICT planning	◯	◯	◯
6. ICT management	◯	◯	◯
7. Hardware, software or network operations	◯	◯	◯
8. Application development	◯	◯	◯
9. Staff development and training	◯	◯	◯
10. Document management systems	◯	◯	◯
11. Document standards	◯	◯	◯
12. Open data	◯	◯	◯
13. ICT services for members, committees or plenary	◯	◯	◯
14. Websites	◯	◯	◯
15. Library and research services	◯	◯	◯
16. Social media	◯	◯	◯
17. Citizen engagement and outreach	◯	◯	◯
18. Other (please specify) ………………………………………………			

5. Additional comments and good practices.

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Submitting the survey

For more information on how to submit the survey please see the survey guidelines (also available on www.ipu.org/wepr2016). Should you have any questions, kindly contact us on wepr2016@ipu.org