Building ICT Capacity for Parliaments

Approach and Action Items

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Needs Analysis

Blueprint of the parliament

Business strategy of the business lines

ICT strategy

Migration strategy and action plan

Current organizational capabilities

(assessment or diagnostic tools)

Organizational readiness needs

ICT capacity building needs

Future

Present

ICT Management Framework

Blueprint of the parliament

Business strategy of the business lines

ICT strategy

Migration strategy and action plan

ICT Planning Framework

Enterprise

Business transformation and information management

ICT utility

ICT Operation – CIO Role

Parliamentary vision
Service to Members
Service to Citizens
Information management
Government-wide relations
Inter-parliamentary relations
International relations

Integrated resource management
Digital info assets management
Committee support
Caucus support
Constituency offices support
Information management

Secure ICT infrastructure
Standard desktop environment
E-mail services and management
Electronic document management
Data network to Members' desks
Web services
Mobile services for members
Web casting and broadcasting

Major Gaps in Current Capacity

- Utility level
  - Technical skills
  - ICT service management skills
  - Service delivery discipline
- Business transformation level
  - Governance processes
  - Relationship at the enterprise level
- Relationship with intermediatories - consultants and external partners

ICT Capacity Building Strategy – Improve Sustainability

- Focus on organization (or institution) and not on individuals
- Establish sustainable life lines
- Apply shared technical solutions
- Build knowledge-sharing, innovation adaptation processes
- Create high visibility for ICT
- Apply a systematic approach

Focus on Organization

- Adapt individual-based innovative solutions to organizational solutions
- Enrich organization with
  - ICT service management, service delivery and governance discipline
  - ICT policies, standards, architectures and methodologies
  - Communications strategy and performance reporting

Establish Sustainable Life lines

- Establish a focal point: organizational readiness function
- Establish a common shared solutions centre at a regional level (or government-wide level)
- Establish long term relationship with a development partner

Organizational Readiness Function

- Focal point within the organization
- Five years life span with well defined mandate and performance objectives
- Role:
  - Compile human assets inventory and conduct gap analysis
  - Compile and implement competency profiles
  - Plan and manage HR development and change management program
  - Assist in governance processes

Common Shared Solutions Centre

- Populate, manage and deliver a common repository of:
  - Parliament business and ICT models
  - Collection of ICT policies, standards and methodologies
  - Common solutions portfolio
  - Collection of assessment (diagnostic) and performance tools
- Organize and manage a knowledge network
- Provide technical lifeline and mentoring support
- Conduct knowledge-sharing, problem-solving and innovation adaptation workshops

Common Shared Solutions Centre-Implementation Considerations

- Investments
  - Seed funds
  - Operational funds
  - Value driven, no user fees
- Governance mechanisms
  - For operating the Centre
  - For delivering services
- Monitoring and performance reporting
  - Donors and investment partners
  - Users

Relationship with Development Partners

- Internship program (3-4 months)
- Gain access to ICT intellectual assets (policies, standards, practices, communications templates, etc.)
- Acquire mentoring support

Relationship with Development Partners – Implementation Considerations

- Commit with one partner for consistency and continuity
- 3-month internship program
  - Highly structured
  - Mentored and monitored
  - Organizational development focus
  - Relatively affordable
  - High value
  - Success feedback and communications

Knowledge-Sharing, Problem Solving SIMP (Canadian) Program

- 30 senior officials from over 22 countries meet for three weeks
- Examine Canadian experience with ICT and adapt to their own environment
- Analyze issues and develop solutions together
- Learning and Problem-solving orientation
- Extensive mentoring support
- Build a knowledge network

Position of Information Services within Parliamentary Organization

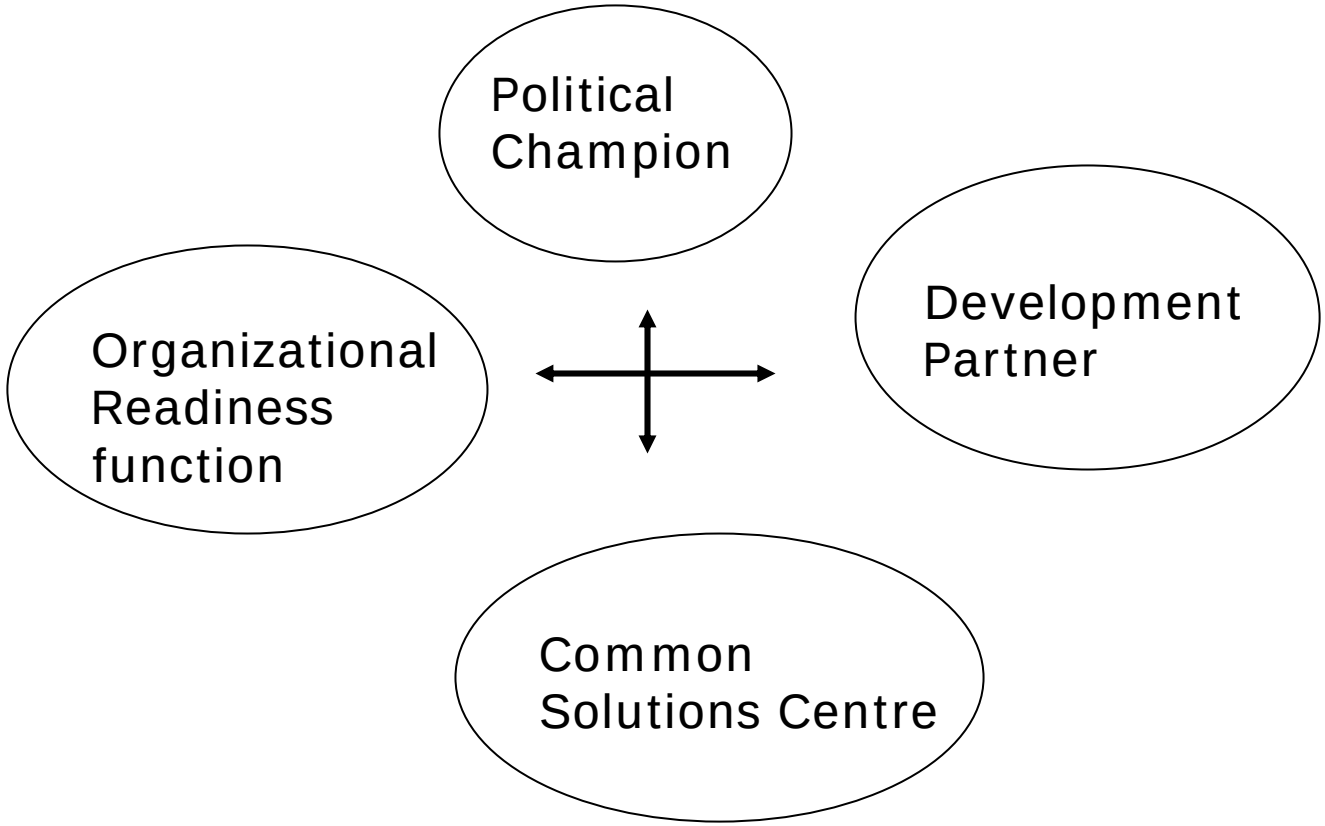
Speaker

Clerk
(House Administration)

- Corporate Services
- Information Services
- Law Clerk and Parliamentary Counsel
- Procedural Services
- Parliament Precinct Services

Lines of Business → Chamber, Committees, constituencies, Caucuses, Enterprise

ICT Capacity Building



Use Systems Approach for Capacity Development

- Identify and categorize ICT capacity building needs by different levels (use CIO operational framework as a template)
- Establish scope of development activities and performance targets
- Establish timelines
- Identify Champion
- Identify available resources and establish relationship with development partners
- Establish a monitoring process
- Get started without much delay

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