



Inter-Parliamentary Union
For democracy. For everyone.

World eParliament Report 2018

World e-Parliament Survey

1 October 2017

This survey will be the basis for the World e-Parliament Report 2018. 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/wepr

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 2017**.

The data from this survey will be published online in an open data format as part of the World e-Parliament Report 2018. **No information that identifies any individuals will be included.**

For all questions, please contact the IPU Secretariat at wepr@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.

Organisational data

Information about the parliament submitting this survey and contact details.

*** 1. Country**

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*** 2. Parliament or chamber**

.....

*** 3. Your answers are for:**

<input type="radio"/> Unicameral Parliament
<input type="radio"/> Lower house
<input type="radio"/> Upper house
<input type="radio"/> 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 15 questions in this section.

1. Who develops, approves and oversees implementation of parliament's ICT objectives?

(Check all that apply)

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

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

<input type="radio"/> 1. Each chamber has its own ICT group, and they work independently
<input type="radio"/> 2. Each chamber has its own ICT group, but they work on some projects and tasks together
<input type="radio"/> 3. One ICT group supports both chambers
<input type="radio"/> 4. Other (please specify)
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3. What is the degree of engagement of the political leaders of the parliament in ICT?

<input type="radio"/> 1. Very highly engaged
<input type="radio"/> 2. Highly engaged
<input type="radio"/> 3. Somewhat engaged
<input type="radio"/> 4. Engaged very little
<input type="radio"/> 5. Not engaged at all
<input type="radio"/> 6. Don't know

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

<input type="checkbox"/>	1. From parliament's budget
<input type="checkbox"/>	2. From government's (the executive's) budget
<input type="checkbox"/>	3. From donor agencies
<input type="checkbox"/>	4. Other (please specify)

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

<input type="checkbox"/>	1. From an overall annual budget
<input type="checkbox"/>	2. All ICT expenditure needs approval on a project-by-project basis.

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

<input type="radio"/>	1. Less than 1%
<input type="radio"/>	2. 1-2%
<input type="radio"/>	3. 3-4%
<input type="radio"/>	4. 5-6%
<input type="radio"/>	5. 7-8%
<input type="radio"/>	6. 9-10%
<input type="radio"/>	7. More than 10%

7. Is the most senior ICT staff member a part of the Senior Management Team within Parliament?

<input type="checkbox"/>	1. Yes
<input type="checkbox"/>	2. No
<input type="checkbox"/>	3. Don't know
<input type="checkbox"/>	4. Other (please specify)

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Strategic Plan with goals, objectives, and timetables for ICT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. A process in place to update the Strategic Plan on a regular basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. A formal project management methodology used for implementing new initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How many ICT staff and contractors does the parliament have?

1. Number of full time equivalent ICT staff employed by parliament
2. 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*)

	<u>Currently:</u> A. internal	<u>Currently:</u> B. external	<u>Ideal / preferred:</u> C. internal	<u>Ideal / preferred:</u> D. external
1. IT project management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Business analysis & requirements management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Software development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. IT infrastructure management (network & data operations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Web services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Management of social media tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Management of open data repositories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	A. Most important improvements made in past two years	B. Most important improvements expected in next two years
1. Increased capacity to disseminate information and documents to members and staff	<input type="checkbox"/>	<input type="checkbox"/>
2. More interaction with citizens	<input type="checkbox"/>	<input type="checkbox"/>
3. More efficient preparation of legislation	<input type="checkbox"/>	<input type="checkbox"/>
4. More timely publication of reports of plenary proceedings	<input type="checkbox"/>	<input type="checkbox"/>
5. More timely publication of reports of committee proceedings	<input type="checkbox"/>	<input type="checkbox"/>
6. More information and documents on the website	<input type="checkbox"/>	<input type="checkbox"/>
7. Enhanced exchange of information with other parliaments	<input type="checkbox"/>	<input type="checkbox"/>
8. Increased capacity to disseminate information to citizens	<input type="checkbox"/>	<input type="checkbox"/>
9. More communication with young people	<input type="checkbox"/>	<input type="checkbox"/>
10. Better management of documents	<input type="checkbox"/>	<input type="checkbox"/>
11. Increased capacity to publish open data	<input type="checkbox"/>	<input type="checkbox"/>
12. Existing online documents are presented in a more accessible way	<input type="checkbox"/>	<input type="checkbox"/>
13. Other (please specify)		

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

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

13. What new or innovative technologies HAVE YOU INTRODUCED in the LAST two years?.....
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14. What new or innovative technologies DO YOU INTEND TO INTRODUCE in the NEXT two years?.....
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15. 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 21 questions in this section.

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

<input type="checkbox"/>	1. Network management (for example cables, routers, switches, WiFi, telephony)
<input type="checkbox"/>	2. Data management (for example data centre, servers, backup & recovery)
<input type="checkbox"/>	3. Project planning and management (for example business case, project formulation/scoping, requirements)
<input type="checkbox"/>	4. Application development (for example software development, web or app development)
<input type="checkbox"/>	5. Application management (maintaining operational systems)
<input type="checkbox"/>	6. User support
<input type="checkbox"/>	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	<input type="checkbox"/>	<input type="checkbox"/>
2. Email	<input type="checkbox"/>	<input type="checkbox"/>
3. Intranet	<input type="checkbox"/>	<input type="checkbox"/>
4. Internet	<input type="checkbox"/>	<input type="checkbox"/>
5. Office equipment	<input type="checkbox"/>	<input type="checkbox"/>
6. Laptop	<input type="checkbox"/>	<input type="checkbox"/>
7. Tablet	<input type="checkbox"/>	<input type="checkbox"/>
8. Smartphone	<input type="checkbox"/>	<input type="checkbox"/>
9. Remote access	<input type="checkbox"/>	<input type="checkbox"/>
10. Personal website	<input type="checkbox"/>	<input type="checkbox"/>
11. Personal social media accounts	<input type="checkbox"/>	<input type="checkbox"/>

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

<input type="checkbox"/>	1. A shared drive provided in the internal network
<input type="checkbox"/>	2. A shared drive provided through cloud storage
<input type="checkbox"/>	3. A web-based intranet
<input type="checkbox"/>	4. Electronic document and records management system (EDRMS)
<input type="checkbox"/>	5. No shared drive nor intranet is provided; (most) files are stored on local workstations, and shared via email and/or thumb drives (USB)
<input type="checkbox"/>	6. Downloaded using the parliament's website
<input type="checkbox"/>	7. Other (please specify)

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

<input type="radio"/> 1. Yes
<input type="radio"/> 2. No

5. Does parliament have internet access?

<input type="radio"/> 1. Yes
<input type="radio"/> 2. Planning or considering
<input type="radio"/> 3. No, and not planning or considering

6. Please rate the parliament's internet connection

	A. Not adequate	B. Adequate	C. More than adequate
1. Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	A. For Members	B. For staff	C. To the public
1. Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. No, but planning or considering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. 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.)

	A. External contractors	B. Internal departments
1. Yes	<input type="checkbox"/>	<input type="checkbox"/>
2. Yes, with some	<input type="checkbox"/>	<input type="checkbox"/>
3. No, but planning or considering	<input type="checkbox"/>	<input type="checkbox"/>
4. No, and not planning or considering	<input type="checkbox"/>	<input type="checkbox"/>
5. Not applicable	<input type="checkbox"/>	<input type="checkbox"/>

9. 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	<input type="checkbox"/>	<input type="checkbox"/>
2. Operating systems for virtual servers	<input type="checkbox"/>	<input type="checkbox"/>
3. Network operations	<input type="checkbox"/>	<input type="checkbox"/>
4. Security	<input type="checkbox"/>	<input type="checkbox"/>
5. Operating systems for desktop and/or laptop PCs	<input type="checkbox"/>	<input type="checkbox"/>
6. Content management	<input type="checkbox"/>	<input type="checkbox"/>
7. Document management	<input type="checkbox"/>	<input type="checkbox"/>
8. Databases	<input type="checkbox"/>	<input type="checkbox"/>
9. Email	<input type="checkbox"/>	<input type="checkbox"/>
10. E-learning	<input type="checkbox"/>	<input type="checkbox"/>
11. Word processing	<input type="checkbox"/>	<input type="checkbox"/>
12. Spreadsheets	<input type="checkbox"/>	<input type="checkbox"/>
13. Presentations	<input type="checkbox"/>	<input type="checkbox"/>
14. Publishing (print)	<input type="checkbox"/>	<input type="checkbox"/>
15. Publishing (web)	<input type="checkbox"/>	<input type="checkbox"/>
16. Electronic resource management	<input type="checkbox"/>	<input type="checkbox"/>
17. Online library catalogue	<input type="checkbox"/>	<input type="checkbox"/>
18. Other (please specify)		

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

<input type="checkbox"/>	1. Internal staff
<input type="checkbox"/>	2. National contractor
<input type="checkbox"/>	3. International contractor
<input type="checkbox"/>	4. No formal support arrangement
<input type="checkbox"/>	5. Other (please specify)

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

<input type="checkbox"/>	1. Bill drafting
<input type="checkbox"/>	2. Amendment drafting
<input type="checkbox"/>	3. Bill status/tracking
<input type="checkbox"/>	4. Amendment status/tracking
<input type="checkbox"/>	5. Database of laws passed by parliament
<input type="checkbox"/>	6. Analysis of budget proposed by the government
<input type="checkbox"/>	7. Plenary calendars and schedules
<input type="checkbox"/>	8. Minutes of plenary sessions
<input type="checkbox"/>	9. Plenary speeches and debates
<input type="checkbox"/>	10. Plenary voting
<input type="checkbox"/>	11. Committee voting
<input type="checkbox"/>	12. Committee reports
<input type="checkbox"/>	13. Committee calendars and schedules
<input type="checkbox"/>	14. Minutes of committee meetings
<input type="checkbox"/>	15. Committee websites
<input type="checkbox"/>	16. Management and support of website for parliament
<input type="checkbox"/>	17. Management and support of member websites
<input type="checkbox"/>	18. Systems for communicating with constituents (email, blogs, etc)
<input type="checkbox"/>	19. Questions to the government
<input type="checkbox"/>	20. Other scrutiny documents
<input type="checkbox"/>	21. Management of library resources
<input type="checkbox"/>	22. Online library catalogue
<input type="checkbox"/>	23. Digital archive of parliamentary documents
<input type="checkbox"/>	24. Financial disclosure
<input type="checkbox"/>	25. HR system
<input type="checkbox"/>	26. Financial management system



27. None of the above

12. What kind of voting system is used in the plenary room (floor/hemicycle) and committee rooms? (Check all that apply)

	Plenary room	Committee room(s)
1. Manual and not considering electronic	<input type="checkbox"/>	<input type="checkbox"/>
2. Manual and considering electronic system in the future	<input type="checkbox"/>	<input type="checkbox"/>
3. Manual voting with electronic tally of votes	<input type="checkbox"/>	<input type="checkbox"/>
4. Identification through Card or token	<input type="checkbox"/>	<input type="checkbox"/>
5. Identification through Biometric	<input type="checkbox"/>	<input type="checkbox"/>
6. Identification through Password	<input type="checkbox"/>	<input type="checkbox"/>
7. Cast the vote through Touch screen	<input type="checkbox"/>	<input type="checkbox"/>
8. Cast the vote through Voting button (assigned seats)	<input type="checkbox"/>	<input type="checkbox"/>
9. Cast the vote at the Voting station	<input type="checkbox"/>	<input type="checkbox"/>
10. Cast the vote remotely through electronic means	<input type="checkbox"/>	<input type="checkbox"/>
11. Other (please specify)		

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

	<u>Plenary</u> A. Planned	<u>Plenary</u> B. Using	<u>Committee</u> C. Planned	<u>Committee</u> D. Using
1. Video streaming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Graphics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Still pictures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Video conference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Other (please specify)				

14. 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Live-streaming (or near live uploads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Other (please specify)			

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

<input type="checkbox"/>	1. By hand and transcribed into digital format
<input type="checkbox"/>	2. In digital format using a PC
<input type="checkbox"/>	3. In digital format using a stenographic machine
<input type="checkbox"/>	4. In digital format by using speech recognition technology
<input type="checkbox"/>	5. None of the above
<input type="checkbox"/>	6. Other (please specify)

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

<input type="checkbox"/>	1. Internet connection via WiFi
<input type="checkbox"/>	2. Internet connection via LAN (wired)
<input type="checkbox"/>	3. Intranet services (via either WiFi or LAN)
<input type="checkbox"/>	4. Basic mobile services (such as text messaging)
<input type="checkbox"/>	5. Mobile internet
<input type="checkbox"/>	6. None of the above
<input type="checkbox"/>	7. Other (please specify)

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

<input type="checkbox"/>	1. Desktop computer (built into the member's desk)
<input type="checkbox"/>	2. Laptop
<input type="checkbox"/>	3. Smartphone
<input type="checkbox"/>	4. Tablet
<input type="checkbox"/>	5. Other (please specify)

18. What are the rules and practice regarding the use of mobile or other internet-connected devices in the plenary? (Check all that apply)

	A. Yes	B. No, but under consideration	C. No, and not being considered
1. Members can use internet-enabled devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Members can post and respond to comments using social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Members can take (and post) photographs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Members can record and later post sound or video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Members can live stream video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

<input type="checkbox"/>	1. Yes, for members
<input type="checkbox"/>	2. Yes, for staff
<input type="checkbox"/>	3. No

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

<input type="checkbox"/>	1. Application development and maintenance
<input type="checkbox"/>	2. Document management systems
<input type="checkbox"/>	3. Document standards
<input type="checkbox"/>	4. Data network operations
<input type="checkbox"/>	5. Help desk
<input type="checkbox"/>	6. PC support
<input type="checkbox"/>	7. Mobile devices (tablets and/or smartphones)
<input type="checkbox"/>	8. Office automation (word processing, spreadsheets, presentations)
<input type="checkbox"/>	9. Email management
<input type="checkbox"/>	10. Systems administration
<input type="checkbox"/>	11. Systems programming
<input type="checkbox"/>	12. Voice communications
<input type="checkbox"/>	13. Website management
<input type="checkbox"/>	14. Webcasting (video and audio)
<input type="checkbox"/>	15. Internet access
<input type="checkbox"/>	16. Social media
<input type="checkbox"/>	17. Security
<input type="checkbox"/>	18. Online tools for citizen engagement
<input type="checkbox"/>	19. Data publishing

21. 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?

<input type="radio"/>	1. Yes <i>(Go to question 2)</i>
<input type="radio"/>	2. No, but planning or considering <i>(Go to question 5)</i>
<input type="radio"/>	3. No, and not planning or considering <i>(Go to question 5)</i>
<input type="radio"/>	4. Not applicable to this parliament or chamber <i>(Go to question 5)</i>

2. If answered 'yes' in the first question above, what systems do you have (please specify the system name and version, where known)?

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

<input type="checkbox"/>	1. Has workflow capability
<input type="checkbox"/>	2. Exchanges data with other systems outside the parliament
<input type="checkbox"/>	3. Can handle all possible versions of a bill
<input type="checkbox"/>	4. Can handle committee amendments
<input type="checkbox"/>	5. Can handle plenary amendments
<input type="checkbox"/>	6. Can show the changes in a bill that the amendment would make
<input type="checkbox"/>	7. Includes all actions taken by parliament on a bill
<input type="checkbox"/>	8. None of the above

4. 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)

<input type="checkbox"/>	1. Printing
<input type="checkbox"/>	2. Presentation on the web
<input type="checkbox"/>	3. Preservation
<input type="checkbox"/>	4. Exchange and/or integration with other systems
<input type="checkbox"/>	5. Provide accessibility for persons with disabilities
<input type="checkbox"/>	6. Make documents available for downloading
<input type="checkbox"/>	7. Providing open data for external users
<input type="checkbox"/>	8. Other (please specify)
<input type="checkbox"/>	9. None, but planning or considering
<input type="checkbox"/>	10. None, and not considering

5. 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Committee reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Verbatim record of Committee hearings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Minutes of plenary sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Plenary speeches and debates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Plenary votes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. 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)

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

7. 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Downloadable spreadsheet (XLS, CSV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. PDF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Downloadable XML	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. XML API	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. JSON API	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Other (please specify)			

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

<input type="checkbox"/>	1. Freely available via parliament's website
<input type="checkbox"/>	2. Available on request via parliament's website
<input type="checkbox"/>	3. Through an external organisation, such as a Parliamentary Monitoring Organization (PMO)
<input type="checkbox"/>	4. Not applicable
<input type="checkbox"/>	Other (please specify)

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 11 questions in this section.

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

<input type="radio"/>	1. Yes <i>(Go to question 2)</i>
<input type="radio"/>	2. No, but planning or considering <i>(Skip entire section)</i>
<input type="radio"/>	3. No, but one or more libraries outside the parliament are officially tasked to serve the members <i>(Skip entire section)</i>
<input type="radio"/>	4. No, and not planning or considering <i>(Skip entire section)</i>

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

<input type="radio"/>	1. Each chamber has its own library
<input type="radio"/>	2. One library serves both chambers
<input type="radio"/>	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Acquisition and claiming of serials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Circulation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Cataloguing of acquisitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Online catalogue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Archiving of digital resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. e-resource management capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Other (please specify)			

4. What online tools and services does the library use?

	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The library website provides access to internet-based resources relating to the work of the parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The library has its own website that is available to members and committees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The library receives requests and questions from members electronically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Other (please specify)			

5. What digital tools and applications does the library use to support its services? (Check all that apply)

<input type="checkbox"/>	1. Discovery tools to facilitate research and federated search
<input type="checkbox"/>	2. Open data
<input type="checkbox"/>	3. Linked data to improve access to legislative records
<input type="checkbox"/>	4. Cloud storage
<input type="checkbox"/>	5. Digital repository for preservation and access to parliamentary documents

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

<input type="radio"/>	1. Yes, they are part of the library
<input type="radio"/>	2. Yes, they are part of a separate office
<input type="radio"/>	3. Planning or considering
<input type="radio"/>	4. No, and not planning or considering

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

	A: Library	B: Research
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		services
1. Library technical staff	<input type="checkbox"/>	<input type="checkbox"/>
2. Librarians	<input type="checkbox"/>	<input type="checkbox"/>
3. Parliamentary ICT staff	<input type="checkbox"/>	<input type="checkbox"/>
4. Government ICT staff outside the parliament	<input type="checkbox"/>	<input type="checkbox"/>
5. External contractors	<input type="checkbox"/>	<input type="checkbox"/>
6. Other (please specify)		

8. 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Public can visit the library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Public can ask questions of the library by email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Public can access research papers and reports prepared by parliament	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Other (please specify)			

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

<input type="checkbox"/>	1. Email
<input type="checkbox"/>	2. Email newsletter
<input type="checkbox"/>	3. Website (non-responsive)
<input type="checkbox"/>	4. Responsive website (responsive design that adapts to different devices)
<input type="checkbox"/>	5. Blog
<input type="checkbox"/>	6. Social media (eg Facebook)
<input type="checkbox"/>	7. Twitter
<input type="checkbox"/>	8. Messaging (eg Whatsapp)
<input type="checkbox"/>	9. Photo sharing (eg Flickr)
<input type="checkbox"/>	10. Video sharing (such as YouTube)
<input type="checkbox"/>	11. Social collaboration tools (eg Slack, Yammer etc)
<input type="checkbox"/>	12. Other (please specify)

10. 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. APKN - Africa Parliamentary Knowledge Network - Working Group on Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. APLA - Association of Parliamentary Libraries of Australasia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. APLAP - Association of Parliamentary Librarians of Asia and the Pacific	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. APLESA - Association of Parliamentary Libraries of Eastern and Southern Africa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. ECPRD – European Centre for Parliamentary Research and Documentation - Area of Interest “Parliamentary Research Services, Libraries and Archives”	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. IFLA – International Federation of Library Associations and Institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Nordic Parliamentary Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. RIPALC - Red de Intercambio de los Parlamentos de América Latina y El Caribe - Working Group on Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Other (please specify)			

11. 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?

<input type="radio"/>	1. Yes
<input type="radio"/>	2. Planning or considering (skip entire section)
<input type="radio"/>	3. No, and not planning or considering (skip entire section)

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

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

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

<input type="checkbox"/>	1. Speaker's office
<input type="checkbox"/>	2. Press office / Public relations
<input type="checkbox"/>	3. Communications
<input type="checkbox"/>	4. IT department
<input type="checkbox"/>	5. Library
<input type="checkbox"/>	6. Research services
<input type="checkbox"/>	7. Other (please specify)

4. Who manages the website content?

<input type="radio"/>	1. A content management team in the IT department
<input type="radio"/>	2. A content management team in the Press office / Public relations department
<input type="radio"/>	3. A content management team in the communications department
<input type="radio"/>	4. Different departments or offices are in charge of their own content
<input type="radio"/>	5. External contractor or agency
<input type="radio"/>	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Development plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Access and usability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. User support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

<input type="checkbox"/>	1. Visiting parliament
<input type="checkbox"/>	2. History and role
<input type="checkbox"/>	3. Functions, composition, and activities
<input type="checkbox"/>	4. Parliamentary leadership
<input type="checkbox"/>	5. Parliamentary committees, commissions, and other non-plenary bodies
<input type="checkbox"/>	6. List of Members of parliament
<input type="checkbox"/>	7. Explanation of parliamentary terms, procedures and routine order of business
<input type="checkbox"/>	8. Full text of the Standing Orders, Rules of Procedure or similar rule-setting documents
<input type="checkbox"/>	9. Chart or diagram showing how the business of parliament is conducted
<input type="checkbox"/>	10. Explanation of the legislative process
<input type="checkbox"/>	11. Explanation of the budget and public financing processes
<input type="checkbox"/>	12. Administration of parliament
<input type="checkbox"/>	13. About this website (who owns it, manages it, update policy, etc.)
<input type="checkbox"/>	14. Whom to contact for questions about the operation of the website
<input type="checkbox"/>	15. Whom to contact for questions about parliament

7. What types of information relating to parliamentary business are included on the website? (Check all that apply)

<input type="checkbox"/>	1. Schedule of parliamentary business
<input type="checkbox"/>	2. Text and status of draft legislation
<input type="checkbox"/>	3. Text of all enacted legislation
<input type="checkbox"/>	4. Parliamentary questions and government responses
<input type="checkbox"/>	5. Activities of committees, commissions, and other non-plenary bodies
<input type="checkbox"/>	6. Audio or video of plenary meetings
<input type="checkbox"/>	7. 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 (eg HTML or PDF)	B. Downloadable open data format (eg CSV or XML)	C. Open data API (eg XML or JSON)	D. Not available
1. Amendments (Plenary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Amendments (Committee)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Committee actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Committee reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Committee voting record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Committee hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Plenary actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Plenary speeches and debate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Plenary voting record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Laws/statutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Explanations of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Explanations of actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Impact assessment of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Budget assessment of bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Information on Member activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Plenary agenda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Plenary proceedings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Committee proceedings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Is the following information usually made available to the public at the same time as it is made available to members and officials?

	A. Yes	B. Yes, but with some delays	C. No	D. Not applicable
1. Text of draft legislation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Committee schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Plenary schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Impact assessments of legislation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

<input type="checkbox"/>	1. A search facility
<input type="checkbox"/>	2. Audio / video archive and live webcast
<input type="checkbox"/>	3. Alerting services for documentation
<input type="checkbox"/>	4. Designed for use on mobile devices

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

<input type="checkbox"/>	1. Content and design are based on an understanding of needs of different user groups
<input type="checkbox"/>	2. User testing and other usability methods employed to ensure that the design and use of the website is understandable by its intended audiences
<input type="checkbox"/>	3. W3C or other applicable standards are implemented to ensure that the website can be used by persons with disabilities
<input type="checkbox"/>	4. IPU Guidelines for Parliamentary Websites are used in designing and maintaining the website
<input type="checkbox"/>	5. Periodic evaluation
<input type="checkbox"/>	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Two languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Three languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than three languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 14 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Email newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Blog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Social networking sites (eg Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Messaging (eg Whatsapp)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Photo sharing (eg Flickr)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Video sharing (such as YouTube)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

<input type="checkbox"/>	1. Member's lack of access to the internet
<input type="checkbox"/>	2. Citizen's lack access to the internet
<input type="checkbox"/>	3. Members have a lack of skills and training to use tools
<input type="checkbox"/>	4. Lack of skills and training to use tools amongst citizens
<input type="checkbox"/>	5. Feeling overwhelmed with quantity of communication
<input type="checkbox"/>	6. Communication received is unrepresentative
<input type="checkbox"/>	7. Security and trust in technology
<input type="checkbox"/>	8. Trying to give equal priority to on- and offline communication
<input type="checkbox"/>	9. Other: Please specify

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

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

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Radio programs on other radio channels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Parliament Web TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Parliament broadcast TV channel(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. TV programs on other channels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. e-Petitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. e-Consultation on bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. e-Consultation on issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Online discussion group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Online polls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Alerting services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. YouTube or other video sharing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Social networking sites (eg Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Messaging (such as Whatsapp)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)

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

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

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

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

<input type="radio"/> 1. Yes
<input type="radio"/> 2. Planning or considering
<input type="radio"/> 3. No, and not planning or considering

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

<input type="radio"/> 1. Yes
<input type="radio"/> 2. Planning or considering
<input type="radio"/> 3. No, and not planning or considering

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

<input type="radio"/> 1. Yes
<input type="radio"/> 2. Planning or considering
<input type="radio"/> 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?

<input type="radio"/> 1. Yes, works directly with
<input type="radio"/> 2. Yes, informally supports
<input type="radio"/> 3. Planning or considering
<input type="radio"/> 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?

<input type="radio"/> 1. Increasing usage
<input type="radio"/> 2. Decreasing usage
<input type="radio"/> 3. Usage has remained steady
<input type="radio"/> 4. Citizens do not use digital-based methods to communicate with parliament
<input type="radio"/> 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?

<input type="radio"/> 1. Yes
<input type="radio"/> 2. Planning or considering
<input type="radio"/> 3. No and not planning or considering

13. What lessons have you learned over the last-two years about how to engage the public with parliaments, both good and bad?

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14. 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)*

<input type="checkbox"/>	1. APKN – Africa Parliamentary Knowledge Network
<input type="checkbox"/>	2. ECPRD - European Centre for Parliamentary Research and Documentation
<input type="checkbox"/>	3. OGP - Open Government Partnership
<input type="checkbox"/>	4. RIPALC - Red de Intercambio de los Parlamentos de America Latina y el Caribe
<input type="checkbox"/>	5. 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Parliamentary oversight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Representational procedures and practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Administrative capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. ICT planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. ICT management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Hardware, software or network operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Application development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff development and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Document management systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Document standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Open data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. ICT services for members, committees or plenary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Library and research services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Citizen engagement and outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Other (please specify)			

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

<input type="radio"/> 1. Yes
<input type="radio"/> 2. No, Planning or considering
<input type="radio"/> 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Parliamentary oversight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Representational procedures and practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Administrative capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. ICT planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. ICT management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Hardware, software or network operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Application development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff development and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Document management systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Document standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Open data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. ICT services for members, committees or plenary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Library and research services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Citizen engagement and outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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/wepr). Should you have any questions, kindly contact us on wepr@ipu.org
