Parliamentary Information Services in 2020: the road to the future

Gert-Jan Lodder
Jan Keukens

Department of Information Services
House of Representatives
The Netherlands

Parliamentary Information Services in 2020: the road to the future

Contents of this presentation:

TWEEDE KAMER DER STATEN-GENERAAL

Department of Information Services

- Founded in 1815

- Provides information services to MPs, parliamentary groups, committees, and administrative offices, as well as to journalists, government organizations and citizens

- Selects, acquires and supplies parliamentary and contextual information and connects this information to each other

- Creates and delivers information products and services (including answering questions; supporting parliamentary inquiries; providing information through the intranet and websites; and ensuring the availability of many sources of internal and external information)

- Manages the Central Parliamentary Archives: the memory of the House of Representatives

- Develops and manages information systems, including search and language technology

Organization

- Total staff of 70 people = 60 Full Time Equivalents (FTE)
- Three information units with both front- and back-office duties (35 FTE)
- Support unit (10 FTE)
- ICT unit (7 FTE)
- Archives (6 FTE)
- Secretariat (2 FTE)

- Separate Research Service (15 fte)

MANAGEMENT BOARD

Secretary General

Secretary office of Presidium, Speaker of the House and Secretary General

Secretary to the Management Board

Director for Management, Finance and Human Resources

Director for Information Management

Protocol

Finance Department

Human Resources Department

Security

Messenger Service / Mail Room

Facilities Services

Restaurant and Catering Department

Registry & Legislation Office

Committee Assistance Dept. Administration and Education

Committee Assistance Dept. International and Environmental Planning

Committee Assistance Dept. Social Affairs and Finance

Press Office

Parliamentary Bureau for Research and Public Expenditure

Bureau for Information Management and Projects

ICT Department

Communications Department

Department of Information Services

Parliamentary Reporting Department

Mission Statement

The Department of Information Services delivers an indispensable contribution to the quality and transparency of the work of parliament, by:

- providing all necessary information to MP's and their staff, on time and in a professional way

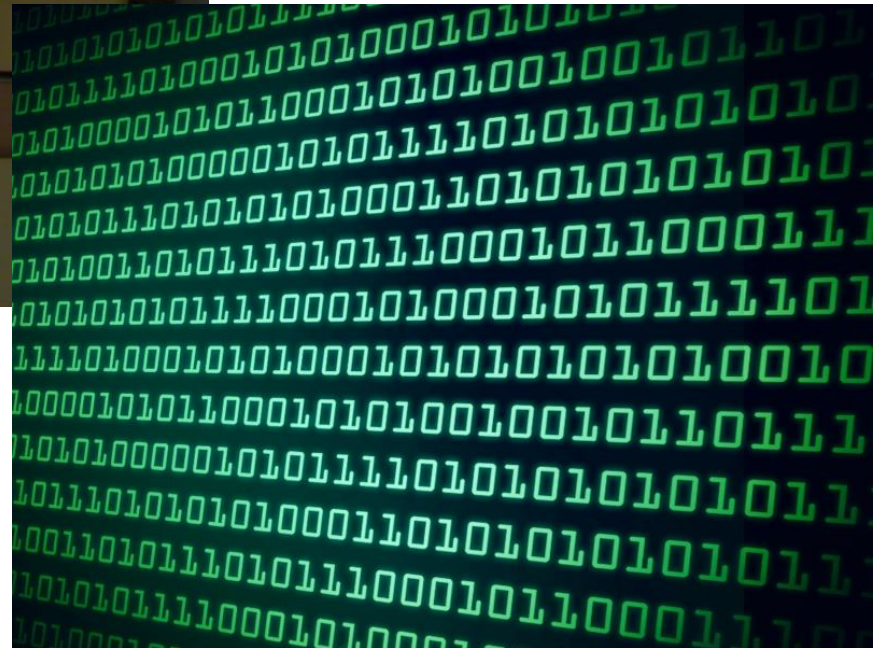- providing access to all parliamentary information for citizens and other organisations
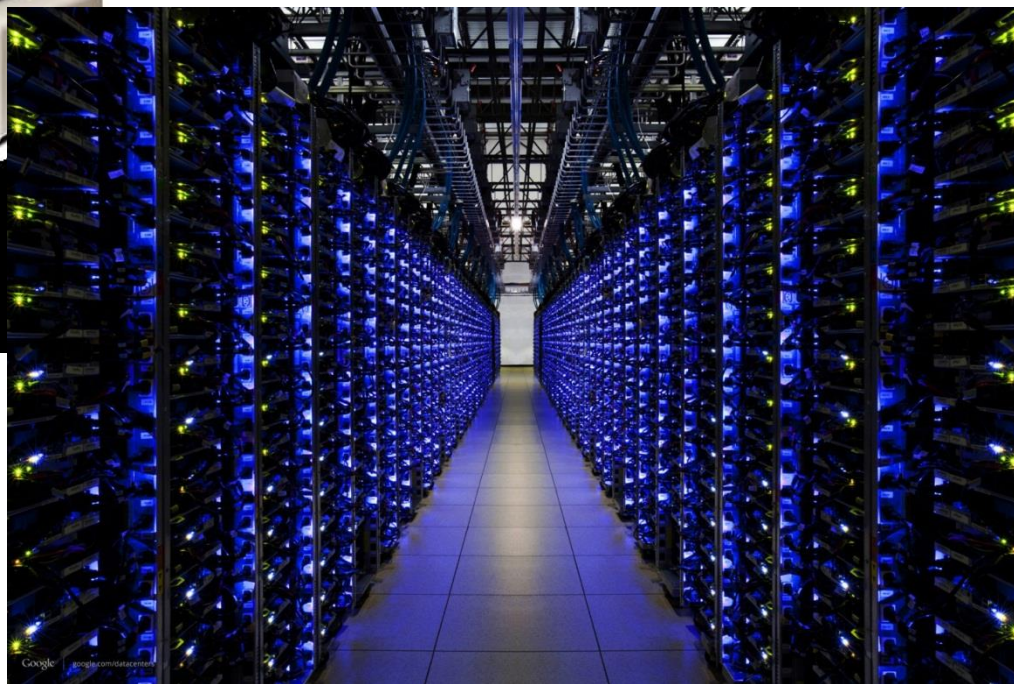
Library
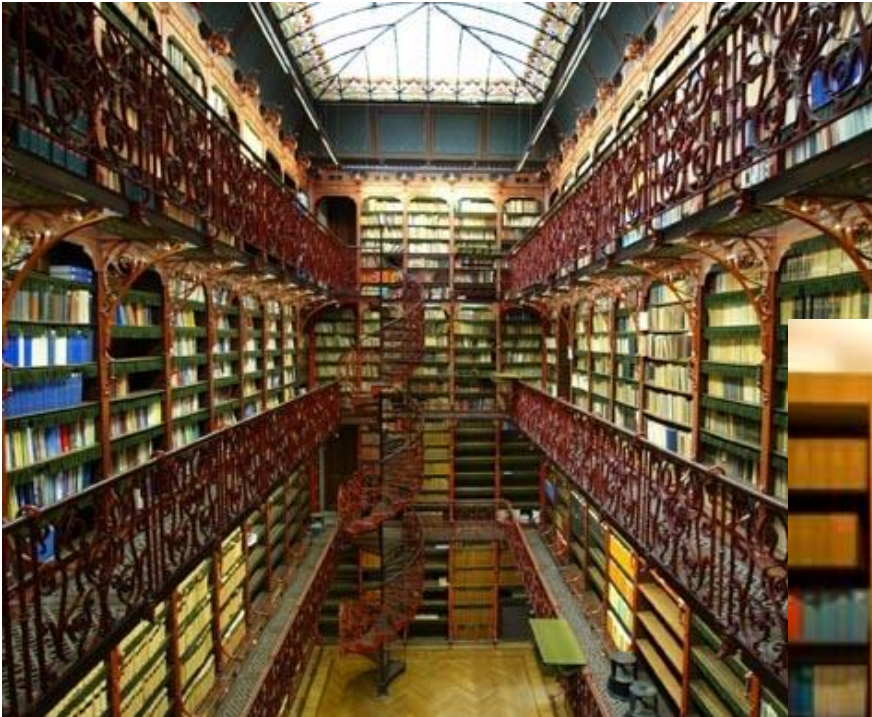
Archives

Data Warehouse

Today's challenges

- More possibilities by technology
- More information
- Changing needs of clientele
- Any time, any place, any device

but also:

- Cutbacks in budget and personnel
- (Possible) restructuring of the organization

Long term strategy

- 2014-2020
- All 70 staff members involved
- Strategy team of 6 persons, one per department
- Joint sessions with all staff
- Interviews with other organizations and experts

- Implementation by 6 teams, led by the department's management
- Feedback group

Six tracks of change

1. Positioning of the department and cooperation inside and outside the parliament
2. Staff education and training
3. Parliamentary information
4. Contextual information
5. Workflows and information technology
6. Products and services

1. Positioning and cooperation

- Strong focus on 'account management': what do the MP's need?

- Partnering with other departments within parliament (in process chains): research department, committee staff, registry and legislation office

- Distinction in service levels:
  - Primary: MP's and their staff
  - Secondary : citizens
  - Tertiary: press and lobbyists

- Role as <u>the</u> provider of parliamentary information to the outside world

2. Staff education and training

- Change in business processes, new technology, more customer-driven: need for training

- Information specialists: from all-round to more specialization (analysts, information managers)

- Knowledge management

- Large part of staff works in parliament > 25 years

- Strategic Personnel Planning: method for long-term HR decision-making

3. Parliamentary information

- All parliamentary information from 1814 to this day
- Use of open standards for metadata
- Use of open format (XML)
- Use of unique identifiers for subjects, key actors
- Relationship with other information

- Goal is: ' Linked open data' *****   re-use of information

4. Contextual information

- Created outside, used inside
- As digital as possible
- Use of open standards for metadata
- Obtain from outside organizations/vendors
- Use of human language technology for metadata

- Analysis of social media
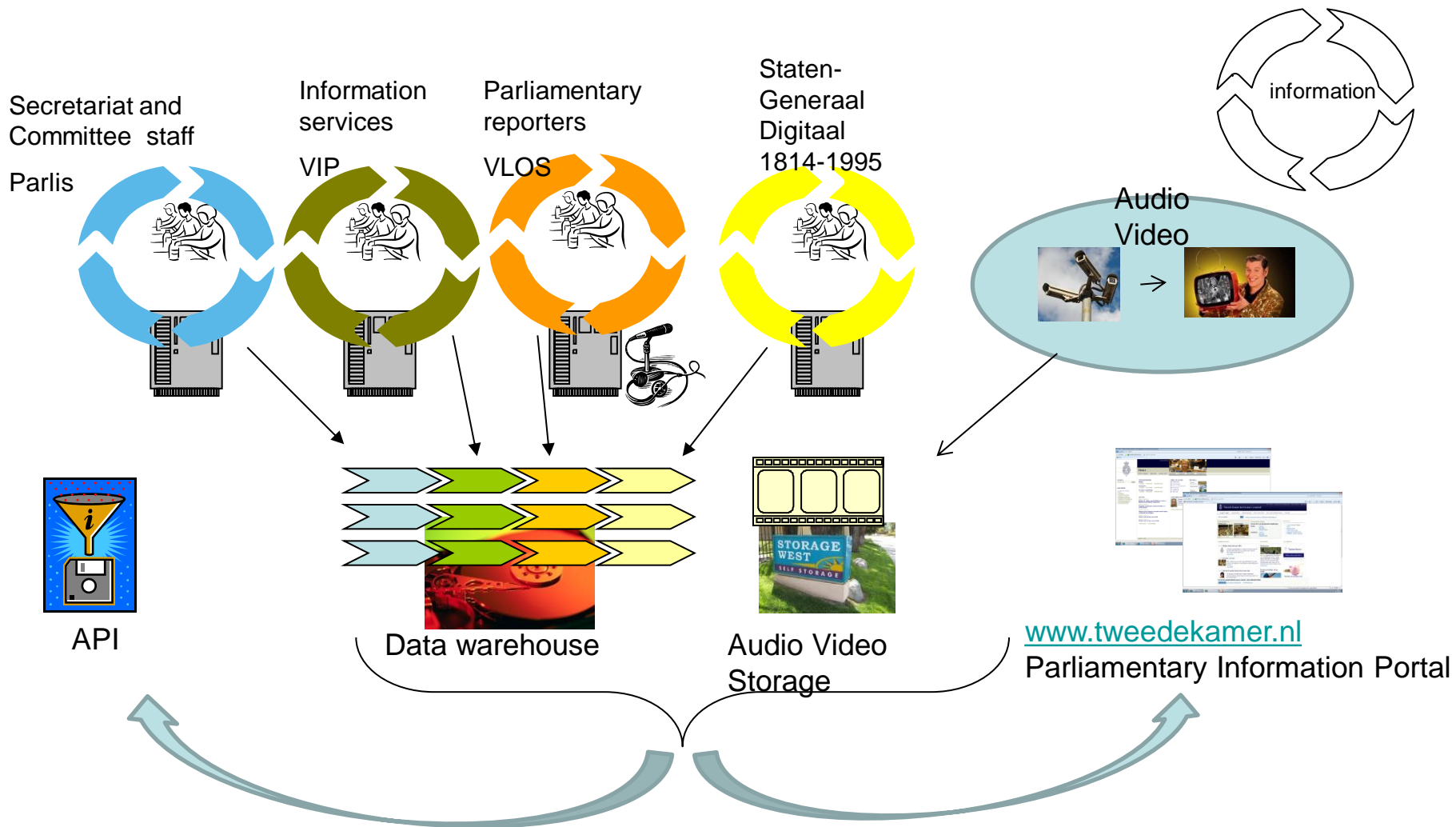- Radio and Television programmes

5. Workflows and information technology

- Combining different workflows in process chains

- Simplify and/or redesign business processes

- Integration of information flows

- Reduce the number of information systems

- Promote the use of innovative technology: search technology, language technology, speech-to-text,

- All based on the information architecture

Information architecture

Secretariat and
Committee staff

Parlis

Information
services

VIP

Parliamentary
reporters

VLOS

Staten-
Generaal
Digitaal
1814-1995

information

Audio
Video

API

Data warehouse

Audio Video
Storage

www.tweedekamer.nl
Parliamentary Information Portal

6. Products and services

- Central information desk remains important
- Products linked to the agenda of parliament
- Close cooperation with research department
- Personalized products and services for MP's and their staff
- More analysis
- Quicker development of products and quicker replacement

Lessons learned

- It's all about change management (and communication)
- Change needs a 'sense of urgency'
- Bottom up approach takes time
- Commitment of a large part of staff is very important
- Use of existing work- and project groups
- Readiness for change dictates the pace