Parliamentary ICT

Administration Committee ICT Inquiry

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A Member’s day …

...arrives at Parliament

buys a cup of coffee, and makes payment

collects Official Report, Order Paper, and other documents for day’s proceedings

Attends Chamber or Committee, where proceedings are recorded and transmitted

Goes in office, equipped with facilities, sends emails, asks PQs, checks EDMs and makes telephone calls

Meanwhile....

- Researchers using Library Applications
- Constituency staff connecting remotely to the Parliamentary Network
- Members’ staff receiving IT training
- Finance processing Members’ expenses
- Members receiving email via new Mobile PDA technology
PICT Services

Procedural Services (Clerks & Official Report)
- PQs, EDMs,
- Vote Bundle, Bills,
- Hansard,
- Select Committee Reports
  (Modernisation Committee Outcomes)

Knowledge Services (Libraries)
- Research,
- Papers,
- Statistics,
- Public Information,
- Education facilities

Direct ICT Services (PICT Service Desk & Members’ Computer Officers)
- Estate & Constituency Connectivity & equipment
- Mobile PDA Devices
- IT Training
- Fault Reporting

Corporate Services (Serjeants,Refreshments, Works, Finance & HR)
- Accommodation & Repairs
- Security
- Refreshments
- Expenses & Finance
- Occupational Health, HR
  (Refreshment & Accommodation Committee outcomes)

Provided by ICT applications:
- Framemaker,
  Hansard Application,
  Microsoft Templates
  Web Apps for PQs
- PIMS, Lexis Nexis,
  Internet website
- Network, PCs, Laptops,
  MS Desktop, Printers,
  VPN, Citrix, Telecoms
- PAD, Archibus,
  Access Control System,
  Agresso
We’re undertaking a big re-organisation...

Parliament is complex
Disjointed ICT across Parliament
Working in silos within Departments & Houses
A confused matrix of responsibilities

But... with a clear vision of implementing ICT Excellence and Efficiency
The Transformation

.... What was the size of the problem?

Assess the Nature of the Environment

Audit the Existing Organisation

Identify Key Weaknesses and Threats

Identify our Strengths and Opportunities to build a Solid Programme
### Our Strengths & Weaknesses

#### Strengths
- Ability to train and deploy staff with an understanding of the requirements of Members and Parliament as a whole.
- Flexibility in providing new or adapted services, if necessary at short notice.
- Ability to offer short notice on-site support to offices at Westminster.
- Ability to take “enterprise” view of information management and Member services.
- Directly employed staff ensures security clearance before appointment.
- High level of commitment to Parliament from PICT staff.

#### Weaknesses
- Recruitment dependent on the market and can be delayed by security requirements.
- Management resources and technical skills are stretched by need to develop new capabilities for the next phase of ICT development.
- Behind best practice in some areas, e.g. server rationalisation and virtualisation, investment in BC/DR, ITIL implementation still at early stage.
- Difficult to extend Westminster-based quality of support to constituency offices across the UK.
- IT security still problematic because of more flexible requirement for access to parliamentary network.

#### Opportunities
- The Internet project.
- Modernisation Committee report – electronically supported committee pilots.
- Completion of equipment refresh provides opportunity to focus on constituency support.
- Whole enterprise view provides opportunities for improvement in access to information and services.
- Feasibility study for HAIS transactional services to Members.
- Opportunity to develop standard development environment for parliamentary applications.

#### Threats
- BC/DR vulnerability in some key areas – a major incident (e.g. fire in data centre) could cause major disruption.
- Rapidly evolving technologies.
- Dependency on a few key suppliers for certain services.
- Need to retain and motivate key expert staff in competitive ICT market.
- Expectations of technology out-run what is feasible and affordable.

### Understanding the Organisation and its people
Initial benchmarking with industry...

What we are doing well...

- Customer focused staff
- Multi sourcing model
- Maintaining Current Services
- Industry average for Desktop costs and provision
What we have been working on

- Service Desk services (x2001)
- Wireless network access
- Hours of ICT support
- Training support
- Services to constituency offices
- Single point of contact
- Improved security
- Improved website
- Faster response to Service Desk calls
- Members’ equipment refresh
- Mobile computing (PDAs)
- Surveyed constituency support needs
- Wireless availability Portcullis House Atrium
Improvements in Service: reducing the average call wait time

Last October 6.36 minutes wait time

This October 46 seconds wait time

Abandoned calls have decreased significantly
What we will achieve NEXT ...

Customer services initiatives:
- Single point of contact for Members
- Improved desktop support
- Mobile computing rollout

Options evaluation:
- 24 hour support service
- Training strategy
- Local constituency office support
- Extending wireless in the Palace

Pilots:
- Constituency wireless networks

... as part of a continuous improvement plan
PICT aims to attain best practice in delivery, support and exploitation of ICT in Parliament

Enabling Parliament to work effectively and connect with the public
Engaging with Members

• New goals for services to Members in our next Business Plan?
• Is further standardisation of the IT environment desirable?
• Menu of options (platinum, gold, silver) constituency support?
• Priorities for further improvement to customer service?
• Priorities for transactional services
  e.g. electronic forms for expenses, Intranet room booking?
• Consulting on new technology developments?