

DIGITAL PARLIAMENT PROGRAMME UPDATE

Executive summary

1. This paper provides a short update on the Digital Parliament Programme in relation to Members. The main focus is to provide an update on the first iteration of the Members' Portal, which was discussed at the last SPCB planning day.

Background

2. Digital is changing business as usual for most, if not all, organisations and the pace of change is rapid. The Digital Parliament Programme presents a timely opportunity to inject pace into the adoption of digital working practice to change and transform our approach to many areas of our core business. As well as keeping pace with expectations of Members and our staff, this is also a change which we need to be prepared for in terms of wider societal shifts.
3. The Digital Parliament Programme is predominantly a change programme with a significant technical aspect. Over its lifetime it will improve our organisational capability to evolve digitally; deliver a range of new services and products; and realise efficiencies in how we work.
4. We remain aligned with or ahead of our neighbouring legislatures in terms of the scale and scope of our digital programme. As the SPCB is aware we have 4 key outcomes:
 - Members can create, use/re-use, share and collaborate on information as parliamentarians and employers;
 - The SPS can create, produce, use/re-use, publish, collaborate and dispose of information efficiently and effectively to meet compliance requirements and support digital working;
 - Members and SP staff understand the benefits of digital working environment and have the capability to get the best out of the digital working environment;
 - We provide the public with open, accessible information and enable participation through multiple online channels.

Member-focussed change

5. Members have already started to change how they are working, doing more on the go and communicating/collaborating using social media. We expect that this will continue to be a gradual change over the medium to longer term.

6. In the last few years, there has been a noticeable move to more mobile ways of working amongst Members which reflects the changes in society. All Members have a smartphone and at least 82% of Members now have a tablet device. Usage of social media is high with 93% of members using either Facebook and/or Twitter. More Members are moving gradually towards consuming parliamentary information digitally. As a result since the start of the year there has been a 22% reduction in the demand for printed business publications.
7. Our approach, as endorsed by the SPCB, is to work iteratively – bringing out quick solutions, getting feedback, and building on these solutions where they work. The first digital change in April 2014 was the introduction of digital meeting packs for committees and other meetings - essentially bookmarked PDF's to allow access on mobile devices. This provides a format that can be easily accessed, shared and annotated if required, reducing the need for paper copies, and allowing Members to do more on the go. We would anticipate a gradual increase, much as we have seen to date, as more members become familiar with using the tablet functionality - currently we are up to 7 committees using tablet devices.
8. The SPCB will recall that as part of our planning we carried out extensive interviews with Members, and with business areas supporting Members. Analysis of this Members' feedback has informed the new developments summarised below.

Members' Portal

9. The Members' Portal will provide Members with a single point of access to relevant information and services that are easy to find and simple to use. The first iteration of the Members' Portal will be released in December and if successful further development will follow in 2015. The SPCB will be able to see some of the early work on the first iteration at the meeting

MAQA Mobile

10. The project will deliver a new mobile solution for Members that will allow them to submit Motions and Questions from mobile devices. This is an extension to the existing self-service application that was introduced in 2012 and has been well received by Members. The project is scheduled to go live in February 2015.

Business Products

11. By March 2015 we will have put in place plans for how we develop our business publications (e.g. Business Bulletin, Committee Reports and SPICe briefings). For example it is envisioned that Members will be provided with a Business Bulletin that will allow them to navigate easily to parliamentary data and other information, such as links to bills, motions, mobile MAQA etc. We anticipate that SPICe research papers will become more graphically interactive; committee reports will be produced in a way that enables Members more control over what information, and the level of

detail, they wish to receive. Over time, as we improve what's available on line, and its functionality, we anticipate a gradual shift to digital, gradually reducing the reliance on print, although of course this will still be a choice.

How we will communicate and support the introduction of the Members' Portal

12. Initially we will have a soft launch of the portal. We will establish a small group of Members who are interested in providing feedback and the Business IT Engagement Manager, Emma Phelan, will meet them to gather this. Thereafter we will let all Members know that the portal is available and provide one to ones with them to demonstrate how it works. We are also planning that relevant staff in business facing areas (e.g. clerking, SPICe), as well as the BIT Helpdesk, are able to talk about the Portal to Members and help signpost any queries. Our plan is to let the first iteration run for around 3 months and gather Members' feedback to determine if, and how, it should be developed further.

13. The SPCB is invited to provide any further advice on how we best engage Members on the portal.

Resource Implications

14. All developments will be met within existing project budgets.

Governance issues

15. All necessary governance for the programme is in place.

Publication Scheme

16. This paper can be released once the Members' Portal has been introduced for Members.

Next steps

17. To implement the soft launch in December, and to roll out more widely to Members thereafter.

Decision

18. The SPCB is invited to discuss the first iteration of the Members' Portal at its meeting, ahead of its introduction to Members in December.

19. The SPCB is invited to provide any further advice on how we best engage Members on the portal

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