ICT STRATEGIC PLANNING

IFLA PRECONFERENCE
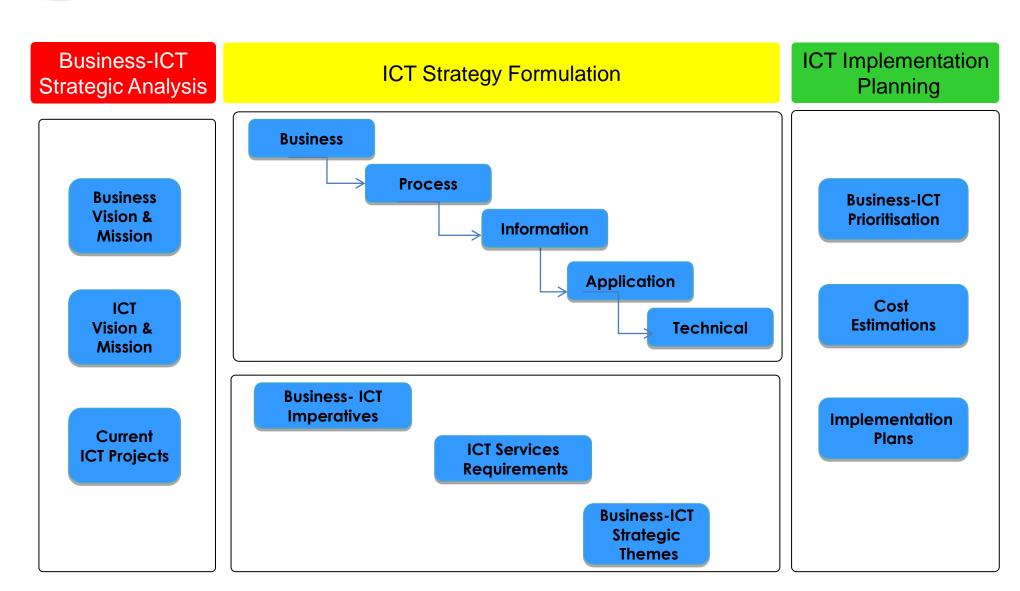
PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA

20 years

20 YEARS OF A DEMOCRATIC PARLIAMENT
PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA

5th DEMOCRATIC
PARLIAMENT

www.parliament.gov.za

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PLANNING METHODOLOGY

Business-ICT Strategic Analysis

ICT Strategy Formulation

ICT Implementation Planning

Business Vision & Mission

ICT Vision & Mission

Current ICT Projects

Business

Process

Information

Application

Technical

Business- ICT Imperatives

ICT Services Requirements

Business-ICT Strategic Themes

Business-ICT Prioritisation

Cost Estimations

Implementation Plans

IMPLEMENTATION

PHASE 1
Business-ICT Strategic Analysis

(Where are we now and What are our capabilities?)

PHASE 2
ICT Strategy Formulation

(Where is our direction in the future?)

PHASE 3
ICT Strategy Implementation Planning
(How are we going to get there?)

1 **2** **3** **4**

Stakeholder Workshops, Documentation, Analysis, Feedback, Presentations, Project and Steering Committee meetings

Gap Analysis, Synthesis, Engagement, prioritisation, Alignment, Presentations, Project and Steering Committee meetings

Presentations, Cost Estimations, Alignment, Timelines, Action Plans, Reviews, Endorsements, Project and Steering Committee meetings

Project Initiation

ICT Program Management

Writing the ICT Strategy & Implementation Plan

Project Team

Project Implementation

PLANNING TOOLS

PHASE 1
Business-ICT Strategic Analysis

(Where are we now and what are our capabilities?)

PHASE 2
ICT Strategy Formulation

(Where is our direction in the future?)

PHASE 3
ICT Strategy Implementation Planning
(How are we going to get there?)

Design Principles	Affinity Analysis	Costing Estimation
Business Imperatives	Definition of Services	Implementation Plan
Business-ICT Imperative Mapping	Scoring/Prioritisation	Business Case Development

The 2004-2009 ICT Strategy laid the basis of an e-Parliament through a focus on administrative efficiency and effectiveness. *A* core administrative platform was implemented with rudimentary elements of citizen participation and involvement. Document management and content management have laid a basis to further develop more effective knowledge management and oversight systems.

The **2009-2014 ICT strategy** focused on leveraging the internal communications and technology platforms implemented through the 1st ICT strategy, whilst starting to **develop platforms for improving information access, communication and engagement with citizens**.

Infographic: Parliament's ICT Strategy (2014-2019)

ICT FOCUS AREA 1

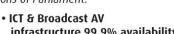### PROVIDE SECURE ONLINE & MOBILE ACCESS

To provide secure, online and mobile access to Members and staff in order to access information anywhere, anytime on a range of devices.

Monthly average:
- **164000 visits on Parliament website**

ICT FOCUS AREA 2

AUTOMATE INSTITUTIONAL PROCESSES

Automating institutional processes that are prioritised through business imperative change requirements in order to improve the effectiveness and efficiency of Parliament.

- **Online leave**
- **Invoice workflow**

ICT FOCUS AREA 4

PROVIDE INFORMATION AND COMMUNICATION INFRASTRUCTURE

Providing an ICT network and broadcast-AV infrastructure service that is integrated, secure and available against set targets to ensure the smooth operations of Parliament.

- **ICT & Broadcast AV infrastructure 99.9% availability**

ICT FOCUS AREA 3

INCREASE INFORMATION AVAILABILITY & QUALITY

Increasing the quality and value of information by setting and implementing quality criteria and ensuring availability of systems as per agreed targets.

- **Integrity, Reliability, Timeliness, Searchibility**

EVALUATE — PLAN — EXECUTE — MEASURE — IMPROVE

ENHANCE OVERSIGHT AND ACCOUNTABILITY

ENHANCE PUBLIC INVOLVEMENT

ENHANCE INTERNATIONAL PARTICIPATION AND COOPERATION

ENSURE COOPERATIVE & SOUND INTER-GOVERNMENTAL RELATIONS

ENHANCE ABILITY TO EXERCISE LEGISLATIVE POWER

BUILD CAPABLE & PRODUCTIVE PARLIAMENTARY SERVICE

1 PROVIDE SECURE ONLINE & MOBILE ACCESS

2 AUTOMATE CORE & SUPPORT PROCESS

3 INCREASE INFORMATION AVAILABILITY, QUALITY

4 PROVIDE INFORMATION & COMMUNICATION INFRASTRUCTURE

NA

NCOP

400 NA MEMBERS
90 NCOP MEMBERS

46 COMMITTEES

1600 STAFF

Strategic Objective 1.4
To leverage current, new and innovative information and communications technologies to meet the information and communication services needs of members and staff.

Solutions architecture – exposed high level ICT Strategy(2014-2019)

ICT SECURITY

DISASTER RECOVERY & BCM

Channel & Relationship Management (CRM)

Social Media Platforms (Facebook, Twitter etc.)

Mobile Applications

Website, Mobi-site, Intranet, Extranet

Business Intelligence, Analytics, Reporting

Enterprise Integration Services – Enterprise Service Bus (ESB) & 3rd Party integration

Enterprise Workflow (p2C, p2g, p2b)

Central Enterprise Document Management/Content Management

Office Automation

Digitisation

eRepository

Knowledge Management

Media Asset Management

PIC

Common Meta Data Store

Administrative (ERP)

HR

Finance

SCM

Other

Transactional Reporting

Application Workflow

Common Data Store

Core Services Business Applications

Oversight

Legislation

International Relations

Public Participation

Co-operative Government

Chambers

Procedural

Committees

Support Services Business Applications

ICT

Facilities

Household

Security

Catering

Comms

HR/OD

Public Edu

Legal

Language

Document

Research

Communication & Collaboration

Institutional Performance Management

ENTERPRISE SYSTEMS MANAGEMENT

Governance, Compliance & Risk Management