

**NATIONAL COUNCIL OF PROVINCES
CO-ORDINATION, CO-OPERATION,
AND CONSULTATION WORKSHOP**

28 - 29 August 2023



Harnessing information technology to enhance Public Participation, Oversight & Accountability

The potential for automated systems to improve Public Participation, Oversight and Accountability

F Boltman, J Pieterse, Z Msitshana, Parliament of SA

Public Participation/Oversight and Accountability

- 1. Business performance improvement through process improvement.***
- 2. Purpose and technology can power performance.***
- 3. Next-generation operational excellence is more than doing things well. It's about uniting an organization around a common purpose, process, and systems***

To what extent?

- 1. What are we improving?***
- 2. What are we enhancing?***
- 3. What outcome do we want to measure?***
- 4. To what extent must the technology potential be leveraged?***

Critical Success Factors

1. **Strategy.** *Leadership involves the creation of values and vision and that are channeled into strategic business direction and focus.*
2. **Measurement/Metrics.** *"What get measured gets done".*
3. **Culture.**
4. **Processes.**
5. **Methodology.** *e.g., project management.*
6. **Tools.** *e.g., technology enablement, digitalization.*

SMART Digitalization

1. *Technology innovation are driving business to transform the traditional way of work.*
2. *Digitalization can improve processes, providing new methods and opportunities for the organization.*
3. *The digital transformation is evaluated using a value chain business model.*
4. *After the transformation, sustainability is a must.*
5. *It is required to change the processes and adapt the skills to this new way of working.*

SMART Digitalization

6. *Speed up data storage, release, and drive data re-use.*
7. Create a *standard model for inter-data application, integration and transfer.*
8. *Develop knowledge in data governance, analysis, and utilization and independent data management abilities.*
9. *Link and collect data for policy-making with a focus on crucial public issues and key areas of national development.*
10. *Utilize technology such as big data and artificial intelligence for interdisciplinary data analysis to make evidence-based decisions quickly and precisely.*

SMART Digitalization

11. Integrate stakeholder engagement and digital technology *to create a meaningful, responsive public engagement service.*

12. *Implement high-security digital infrastructures.*

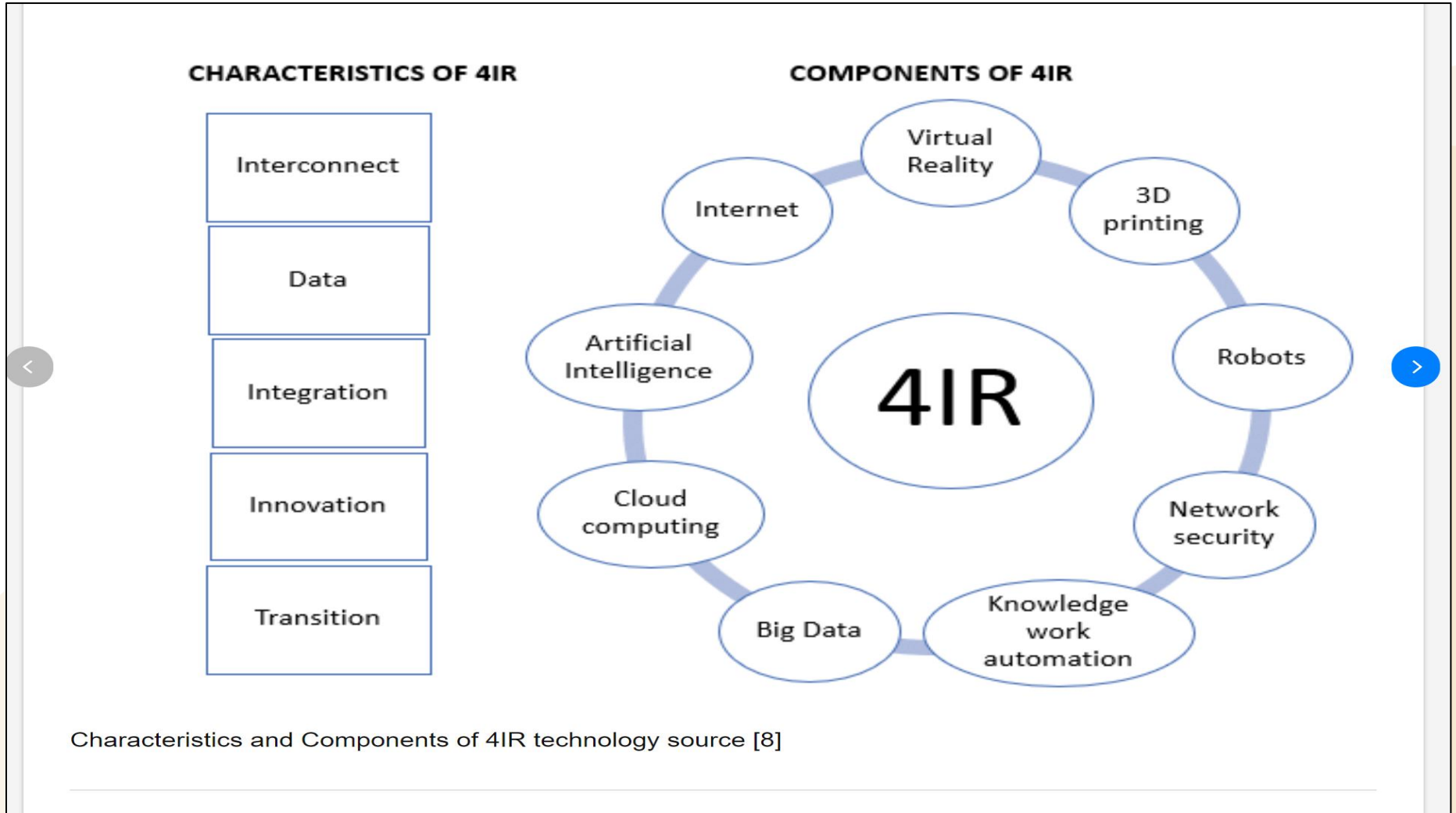
13. *Enhance digital backup and resilience and improve management systems to ensure data security and business continuity.*

11. *Provide comprehensive supporting measures for digital transformation.*

SMART Digitalization

12. *Audit required digital abilities of staff and Members at all levels.*
13. *Design programs for improving staff and Members' digital or data decision-making abilities.*
14. *Build digital competency maps, plan the interdisciplinary digital education of staff and Members*
15. *And complement them with relevant assessments and or certifications.*

What are the 4IR / 5IR technologies

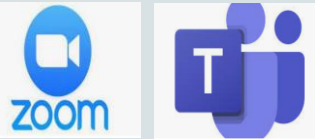


Enabling a Digital Office

ICT Tools of Trade, Accessories



Applications, Collaboration, Communication



Remote access to Systems and Network



Hybrid Parliament

- ✓ Hybrid plenaries
- ✓ Hybrid Committees
- ✓ Broadcast/Streaming

ICT Support

- ✓ Remote Support
- ✓ On-premise support
- ✓ Virtual training
- ✓ Training guides, video clips
- ✓ Information Security campaigns
- ✓ ICT Tools of Trade life-cycle
- ✓ Data and Voice support

Connectivity and Data

- ✓ Increased bandwidth
- ✓ Improved cellular signal strength
- ✓ Increased data and voice provisions

Authentication

- ✓ Single Sign-on
- ✓ Multifactor Authentication (MS Authentication)

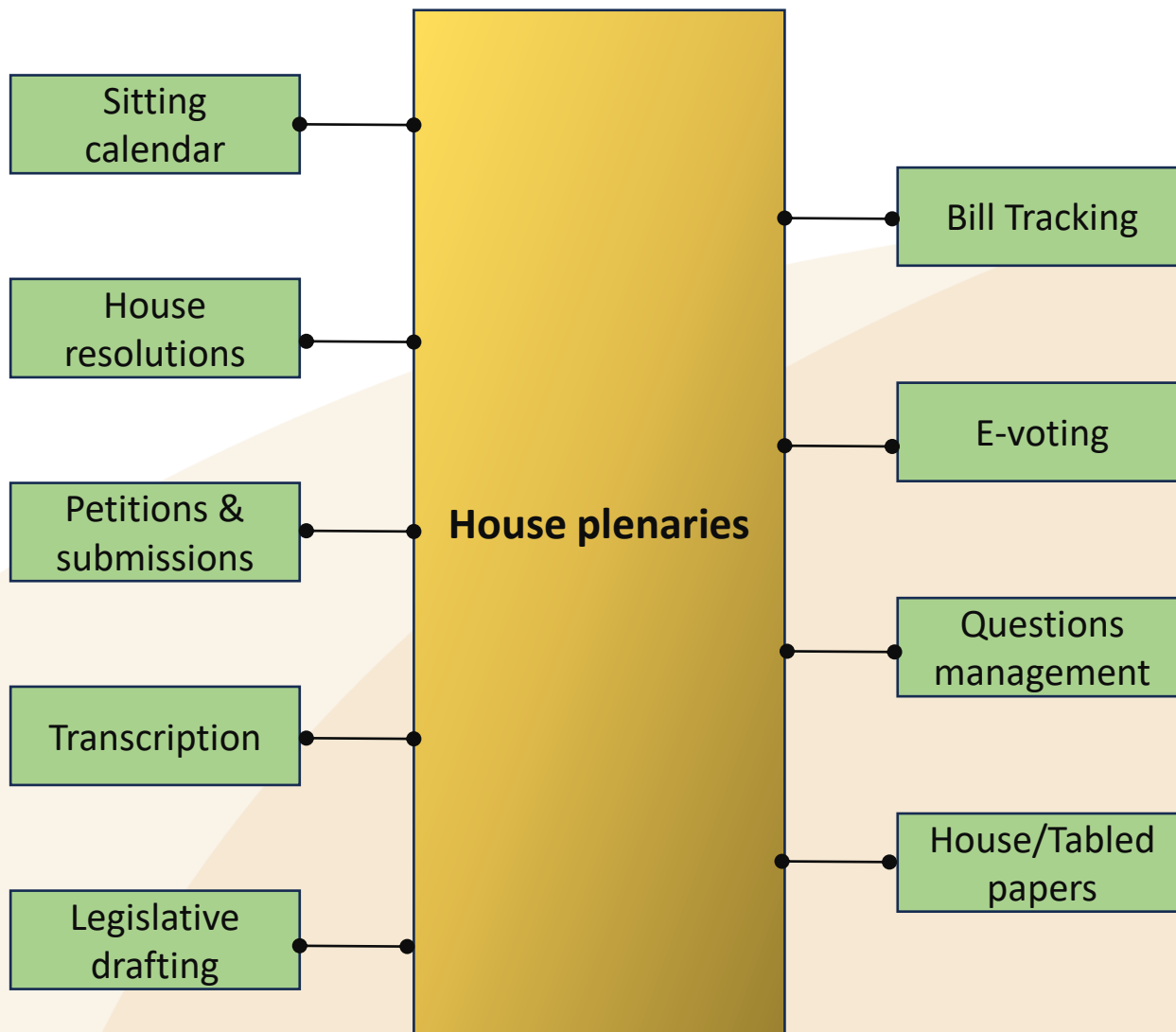
Integrated Legislative System

Outcome: *to improve the efficiency and effectiveness of a parliament's law-making and oversight activities by streamlining processes, reducing duplication, and providing a single point of access to information*

Solution Architecture

- ❑ **Core components:** The core components of the system would include a database of legislative information, a workflow engine for managing the legislative process, and a set of tools for supporting oversight and lawmaking activities.
- ❑ **Data:** The database would store information about all aspects of the legislative process, including bills, amendments, committee reports, and votes. This information would be accessible to Members of Parliament and staff, and it would be used to support a variety of oversight and lawmaking activities.
- ❑ **Workflow:** The workflow engine would be used to manage the legislative process from the introduction of a bill to its passage or defeat. The workflow engine would track the progress of bills through the various stages of the legislative process, and it would generate notifications to stakeholders when certain milestones are reached.
- ❑ **Tools:** The system would provide a variety of tools to support oversight and lawmaking activities: Resolution tracking, Petitions etc.

Tools



Operational enhancements

In addition to the standard functionality integration enhancements can further optimise benefits:

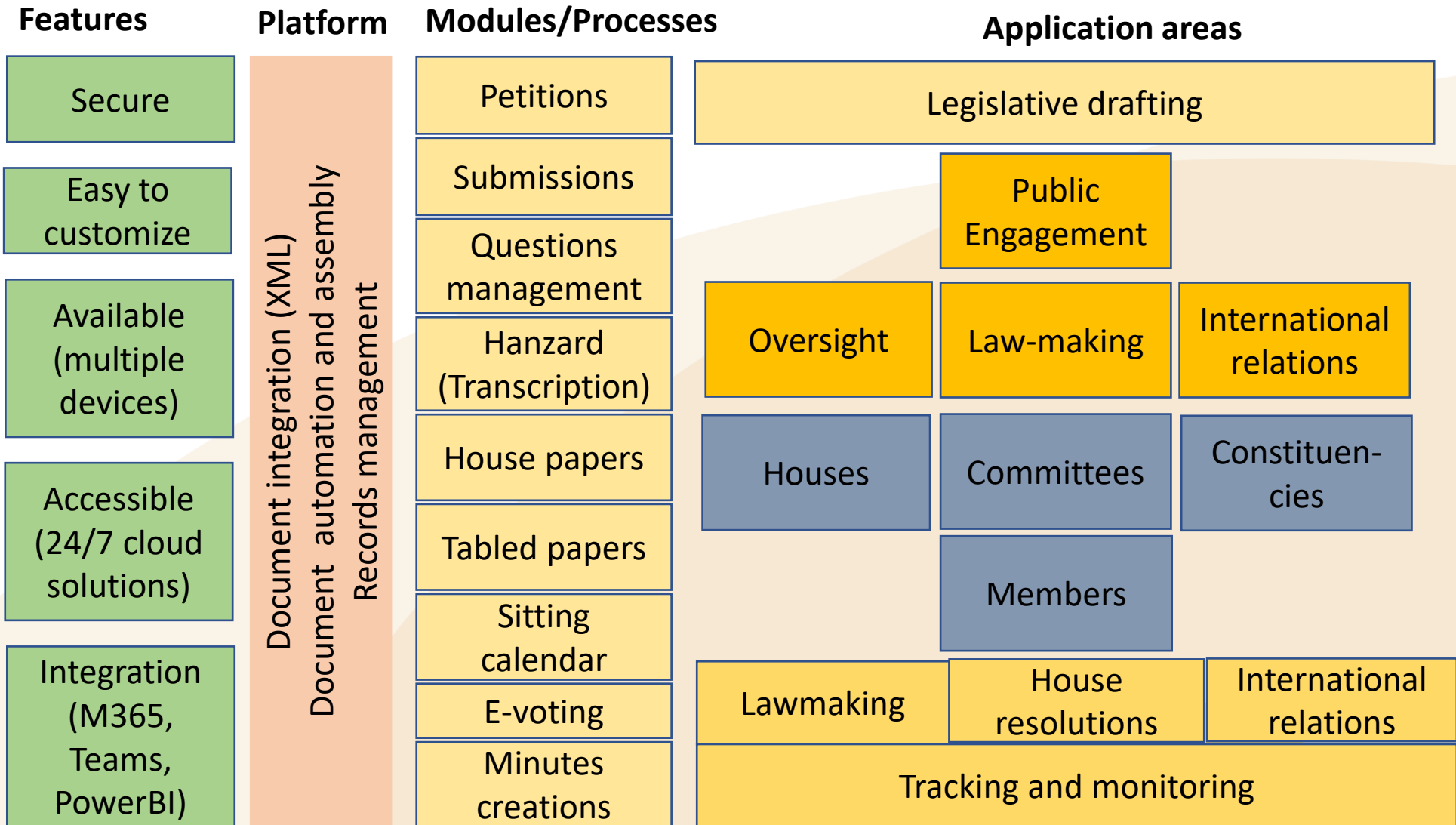
- 1. Digitalization:** The interpretation and digitisation of historical archives.
- 2. AI content management:** Managing large volumes of unstructured data e.g. submission by summarization and keyword flagging for moderation review and identification of inappropriate content.
- 3. Advanced reporting:** Leverage modern business analytics to report and track law-making and oversight activities.
- 4. Collaboration:** Integration with Office application environment like Office 365 and Teams

System requirements

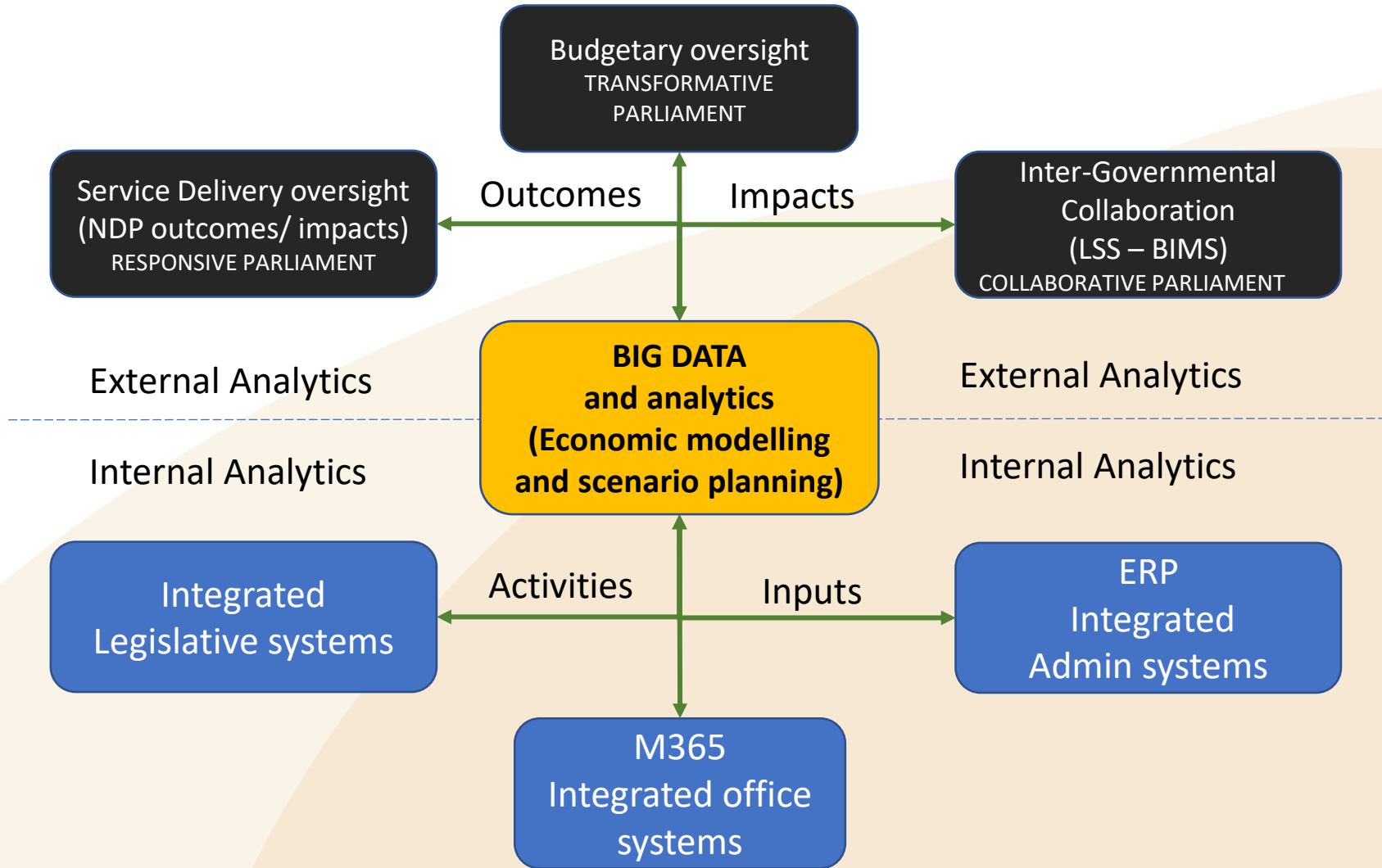
Systems requirements for designing an integrated legislative system:

1. **Security:** The system must be secure to protect sensitive legislative information.
2. **Accessibility:** The system must be accessible to all Members and staff of Parliament, regardless of their technical skills.
3. **Scalability:** The system must be scalable to accommodate the needs of a growing parliament.
4. **Sustainability:** The system must be sustainable over the long term.

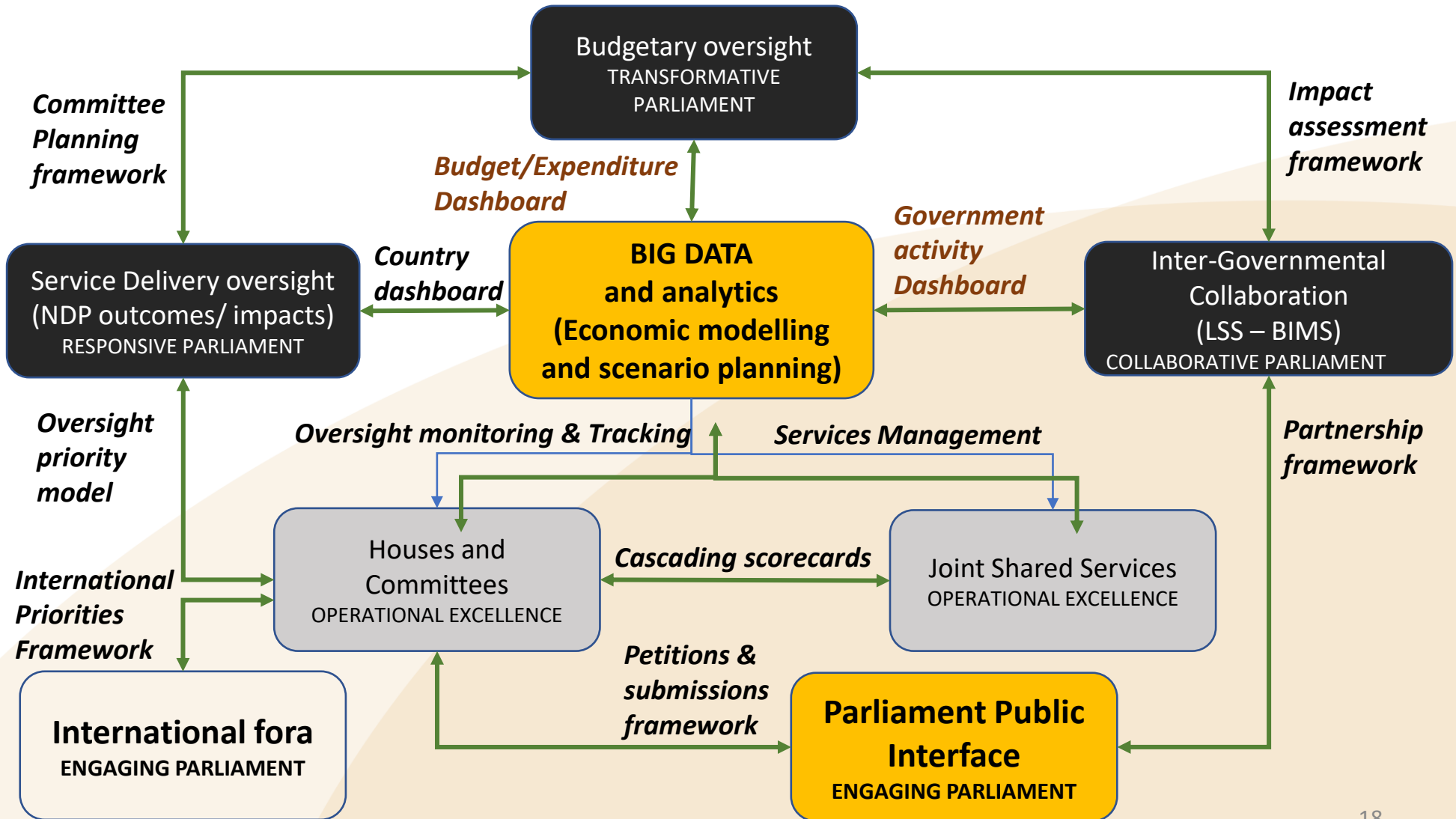
Integrated Legislative System



Big Data and Analytics



Big Data and Analytics



Applications/Systems

House Resolutions

ePetitions

eSubmissions form

MyParliament APP

eVoting

House Resolutions

System allows end-to-end tracking of a House Resolution at any point in time in the Life Cycle of a House resolution including:

- 1. Internal Capturing a processing**
- 2. Responses by Departments**
- 3. A blow-by blow of actions from drafting the resolution until it is completed**
- 4. Integrated with uVimba for all documentation**

Minister of Public Enterprises - Report of Portfolio Committee on Public Enterprises Transnet Port of Durban [received feedback]

[NA resolution](#)[attachments](#)[responses](#)[translations](#)[timeline](#)

Minister of Public Enterprises - Report of Portfolio Committee on Public Enterprises
Transnet Port of Durban

Document type

Tracking

Issued date

2022-06-01

Expiry deadline

2023-07-13

Public Enterprises - Public Enterprises

Referred to

- Portfolio Committee on Public Enterprises

Thandi Ruth Modise

+ add... ▼ + dates... ▼

Minister of Public Enterprises - Report of Portfolio Committee on Public Enterprises on Oversight visit to Transnet Port of Durban [received feedback]

NA resolution | attachments | **responses** | translations | timeline

title

[Minister of Public Enterprises - Report of Portfolio Committee on Public Enterprises on Oversight visit to Transnet Port of Durban](#)



MINISTRY IN THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

Private Bag X1000, Pretoria, 0001; Tel: 012 300 5200 / 021 464 2100

Enq: Ms. Q Delwa
Tel: 012 367 0700
Email: Qdelwa@ssa.gov.za
Ref: SSA/MIN/MI/1/2/51

Ms. NN Mapisa-Nqakula, MP
Speaker of the National Assembly
Parliament of the Republic of South Africa
P.O. Box 15
CAPE TOWN
8000

Dear Honourable Speaker,

**ANNUAL REPORT OF THE JOINT STANDING COMMITTEE ON INTELLIGENCE FOR
FINANCIAL YEAR ENDING 31 MARCH 2020 INCLUDING PERIOD UP TO DECEMBER
2020**

1. Your letter dated 13 June 2022 relating to the above-mentioned matter refers.
2. Kindly note the following responses of the State Security Agency ("the SSA") to the recommendations of the Joint Standing Committee on Intelligence ("the JSCI"):
 - 2.1. **JSCI Recommendation:** Consequence management be instituted across the services and updates must be provided quarterly to the Committee
 - 2.1.1. **SSA Response:** Consequence management is an ongoing process which the SSA continues to implement. Quarterly updates on measures that the SSA has instituted in dealing with cases of misconduct, will be provided quarterly to the

Timeline for House Resolution: 5695

Notes	Date	Time	Agreed to Date	Feedback I
	2023-May-28	10:51	2022-06-01	2022-07-15
	2023-May-28	10:49	2022-06-01	2022-07-15
	2023-May-28	10:49	2022-06-01	2022-07-15
	2023-May-28	10:46	2022-06-01	2023-07-12
	2023-May-28	10:40	2022-06-01	
	2023-May-28	10:37	2022-06-01	
	2023-May-28	10:35	2022-06-01	
	2023-May-28	10:03	2022-06-01	
	2023-May-28	10:03	2022-06-01	

E-Petitions Front-end

Systems allows end-to-end submission of an e-Petition including:

- 1. Submission of an e-Petition**
- 2. Chatbot assistance during submission**
- 3. Feedback on petitions**
- 4. MyPetition Space, including dashboard**

The screenshot shows a web browser window with several tabs: 'Mail - Zandisile Msitshana - Outl...', 'Epetition - Home', 'Page not found - Parliament of S...', and 'SSL-VPN Portal'. The address bar shows 'lin-intranet.parliament.gov.za'. The website header is dark green with the Parliament of South Africa logo and the text 'PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA'. Navigation links include 'MY PETITIONS', 'REQUEST PETITION', 'PETITIONS', and 'LOGOUT'. A search bar is labeled 'SEARCH FOR OPEN PETITION' with a 'Search' button. A green callout box for 'Petition Chatbot' contains the text: 'Do you have any Question about Petition ? You can interact with chatbot to get answers.' and a 'Chatbot' button. The main content area is titled 'PETITIONS TO PARLIAMENT' and contains a paragraph about constitutional provisions for petitions. A link 'click here for more info about petition' is provided at the bottom of the text.

The screenshot shows a web browser window with several tabs: 'Mail - Zandisile Msitshana - Outlook', 'Epetition - Home', 'Page not found - Parliament of S...', and 'SSL-VPN Portal'. The address bar shows 'lin-intranet.parliament.gov.za'. The website header is dark green with the Parliament of South Africa logo and the text 'PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA'. Navigation links include 'MY PETITIONS', 'REQUEST PETITION', 'PETITIONS', and 'LOGOUT'. A search bar is labeled 'SEARCH FOR OPEN PETITION' with a 'Search' button. A green callout box for 'Petition Chatbot' contains the text: 'Do you have any Question about Petition ? You can interact with chatbot to get answers.' and a 'Chatbot' button. The main content area is titled 'PETITIONS TO PARLIAMENT' and contains a paragraph about constitutional provisions for petitions. A link 'click here for more info about petition' is provided at the bottom of the text.

E-Petition chatbot

The screenshot shows a web browser window with the URL `lin-intranet.parliament.gov.za/chatbot`. The browser's address bar indicates the site is "Not secure". The page header features the Parliament of South Africa logo and navigation links: "MY PETITIONS", "REQUEST PETITION", "PETITIONS", and "LOGOUT". A large banner below the header reads "Independent Panel".

The chatbot interface is titled "Petition" and displays a message: "Petition is a written request, complaint or representation to the". Below this message are two buttons labeled "Yes" and "No". At the bottom of the chat window is a text input field with the placeholder "Type your message" and a send button.

A chat history window is open, showing a user query: "what is a petition" with a timestamp of "Just now".

E-Petition workflow

Mail - Zandisile Msitshana - Outl... x Epetition - Request Petition x Page not found - Parliament of S... x SSL-VPN Portal x +

Not secure | lin-intranet.parliament.gov.za/request-petition



PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA

MY PETITIONS REQUEST PETITION PETITIONS LOGOUT

REQUEST NEW PETITION



PETITION DETAILS

Petition Title *

Intended Recipient *

Next

E-Petition dashboard

The screenshot shows a web browser window with the URL `lin-intranet.parliament.gov.za/my-petitions`. The page features a gold navigation bar with the Parliament of South Africa logo and the text "PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA". The navigation bar includes links for "MY PETITIONS", "REQUEST PETITION", "PETITIONS", and "LOGOUT".

My Dashboard

The dashboard contains five main sections:

- SIGN PETITION**: User can sign a petition.
- REQUEST A NEW PETITION**: User create a new petition.
- MY PETITIONS**: User to track the progress of a specific petition. This section displays a green circle with the number **3**.
- PETITION INFO**: User view info of petitions.
- PETITION STATS**: petitions statistics.

E-Petition List

PETITION	PETITIONS
OPEN PETITION ALL PETITIONS RUN FOR 6 MONTHS.	43
CLOSED PETITION THESE ARE CLOSED PETITIONS.	1

E-Submissions Front-end

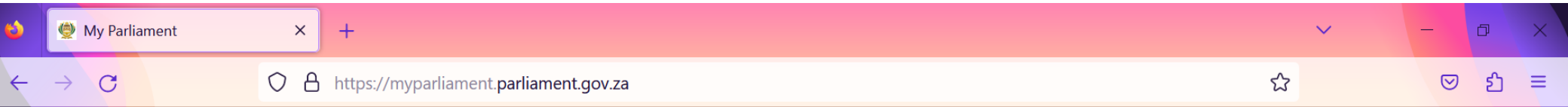
**CURRENTLY IN REQUIREMENTS PHASE FOR SIGN-OFF,
TO BE MODELLED ON E-PETITIONS**

MyParliament App

System allows Members to have an end-to-end view of their Parliamentary schedule including:

- 1. Member's Calendar**
- 2. Members committee information (Membership and Following)**
- 3. All Parliamentary Papers for the last 6 months**
- 4. Embedded Constitution app**

MyParliament - Calendar



Mr Cedric Frolick
Member of Parliament: NA



☰ 2023 ▼

April 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22

August 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

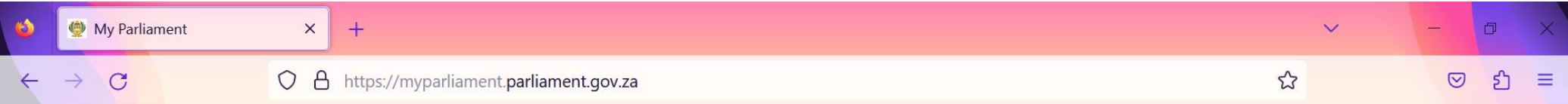
September 2023						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23

MyParliament - Committees

The screenshot shows a web browser window with the address bar displaying <https://myparliament.parliament.gov.za>. The page header includes the South African coat of arms and the text "COMMITTEES". A user profile for "Mr Cedric Frolick, Member of Parliament: NA" is visible in the top right corner. The main content area lists several committees, each with an eye icon on the right side, indicating they are visible or active.

Committee Name	Visibility Icon
Chairpersons of Committees	
ICT Focus Group	
Ad hoc Committee on the Funding of Political Parties	👁️
Ad Hoc Joint Committee on Parliament and Provincial Medical Aid Scheme	👁️
Committee on Auditor - General	👁️
Joint Standing Committee on the Financial Management of Parliament	👁️
Multi-Party Women's Caucus Steering Committee	👁️

MyParliament – Parliamentary Papers



Mr Cedric Frolick
Member of Parliament: NA



HOUSE DOCUMENTS



ATCs



Executive Replies to Questions



Hansard



Hansard Replies



House Resolutions



House Rules



Internal Question Paper



Minutes of Proceeding



Order Paper



MyParliament – Embedded Constitution App

The screenshot shows a web browser window with the URL <https://myparliament.parliament.gov.za>. The page features the South African coat of arms and a building image on the left. On the right, it identifies the user as **Mr Cedric Frolick**, Member of Parliament: NA, with a profile picture. Below this is a dark green navigation bar with a hamburger menu icon, the text **CONSTITUTION COMPASS**, and a downward-pointing arrow icon. The main content area has a light gray background and includes the following elements:

- A heading: **Choose your preferred language:**
- A language selection dropdown menu showing a globe icon and the text **English**.
- A heading: **Browse the Constitution for the provisions that you need.**
- A large white button with a document icon, the text **Explore the Constitution**, and a right-pointing arrow.
- A section titled **Guides** with a document icon and a **Search** link.
- A sub-heading: **Understand the provisions of the Constitution and their implications for parliamentary matters.**
- A bottom navigation bar with five icons and labels: **Home** (house icon), **Guides** (document icon), **Constitution** (document icon), **NA Rules** (scales icon), and **Search** (magnifying glass icon).

Systems allows setting up of votes, administration of Votes and Reporting on Votes electronically including:

- 1. Open Votes**
- 2. Secret Votes**

No finality on use yet

← → ↻ 🔒 <https://parliamentrsa.legislate.webex.com/app/login?redirect=/app> 🔊 ⭐ ⚙️ 🗺️ 👤

English (US) ▾

RSA Parliament

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E-Voting

The screenshot displays an e-voting interface. At the top, a green status bar shows a timer at 00:04:42, and a white bar below it displays 'Yes: 0', 'No: 0', and 'Abstain: 0'. The main area is a 3x3 grid of participant tiles. The top row includes Thobela Bobelo, Sharon Vokozela (with a circular video thumbnail), and WILMA SUSAN NEWHOUDT... The middle row includes Adri Labuschagne, Mthuthuzeli Ngqakamba, and Adrian Roos (DA) (with a circular video thumbnail). The bottom row includes Jane Manganye. A '+3' button is visible in the bottom right of the grid. The right sidebar features a 'Chamber' tab, a 'Vote Open' notification for 'Open Vote 1128 1' with a 'Vote Now' button, and a 'Participants' list of 11 members including Hermans, Judy, Gcasamba, Namhla, NEWHOUDT-DRUCHEN..., Msitshana, Zandi, and Roos, Adrian Christopher.

E-Voting

The screenshot displays a video conference interface with an e-voting overlay. At the top, a green header bar shows a timer at 00:04:10 and a tally: Yes: 2, No: 1, Abstain: 0. A modal window titled "Open Vote 1128 1" is centered, containing the text "Open Vote 1128 1" and "Privacy: Your name and selection will be visible in the tally". Below this, three buttons are visible: "Yes", "No", and "Abstain". At the bottom of the modal are "Cancel" and "Vote" buttons. The background interface includes a grid of participants: Thobela Bobelo, Adri Labuschagne, and Jane Manganye. On the right, a sidebar shows "Chamber" and "Rooms" tabs, a "Vote Open" section with a "Vote Now" button, and a list of "All Participants (11)" including Hermans, Judy (African National Congress), Gcasamba, Namhla (NG), NEWHOUDT-DRUCHEN... (WS, African National Congress), Msitshana, Zandi (ZM, Parliament POC), and Roos, Adrian Christopher (Democratic Alliance, Yes).

THANK YOU