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

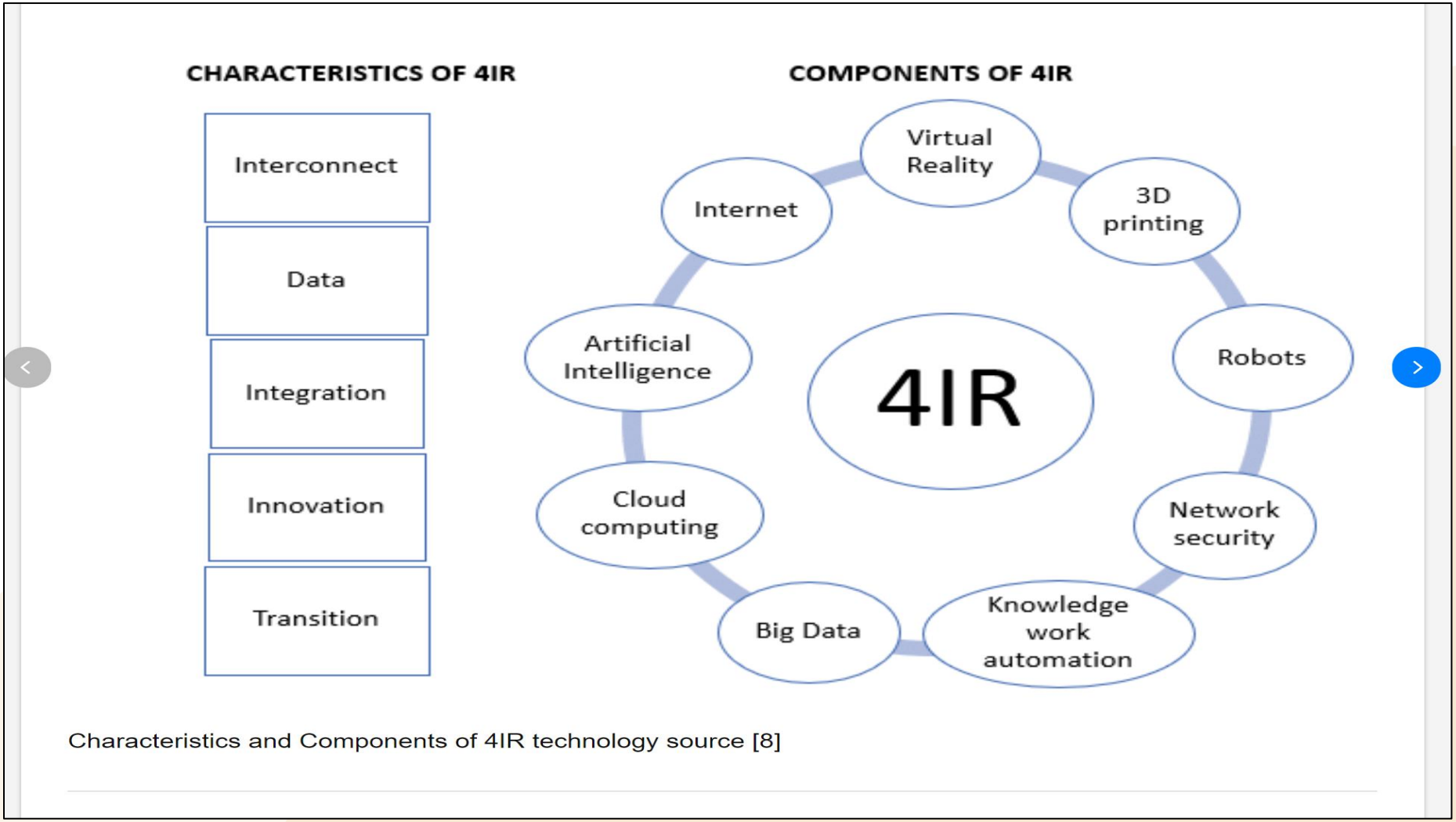
12. *Audit required digital abilities of staff and Members at all levels.*

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



Characteristics and Components of 4IR technology source [8]

Enabling a Digital Office

ICT Tools of Trade, Accessories

Applications, Collaboration, Communication

zoom

Remote access to Systems and Network

Pulse Secure

TeamViewer

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)*

Hybrid Parliament

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

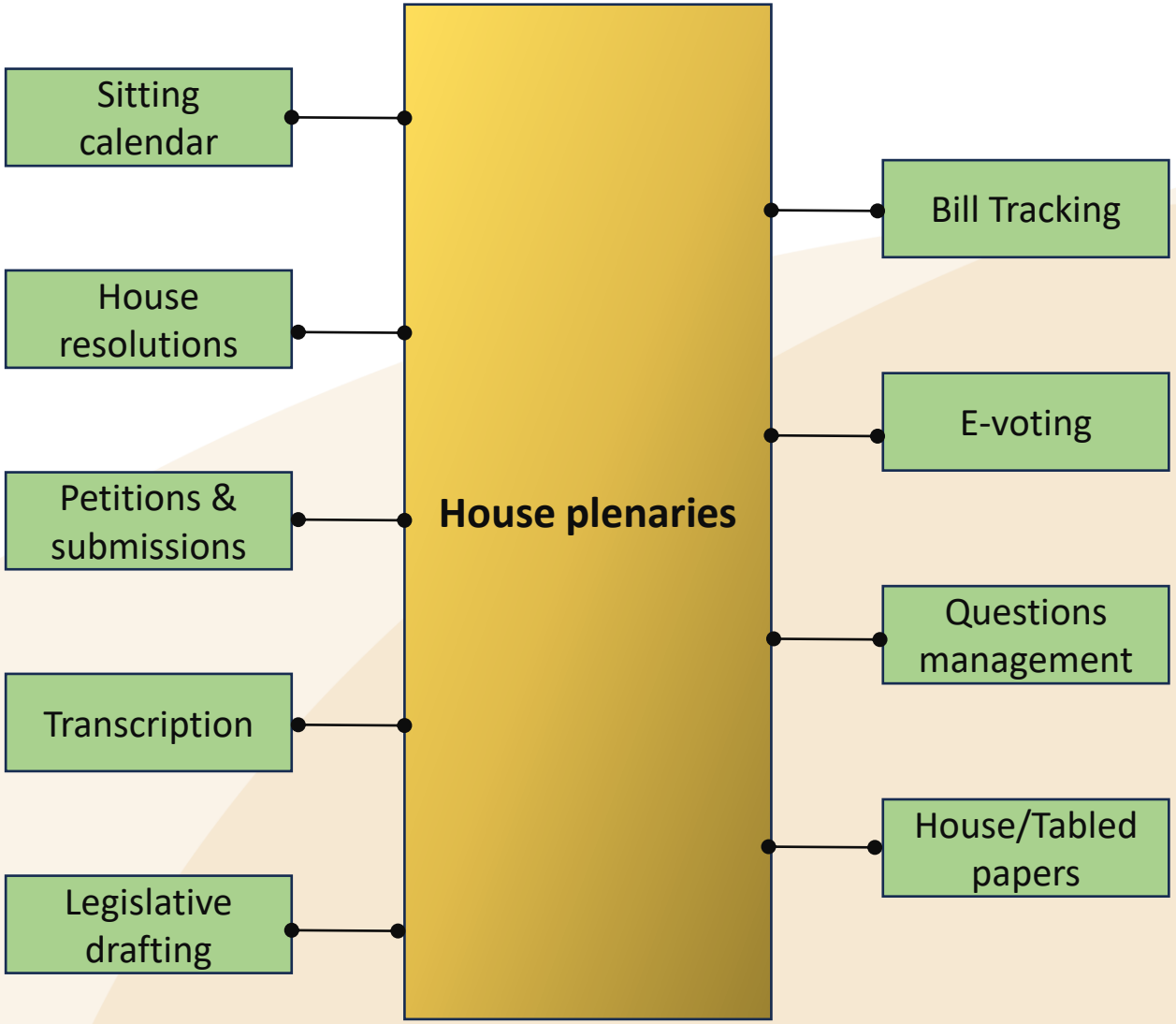
Integrated Legislative System

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


Sitting calendar
House resolutions
Petitions & submissions
Transcription
Legislative drafting
House plenaries
Bill Tracking
E-voting
Questions management
House/Tabled papers

Operational enhancements

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

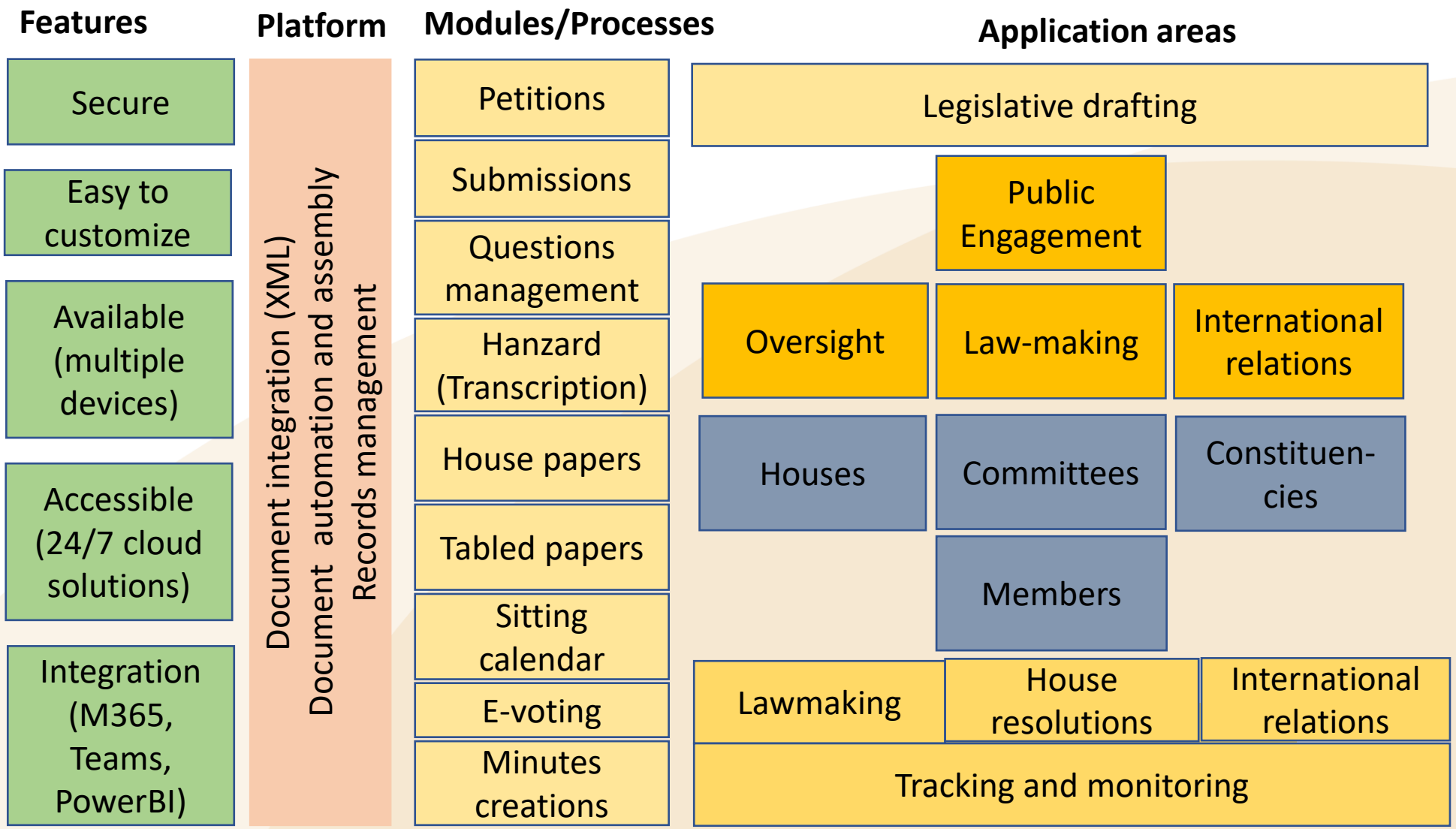
1. **Digitalization:** The interpretation and digitisation of historical archives.
2. **AI content management**: Managing large volumes of unstructured data e.g. submission by summarization and keyword flagging for moderation review and identification of inappropriate content.
3. **Advanced reporting:** 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

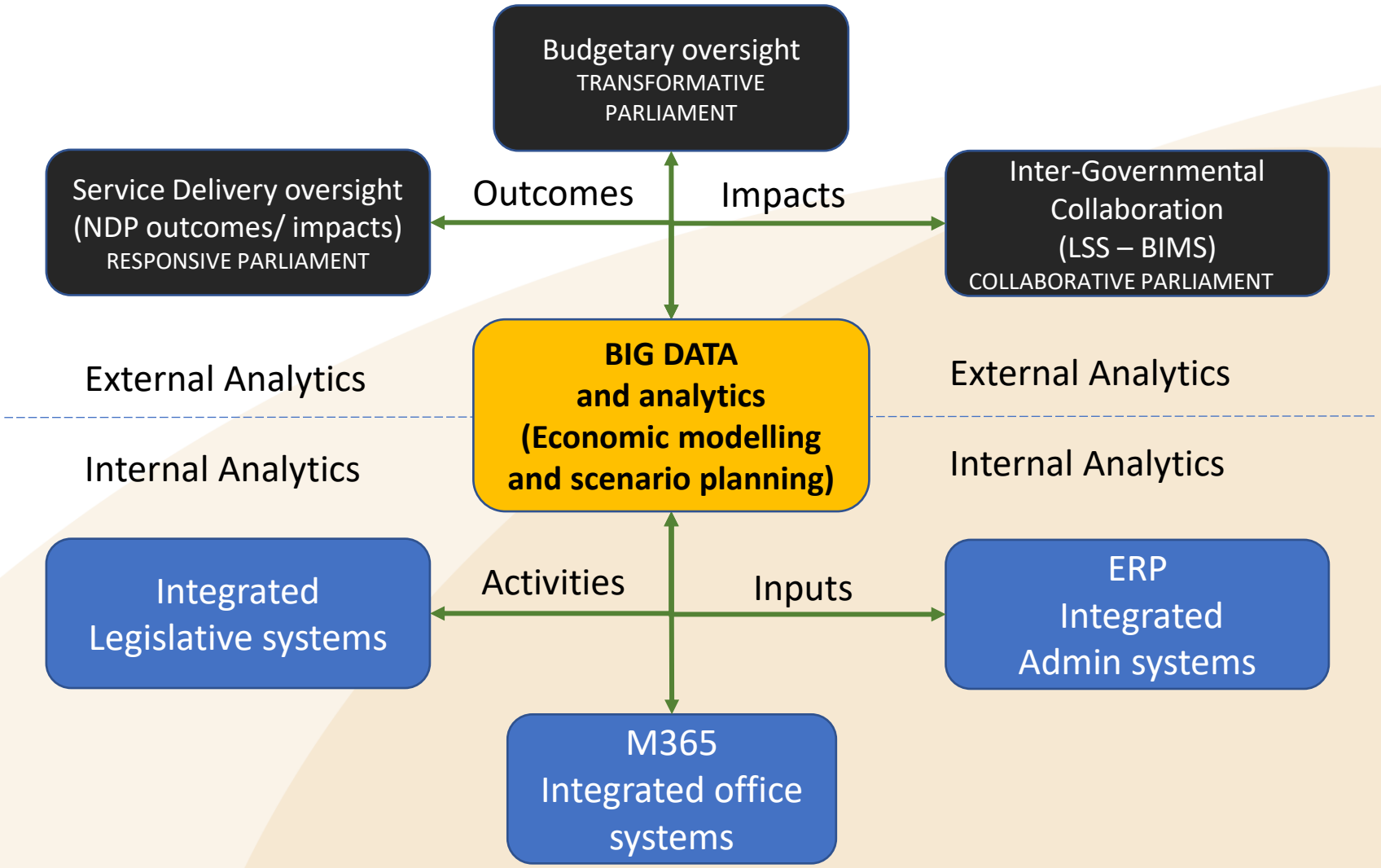
Systems requirements for designing an integrated legislative system:

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



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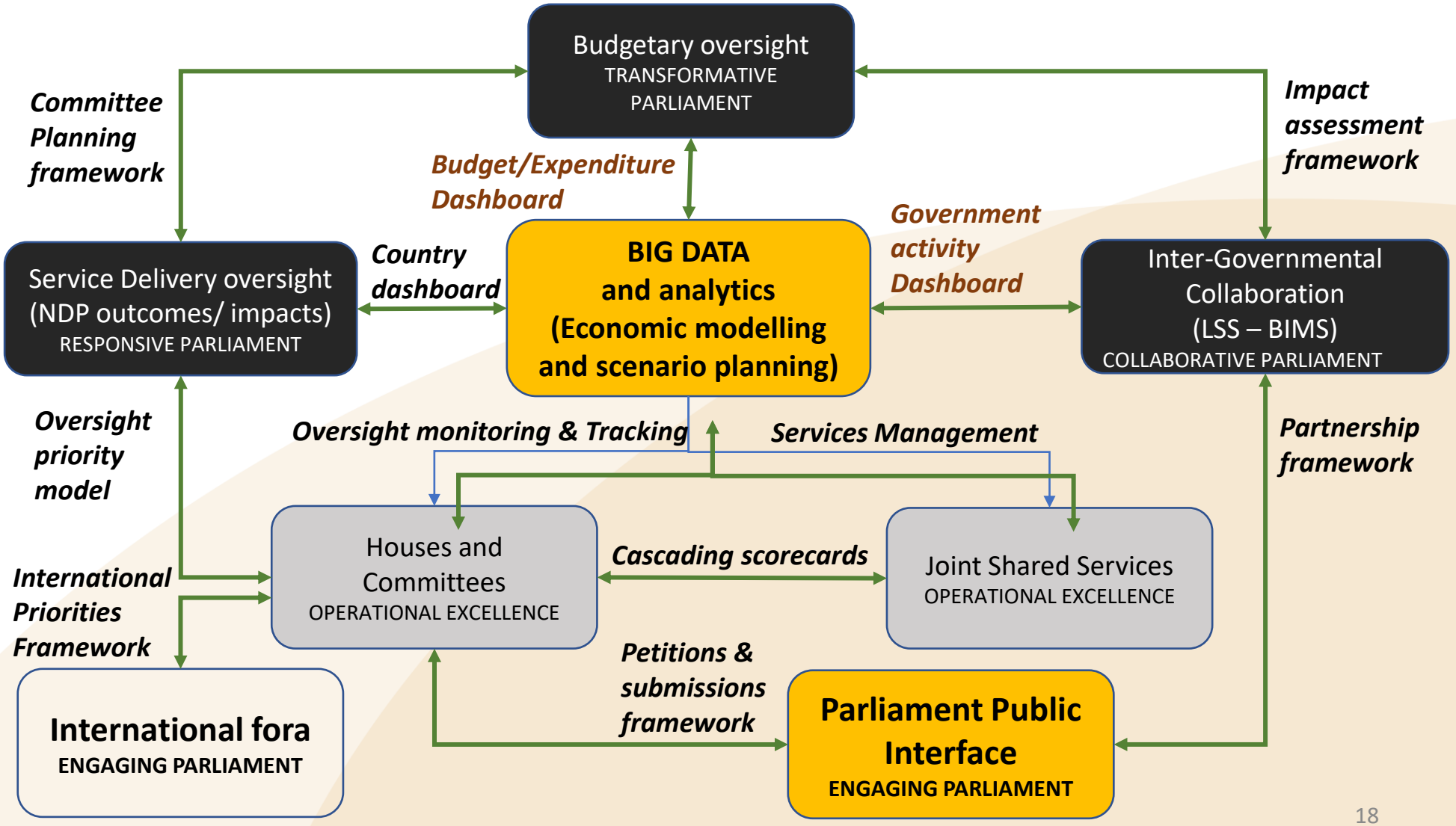


Applications/Systems

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**

add... ▾ dates... ▾

# of Public Enterprises - Report of Portfolio Committee on Public Enterprise
Port of Durban [received feedback]

NA resolution | attachments | responses | translations | timeline

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

n type Tracking

o date 2022-06-01

deadline 2023-07-13

Public Enterprises - Public Enterprises

eferred to

- Portfolio Committee on Public Enterprises

Thandi Ruth Modise

add... ▼ dates... ▼

# of Public Enterprises - Report of Portfolio Committee on Public Enterprise
Port of Durban [received feedback]

NA resolution | attachments | responses | translations | timeline

title
NSE - Minister of Public Enterprises - Report of Portfolio Committee on Public Enterprises on Oversight visit to Transnet P

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: QInisileD@ssa.gov.za
Ref: SSA/MIN/M1/1/2/5/1

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

NT
AFRICA

Timeline for House Resolution: 5695

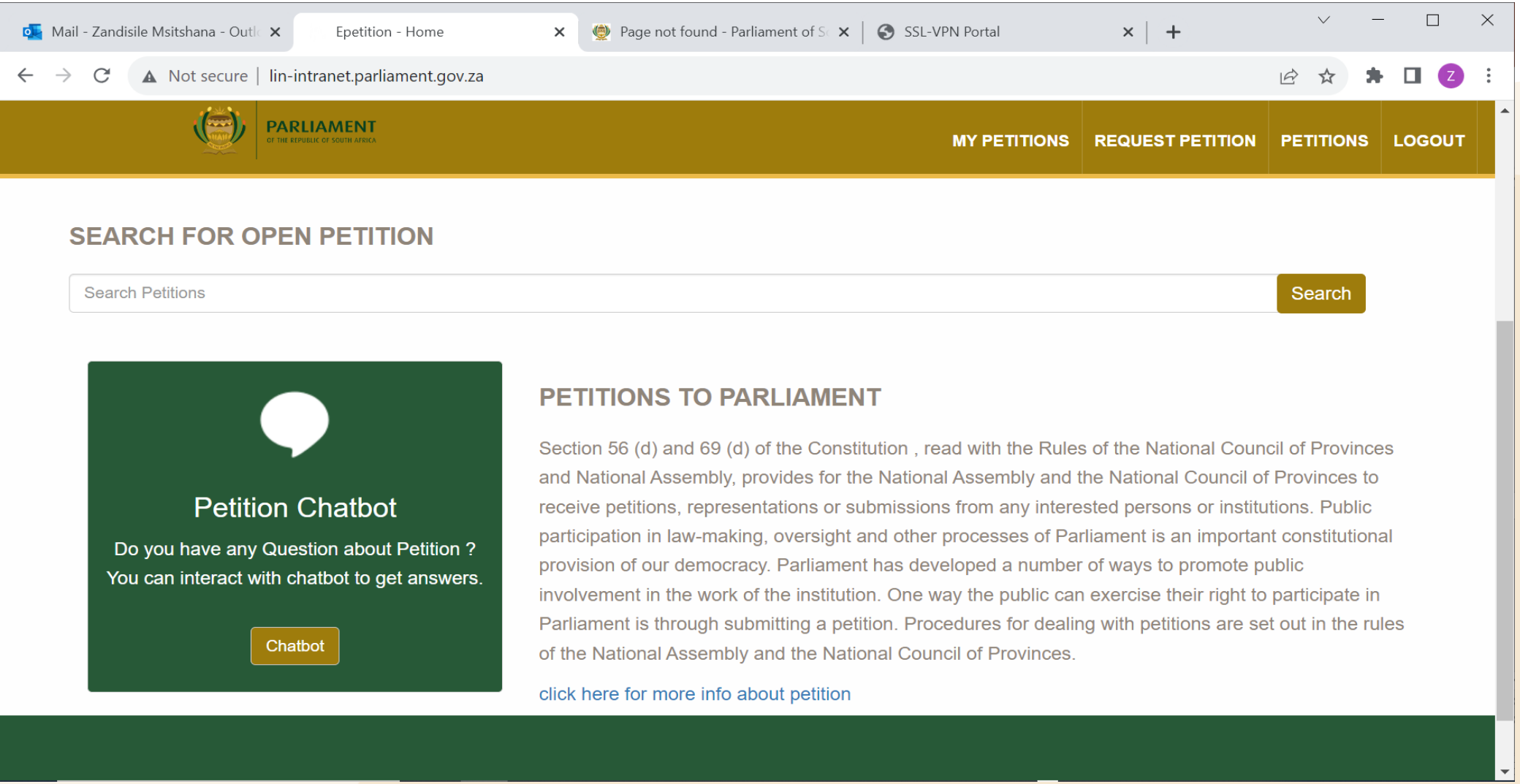
Notes	Date	Time	Agreed to Date	Feedback D
	2023-May-28	10:51	2022-06-01	2022-07-15
	2023-May-28	10:49	2022-06-01	2022-07-15
	2023-May-28	10:49	2022-06-01	2022-07-15
	2023-May-28	10:46	2022-06-01	2023-07-12
	2023-May-28	10:40	2022-06-01	
	2023-May-28	10:37	2022-06-01	
	2023-May-28	10:35	2022-06-01	
	2023-May-28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

E-Petition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PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA
MY PETITIONS
REQUEST PETITION
PETITIONS
LOGOUT
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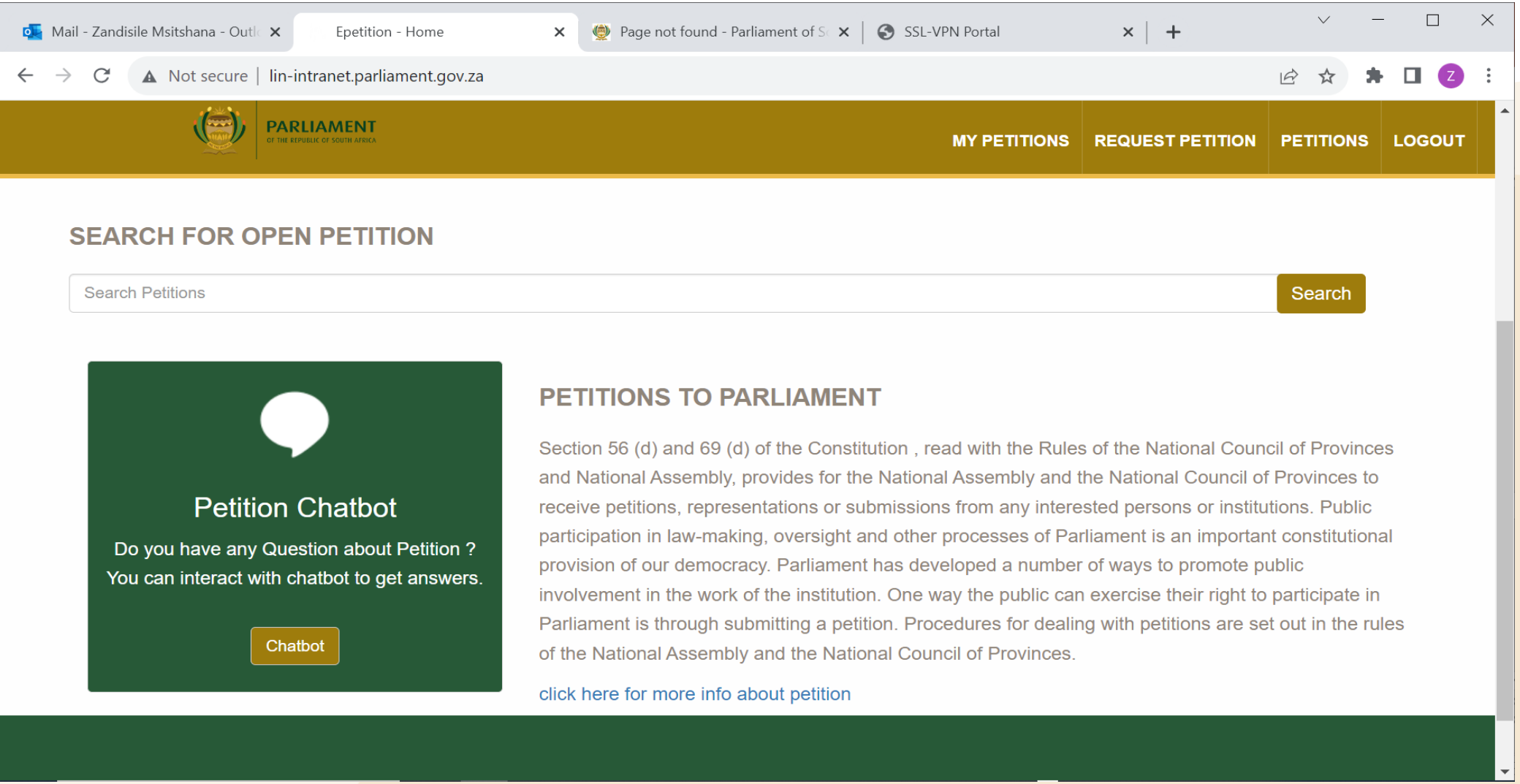
Chatbot
PETITIONS TO PARLIAMENT
Section 56 (d) and 69 (d) of the Constitution , read with the Rules of the National Council of Provinces and National Assembly, provides for the National Assembly and the National Council of Provinces to receive petitions, representations or submissions from any interested persons or institutions. Public participation in law-making, oversight and other processes of Parliament is an important constitutional provision of our democracy. Parliament has developed a number of ways to promote public involvement in the work of the institution. One way the public can exercise their right to participate in Parliament is through submitting a petition. Procedures for dealing with petitions are set out in the rules of the National Assembly and the National Council of Provinces.
click here for more info about petition

E-Petition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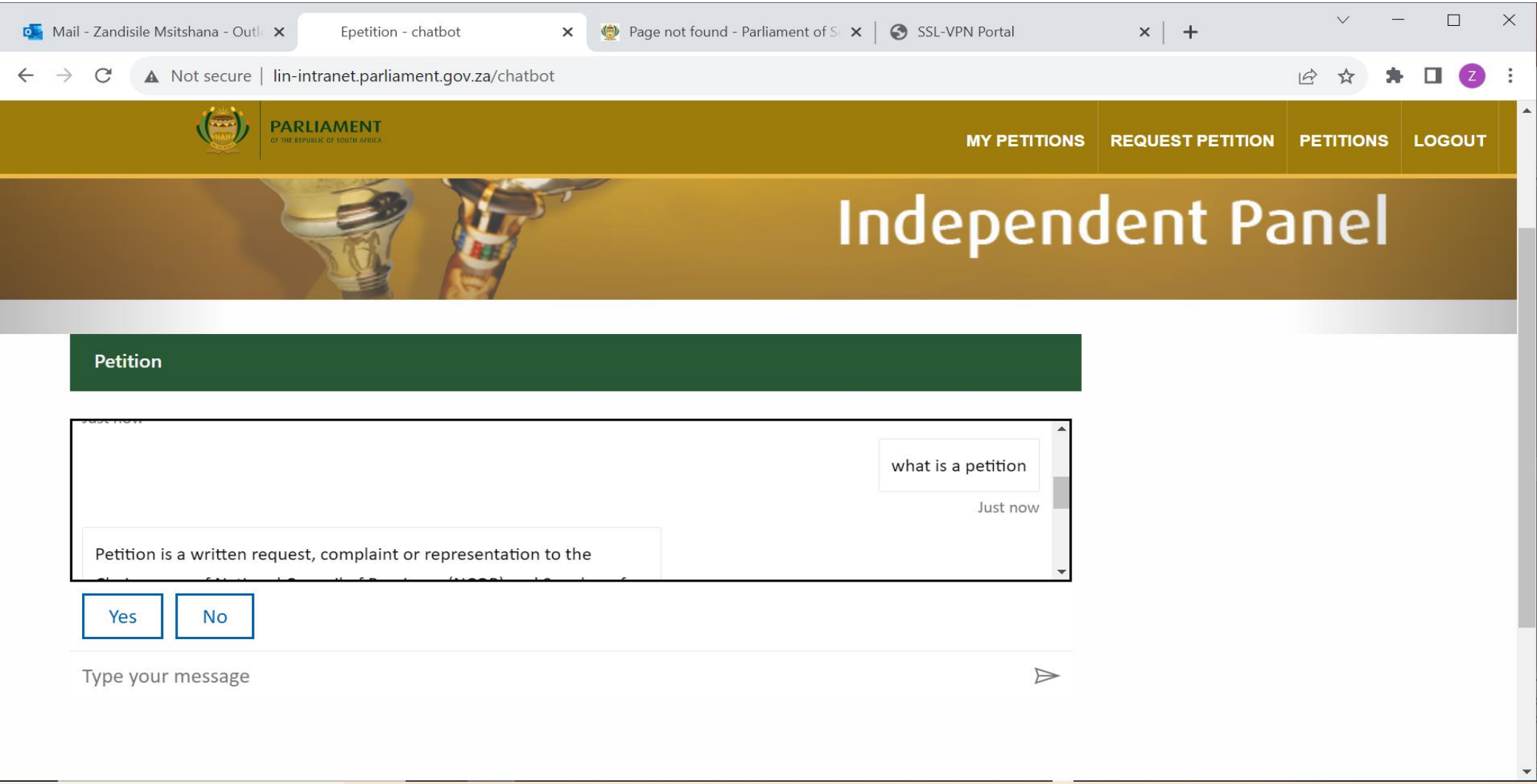
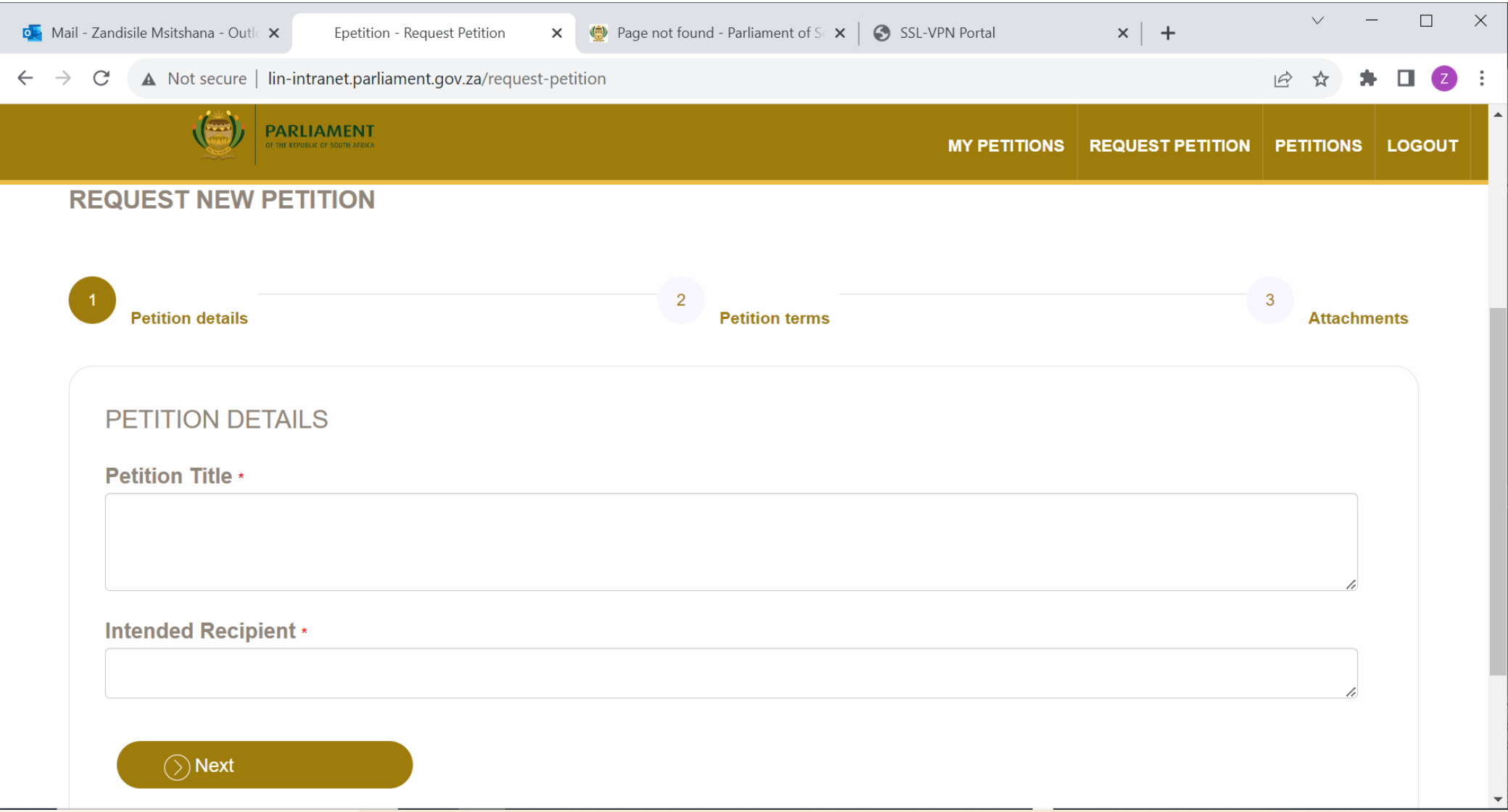
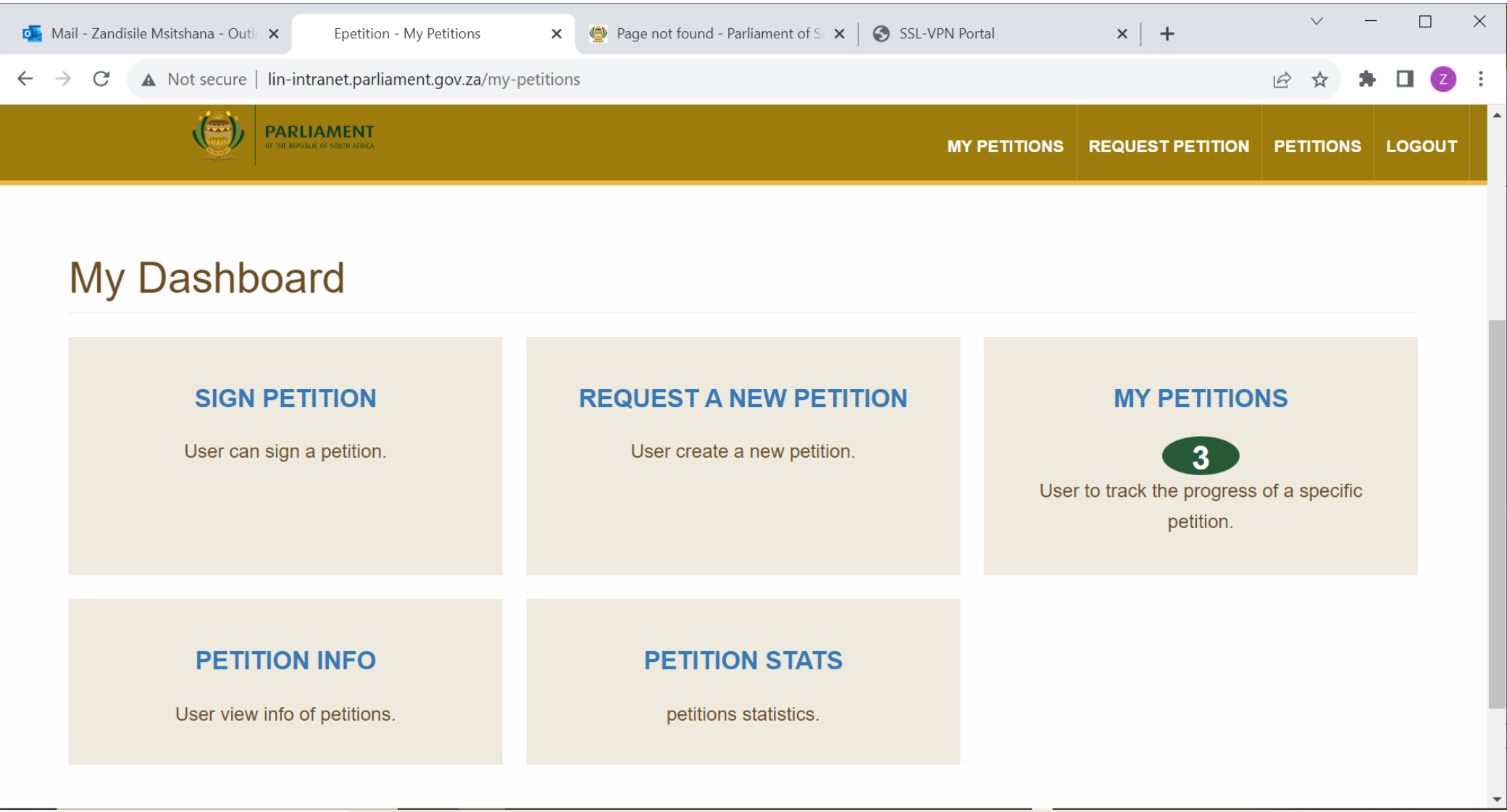
E-Petition chatbot



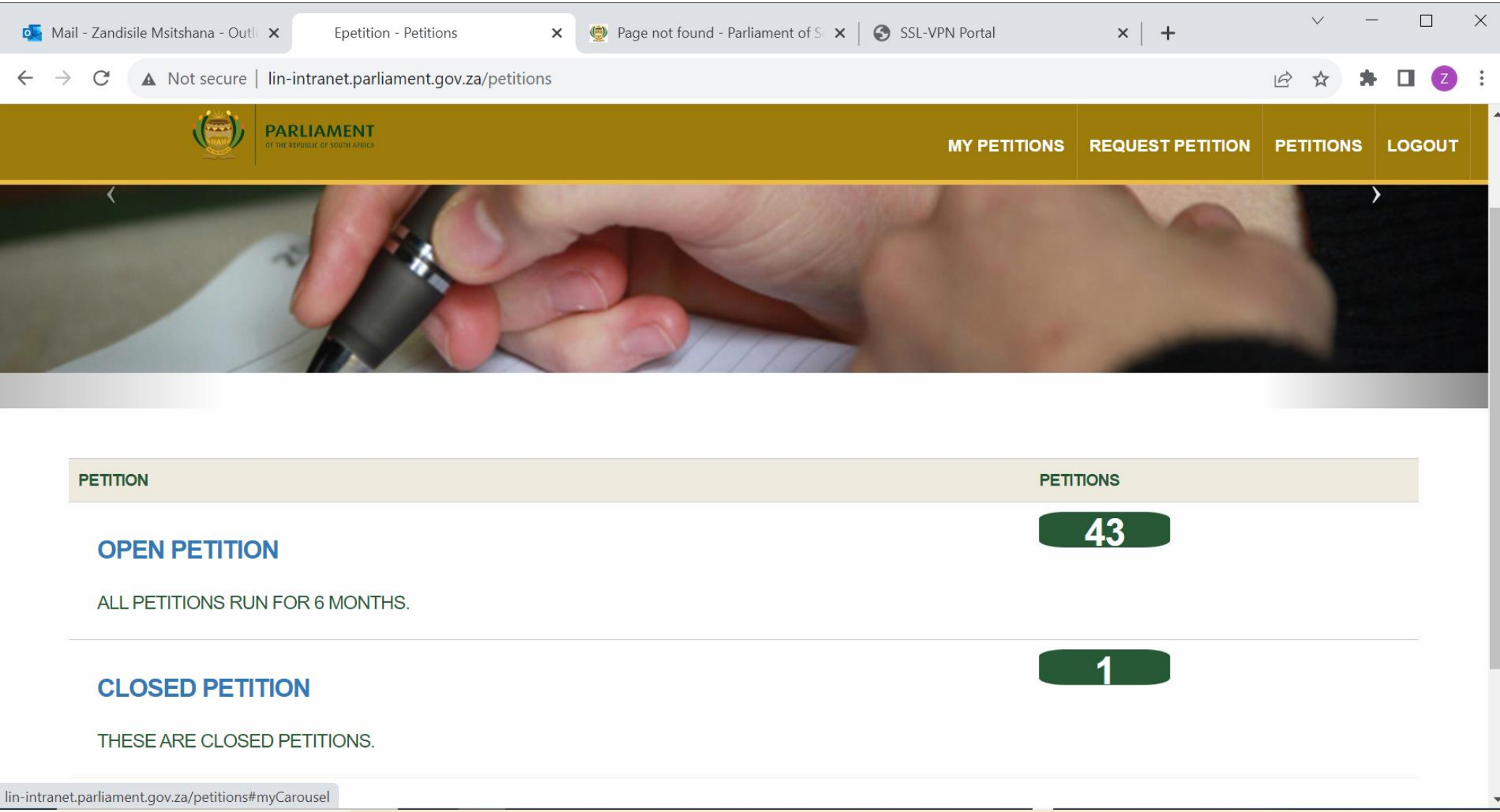
E-Petition workflow



E-Petition dashboard



E-Petition List



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

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

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28	29	30	31			

June 2023

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July 2023

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August 2023

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13	14	15	16	17	18	19

September 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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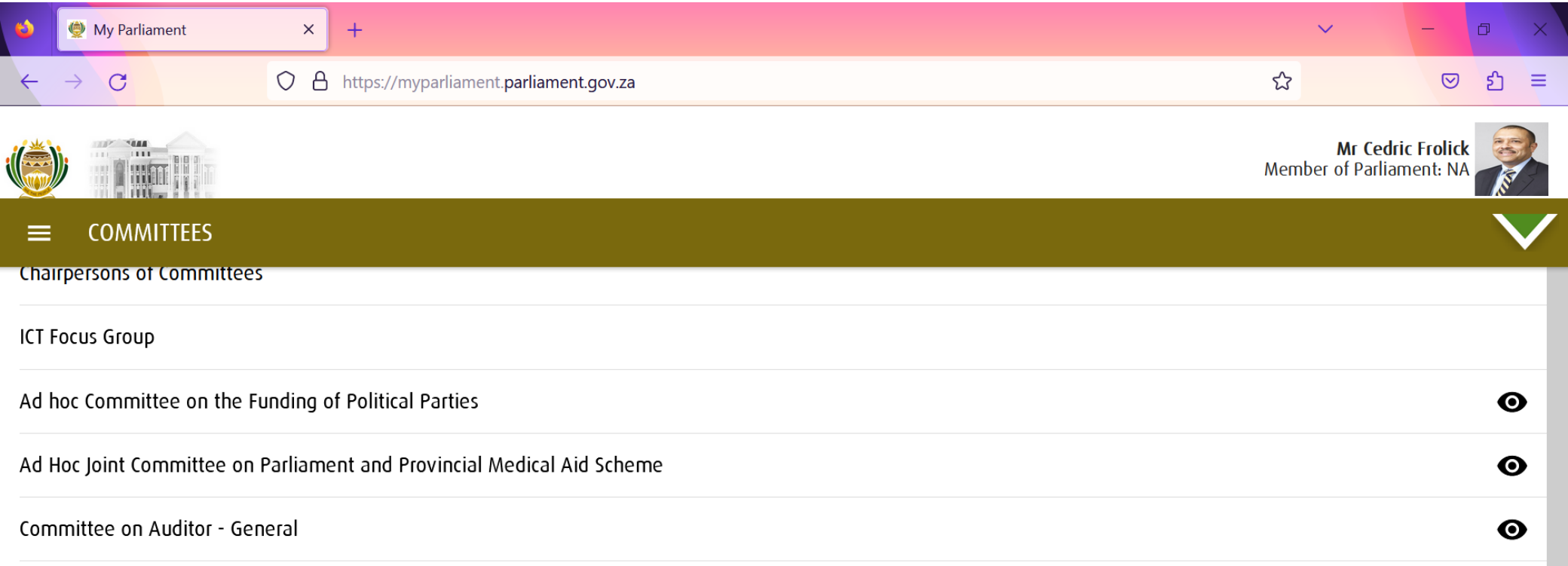
10	11	12	13	14	15	16

MyParliament - Committees



MyParliament – Parliamentary Papers

My Parliament

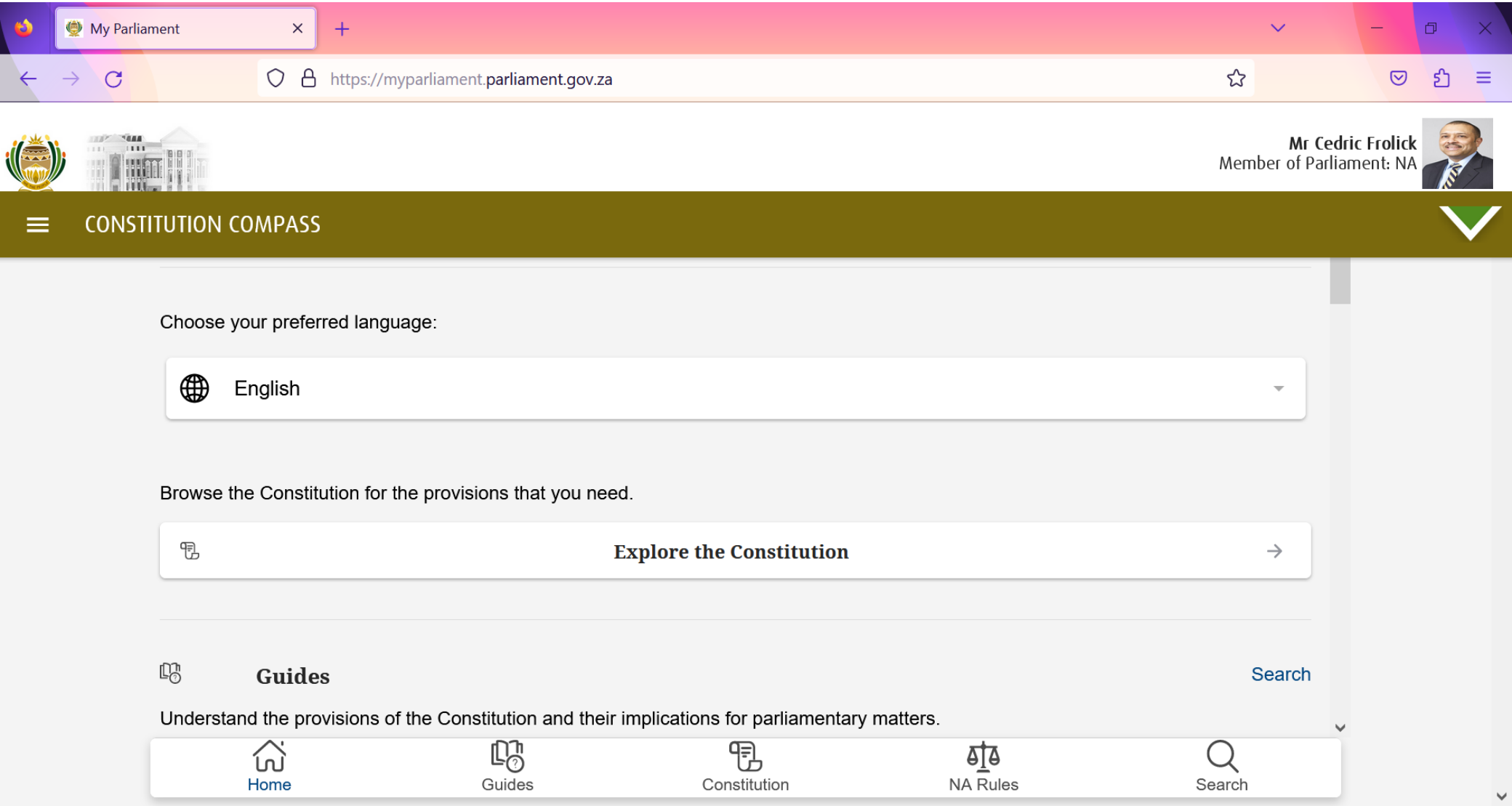
https://myparliament.parliament.gov.za

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



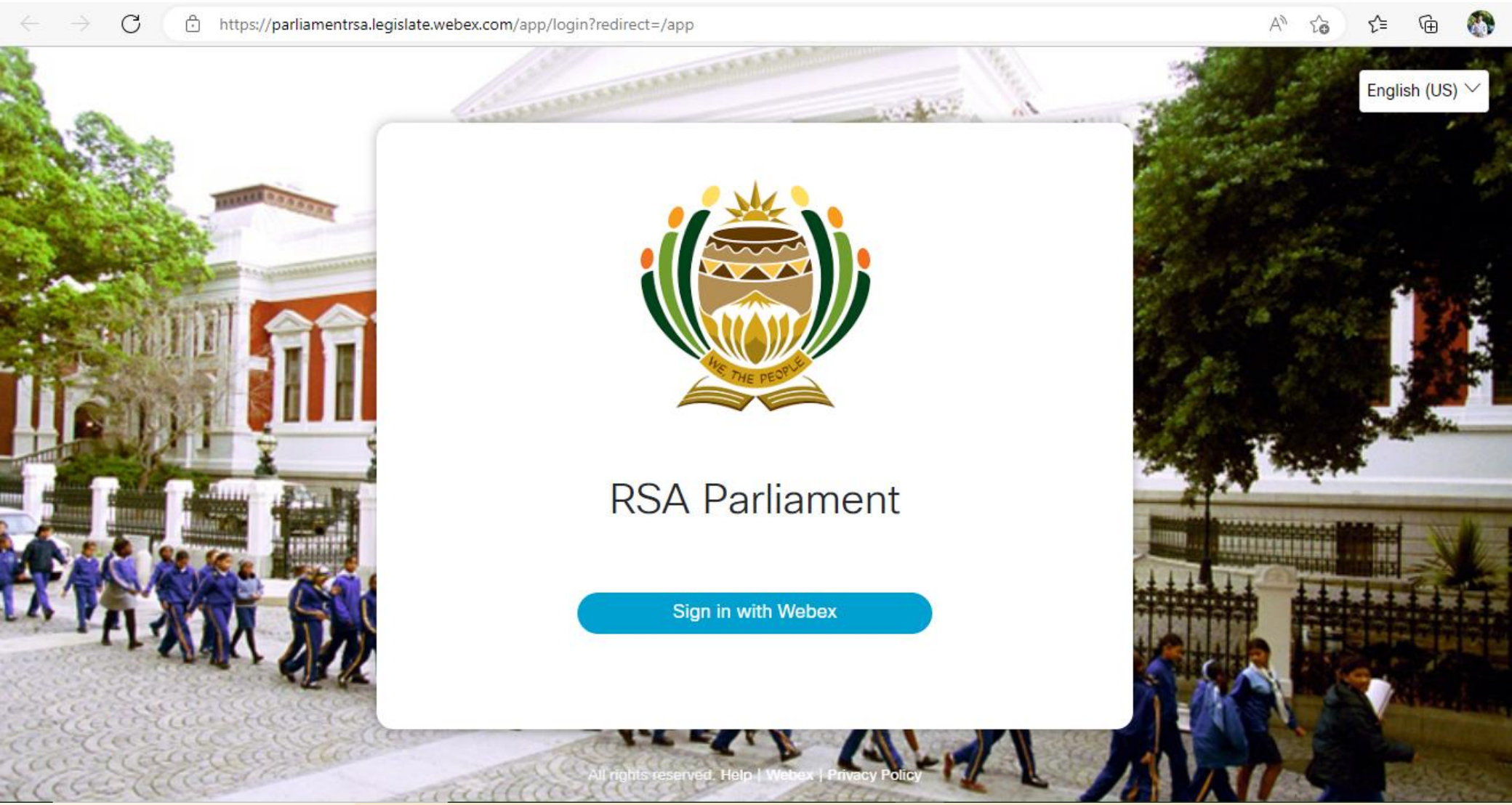
E-Voting

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

E-Voting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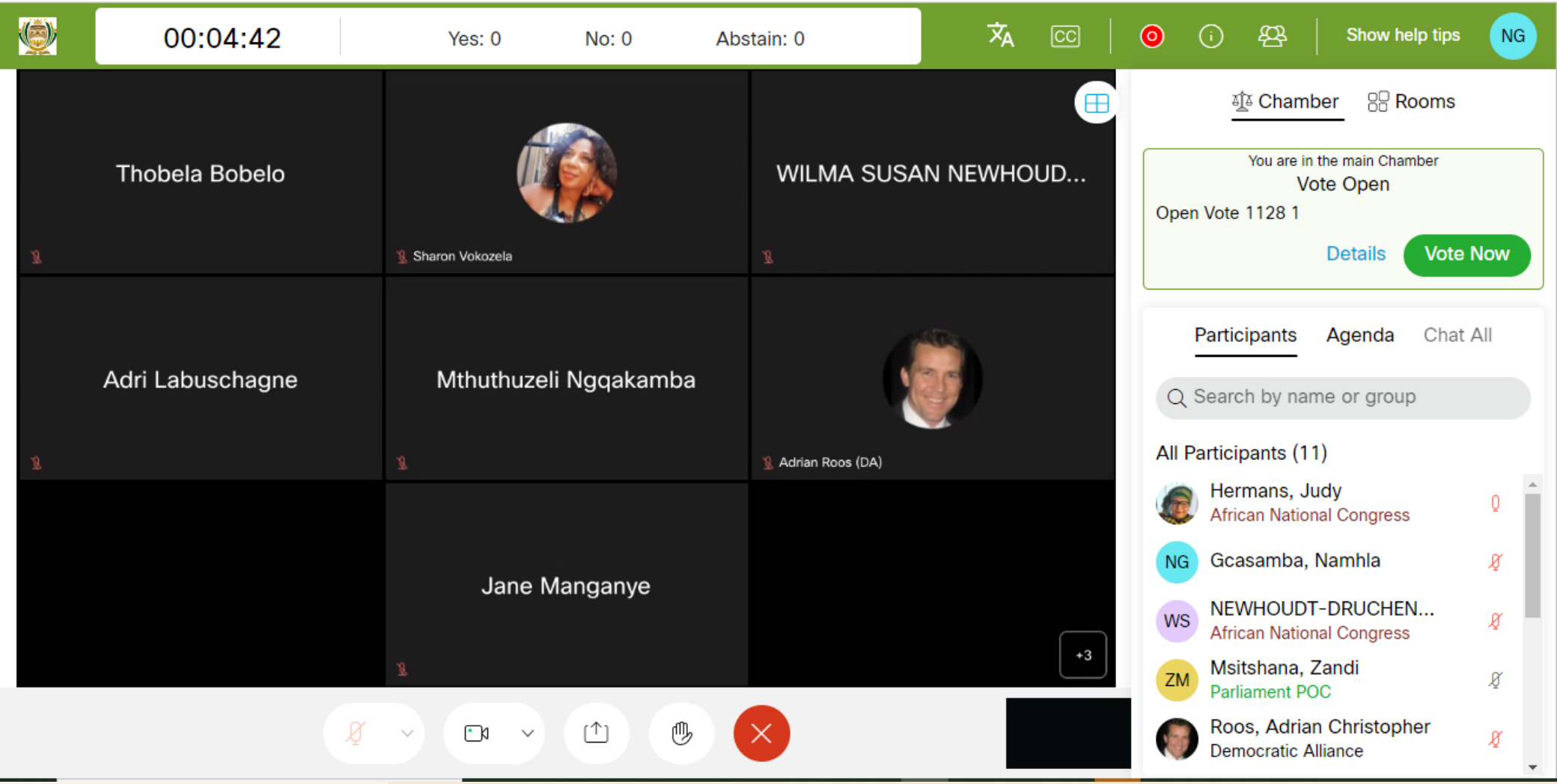
E-Voting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Sharon Vokozela
WILMA SUSAN NEWHOUD...
Adri Labuschagne
Mthuthuzeli Ngqakamba
Adrian Roos (DA)
Jane Manganye
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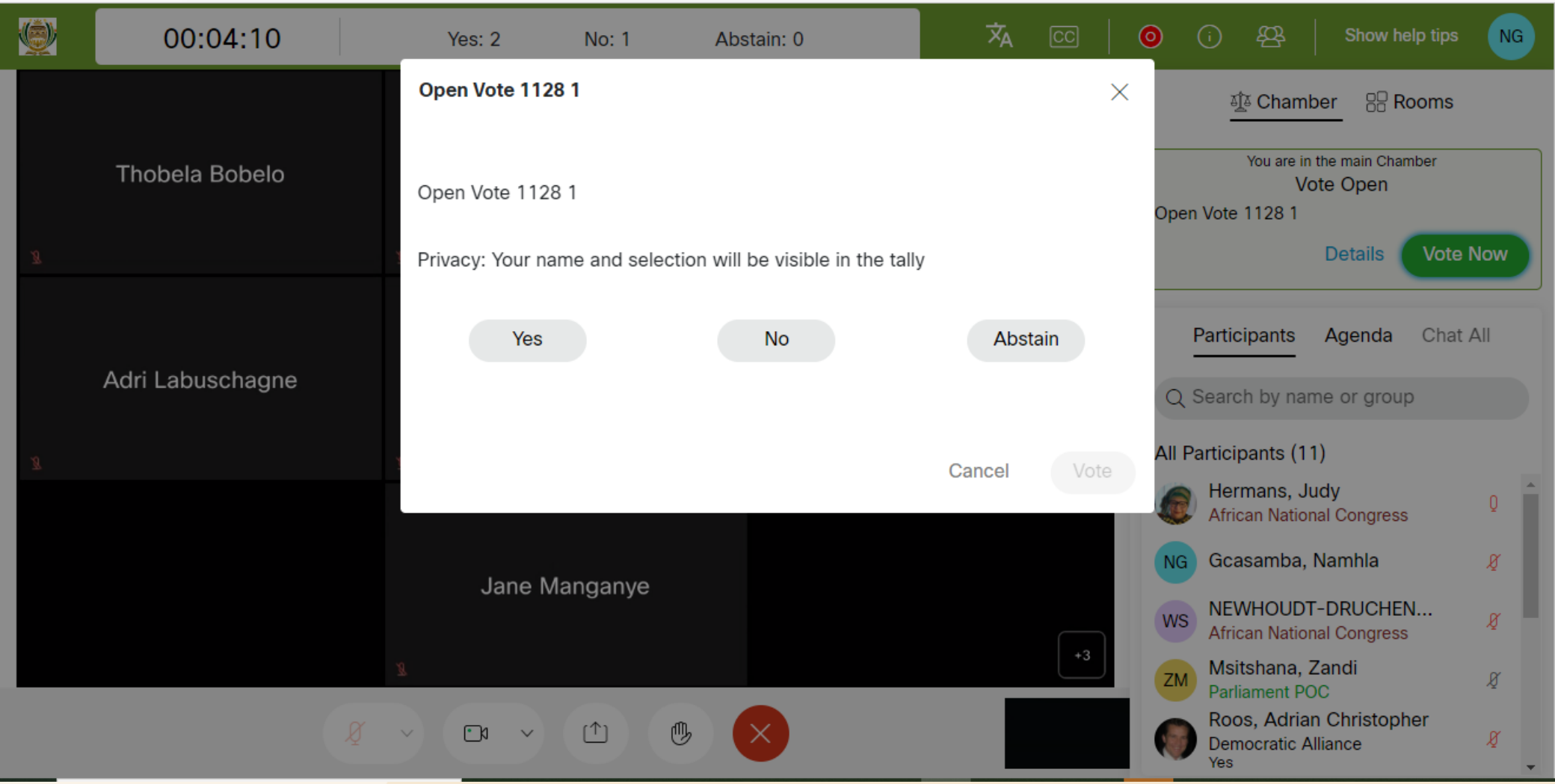
Open Vote 1128 1
Details
Vote Now
Participants
Agenda
Chat All
Search by name or group
All Participants (11)
Hermans, Judy
African National Congress
NG
Gcasamba, Namhla
WS
NEWHOUDT-DRUCHEN...
African National Congress
ZM
Msitshana, Zandi
Parliament POC
Roos, Adrian Christopher
Democratic Alliance

E-Voting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No: 1
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Thobela Bobelo
Adri Labuschagne
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Open Vote 1128 1
Privacy: Your name and selection will be visible in the tally
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Roos, Adrian Christopher
Democratic Alliance
Yes

THANK YOU