World e-Parliament Conference 2014

8 - 10 May 2014 // National Assembly of the Republic of Korea // Seoul
Delivering effective internal services through Intranets

Parliament of Finland
Juha-Pekka Leskinen
IT Manager
Parliament of Finland

- 200 parliament members
- Intranet users 1000
- Laptop computers 1000+200
- Servers 100+
- ICT budget: 10 M€
- ICT Office: 27 employees
End user devices

• Members of Parliament, 200
  • 2 laptops, 2 printers, desk phone, mobile phone, TV at office, iPad
• MP’s personal assistants, 200
  • laptop, mobile phone, TV
• Parliamentary group staff 50
  • laptop, mobile phone, printer, (iPAD or laptop for out of office use)
• Staff 400
  • laptop, mobile phone (desk phone for secretary-director use)
History of intranets

• 1993 MP’s information window
  – Information from applications
• 1995 First Intranet, Fakta
  – Linking information systems and databases to www-technology
• 2008 Intranet, second generation
  – Technology change + user interface
  – Workspaces, Web Content management, First internal e-services
• 2014 Intranet renewal (project ongoing)
  – Managed metadata, developed content search, search optimization
1993
2008
The Intranet

- Legislative documents since 1991
- Committee meetings, plenary sessions
  - agendas, voting results, information
- Search tool for legislative documents
- Links to legislative and administrative services
- Links to services outside the parliament (the President’s office, ministries)
- Administrative documents
  - agendas, decisions
- Library services
Other information on the Intranet

- Citizen’s meeting place schedule
- News services
  - major Finnish newspapers and news medias, access paid by the parliament
- News feed
  - internal briefings, news from the parliament sent to the press, news feeds from major media houses in Finland, etc.
- Formal visits to the parliament
- Scheduled demonstrations outside the parliament house
- Calendar
- Restaurant menus
- Interactivity: The executive group blog every week, my week-blogs, comments by the employees etc.
- Intranet ‘owner’ = Information and Communication Department
- Data producers: over 60 persons / organs at the parliament

World e-Parliament Conference 2014
Administrative services

• HR system
  – employee-employer interaction = sick leaves, holidays etc.
• Travel planning, travel expenses
• Invoice monitor and management system
• Accounting system
## Legislative documents

<table>
<thead>
<tr>
<th>Document type</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parliamentary documents</td>
<td>1991-</td>
</tr>
<tr>
<td>Government proposals</td>
<td>1991-</td>
</tr>
<tr>
<td>Government reports</td>
<td>1995-</td>
</tr>
<tr>
<td>Government communication</td>
<td>1995-</td>
</tr>
<tr>
<td>Prime Minister's announcements</td>
<td>1999-</td>
</tr>
<tr>
<td>Committee reports</td>
<td>1991-</td>
</tr>
<tr>
<td>Parliamentary reply</td>
<td>1991-</td>
</tr>
<tr>
<td>Parliamentary motions</td>
<td>1991-</td>
</tr>
<tr>
<td>Written questions, interpellations</td>
<td>1991-</td>
</tr>
<tr>
<td>Proposals of the Speaker’s Council</td>
<td>1999-</td>
</tr>
<tr>
<td>Reports submitted to Parliament</td>
<td>1996-</td>
</tr>
<tr>
<td>Reports on the Budget</td>
<td>1998-</td>
</tr>
</tbody>
</table>
The plenary session portal
The plenary session portal

- Plenary sessions
- Plenary session front page
- Plenary session agenda
- Information about the next plenary session
- Weekly schedule of plenary sessions
- Plenary session schedule
- Speaker's Council information
- Previous plenary sessions
  - agendas
  - minutes of the session
- Additional information
- Minutes of the plenary sessions
- Minutes by speakers
- Voting results
- Parliamentary business
- Parliamentary documents
- Seating arrangement
- Statistics and reports
How to access the Intranet

At the parliament house

Outside the parliament

On any computer connected to the Internet
Use cases

• At the parliament house: laptops connect directly to the parliament’s wlan and you can use the Intranet

• Outside the parliament: you create a VPN connection, then all the usual Intranet services are available

• On any machine that has a browser and the Internet connection: you access the Intranet creating a VPN connection on the browser, the user interface is somewhat limited
Intranet 2014

- Project started with a public tender process 2012
- Common platform for developing internal and public web-pages
- Goal: using basic tools provided by the platform effectively (MS Sharepoint)
  - Tools for content management and software integration
  - Enterprise search services
  - Tools for cross-media publishing
Technical view
Information flow

- 90 – 95 % of the information on the Intranet is produced automatically from the parliament’s information systems
- 5 – 10 % is updated manually
- Parliament’s legislative systems produce and store the data
- Intranet and the public web site publishes the information
- Information is up to date
- Problem: too much information?
- Effective search tool is the key to finding the relevant information
Search tools

2008
- User decides the search criteria using a predefined search form
- Several different search forms
- Always the same result with the same keywords
- The search result is the same every time

2014
- Basic search first
- Then narrowing the search based on the result
- Only one search tool
- Search result is different for different users, based on their user privileges
- Need to monitor and optimize the search results
The 'old school' version
About workspaces

- The Intranet has over 150 workspaces today
  - committee workspace
  - office/departmental workspace
  - project workspace

Next version: My Site = personal workspace

All MPs have tablet computers (iPad) and laptops
- the use of tablet computers has changed the nature of committee work
- some committees now use documents mostly on iPads / laptop computers
- better access to documents and information from the previous stages of the legislative work
Lessons learned

• having content automatically updated in real-time is a powerful tool in the parliamentary work
• work efficiency for projects and departments has increased with the use of workspaces and mobile access to the data
• the Intranet has become the critical tool in everyday work
• the more complicated it gets, the more difficult it is to create a new version of the Intranet