



Inter-Parliamentary Union
for democracy for everyone



THE NATIONAL ASSEMBLY OF
THE REPUBLIC OF KOREA

World e-Parliament Conference 2014

8 - 10 May 2014 // National Assembly of the Republic of Korea // Seoul



Parlamentsdienste
Services du Parlement
Servizi del Parlamento
Servetschs dal parlament



Outsourcing in ICT by the Parliamentary Services of the Swiss Parliament

Session:

Effective outsourcing of ICT projects



Andreas Wortmann, Head of Ressources, Security and Logistics, Member of the Management Board



The Parliamentary Services

Duties

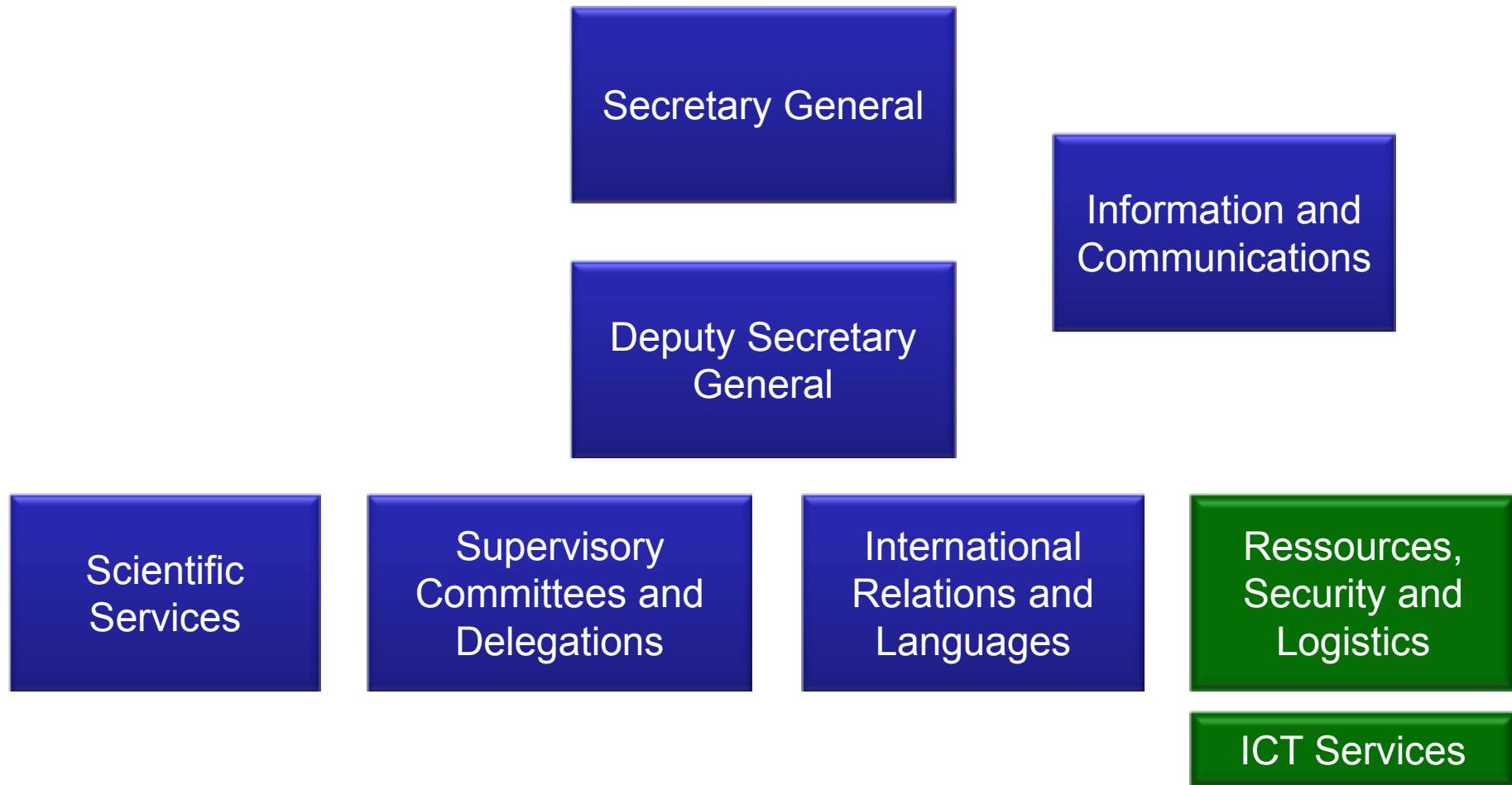


The Parliamentary Services **provide assistance** for the Federal Assembly to fulfil its allotted tasks. They enable the members of parliament to concentrate calmly on their legislative work and keep them **fully informed**, as well as **helping** them to address the challenges posed by a constantly changing society.

<http://www.parlament.ch/e/>

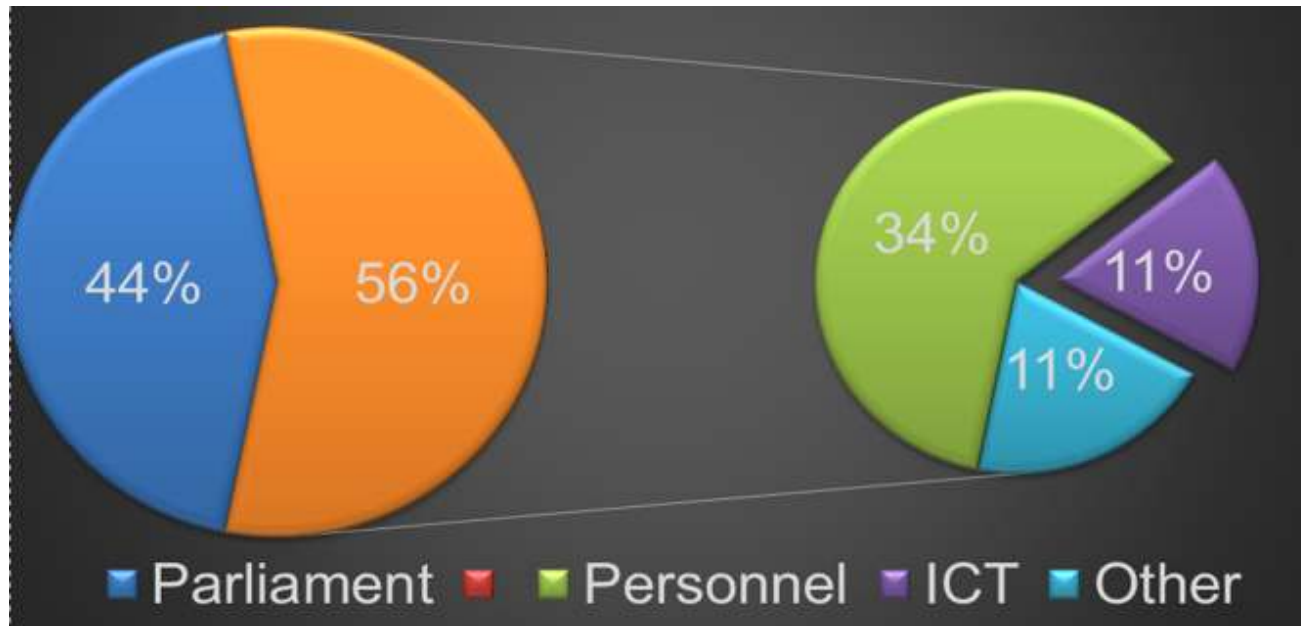


The Parliamentary Services Structure





The Parliamentary Services Budget



2013:	Parliament	51.1 Mio.	USD
	Staff	40.2 Mio.	USD
	ICT	12.3 Mio.	USD
	Other	13.2 Mio.	USD
	Total	116.8 Mio.	USD



The Parliamentary Services Budget



ICT Run per MP & Collaborator 9'800 USD
Total Full Time Equivalent (FTE) ICT 21
Total External ICT as in FTE ~10



Outsourcing in ICT

Four Models



- Commodities
- Breaking Peak Periods (eg sessions)
- Very Specialized Know-how
- Entire Development



Outsourcing in ICT Commodities



Eg Network Services





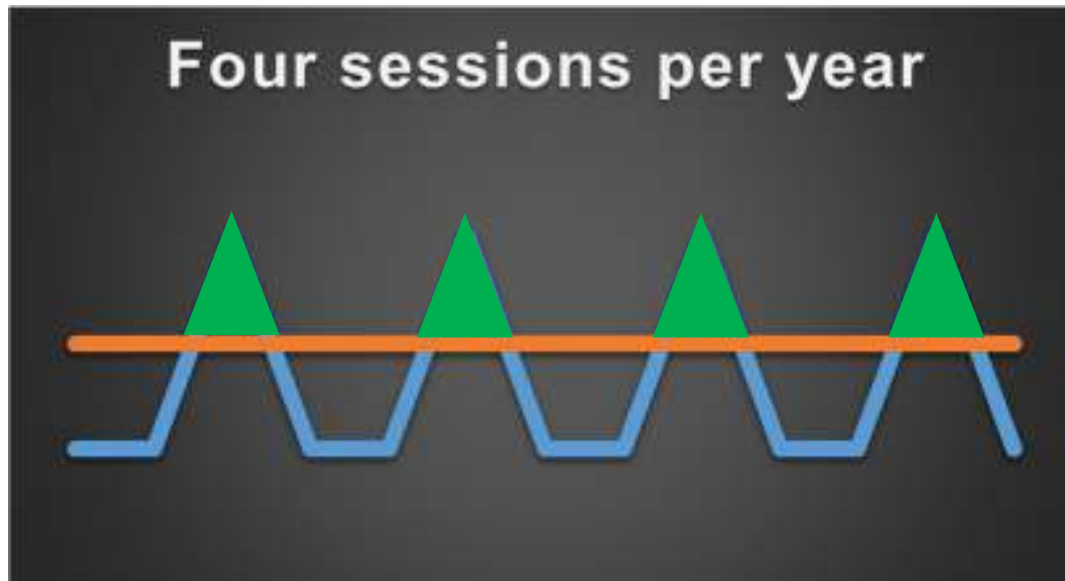
Outsourcing in ICT

Breaking Peak Periods



Eg plenary sessions

Bolster up internal know-how





Outsourcing in ICT

Specialized Know-how



Eg security-engineers
one-time knowledge



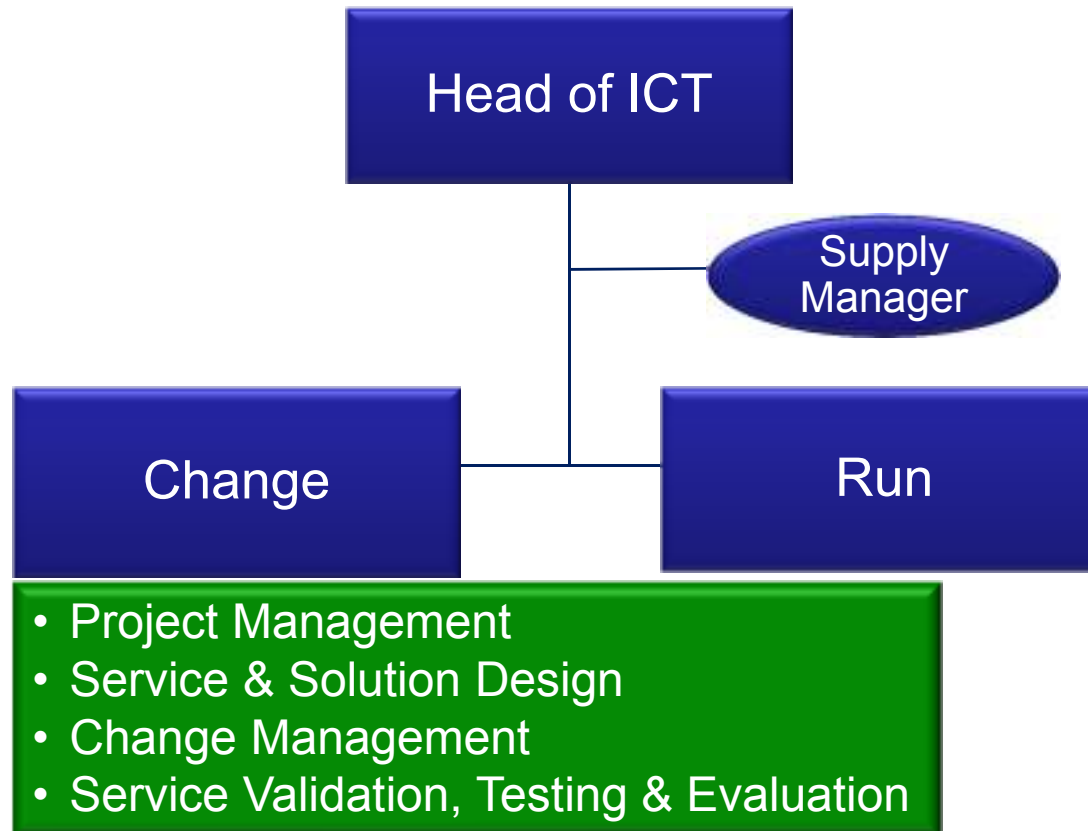


Outsourcing in ICT

Entire Development



- Since about 10 years
- No own developers, integrators only





Outsourcing in ICT

Key Success Factors (KSF)



1. Global Vision
2. Strategy
3. Consistency
4. Contract and Supply Management
5. Management Support
6. Ongoing Communication
7. Enterprise Architecture



Outsourcing in ICT

KSF 1: Global Vision



Source: SRG SSR Produktionszentrum Bundeshaus





Outsourcing in ICT

KSF 2: Strategy



Parliamentary Services

ICT



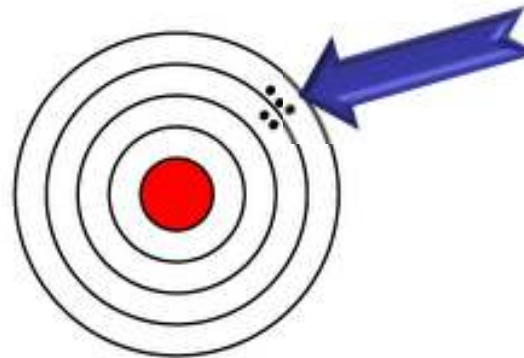


Outsourcing in ICT

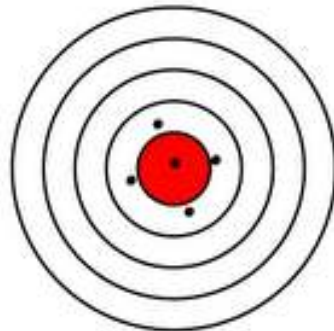
KSF 3: Consistency



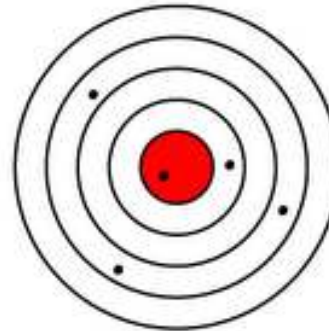
Accurate and
Consistent



Not Accurate but
Consistent



Accurate but not
Consistent



Not Accurate and
not Consistent



Outsourcing in ICT

KSF 4: Contract and Supply Management






Outsourcing in ICT

KSF 5: Management Support



Parlamentsdienste
Services du Parlement
Servizi del Parlamento
Servetschs dal parlament



Governance der Informationssysteme der Bundesversammlung

Gouvernance des systèmes d'information de l'Assemblée fédérale

(IS-Governance)





Outsourcing in ICT

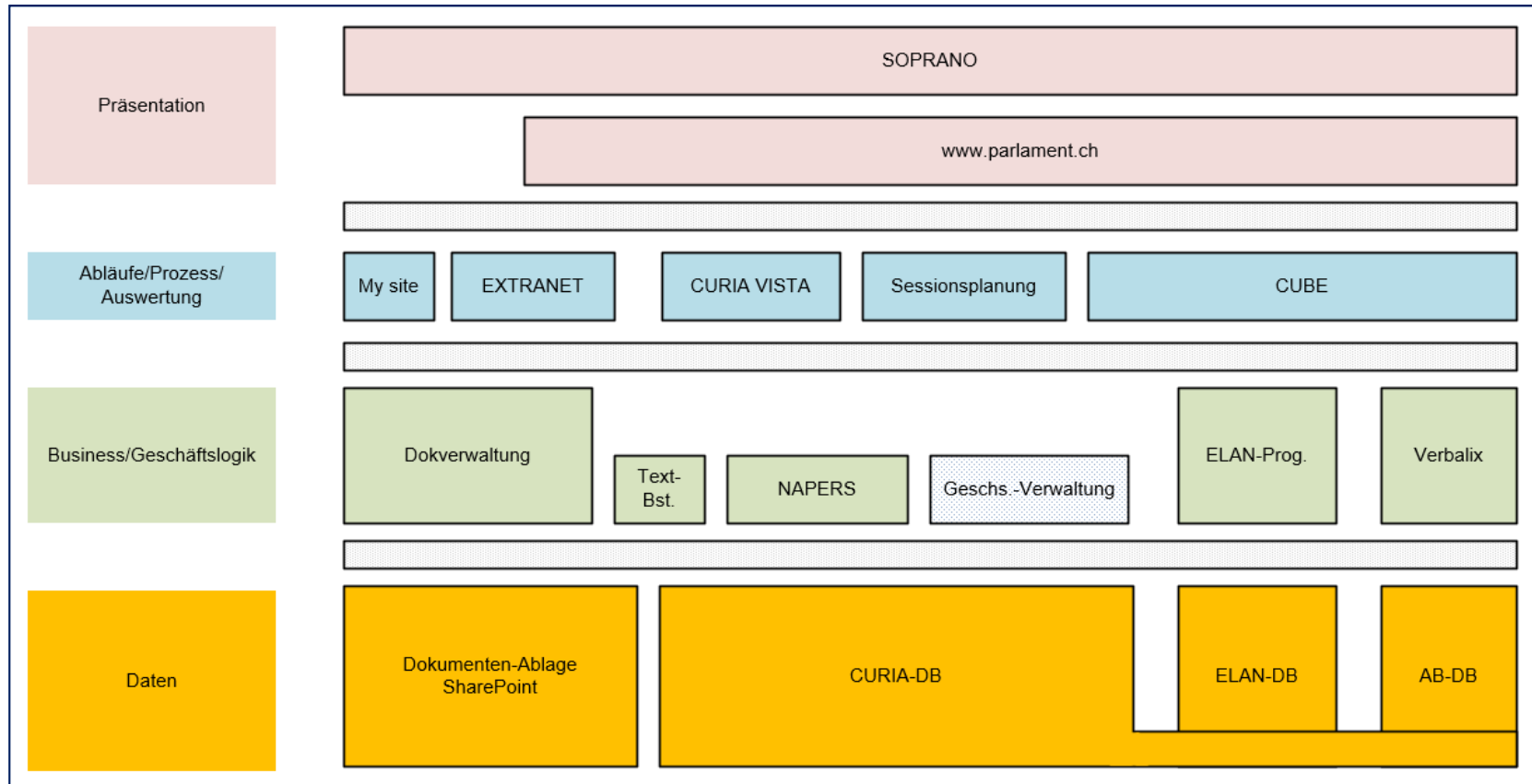
KSF 6: Ongoing Communication





Outsourcing in ICT

KSF 7: Enterprise Architecture





Outsourcing in ICT

Benefit - Downside



- ✓ No Bound Resources
- ✓ Broader Experience
- ✓ Breaking Peak Need is easier
- ✓ Programming is no Core Competence → Outtasking

- ✗ Need of Provider Mgmt
- ✗ WTO Compliance difficult
- ✗ Need of Service Contracts
- ✗ Longer Reactivity for Changes



Outsourcing in ICT

Parliamentary Services of the Swiss Parliament



Thank You for Your Attention