AUSTRALIAN PARLIAMENT

DIGITAL STRATEGY

2019 – 2022

PARLIAMENT of AUSTRALIA

INTRODUCTION

The Australian Parliament Digital Strategy 2019–2022 is a statement of intent for the future delivery of Digital Services for the Parliament.

It explains the 'what and the why' of our digital direction, building on the foundations of the Parliament of Australia ICT Strategic Plan 2013–18 and the objectives laid out in the *Strategic Plan for Parliamentary Administration,* which are to:

- provide services and support to enable the Houses and their committees to function effectively

- ensure parliamentarians are supported in their work today and we are responsive to the future

- enhance engagement in the work of the Parliament

- ensure Australian Parliament House operates as a safe and accessible workplace and national institution

- enhance our capability as an independent, non-partisan and professional Parliamentary Service.

The 'how' will be described in associated implementation roadmaps, which will align with annual budget planning and prioritisation processes in accordance with the Department of Parliamentary Services Corporate Plan.

The Strategy was developed through extensive consultation across the Australian Parliament, including the parliamentary departments and a significant number of parliamentarians and their staff.

VISION AND PURPOSE

The vision is to instantly connect people, data and information through any device, anywhere and anytime to enable an instant, open, secure and accessible Parliament.

Its purpose is to:

- provide an overarching reference to guide all digital decision making, particularly investment and architectural design
- set enterprise ICT directions and priorities for the Parliament that align with business needs
- establish an agreed understanding of digital direction and priorities in support of the Parliament's business.

GUIDING PRINCIPLES

CLIENT CENTRED

Solutions will be developed from an end user perspective, drawing on their needs and focussing on the user experience.

SPEED OF DELIVERY

Solutions will be delivered rapidly using agile and lean ICT methodologies to respond to the Parliament's changing needs.

INTEROPERABILITY

Our ICT environment relies on various third party systems and vendor partnerships which must work seamlessly so that our clients can use data across a range of systems.

EMBEDDED SECURITY

Sound security practices are fundamental in our work to protect our systems and the data within them.

ACCESSIBILITY AND INCLUSION

Our development and deployment of technology must support all our information user domains.

PARTNERSHIP

The parliamentary departments work together in supporting parliamentary democracy.

STAKEHOLDERS

Our internal stakeholders are the users of digital services within the Australian Parliament, including at Australian Parliament House, electorate offices and Commonwealth Parliament Offices around Australia. This includes parliamentarians and all staff who support the work of the Parliament and its committees.

Our external stakeholders are found in the broader Australian public, who access the Parliament's information, and for whom we are custodians of parliamentary records.
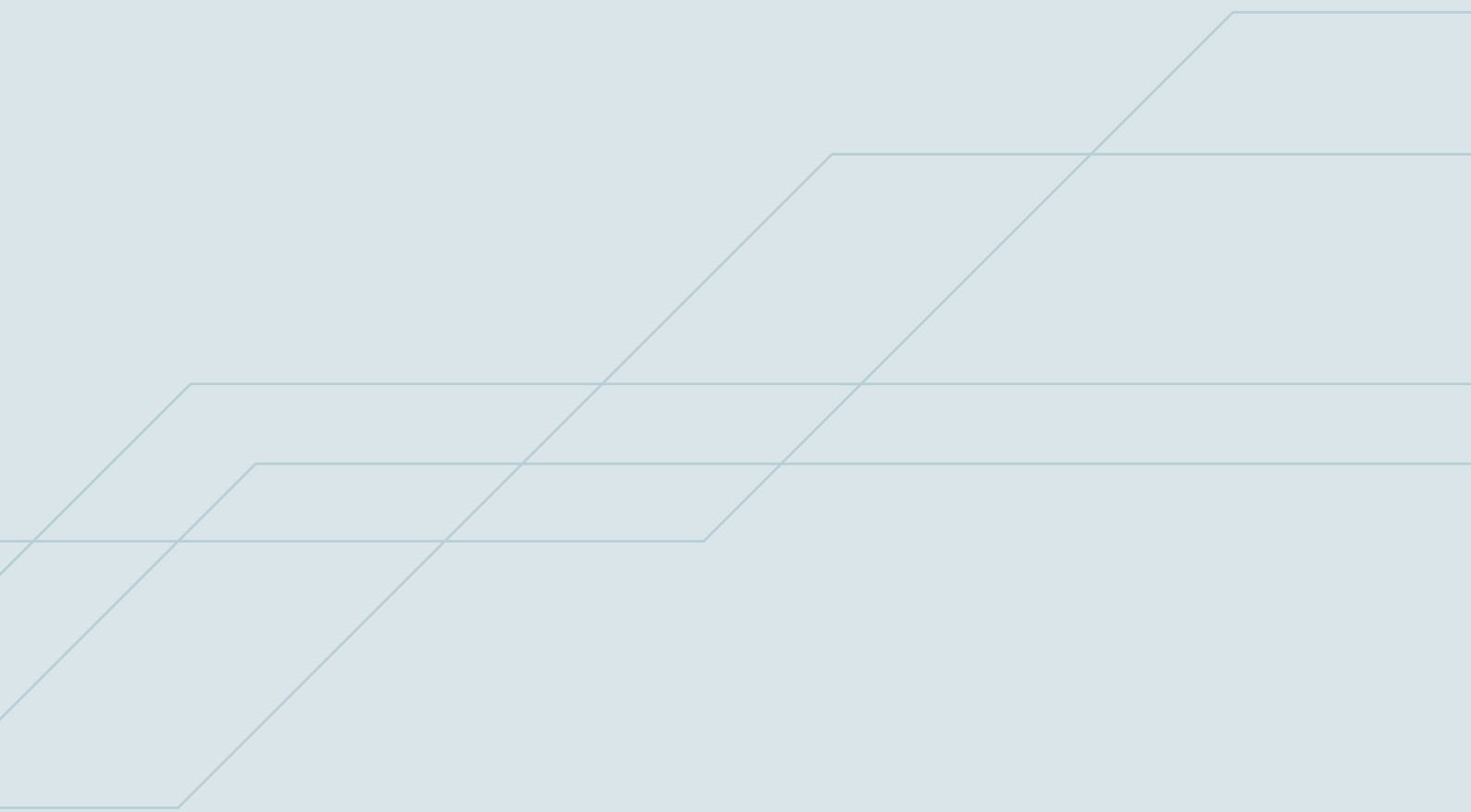
STRATEGIC DRIVERS

THE CHANGING NEEDS OF THE PARLIAMENTARY ENVIRONMENT

Digital technology is a critical enabler for parliamentary business, so we must be ready to adapt and quickly respond to its changing needs. It is critical that information can be accessed readily whether in the office or on the move, and flexibly whether using computers or mobile devices. The technology must make work easier, be reliable and add value.

EVOLVING TECHNOLOGY

Constantly evolving consumer technology and the breadth of developing business technology challenges us to complement the traditional secure internal ICT services we provide. We must adapt to facilitate access to this technology either as part of our internal services or through partnering with external or 'shadow' ICT offerings with the appropriate risk assessment and education.

The maturity of cloud computing services compels us to evaluate their merits and where they may enable rapid deployment, support interoperability and reduce business continuity risk.

RESILIENCE AND RISK

We must strengthen our systems to ensure we address and mitigate risks related to cyber security, privacy, data integrity, and business disruption.

PUBLIC ACCOUNTABILITY

The citizens of the Commonwealth have a legitimate expectation to be able to engage with the work of the Parliament and access information generated through the parliamentary process. We are trusted custodians of parliamentary information, and will seek to digitise and preserve it as an asset for future generations.

STRATEGIC THEMES

MANAGE INFORMATION AS A STRATEGIC ASSET

We aim to optimise core parliamentary information assets for the benefit of the Parliament and the Commonwealth. We will take an enterprise approach with our systems to make them interoperable and maximise the integrity of content as part of the nation's collective memory. Our environment will be underpinned by common, secure digital platforms and supported by transparent, inclusive information architecture and governance.

Our objectives by 2022 include:

- The Parliament's administrative workflows will be digital where possible—key administrative processes will use digital authorisation and workflow management, underpinned by 'single source' systems

- We will provide our citizens with access to key parliamentary information and data sources including legislative information, committee information and records of proceedings (Hansard, voting information and tabled documents)

- Our business decisions will be enhanced through better data capture and analysis capabilities

- Developing a digital preservation framework to ensure the permanent preservation of parliamentary business information

- Increased cyber resilience and protection for the Parliament's information stores, through the establishment of a cyber security operations centre.

INNOVATIVE DIGITAL CONTENT DELIVERY AND PUBLISHING

We will optimise our information flows, processes and delivery platforms to meet the community's expectations of how parliamentary business information is published and consumed. Our public information will be accessible to users so they can be informed of and engage with the business of the parliament. Our systems will deliver rich media content, and facilitate interoperability of data across systems to allow third parties to leverage our information in real time.

Our objectives by 2022 include:

- Chamber and committee documents will be cross-referenced and presented so that users can rapidly and intuitively find information that meets their needs

- Parliamentarians' offices will be equipped to develop digital media products to communicate with constituents

- Audio-visual recordings of parliamentary proceedings will be more accessible, including through the provision of web content accessibility services and integrated presentation with Hansard, to enhance navigation and facilitate discovery about the work of the Parliament.

ANYWHERE, ANYTIME, ANYHOW

We aspire to support and enable the mobility and interoperability required by Parliament. As the work of the Parliament extends beyond our offices, the tools that support us will do likewise. We will provide the capability and information for clients to work securely and flexibly—an integrated ecosystem of services and solutions that connect people, information and devices to assist the productivity of our clients.

Our objectives by 2022 include:

- The Parliament's core office productivity tools will be hosted in the cloud, available wherever and whenever they are needed, and integrated with our information systems

- Cloud-based 'as-a-service' software and workflow tools will be available to assist productivity

- Network users will be able to print flexibly and wirelessly from their chosen device

- A broader range of tools to enable integrated voice and video communication

- Our clients will be able to choose the type of device that they want to work from.

SHAPE HOW WE WORK TOGETHER

We aim to embed new ways of working to provide the right services and solutions for the Parliament. Collaboration and transparency will be priorities. We will have new business processes to minimise structural barriers and inefficiencies, and optimise the use of expertise and experience that exists across the Parliamentary Service. We will partner with our clients to deliver services and solutions in the timeliest manner and maximise efficient use of resources.

Our objectives by 2022 include:

- Information Services Division will focus on quality and reliability, recognising the importance of effective service delivery

- Clients will trust that the Parliament's ICT resources are managed effectively, because they actively participate in the process, and solutions are delivered in the shortest possible time

- We are prepared to 'learn by doing' in a culture of iteration and innovation

- Our technology investments will follow our strategic directions and prudently use available financial resources

- All stakeholders will have a clear understanding of the portfolio of services we provide and our associated governance.

ROADMAPS

The roadmaps will outline the investments and initiatives to implement the strategy, and align with the annual budget planning process and capital works program.

- **People, workforce and culture roadmap** to guide the evolution of our digital workforce

- **Information management roadmap** to guide the way information will be collected, stored, managed, secured, preserved and shared throughout its lifecycle

- **Digital publishing and content roadmap** to guide improvements to the Parliament's digital publishing and content delivery environments

- **Core parliamentary business systems roadmap** to guide modernisation of specialist systems supporting the operations of Parliament

- **Corporate systems roadmap** to provide a plan for the evolution of systems that support the broad range of enabling services provided by the parliamentary departments

- **Infrastructure and supporting technology roadmaps** to enable enhanced management of the existing technology asset portfolio and plan for changes to infrastructure, networks and devices.

GOVERNANCE

The provision of digital services for the Parliament is underpinned by comprehensive governance and advisory arrangements.

The Presiding Officers have joint responsibility for the administration of the Parliament and have overall oversight of this governance framework. The Special Minister of State has delegated to the Presiding Officers authority to make determinations regarding the use of public resources to provide ICT services and equipment to Senators and Members for the conduct of their parliamentary business.

The Secretary of DPS has executive responsibility for information and communication technology services for the Parliament (as the Accountable Authority under the *Public Governance, Performance and Accountability Act 2013*). The Secretary is supported by the DPS Executive Committee, which includes the Chief Information Officer (CIO), who has delegated accountability for ICT strategy, service delivery and governance. The CIO leads the Information Services Division, which provides infrastructure and delivery of ICT services to more than 4,000 registered users.

The heads of the parliamentary departments (who report to the Presiding Officers) engage collaboratively to deliver effective parliamentary administration and strengthen the governance framework. This includes engagement through the Parliamentary ICT Advisory Board (PICTAB), which is the peak advisory body that guides all strategic elements of ICT service delivery within APH and across the electorate offices. PICTAB includes a significant representation of Senators and Members across all political affiliations.