



# e-DEMOCRACY

ICT - A DRIVER FOR IMPROVING DEMOCRACY

12-14 September 2010, Ohrid, Republic of Macedonia

## ICT - A driver for improving Democracy

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Nextsense

nextsense





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***“Tell me and I will forget,  
show me and I will remember,  
involve me and I will understand.”***

***An old Chinese proverb***

# e-Democracy

**e-Democracy** refers to the use of information technologies and communication technologies and strategies in political and governance processes.

*The goal of e-democracy is to reverse the cynicism citizens have about their government institutions.*



## e-Democracy IS –

- right of access and accountability
- right to discuss and debate
- constituent' s voice being heard and valued

## e-Democracy IS NOT –

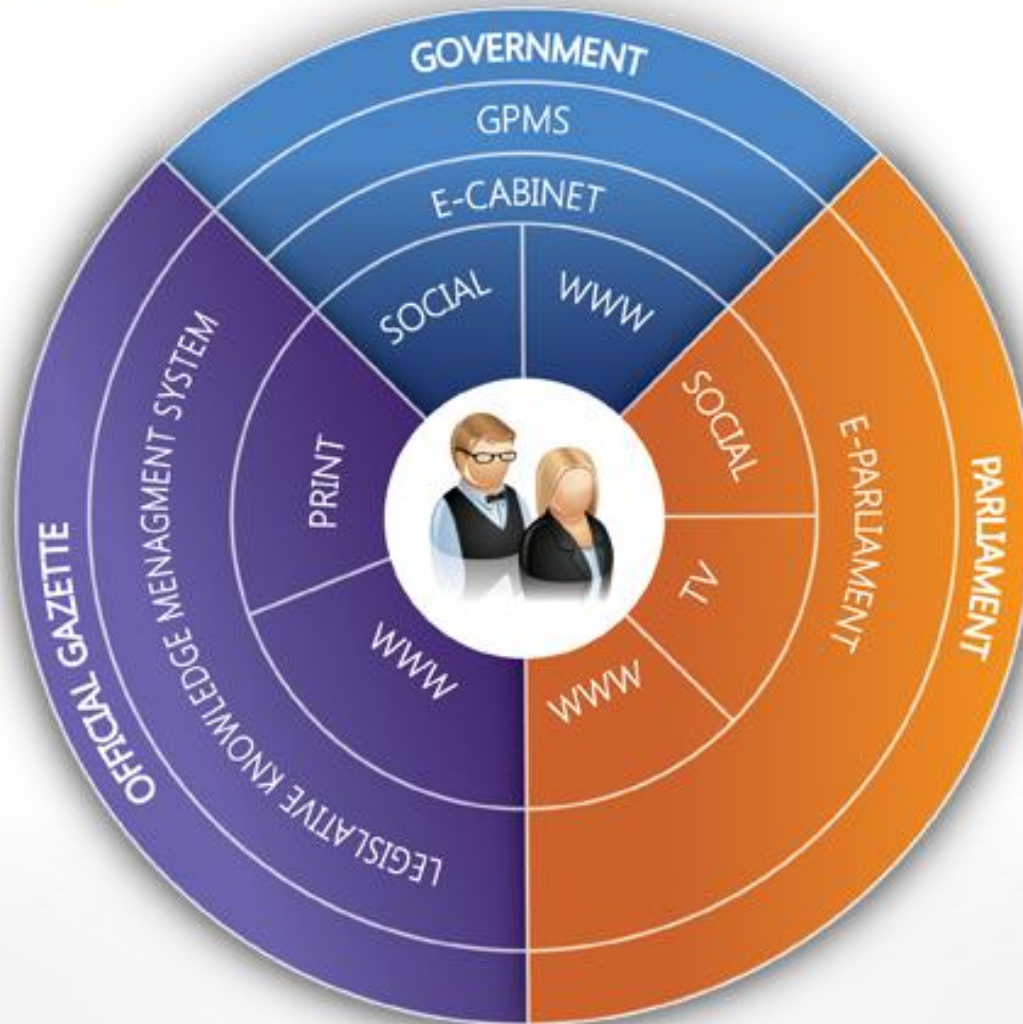
- just about technology
- an e-government service
- a “push-button” democracy
- an answer to all problems

# ICT as a driver

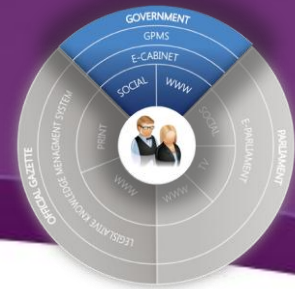
- Facilitate dialogue between public and their government
- Empower populations and strengthen community engagement
- Reduce barriers to participation such as time, geographical location and allow for views to be expressed in a private non-confrontational arena
- Appeal to “hard-to-reach” groups, e.g. young people
- Innovative solutions could encourage bottom up participation

# Nextsense e-Democracy Solutions

a building block for integrated Legislative Knowledge Management

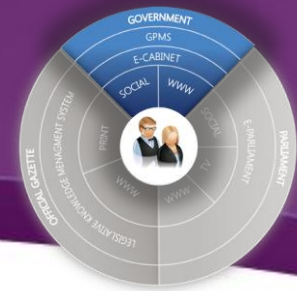


# e-Cabinet



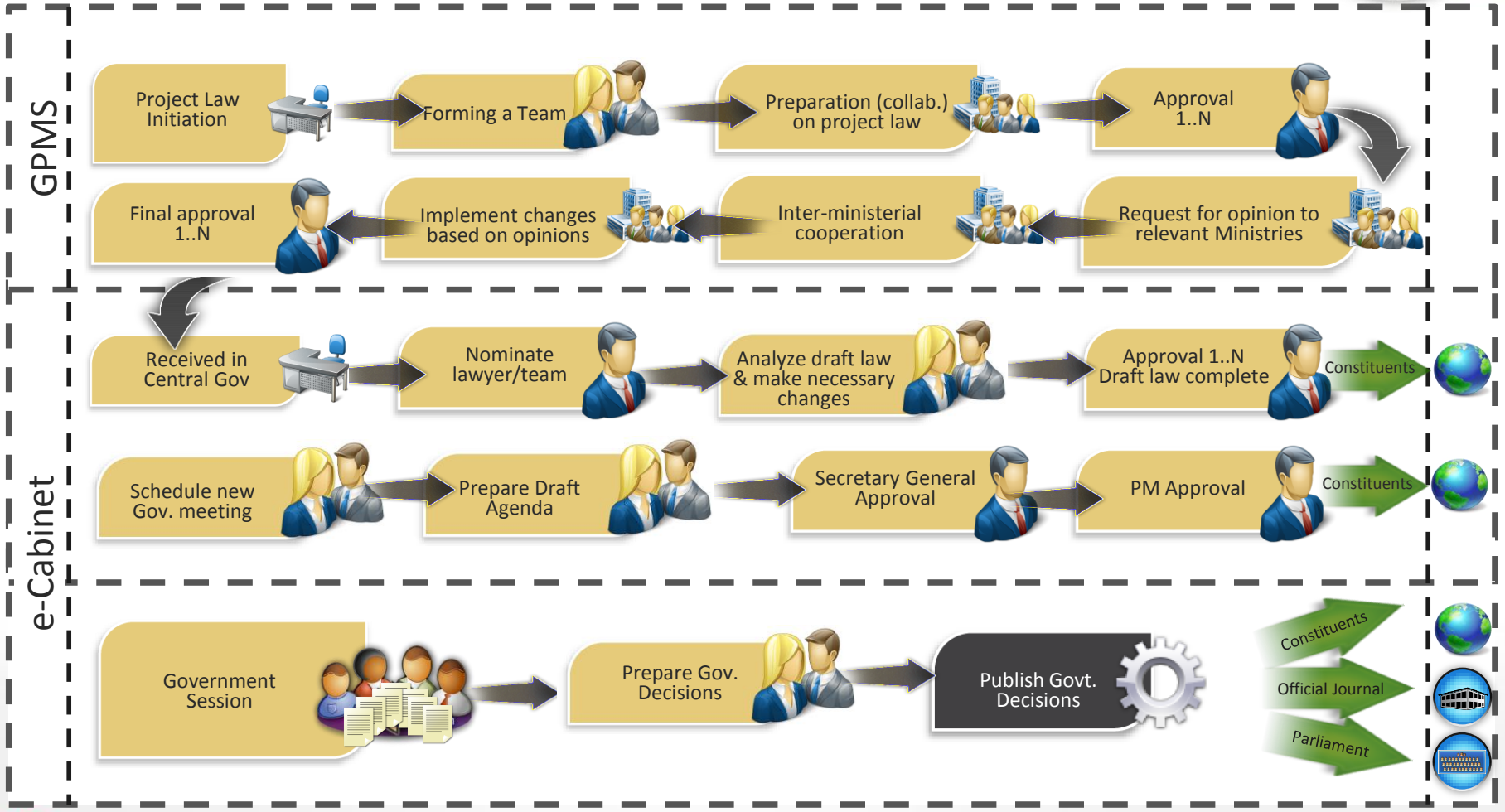
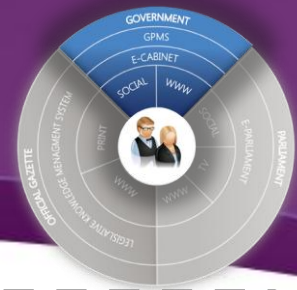
- Process Preparation, approval and submitting
- Electronic archiving of materials
- Sessions of General Collegiums
- Sessions of the Committees of the Government
- Sessions of the council of the ministers Government of RM
- Publishing of conclusions of the Sessions
  - On the internet portal of the Government
  - Official Journal
  - Parliament

# e-Cabinet



- Workflow for approval of materials
- Digital signatures
- Multiple versions of acts
- Monitoring at any phase with status; number of received materials; due time for preparation; approval; waiting for an opinion, etc...
- KPIs and scorecards

# Government - Processes





# e-Parliament



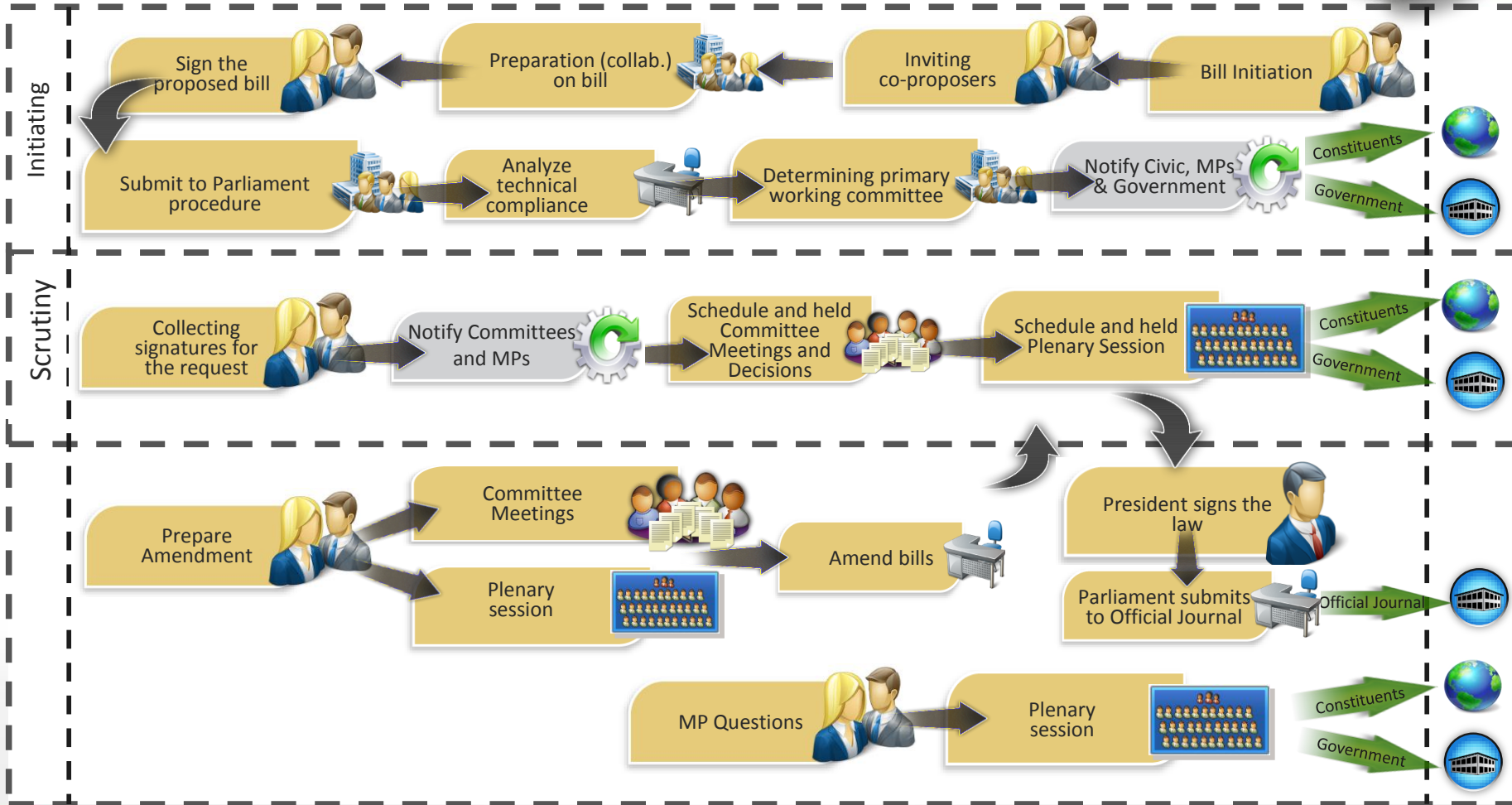
- Legislation process
  - Initiating new bill
  - Process of preparation, approval and submission of bills
  - Process of collecting signatures for the request for first reading
  - Process of submission of amendments
- Sessions of committees  
(agenda, conclusions, minutes, voting results, transcripts, video and audio recordings, ...)
- Plenary Sessions (agenda, conclusions, transcripts, voting reports...)
- Parliamentary Questions
- Automation of work of President of Assembly, Secretary General, MPs, Parliamentary groups (specific interfaces for every user role)
- Publishing of daily material in procedure, scheduled meetings, agenda, conclusions, transcripts, voting reports of the Sessions Parliament and working bodies

# e-Parliament - Common functions



- Workflow
- Remote access
- Digital signatures of every critical action
- System generated documents and letters in every step in the process based on templates
- Notifications for deadlines, new sessions, new acts in process through solution interface, email, SMS
- Mobile view
- Single sign-on
- Key Performance Indicators
- Multiple versions of acts and document
- Parliament web TV with searchable video and audio archive
- Subscriptions for notifications

# Parliament - Processes



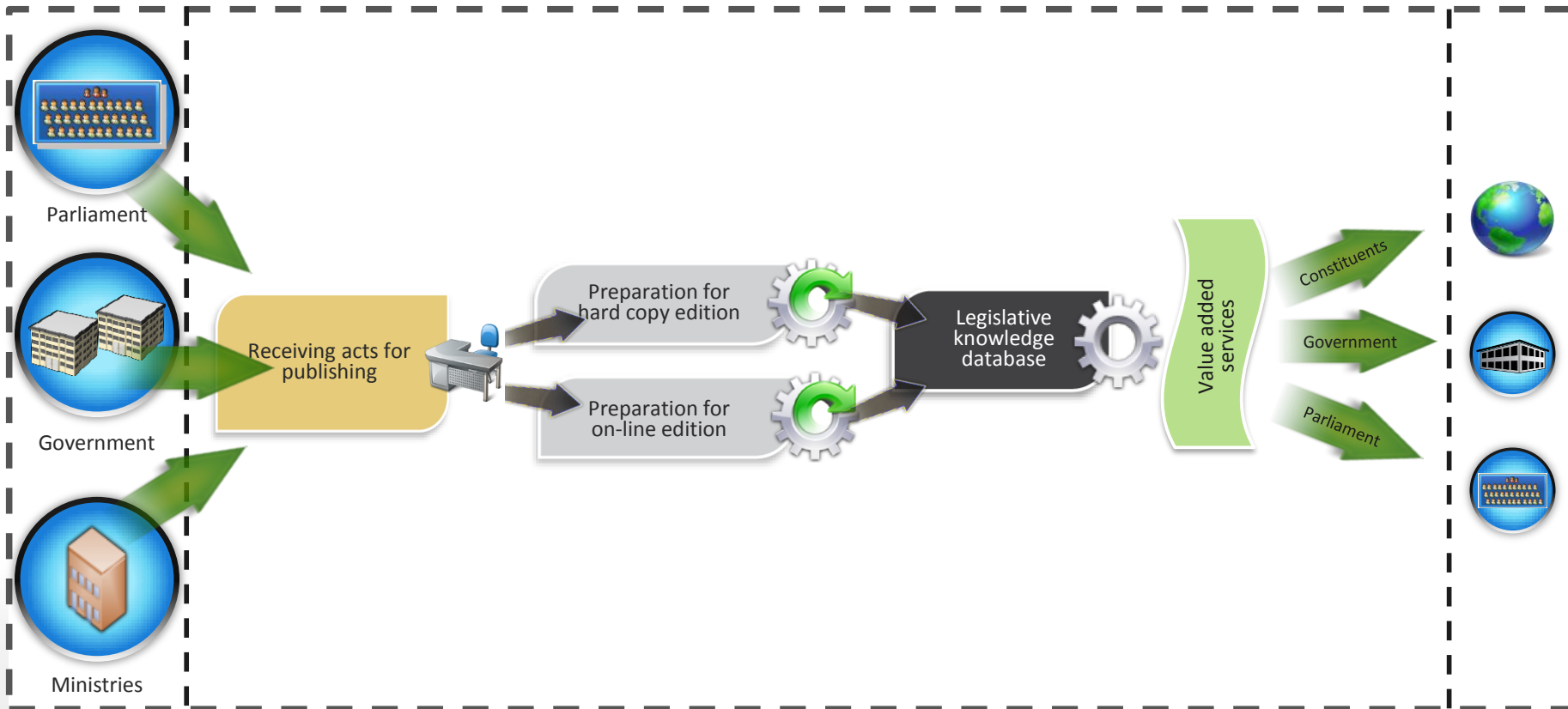
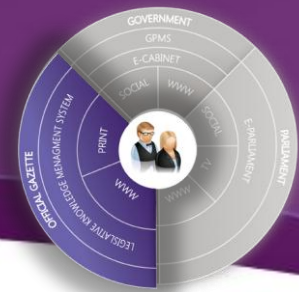
# Legislative Knowledge Management

a building block for integrated Legislative Knowledge management



- Integrated content management system for legislative knowledge management including Preparation, Publishing, Archiving and Search
- Toolset for Discovery, Search, Notification on any legislative document
- Establishes interoperability, communication and publishing of Macedonian legal regulation
- Improvement of effectiveness of employees
- Reduction of errors in preparation process
- Enforces standards in legislative documents
- Reducing administrative costs and complexities in the legislative process
- “de-facto” standard in XML representation of official legislation in Republic of Macedonia

# Official Journal - Processes



# Quick wins / Benefits

- Active participation for every user from anywhere and at anytime
- Improves performance by reducing time needed in legislative process
- More mobile solution for the teleworking
- Simple and flexible communication Parliament-Government and Parliament-Official Journal

- Shortens the learning curve for MPs and Government officials (process driven)
- Reduces process complexity
- Measuring of the efficiency of the work
- Warrants the process execution as to comply with the Rules of Procedures
- Great savings- decrease of the costs for preparation and holding of sessions
- Saves money by eliminating paper in the process of preparation and execution of sessions

- Internet Portals for information share
- Enabling transparent citizen access
- Increased transparency in the operation and accessibility of the decisions to the public
- Enabling transformation of the internal data sources into information available for the citizens
- Contribution to the reform of the public administration enabling accumulation of a “legislative knowledge/ resources”

Quality of services and communication

Operations

e-Democracy

## Benefits of implementing Paperless Legislation Development and Management Platform:

- protect natural resources and ecosystems
- greatly reduced environmental impact and costs
- improved information access
- in addition, the service to politicians is improved since the cases can be distributed continuously as soon as they are ready
- enhanced efficiency and flexibility
- the administration saves time and expense by avoiding the need for printouts, copies, packaging, postage and transport.

Eliminates annual consumption of:

- more than **40 million sheets** of paper
- more than **5.000 trees**
- over **500 mt** of carbon dioxide.
- saves **1 M EUR** per year in printing, packing, and dispatch costs

*Analysis made for Republic of Macedonia for 2009 using IDC Calculator*



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*Technology platform and new solution advances*



# Solution architecture



# e-Cabinet 2.0

- Raises collaboration on the next level – besides predefined document templates, new platform now offers custom document templates
- Extended collaboration processes between ministries
- Processes for opinion requesting/answering are redesigned and extended with additional levels for internal assignment
- Dynamic approval allows practically unlimited number of approval levels
- Supports information versioning on multiple levels with automated versioning
- Multilingual by design – with option to work on multiple languages interfaces and content localization at the same time

# e-Parliament 2.0

- Parliament TV 2.0
- XML Templates of bills, amendments
- Dynamic approval allows practically unlimited number of approval levels
- Supports information versioning on multiple levels with automated versioning
- Multilingual by design – with option to work on multiple languages interfaces and content localization at the same time
- Direct push of information to citizens and media
- Connection to the President for signing acts

# New add-ons / Improvements

- **Social Networking (Facebook / Twitter)**
  - Direct contact between citizens and their representatives
  - Can empower individuals to gain redress in the event of criticism
  - Citizen involvement in legislation and other committee work of a parliament
  - Parliamentary members are more accessible to citizens and social groups, and they can exercise influence in turn.
  - with the advent of web 2.0 technologies, such as blogging and social networking Parliaments can support civil engagement.
- **Multi-touch**
  - Interactions are performed using gestures and flicks
  - With Multi-touch users can literally to “grab bills and decisions with hands” and move information with simple gestures and touches
  - The intuitive and approachable interface
  - Improve communication, shorten the learning curve and enhance efficiency in consuming information



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**Demo**

**Parliament on Social Networking (Facebook )**

**Multi-touch – new user interface**