



## **NATIONAL ASSEMBLY OF ZAMBIA**



## **ICT MASTER PLAN**





# **National Assembly of Zambia**

## **ICT Master Plan**

June 2010





# Table of Contents

<b>Foreword</b> .....	<b>v</b>
<b>Preface</b> .....	<b>vii</b>
<b>Acronyms and Abbreviations</b> .....	<b>ix</b>
<b>Glossary of Terms</b> .....	<b>x</b>
<b>Acknowledgements</b> .....	<b>xii</b>
<b>Part I: Background and Context</b> .....	<b>1</b>
<b>1.0 Introduction</b> .....	<b>1</b>
1.1 Background .....	2
1.2 The role and business of the National Assembly of Zambia .....	4
1.3 The context - SADC Parliamentary Forum (SADC PF) ICT Strategy .....	6
<b>Part II: Rationale For The Master Plan</b> .....	<b>7</b>
<b>2.0 General overview of current ICT status</b> .....	<b>7</b>
ICT interventions at the National Assembly .....	7
2.1 Summary findings - National Assembly, ICT Department and Parliamentary Departments' Surveys (2008) .....	7
<b>Part III: The ICT Master Plan</b> .....	<b>11</b>
<b>3.0 Introduction</b> .....	<b>11</b>
3.1 ICT Master Plan objectives.....	12
3.2 Master Plan pillars .....	13
3.3 Policy issues .....	14
3.4 Infrastructure development .....	17
3.5 E-government and democracy .....	34
3.6 Interactivity .....	39
3.7 Sustainability .....	40
3.8 ICT Master Plan monitoring and evaluation .....	44
3.9 ICT Master Plan budget estimates (to be revisited).....	44
<b>4.0 Enabling factors for implementing the ICT Master Plan</b> .....	<b>45</b>
<b>Annexes</b> .....	<b>46</b>
<b>References</b> .....	<b>93</b>

## Tables

Table 1: Strengthening ICT Institutional Framework and Internal Policy (IFIP).....	17
Table 2: Strengthening networking and hardware infrastructure.....	20
Table 3: Strengthening hardware and networking infrastructure – implementation plan .....	23
Table 4: Strengthening software and ICT services .....	26
Table 5: Implementation plan for strengthening software and ICT services.....	29
Table 6: Human capital .....	32
Table 7: Strengthening Parliament’s functions of oversight, representation and advocacy .....	38
Table 8: Strengthening Parliament’s functions of oversight, representation and advocacy– Implementation Plan .....	39
Table 9: Harnessing the role of MPs and ICT for community development.....	40
Table 10: Harnessing the role of parliamentarians and ICT for community development – implementation plan .....	40
Table 11: Strengthening Parliamentary oversight over national and subregional ICT policy and strategies .....	42
Table 12: Strengthening Parliamentary oversight over national and subregional ICT policy and strategies – Implementation Plan .....	42
Table 13: ICT Master Plan budget estimates.....	44

## Figures

Fig. 1: ICT to empower Parliaments’ Main Functions.....	1
Fig 2: ICT Master Plan Pillars.....	14
Fig 3: Infrastructure programme activities.....	18
Fig 4: Software & ICT services .....	24

# Foreword

Parliaments throughout the world are crucial to the maintenance of healthy democracies. They are important as public governance authorities and have pivotal roles in policy-making. Strategies to enhance parliaments' roles in democracies include the strategic utilization of information communication technologies (ICTs) to strengthen links between the public and the legislative arm of government. ICTs can help parliaments to enhance their mandated accountability and be transparent in their work.



Parliaments need ICTs to function effectively. They also need to capitalize on the benefits of ICTs to enhance their interaction with the public and to collaborate with other parliaments worldwide. In addition, parliamentarians need to become increasingly familiar with the concepts of ICT and the Information Society because these are new and emerging areas that parliaments will have to consider and take decisions on.

Zambian Members of Parliament (MPs) are already considering regulatory issues coming to Parliament as a result of deregulation and liberalization of telecommunications in the 1990s. Now they need to consider policy and bills on ICT for development and to support promotion of equitable deployment of ICT services to enhance Zambian development priorities. Our legislative system will also tackle other Information Society issues including: debates leading to approvals on critical ICT investment, particularly with respect to infrastructure investments (such as broadband) to build the platforms needed to deliver ICT services; prioritizing taking ICT services to rural areas to make access to ICTs more equitable; prioritizing ICT applications in delivering healthcare and providing education; enabling e-commerce, e-trade and e-transactions that will contribute to our economies being competitive and opening up new streams of income for Zambian business; and providing legislative guidance and oversight to prevent cyber-crime, whilst enhancing cyber-security. These are related, for instance Zambian businesses can only optimally benefit from e-commerce and e-transactions once cyber-security and crime are effectively tackled.

The *World e-Parliament Report 2008*<sup>1</sup> is the first global assessment of how ICTs are being employed by parliaments across the spectrum of activities for which they are responsible. Its findings motivate us to address the exploitation of ICTs in our own setting with urgency. The report's purpose is to help "legislatures evaluate the potential benefits of ICT in supporting parliament's basic values of transparency, accessibility, accountability and effectiveness and, at the same time, its representative, legislative and oversight functions."

According to the report, only 10 per cent of the parliaments from EU, Africa, Latin America, Australia and Canada used ICT to make their activities known to their citizens. Only 10 per cent were "leading" and "innovative" when it came to websites, web-streaming sessions, communicating with citizens and engaging them in policy-making. Most parliaments had difficulties in keeping their websites up-to-date and accessible to the general public. Even when the websites displayed texts of bills, they lacked links to the relevant information. Jeffrey Griffith, one of the authors, wrote: "For most parliaments, our survey has documented that there is a significant gap between what is possible with ICT and what has been accomplished." The report also found that only 43 per cent of parliaments had document management systems.

Therefore, the development of the ICT Master Plan is timely. It gives the National Assembly of the Republic of Zambia a rare opportunity to utilize ICTs and to support efforts in building an Information Society and a modern economy. The strong need to implement our parliamentary reforms and modernization programme helped drive the Master Plan, as did the international and regional appeals to close the digital divide and improve

<sup>1</sup> [http://www.ictparliament.org/index.php?option=com\\_contact&task=view&contact\\_id=3&Itemid=1086](http://www.ictparliament.org/index.php?option=com_contact&task=view&contact_id=3&Itemid=1086)  
(UNDESA and the Inter-Parliamentary Union, prepared as part of the work of the Global Centre for ICT in Parliament).

communication channels. Parliamentarians have the central role as representatives of the diverse political and social fabric of the nation. It is important to sensitize them about the modernization process, which needs to take into account the needs of all stakeholders in order to guarantee the equitable provision of technological resources and services to address the challenges of the “digital divide” and the “access divide”. For this reason MPs and National Assembly staff gave their full support for the development of Zambia’s ICT Master Plan as a means of ensuring that the plan is firmly rooted in our national priorities.

It is worth noting that the ICT Master Plan will provide and support the following:

- Developing a parliamentary information system operation policy and guide, including workshops on its implementation, especially to support representative and legislative oversight;
- Strengthening ICT infrastructure of the National Assembly so it will meet the needs of Parliament; and
- Supporting links and interaction between Parliament and the public.

Consequently, the ICT Master Plan has identified capacity-building requirements for both parliamentarians and National Assembly staff as an important factor for the effective implementation of its various elements. I trust that all ICT stakeholders, nationally, regionally and internationally will view the implementation of the ICT Master Plan as a collective responsibility.

I commend the staff of the National Assembly, with the support provided by the UN Economic Commission for Africa (UNECA), for successfully using the technological reforms put in place to facilitate and deliver more parliamentary services. I also commend the Members of the National Assembly for embracing ICTs as tools to empower them to fulfil their democratic functions better.



**The Hon. Amusaa K Mwanamwambwa, MP**  
Speaker  
The National Assembly of Zambia



# Preface

Information and Communication Technologies (ICTs) have become an important strategic tool in both developed and developing countries for promoting competitiveness and stimulating economic growth in addition to lowering delivery costs for public services in all sectors. The economic and social development mandate of the United Nations Economic Commission for Africa (UNECA) has enabled it to play a primary role in facilitating the development of international and regional policies and programmes to ensure Africa's full and active participation as a partner in developing the global knowledge economy. ICTs play an important role in facilitating the attainment of development goals and in response to the challenges of the information age. In recognition of this, UNECA launched the African Information Society Initiative (AISI) in May 1996 as a common vision, not only to bridge the digital divide between Africa and the rest of the world, but also to create opportunities for Africans to develop digital capacities effectively and speed the continent's entry into a global economy propelled by information and knowledge.

Since the launch of AISI, UNECA has been supporting Member States to develop National Information and Communication Infrastructure (NICI) policies, plans and strategies. These provide the framework within which ICTs are mainstreamed into the national planning process to facilitate the achievement of national development priorities and objectives. UNECA has also been supporting Regional Economic Communities (RECs) and national and regional institutions to develop e-strategies to support their core business. E-parliament is one of these areas of intervention and it is through partnerships with UNECA that national parliaments can benefit from the principles and programmes of AISI.

In increasing the capacity of African stakeholders to contribute to building the Information Society, UNECA has identified MPs as a priority group and undertaken several capacity-building initiatives. To date, approximately 600 African MPs have participated in awareness, sensitization and training programmes on the benefits ICTs and on how MPs can become advocates for promoting the adoption of ICTs within their constituencies and nationally. By working with Parliaments, UNECA aims to empower MPs as well as staff of African parliaments to utilize ICT tools and gain adequate knowledge on Information Society issues, so as to increase their efficiency and effectiveness.

The overall objective is to:

- Use ICTs to enhance democratic governance and enable effective debate, sharing and enhanced public participation in the legislative and policy-making processes;
- Support greater oversight by parliaments through the use of ICTs;
- Strengthen the capacity of parliamentarians in making decisions about the Information Society, advocating greater investments in ICTs as well as promoting pro-poor ICT applications and benefits within their constituencies; and
- Create ICT parliamentary committees to support parliaments in their use of ICTs as well as in how Information Society issues are tackled from a national development perspective.

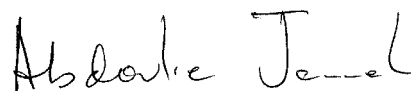
The mandate of UNECA includes supporting development programmes for Member States. In line with this and through its Southern Africa Office (UNECA-SA), it has assisted the Republic of Zambia to develop an ICT Master Plan for the National Assembly. The Master Plan is intended to support the National Assembly of Zambia (NAZ) in addressing broad developmental goals, such as democratic governance, and also to reinforce Zambia's commitment to addressing special national needs and meeting the Millennium Development Goals by 2015.

In addition, the Southern African Development Community, through the Parliamentary Forum (SADC PF), identified ICT as of cross-cutting importance in all areas of development and also recognized the vital role of parliamentarians as representatives, overseers and legislators in driving national, regional and international initiatives. This recognition guided the formulation of the ICT strategy for the SADC region. Parliaments are the best institutions for enabling, monitoring and appraising the positive effects of new technologies in terms of their contribution to economic development and for dealing with new challenges of promoting, regulating and safeguarding the development of an equitable Information Society. The ICT strategy also served as a platform for facilitating international and regional bodies effectively to support the process of formulating and implementing ICT strategies and policies in the region.

The development of the ICT Master Plan for the National Assembly is thus a major step in the right direction. Buoyed by the support of the Members of Parliament and crafted by the staff of Parliament, it has garnered the right level of support, momentum and enthusiasm. However, we must give high priority to implementing the plan and to the necessary investment if we are to realise the benefits of these noble efforts. In this context, it is critical that we strictly adhere to the implementation timelines set.

I congratulate the Government of Zambia and its National Assembly for developing this ICT Master Plan and assure them of UNECA's continued support to the implementation process.

I also call on other development partners to give the National Assembly of Zambia their full support to implement its ICT Master Plan.



**Abdoulie Janneh**

United Nations Under-Secretary-General  
and Executive Secretary of UNECA

# Acronyms and Abbreviations

AISI	African Information Society Initiative
AVOIR	African Virtual Open Initiatives and Resources
CePRC	Canada ePolicy Resource Network
CIPESA	Collaboration on International ICT Policy for East and Southern Africa
CCTV	Closed-Circuit Television
CMS	Content Management System
COMESA	Common Market for Eastern and Southern Africa
DHCP	Dynamic Host Configuration Protocol
ePol-NET	Global ePolicy Resource Network
FOSS	Free and Open Source Software
ICT	Information and Communications Technology
ICT4D	ICT for Development
IPV4	Internet Protocol Version 4
LAN	Local Area Network
MDGs	Millennium Development Goals
MP	Member of Parliament
MAN	Metropolitan Area Network
NAZ	National Assembly of Zambia
NICI	National Information and Communication Infrastructure
OSISA	Open Society Initiative for Southern Africa
PLC	Parliamentary Leadership Centre
SADC	Southern African Development Community
SADC PF	Southern African Development Community – Parliamentary Forum
SIIF	Strengthen ICT Institutional Framework
SII	Strengthen ICT Infrastructure
SMTP	Small Mail Transfer Protocol
SOLRF	Strengthen Oversight, Legislative and Representative Functions
SOINSPS	Strengthen Oversight over ICT National and sub-Regional Policy and Strategies
SCDIC	Strengthen Community Development and Inter-Parliamentary Cooperation
ToRs	Terms of Reference
UNECA-SA	United Nations Economic Commission for Africa – Southern Africa
WAN	Wide Area Network
WSIS	World Summit on the Information Society

# Glossary of Terms

**Digital Democracy:** This is a term used when the use of information communication technologies (ICTs) enhances citizens' participation in the democratic process. It is the computerization of political discourse, policy-making and the political process in order to increase, enhance and deepen citizen participation in the policy and decision-making processes of government through a spectrum of activities: electoral campaigns, voting, consultation, participation in policy processes, polling public opinion, and exchanging communications between elected officials and constituents.

**Digital Divide:** The term denotes enormous disparities in ICT infrastructure, capacity to use ICTs, and affordable and equitable access to knowledge, information and suitable digital content. The "digital divide" is also defined as the unequal access to and diffusion to ICT both between and within countries. The global digital divide is calculated by dividing penetration rates in the developed world by the penetration rate in the developing world. Indicators measure insufficient infrastructure, high cost of access, lack of locally created content and an uneven ability to derive economic and social benefits from information-intensive activities.

**E-Commerce/Electronic Commerce:** Business activities involving consumers, manufacturers, suppliers, service providers and intermediaries and using computer networks such as the Internet.

**E-Governance:** A broad concept which includes: enhancing the delivery of government services and information through ICTs, thereby strengthening accountability and transparency in government actions; launching new participatory mechanisms; and fostering a process of decentralisation.

**E-Government:** Defined broadly, this refers to the use of ICT to promote more efficient and effective government, facilitate more accessible government services, allow greater public access to information and make government more accountable to citizens, thus empowering them. "E-Government" denotes the e-services and e-applications used by government in carrying out its day-to-day activities.

**E-Parliament:** A legislature that is empowered to be more transparent, accessible and accountable through ICT. It empowers people, in all their diversity, to be engaged in public life by providing greater access to parliamentary documents and activities. Connected stakeholders use ICT to support parliament's primary functions - representation, law-making and oversight - more effectively. Through the application of modern technology and standards and the adoption of supportive policies, e-Parliament fosters the development of an equitable and inclusive Information Society.

**E-Parliamentarian:** A legislator who makes effective use of the enabling capabilities of ICT and the opportunities created to make significant contributions to development and governance; one who takes responsibility for providing strategic direction and championing the development and exploitation of ICT's enabling capabilities to address the development challenges faced in his or her constituency, country and the region.

**Information and Communication Technologies (ICTs):** Technologies that facilitate communication and the processing and transmission of information by electronic means. It is a broad definition to encompass the full range of ICTs, including radio, television, telephones (fixed and mobile), computers and the Internet.

**Information economy:** An economy based on the exchange of knowledge, information and services, rather than physical goods and services.

**New ICTs:** Personal computers, mobile phones, satellite and wireless technologies, Internet and the Wide World Web.

**Traditional ICTs:** Telephone, radio and television.

**Vulgarisation:** Making some piece of abstruse or highly technical information more readily intelligible or widely known.

# Acknowledgements

In preparing this ICT Master Plan, we drew liberally from the insights of members of various parliamentary committees and the Heads of Department. The ICT Master Plan was greatly enriched by the comments and suggestions made by participants at a sensitization seminar and a survey on the status of ICT integration within Parliament.

The development of the Master Plan was carried out under the overall leadership of Mrs. Doris Katai K. Mwinga, the Clerk of National Assembly. Many of the proposals contained in this Master Plan came from the technical group that comprised: Mr. Michael Mukuka, the Principal Clerk, ICT; Mrs. Mwango Chisala-Sharpe, Assistant Principal Clerk, ICT – Operations; Mr. Teddy Nyambe, Assistant Principal Clerk, ICT – Applications; and Ms. Patricia Zulu. They are also based on recommendations in the Parliamentary Reforms and the Modernization Programme being implemented in the National Assembly of Zambia.

The work on the ICT Master Plan for the National Assembly of the Republic of Zambia benefited from the valuable technical support and direction provided by the ICT, Science and Technology Division at UNECA Head Quarters, Addis Ababa, including Ms. Aida Okopu-Mensah (Director), Dr. Sizo D. Mhlanga (Chief, ICT Policy and Development Section) and Mr. Thierry H. Amoussougbo (Regional Advisor). It also gained from the technical contribution of Ms. Atamelang Ngwako (Associate Economic Affairs Officer) under the direction of Dr. Munorweyi E. Dhliwayo (Senior Economic Affairs Officer) and overall guidance of Ms Jennifer Kargbo (Director) in UNECA's Southern Africa Office.

Acknowledgements are also given for the work done by Ms. Thandikile P. Mbvundula, who reviewed the first draft of the ICT Master Plan.

# Part I: Background and Context

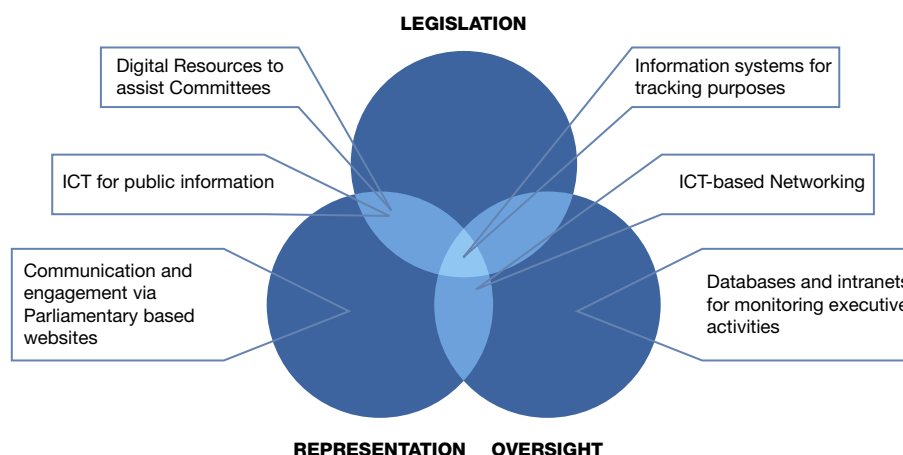
## 1.0 Introduction

Parliaments are one of the main pillars of democratic societies, as the Legislature is one of the three key pillars of the promotion and enhancement of democracy and democratic values, in conjunction with the Executive and the Judiciary. In the last two decades, the number of democratic governments - many of them in developing countries - has reached an unprecedented peak. Parliaments have followed a similar trend.

In spite of the rapid global deployment and use of information communication technologies (ICTs) in the various economic and public spheres, it is surprising that their use in parliaments is lagging, at least in relative terms. On the other hand, deploying ICTs in parliaments for their own sake, without a clear strategy to foster the core functions of the institutions, can lead to disappointing results. Thus, technology alone cannot provide any comparative advantage to parliaments as democratic institutions or to members of parliaments (MPs) as representatives for their constituencies.

The process of integrating ICTs into parliamentary processes can lead to e-Parliaments. These can be defined as parliamentary institutions that use ICTs with the objective of enhancing and strengthening their three core functions: legislation, oversight and representation.

**Fig. 1: ICT to empower Parliaments' Main Functions**



Source: UNDP (2005)

Work conducted by the United Nations Economic Commission for Africa (UNECA) and the Southern African Development Community Parliamentary Forum (SADC PF) indicates that parliaments in the region need to develop strategies to use ICTs effectively to strengthen their rightful roles in a healthy democratic dispensation. The appropriate use of ICTs has been identified as playing a crucial role in advancing developmental goals and contributing effectively towards an enabling environment for resolution of social and economic challenges such as attainment of the Millennium Development Goals (MDGs)<sup>2</sup>.

2 <http://www.un.org/millenniumgoals/>

The development of the ICT Master Plan for the National Assembly for Zambia (NAZ) is thus a response to priority programmes, strategies and policies laid down by governments at international, regional and national level to fast-track development through the use of appropriate technology.

The objectives of the Master Plan include: to chart the course for strengthening the ICT infrastructure and ICT human capital for optimum use of ICTs in the National Assembly; to enhance citizen participation and foster better relations between members and their constituents; and to improve effectively the accessibility, transparency and accountability of the National Assembly, culminating in an enhanced environment of good governance.

The methodology used for the development of the ICT Master Plan included studies of the prevailing situation and consultations with all stakeholders through workshops, interviews and surveys to assess the status of ICTs at the NAZ. These studies highlighted that, although major progress had been made in computerizing the NAZ, a lot still remained to be undertaken to accomplish the intended goals in terms of optimizing facilities, building capacity to enhance effective use of existing resources and expanding and diversifying the use of ICTs to enhance Parliament's interaction with citizens.

Strengthening ICT infrastructure and building capacity in utilization and maintenance of ICT resources were identified as crucial for optimizing the use of ICTs in Parliament to enhance internal efficiencies and accelerate parliamentary business. Greater citizen participation, transparency, accessibility, accountability and effectiveness were all features which were highlighted as being crucial for strengthening the representative, legislative and oversight functions of MPs and identified as important actions lines in the implementation of the ICT Master Plan.

In order to ensure sustainability of the systems implemented, it is important that the NAZ reviews the financing mechanisms for effective implementation and maintenance of the ICT Master Plan. As part of their oversight role, Members of Parliament (MPs) must be empowered to ensure that budget allocations are made for the integration of ICTs into national development processes as well advocating legislation to support ICT for Development (ICT4D) strategies. ICTs can also be used to assist MPs to track and monitor progress of the Government's development projects and programmes.

Finally, ICTs can facilitate the promotion of exchange of information and best practices, including access to pro-poor ICT applications, enhanced inter-parliament cooperation and the establishment of innovative mechanisms to facilitate greater information flow at global, regional and subregional levels.

## 1.1 Background

Over the years, there have been concerted, collaborative efforts at national, regional and global levels to support governments in developing countries to bridge the digital divide between their respective countries and the developed world. Key strategies implemented include developing national ICT policies to promote the establishment of information- and knowledge-based societies as a foundation for wealth creation and to assist them in facilitating accelerated progress in achieving some of the MDGs, such as the elimination of extreme poverty, combating serious disease and achieving universal primary education and gender equality. However ICTs remain out of reach for many citizens, particularly in the rural and remote areas of developing countries. Their benefits may not be fully realized due to the high costs of access, poor infrastructure, limited human resource capacity, and a lack of policies, legislation and an enabling environment in which they can thrive. On the other hand, in countries with well-developed enabling environments, ICTs have had a revolutionary effect, fuelling globalization, enhancing governance and stimulating development in education, health and the business sectors. The global nature of the



Information Society means that national, regional and global efforts must be supported by multi-stakeholder cooperation at the national, regional and international levels if they are to be successful.

UNECA recognized the important role that ICTs play in facilitating the attainment of development goals and in responding to the challenges of the Information Age. It launched the African Information Society Initiative (AISI) in May 1996<sup>3</sup>, which was adopted by African Ministers responsible for Economic and Social Development and Planning at their thirty-first session in Addis Ababa, and endorsed by the Assembly of Heads of States of the Organisation of African Unity. AISI is a common vision, not only to bridge the digital divide between Africa and the rest of the world, but more importantly to create effective digital opportunities that Africans and their partners can develop and to accelerate the continent's entry and active participation into the global economy of information and knowledge, focusing on priority strategies, programmes and projects, which could help build African information and knowledge economies.

A key outcome of AISI was the development of National Information and Communication Infrastructure (NICI) policies, plans and strategies (commonly called “national e-strategies”) in many countries across Africa. The NICI methodology has provided the framework within which ICTs are mainstreamed into national planning processes and integrated into all sectors of the economy in order to facilitate the achievement of national and sectoral development priorities and objectives.

The strategic importance of ICTs in facilitating the development of knowledge-based economies formed the underlying theme of the World Summit on the Information Society (WSIS) 2003-2005<sup>4</sup>. The WSIS was an initiative of the 1998 Plenipotentiary Conference of the International Telecommunication Union (ITU), endorsed by the United Nations General Assembly as an effective means to assist the United Nations in fulfilling the goals of the Millennium Declaration. It provided a global platform where key players, governments, UN agencies, the private sector and civil society came together to develop a common vision and an understanding of the Information Society. They adopted a Declaration of Principles and a Plan of Action, setting the stage for international cooperation to close the existing digital divide between developing and developed countries, while involving all stakeholders in building an inclusive Information Society. Heads of State and stakeholders recognized and endorsed the need to create an enabling environment based on clear policies, laws and regulatory frameworks in order to enable universal, equitable and affordable access to ICTs for the development of a knowledge-based society.

*The WSIS Declaration of Principles (2003) declared “a common desire and commitment to build a people-centred, inclusive and development-oriented Information Society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and peoples to achieve their full potential in promoting their sustainable development and improving their quality of life, premised on the purposes and principles of the Charter of the United Nations and respecting fully and upholding the Universal Declaration of Human Rights.”*

According to Nash (2001<sup>5</sup>), information can be seen as the “material foundation” of the information age that we live in today. Therefore inequitable access to ICTs can negatively affect a developing country's ability to use information and knowledge effectively for their social and economic development and this, in turn, contributes to the widening gap between rich and poor nations.

In line with its Fifth National Development Programme (FNDP, 2006 - 2010)<sup>6</sup>, the Zambian Government launched its National Information and Communications Technology Policy in 2006. The programme's thrust

3 <http://www.uneca.org/aisi/>

4 [www.itu.int/wsis/](http://www.itu.int/wsis/)

5 Nash K (2001) Contested Power - Political Sociology in the Information Age XX

6 [http://www.mofnp.gov.zm/index.php?option=com\\_content&task=view&id=91&Itemid=118](http://www.mofnp.gov.zm/index.php?option=com_content&task=view&id=91&Itemid=118)

was to integrate ICTs in all sectors of the economy for sustainable national development and poverty reduction. The current challenge is to formulate national strategies and develop comprehensive implementation plans to operationalize the ICT policy and ensure the effective cross-sectoral integration of ICTs into all sectors of the economy.

The National Assembly has a crucial role to play in supporting Government's efforts to stimulate the integration of ICTs into the economy. They have a special role in overseeing the effective implementation of national ICT plans, once national strategies have been formulated which assign a specific role to the establishment of enabling legal and regulatory frameworks in order to stimulate the growth of the ICT sector and its effective integration into national development plans and processes.

Parliamentarians are elected representatives, legislators, overseers and monitors of government policy and administration and so they can play a critical role in leading the transformation of the knowledge society. They can help shape the development of the Information Society by supporting the implementation of initiatives that promote the increased participation of citizens, building their capacity and strengthening their own ability to leverage ICTs effectively to support parliamentary processes, while ensuring that appropriate laws are drafted to establish an environment in which ICTs can effectively be applied to stimulate the economy and to foster democracy and good governance for the benefit of the citizens.

However, MPs' role in the establishment of a knowledge society must be underpinned by the necessary frameworks, plans and guidelines. Sufficient funds and investments must be mobilized for these and supportive policies and legislation must be put in place and strategies developed to ensure that access for all to information and knowledge is promoted.

## 1.2 The role and business of the National Assembly of Zambia

Article 62 of the Constitution of Zambia<sup>7</sup> defines "Parliament" as a composite body consisting of the President and the National Assembly. The President of the Republic, through the powers conferred by the Constitution, calls Parliament to meet, orders elections to take place and assents to laws (the Presidential Assent), but otherwise does not play an active role in parliamentary work. It is the National Assembly of Zambia (NAZ), consisting of elected and nominated MPs, that undertakes a variety of important public responsibilities, including establishing laws (Acts of Parliament), approving proposals for taxation and public expenditure, and scrutinizing and reviewing the work of the Government.

Under the Parliamentary Reform Project (PRP 2002 – 2007)<sup>8</sup>, the NAZ undertook to reform its operations in five key areas, namely: the legislative process, member-constituency relations, administration of the National Assembly, support services to Parliament and the Committee system.

The PRP activities included: the development and implementation of a strategic plan; review of the standing orders; enhancing the use of ICT in National Assembly operations; developing a directory of all civil society organizations and a members' handbook; establishment of constituency offices; design of an internship programme; indexing of committee hearings and bills; and the NAZ Directory.

During the period of the Transitional National Development Plan (TNDP, 2003-2005)<sup>9</sup> the NAZ published literature on various aspects of Parliamentary practice, procedure, traditions and administration for distribution to the public and to constituency offices. It built capacity by giving training to MPs and staff. It increased coverage

7 [http://www.parliament.gov.zm/index.php?option=com\\_content&task=view&id=21&Itemid=49](http://www.parliament.gov.zm/index.php?option=com_content&task=view&id=21&Itemid=49)

8 [http://www.pactworld.org/cs/parliamentary\\_reform\\_project](http://www.pactworld.org/cs/parliamentary_reform_project)

9 [http://www.mofnp.gov.zm/index.php?option=com\\_content&task=view&id=91&Itemid=118](http://www.mofnp.gov.zm/index.php?option=com_content&task=view&id=91&Itemid=118)

of parliamentary debates, proceedings and other related programmes by expanding radio broadcasting from the radius of 50km to all the nine provincial headquarters, covering a radius of about 150km per site. The Library Collection Development Policy was also developed during the TNDP. The third phase of the PRP was in 2007.

### **1.2.1 Parliamentary reforms at the National Assembly**

In 1991, Zambia changed its system of governance from a single-party state to multi-party democracy. Consequently, and as a way of enhancing democratic governance, the NAZ found it prudent to realign the functions of Parliament with the demands of plural politics. This called for the introduction of Parliamentary reforms with a view to addressing some of the limitations which existed in the institution.

The Reform Programme was therefore designed in order to enhance parliamentary oversight of the activities of the Executive and to allow increased participation of the citizens in national affairs. In addition, the reforms were designed to enable the Zambian Parliament to bring about accountability and transparency and to enhance the adoption of good governance in the government systems.

In line with this, the NAZ made an undertaking to implement reforms aimed at creating a **REAL** parliament i.e. a parliament that was:

- **R**epresentative and **R**esponsive;
- **E**fficient and **E**ffective;
- **A**ccountable and **A**ccessible; and
- **L**egitimate and **L**inked.

### **1.2.2 The National ICT Policy and the Fifth National Development Plan**

The Fifth National Development Plan (FNDP) was launched in 2006 with the theme “*Broad-based Wealth and Job Creation through Citizenry Participation and Technological Advancement*”. It further recognised the need to use ICTs to accelerate national development. The Zambia National ICT Policy was also launched in 2006.

The stage had been set for the exploitation of ICT and Parliamentarians were to play a leading role. Both the National ICT Policy and the FNDP were launched by the President of the Republic and both stressed the use of technology to accelerate national development. This sent a strong signal for the legislature to further the agenda of using technology as a tool for competitive advantage in all sectors of the economy.

Parliamentarians are the elected representatives responsible for providing leadership and guidance towards an inclusive Information Society. They were expected to lay down the fundamentals for this inclusive Information Society through the enactment of national legislation, good oversight over national ICT policy, the provision of an adequate budget and promoting innovative financial mechanisms.

Globally, parliaments have joined other sectors of national economies in recognizing the importance of effective participation in global networks. Information and knowledge have become strategic resources for addressing various economic challenges. The appropriate use of ICTs has been identified as playing a crucial role in advancing developmental goals and contributing effectively towards an enabling environment for the resolution of socio-economic challenges, such as attaining the MDGs.

The development of the ICT Master Plan for the NAZ is thus a national response to priority programmes, strategies and policies laid down by governments at international, regional and national levels for fast-tracking development through the use of appropriate technology.

### 1.3 The context - SADC Parliamentary Forum (SADC PF) ICT Strategy<sup>10</sup>

As part of the implementation of the SADC-PF programme for development, ICTs were identified as critical cross-cutting tools that could be applied to enable access to a wide range of knowledge and information resources, to assist members to make informed decisions and to facilitate research, whilst offering appropriate channels for networking, interaction with constituencies and outreach. The SADC PF conducted a Parliamentary Leadership Centre (PLC) Survey (2001) and an ICT Survey (2002) that highlighted the challenges parliaments in the region faced in effectively adopting ICTs to leverage and support parliamentary processes. The survey outcomes also alluded to the detrimental effects that the low level of ICT awareness amongst MPs had on their ability to engage with and lead in the transformation processes to establish the necessary environment for their countries to realise the full potential of ICTs.

Following findings and recommendations from these two surveys, UNECA's Sub-Regional Office for Southern Africa and the ICT, Science and Technology Division (ISTD), in collaboration with the SADC PF, in 2008 developed a subregional SADC PF ICT Strategy for empowering parliaments through the use of ICTs to guide the development and utilization of ICTs in national parliaments in the subregion.

The strategy was formulated after reviewing the status and future plans of SADC national parliaments. This accentuated the need to develop baselines of the existing situations and benchmarks by which ICT programmes could be monitored and evaluated while being implemented. It included a review of global and regional ICT initiatives.

Therefore the SADC PF ICT Strategy was designed to address, at a policy level, issues of convergence, harmonization of ICT indicators and promotion of ICT usage in subregional economic integration and enhancement of connectivity and access to ICT services among and within Member States. It was also established to guide the development and adoption of ICTs at the subregional level and to act as a framework for national e-Parliaments. The NAZ ICT Master Plan is one of the first building blocks and pillars to be developed as part of the implementation of the SADC PF ICT Strategy for the foundation of effective e-Parliaments in the subregion.

An analysis of the potential of ICTs in relation to the three core functions of parliament led to the development of a framework that focused not only on the use of ICTs themselves, but also on how parliaments executed their core business and the impact that ICTs could have when deployed strategically. The framework suggested how generic or specific ICT applications could be brought into the core functions of parliament. However the starting point for supporting the use of ICTs in parliaments was not the deployment of the latest technology but rather a comprehensive understanding of the way in which parliaments operated within their national contexts. The identification of critical or priority areas in which ICTs could be deployed for maximum impact was also essential to secure "buy-in" and ownership by parliaments and the MPs.

---

<sup>10</sup> <http://www.sadcpf.org/>

# Part II: Rationale For The Master Plan

## 2.0 General overview of current ICT status

### ICT interventions at the National Assembly

ICT interventions began at the National Assembly in 2002, when the ICT Department was established.

The first activity towards formulating the ICT Master Plan was in April 2008, when a workshop was organized with the help of UNECA and SADC PF on: “*The role of Members of Parliament in building an inclusive Information Society towards accelerating the Millennium Development Goals (MDGs)*”. The workshop was attended by MPs, staff of the National Assembly and a representative of SADC PF. Strategic outcomes from this workshop were the Terms of Reference for the development of an ICT Master Plan for Parliament and the call for an ICT Committee.

Based on the outcomes and recommendations of the workshop, the NAZ took the initiative to review its utilization of ICTs and explore ways in which to enhance its core functions of legislation, oversight and representation in line with developments in other parliaments in the region.

The Terms of Reference called for the need adequately to equip MPs and staff with the required information skills to enable them to advocate the development and use of ICTs in Parliament and to facilitate MPs’ engagement in national ICT issues. The scope of work was to assess the ICT status within Parliament and to identify the needs, strategies and related actions.

### 2.1 Summary findings - National Assembly, ICT Department and Parliamentary Departments’ Surveys (2008)

A survey was conducted in December 2008<sup>11</sup> amongst MPs and staff to assess the status of ICT integration within Parliament and MPs’ skills in the effective use and application of ICTs in Parliament. It also evaluated their ability to support national development goals and objectives and advocate the implementation of an Information Society in Zambia.

The survey reviewed a number of areas and produced aggregated comprehensive results which were analyzed in order to gain a clearer picture of the current state of ICT awareness, resources, resource allocation and utilization in the National Assembly. The areas reviewed included:

- Capacity, infrastructure and applications;
- Availability, usage and access to ICT infrastructure;
- Capacity-building for other areas with ICT objectives;
- Funds allocated to stimulate the establishment of an Information Society; and

11 Detailed survey results are attached as Annexes to this report

- Promotion of inter-parliamentary cooperation.

The in-depth analysis highlighted a number of challenges that needed to be addressed:

### 2.1.1 National Assembly findings

#### 1. Capacity, infrastructure and applications

- Shortage of computers;
- Interruption of Internet connectivity and low utilization of the Internet;
- Low utilization of available ICT resources; and
- Inadequate computer training.

#### 2. Contributing to an inclusive Information Society in Zambia

- Lack of awareness of the current status of the National ICT policy and strategies and how they impacted the national development processes;
- Lack of awareness of the priority areas of the National ICT policy and strategies;
- Lack of effective parliamentary scrutiny and oversight of the implementation of the national ICT policy and the strategy development process;
- Non-existence of a Parliamentary ICT Committee which would have a critical cross-cutting role in ensuring that ICTs were integrated and taken into consideration in all the other sectoral parliamentary committees; and
- The need to raise awareness of the critical role that ICTs could play in leveraging and facilitating development, so that members could be in-house champions and experts in conducting the necessary oversight of the ICT sector.

#### 3. Financing mechanisms

- Lack of funding for ICT activities in national budgets; and
- Lack of an enabling environment for public-private partnerships and lack of incentives for private-sector participation such as tax incentives for relevant ICT4D programmes.

#### 4. Promotion of ICT for constituency development

- Lack of resources;
- Lack of ICT human capital; and
- Lack of infrastructure.

#### 5. Promotion of inter-parliamentary cooperation through ICTs

- The National Assembly has a representative on the SADC PF ICT Managers' Forum, which spearheads the regional SADC PF ICT Strategy. It is also a signatory to the Charter for the African Parliamentary Knowledge Network (APKN), coordinated by UNDESA. There is a UNDP programme on E-Governance and E-Parliaments and an initiative by the Global Centre for ICTs in Parliament. These aim to build capacity and promote and strengthen inter-parliamentary cooperation through

ICTs, including exchanging information and best practices, accessing pro-poor ICT applications and enhancing cooperation.

## 2.1.2 National Assembly ICT department findings

### 1. ICT vision, strategy and leadership

- a. Although the department was guided by a vision (*“Harnessing the potential of ICTs towards a REAL Parliament”*) and a mission (*“To enable timely delivery of cost-effective, efficient and quality business solutions by applying appropriate technologies and manpower to meet and exceed expectations of the internal and external stakeholders”*), no strategic plan had been developed to address these.
- b. There was need for top-level political leadership, support and commitment for the process of ICT adoption, including the allocation of resources for initiatives and projects of the ICT department. At the time of the survey, 80% of the National Assembly’s ICT infrastructure capital budget was funded by donors, while only 20% was supported from the national budget. This was not sustainable in the long term and as the National Assembly became increasingly more reliant on the ICT infrastructure.

### 2. Capacity, infrastructure and applications

- a. Specialised training was required for ICT staff in critical areas to support greater ICT awareness-raising and advocacy within Parliament;
- b. There was need for skills enhancement of the ICT staff in: development and maintenance of websites and web-portals, e-security, and overall strengthening of their ICT capacity to access, automate and package knowledge as well as provide platforms for sharing knowledge;
- c. Outsourcing could be used where necessary of specialized skills required to build capacity in ICT advocacy and better understanding among MPs and ICT staff of the strategies to integrate ICTs into national development processes;
- d. Awareness raising was required on the Zambia ICT policy and its priority areas for both staff and MPs, as this was crucial for guaranteeing buy-in and acceptance of the need to pursue an ICT4D development agenda which was a prerequisite for successful delivery of the desired goals;
- e. There was a need for Parliament to establish an ICT Committee to foster greater linkages between MPs, ministries and other institutions in charge of the ICT policy and to take the lead in spearheading the process of integrating ICTs into all the sectors, whilst taking the responsibility of ensuring oversight of this process (this is one of the recommendations of the SADC PF ICT Strategy);

### 3. ICT services: document management and citizen interactions

- a. There was need for the enhancement of the NAZ website to include video broadcasting and downloadable audio files of plenary and committee sessions as well as to provide access to planned on-line discussion fora; and
- b. Parliament’s website was not interactive, for instance there was no provision for public comments on bills before Parliament. Other requirements included website development capacity for MPs, in-house ICT skills and the need for ICT equipment and up-to-date applications.

For enhanced ICT service delivery, document management and the ability to interact with citizens, the following challenges were identified:

- c. Lack of adequate access to ICT resources by citizens. A public ICT resource centre at the NAZ was proposed;

- d. Lack of downloadable files of digital audio broadcasts on the NAZ website as part of Parliament's outreach to extend access to parliamentary information for the benefit of the citizenry; and
- e. There was a need to integrate and link available information electronically to optimize limited ICT resources.

### **2.1.3 Parliament departmental ICT requirements**

The NAZ departmental assessment for ICT requirements was undertaken to complement the ICT Department survey. This survey was administered on 13 departments of the National Assembly, excluding the Parliamentary Reforms Programme (PRP), and examined the level of computerization in the departments and made a high-level analysis of each department's specific requirements of hardware, software and training. In summary, it was evident that there was an urgent need to upgrade the level of computerization for all departments to ensure that the NAZ was equipped with modern technology. Skills in the use of ICTs should be upgraded, including specialist skills for ICT equipment maintenance, security and other aspects.

#### **1. Computerization level of Parliamentary departments**

There was need for most departments to enhance their level of computerization as most tasks were still being undertaken manually.

#### **2. Departmental requirements for ICT hardware/software**

- a. Generally, all 13 departments assessed required computers and printers or printing facilities; and
- b. Although the National Assembly is using Microsoft Office 2007 and almost all workstations have access to the intranet, all 13 departments requested more access. Some also requested specialized, specific application software systems and database applications.

#### **3. ICT training requirements**

All departments expressed the need for training in computer appreciation, basic computers, computer architecture, basic hardware maintenance and comprehensive training in the use of the communication systems available at Parliament and in specialized software and database applications.



# Part III: The ICT Master Plan

## 3.0 Introduction

ICTs have become a strategic and vital resource for parliaments. The challenge is not only how to apply new technologies to improve the traditional tasks performed by legislative bodies, but to use the full potential of ICT to take legislatures and their members into the twenty-first century. Exploiting the opportunities offered by ICT will enable parliaments to be active participants in the global Information Society and to reap the benefits that such participation accords. To realize these objectives however, effective management and sustained support from parliamentary leaders is essential.

Effective management involves a number of critical components. This requires a vision of how ICTs should be used to support the work of the parliament, coupled with management mechanisms for implementing that vision. The vision should lead to the formulation of a strategic plan that includes the most important goals and objectives. The vision and the plan must be supported by the key stakeholders within the parliament, including members, chairs of committees, officials and staff.

The results of the 2008 survey at the NAZ identified internal deficiencies in ICT competencies and gaps in service provision. They buttressed the need for a National Assembly ICT Master Plan. This would ensure that each department was at the same level of computerization and that ICTs were utilized and managed as tools for sharing and exchanging information, for enhanced public participation in the legislative and policy-making processes and for institutional development and efficiency.

The Master Plan would ensure that ICT initiatives were always aligned to the business strategy of Parliament and government and would identify medium- to long-term goals for the utilization of technology to facilitate public participation, given that a considerable number of members of the public were not aware of:

- How Parliament served them
- What legislation was being tabled
  - What was the status of such legislation?
  - What were their rights with respect to the legislation?
  - How they could participate in influencing such legislation?
- What issues of public and political concern were being debated, and
- What checks and balances were being undertaken on the work of the Executive

The ICT Master Plan is therefore aimed as a contribution to the realisation of the vision of harnessing ICT potentials to establish and develop a paperless Parliament that is Representative, Responsive, Efficient, Effective, Accountable, Accessible, Legitimate and Linked (R.E.A.L). The plan will also reflect the local interpretation of the SADC PF ICT Strategy, incorporating the aspirations expressed in the *Zambian National ICT Policy*, The Fifth National Development Plan and the *World e-Parliament Report 2008*. These include the implementation of comprehensive projects and programmes designed to strengthen the human and physical ICT infrastructure and ICT services in the country and within the National Assembly, which would enable it to play a critical role in transforming the country into a knowledge society.

### 3.1 ICT Master Plan objectives

The global objective of the plan is to assist the National Assembly to harness the potential benefits of ICT in supporting Parliament's basic values of transparency, accessibility and accountability in executing its critically important functions of representation, legislation and oversight. The plan therefore represents a strategic process that creates project plans, assigns management authority and responsibilities, allocates resources, establishes deadlines and ensures that implementation is managed effectively.

The following are the specific objectives of the ICT Master Plan:

1. To strengthen Parliament's ICT institutional and governance frameworks and endow Parliament with an ICT strategic plan and resources;
2. To bridge the divide between the public and MPs by accelerating and extending the deployment of adequate ICT infrastructure, including hardware, software and skilled human resources, in Parliament and in Parliamentary constituency offices;
3. To bridge the divide between the public and government through building MPs' capacity to contribute to the process of developing, implementing and monitoring sectoral, national and subregional ICT policies and strategies through oversight, resource mobilization and adequate legislation;
4. To bridge the divide between the public and Parliament by promoting citizens' access to Parliamentary documentation and proceedings;
5. To facilitate service delivery by building the capacity of legislators and repositioning them to undertake their oversight, legislative and representative roles efficiently and effectively through enhanced access to information and knowledge and better utilisation of technology;
6. To build Parliament's capacity on emerging issues of the knowledge society, such as ICT legislation, cyber security, etc.;
7. To optimise the use of ICTs within Parliament so as to enhance internal efficiencies and accelerate parliamentary business processes;
8. To build MPs' capacity to champion the promotion of ICT as a tool for socio-economic development within their constituencies;
9. To build the capacity of Parliamentary staff and equip them with relevant ICT tools (hardware and software) to undertake their roles effectively;
10. To extend Parliament - taking Parliament to the people - to enhance the relations between constituents and MPs through the use of ICT, since physical interaction with all the constituents is not always possible;
11. To ensure Parliament has an annual ICT budget that ensures the effective implementation of the ICT Master Plan;
12. To develop and implement a strategy to mobilize resources to accelerate the implementation of the Master Plan;
13. To enhance inter-parliamentary cooperation, collaboration and knowledge-sharing through use of appropriate technologies; and
14. To increase investment in technology to achieve greater benefits.

## Box 1: Benefits of ICT adoption

“First, transparency, accessibility and accountability, as well as people’s participation in the democratic process, largely depend on the quality of information available to members of parliaments, parliamentary administrations, media and the society at large and on citizens’ access to parliamentary proceedings and documents. Both can be improved through ICT applications, which in turn could dramatically strengthen the policy-making process.

Second, the efficiency of the internal business practices of services to members and staff and the performance of the organization as a whole may impact on the effectiveness with which parliament carries out its legislative process, scrutiny functions and members’ duties. Both the efficiency and effectiveness can be increased by sound adoption of new technology coupled, if necessary, with organizational re-engineering.

Third, full participation in the emerging global information network is crucial for an institution that wants to avoid marginalization. Parliaments today are confronted with a new reality of information integration and knowledge exchange, as well as with an increasing demand for inter-parliamentary cooperation. That requires a change in the way parliaments act internally and in the way they interact with the outside world, including through the use of ICT.

The effective use of ICT can result only from a clear vision of how they are to be used to support the work of parliament, a strategic plan that sets realistic goals and strong management to ensure that objectives are achieved. Without political involvement in these efforts, not only may parliaments waste resources and create systems that fail to serve their many functions and higher goals, but they may also fail to keep pace with the evolution of society around them, thus broadening the gap between citizens and their representatives.”

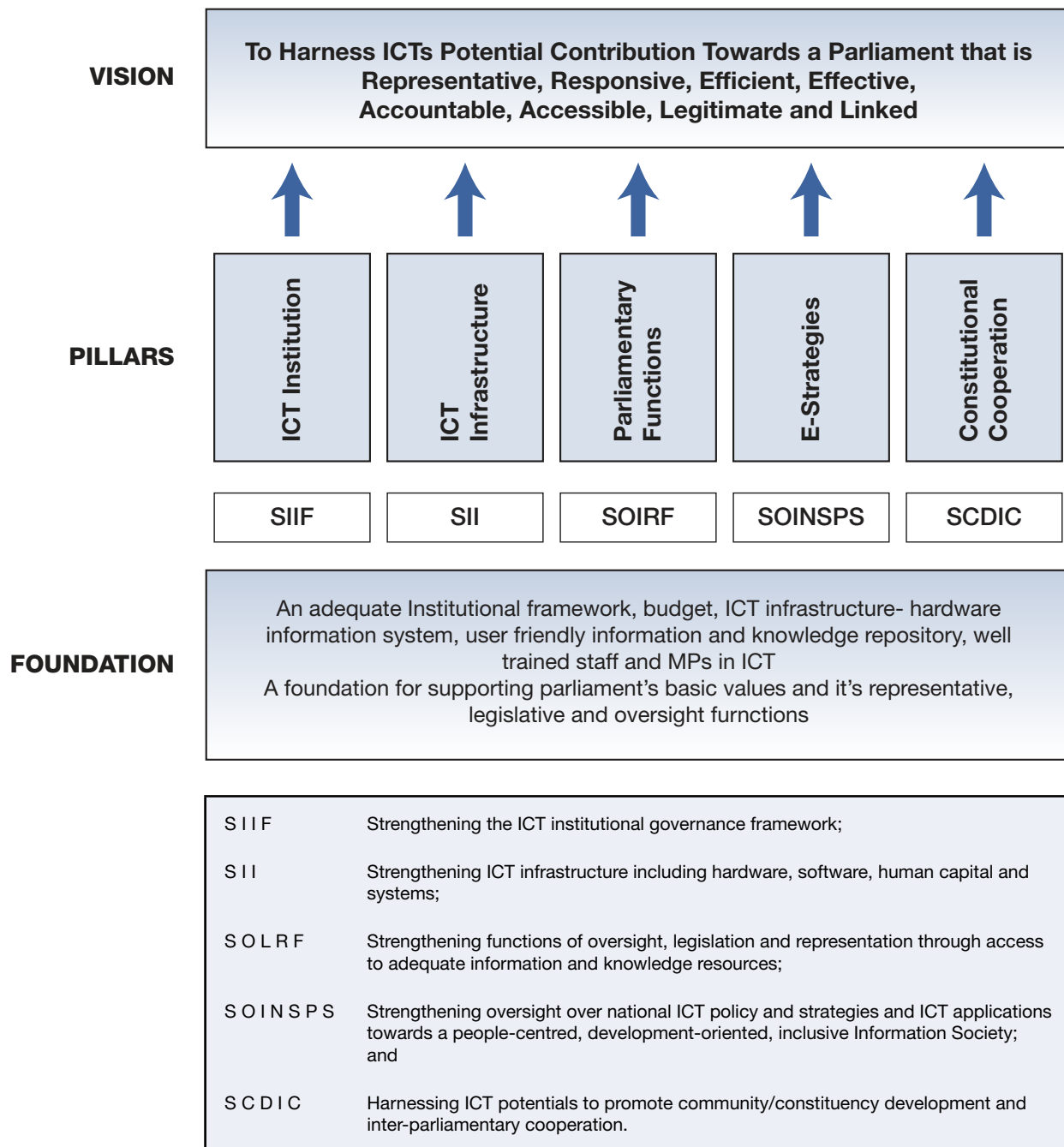
Source: World e-Parliament Report 2008

## 3.2 Master Plan pillars

The Master Plan is founded on five strategic priorities. Each of these programmes includes several activities. In general, the priorities evolve around the following issues: *policy, infrastructure development (building capacity, developing content), e-government and democracy, interactivity, sustainability and funding*. The pillars are:

1. Strengthening the ICT Institutional Framework (SIIF);
2. Strengthening ICT Infrastructure (SII);
3. Strengthening Oversight, Legislative and Representative Functions (SOLRF);
4. Strengthening Oversight over ICT National and Subregional Policy and Strategies (SOINSPS); and
5. Strengthening Community Development and Inter-Parliamentary Cooperation (SCDIC).

**Fig 2: ICT Master Plan Pillars**



### 3.3 Policy issues

#### Programme 1: Strengthening ICT Institutional Framework and Internal Policy

##### Objectives

Conclusions from the survey indicate that, although the National Assembly had undertaken major strides in setting up basic ICT infrastructure and services, not much had been achieved in the adoption of Parliament-wide standards and procedures or clear policy guidelines on procurement, maintenance, usage, standards and security. Effective and strategic utilisation of the ICT infrastructure is directly dependent on sound policy direction and guidelines. The use of ICT infrastructure mostly for personal purposes takes up productive time of the staff and the ICT Department should therefore be empowered to take appropriate measures to deter abuse of facilities.

There was no overarching policy framework to guide the development of ICTs. Although a wealth of information was lodged in Parliament, there were no systematic procedures for sharing this due to inadequate mechanisms or guidelines to enable information sharing, foregoing the opportunity of transforming some of this information into knowledge. The administration of Parliament recognized that records management should be a specific corporate programme and this could only be possible if they had the necessary levels of organisational support to enable its effectiveness.

The success of an institution has much to do with the framework in place. At the technical level, the National Assembly had a fully fledged ICT Department. However, there was a need to establish a committee dealing with ICT issues since ICT had become the enabler of accelerated social-economic development. The current situation of three parliamentary committees, each including a component that dealt with technology, was not entirely satisfactory to deal with complex ICT issues in both the National Assembly and the nation.

The activities under this priority programme include:

### **3.3.1 Activity 1: To develop and implement Parliamentary Information System Operation Policy (ISOP) and guidelines**

The ISOP will outline the guiding principles for Parliament to manage its information system to provide reliable, secure, useful and easily accessible information resources and related services that empower members and staff of Parliament. These will include: general usage, ownership, security and proprietary information, system and network activities, email and communication activities, and enforcement. Inappropriate usage exposes Parliament to risks that include virus attacks, compromise of network systems and services and possible exposure to legal liability. All members and staff of Parliament will be responsible for the accuracy, timeliness, protection and preservation of information resources. The structure of the ICT Department will also ensure that the Speaker or Deputy Speaker and a member of the ICT Committee are included as part of the ICT decision-making process and are assigned clear responsibilities.

The ISOP will include the following components:

1. Parliament ICT organization chart
2. The ICT committee
3. Responsibilities and functions
4. The information system, including guiding principles, usage and access
5. Security and Privacy:
  - i. data protection
  - ii. user authentication
  - iii. data confidentiality, integrity and non-repudiation
6. Maintenance plan should be in place for (i) hardware maintenance by availing parts and back-up equipment; and (ii) software maintenance with vendor support (on- and off-site) to fix bugs and resolve problems including support through a help desk or call centre, and offering scalability and support for upgrades to system software, such as a new version of the database or operating system;
7. Business continuity plan to enable critical services or products to be delivered to clients without interruption in case of problems;

8. Budgeting and resource mobilisation including developing a proper cost-benefit analysis which identifies resource needs and proposes different innovative strategies to mobilise resources, including national annual budget allocation, private sector involvement, and participation by bilateral and multilateral institutions and the Diaspora;
9. Monitoring and evaluation mechanisms to monitor cost-effectiveness, impact, progress in the use of ICT in administration and parliamentary functions, learning and research, and to provide management information to empower MPs and Parliament at whole; and
10. Risk assessment

### **3.3.2 Activity 2: To organise an ISOP review and adoption workshop with an emphasis on responsibilities and implementation of monitoring and evaluation mechanisms**

This review workshop will bring together all staff, MPs and other legal and ICT experts to discuss the rationale and feasibility of the ISOP and update it accordingly. The final document will be submitted to Parliament for final adoption.

### **3.3.3 Activity 3: Submission and adoption of ISOP**

The ISOP will be presented to MPs during a parliamentary session for final adoption.

### **3.3.4 Activity 4: To establish and/or strengthen an ICT committee or any relevant ICT governance structure within Parliament**

The principal objective of an ICT committee or any relevant ICT governance structure will be to coordinate and ensure the effective implementation of the ICT Master Plan. Based on Parliament's internal rules and constitution, the body could consist of a core group of MPs and parliamentary staff with an external multi-disciplinary advisory group. It would lobby for the development and use of ICTs in Parliament and to facilitate the effective participation of the MPs in ICT policy formulation, implementation and monitoring as Zambia moves towards an inclusive, people-centred and development-oriented knowledge society. Well-trained members of this structure or committee will support others in raising awareness, building capacity and developing legal and regulatory frameworks for harnessing the potential of ICTs for socio-economic development. This could involve lobbying at a regional level for enabling ICT policy frameworks and lobbying nationally for adopted regional instruments on ICT.

**Table 1: Strengthening ICT Institutional Framework and Internal Policy (IFIP)**

Programme 1: Strengthening ICT Institutional Framework and Internal Policy (IFIP)						
Activities	Key Deliverables	Success indicators	Indicator verification means	Duration	Resources/ Inputs	Budget (US \$)
<b>Activity 1:</b> To develop and implement a Parliamentary Information System Operation Policy (ISOP) and guidelines	Parliament Information System Operation Policy (ISOP) document	Adoption and compliance	Policy available	2 months	Human and financial resources	8,000
<b>Activity 2:</b> To organise a workshop for the review and adoption of ISOP with an emphasis on responsibilities and implementation of monitoring and evaluation mechanisms	Workshop organized	ISOP documents reviewed and any amendments incorporated	New ISOP report Feedback through evaluation questionnaire	2 days	Human and financial resources	15,000
<b>Activity 3:</b> To adopt the ISOP through a parliamentary session	ISOP reviewed at a parliamentary session	ISOP approved	ISOP adopted	1 day	Review by Clerk, Speaker and staff	None
<b>Activity 4:</b> To establish an ICT Committee and strengthen its functions within the Parliament	Creation of an ICT Committee/ incorporation of ICT Committee functions in existing committee with clear expected achievements	ICT Committee reviews Master Plan	Reports	1 month	Human resources	None

### 3.4 Infrastructure development

#### Programme 2: Strengthening ICT Infrastructure

##### Objectives

Infrastructure is the foundation for all ICT services, since it provides the backbone on which other key services depend. Within the context of parliaments, this refers to the hardware, software systems and applications necessary to provide technology-based support. Sustaining a reliable infrastructure and the staff needed to support it is of fundamental importance for building an e-Parliament. The provision of ICT infrastructure should be aimed at meeting the *Zambian Parliament’s* needs, including the facilitation of communications and the exchange of information, enhancing the attainment of the objectives of the legislative, representative and oversight functions and organizing the knowledge capital of Parliament. The essential foundation for providing effective ICT support and services to the NAZ is an adequate infrastructure, periodically maintained and continually upgraded to provide new services.

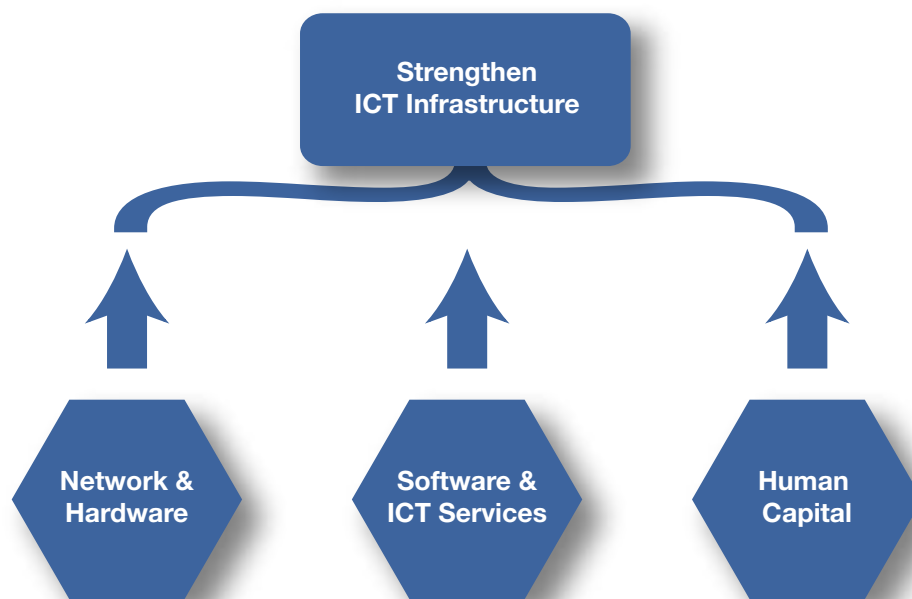
Parliament therefore needs to view infrastructure costs as an ongoing investment for internal operations supporting the overall mission of the institution. Infrastructure must be planned within the framework of the goals and objectives of Parliament, as expressed in its vision statement and the strategic plan, if it is to be both efficient and effective. Although the National Assembly had deployed basic ICT infrastructure, there were a number of gaps especially in the area of software applications and some hardware required replacement as it was obsolete.

Human resources is the most important asset for a legislature and is a critical resource that deserves special attention. There is a need for well-trained, highly qualified in-house ICT staff. The nature of the work of Parliament

requires specialist knowledge in order to develop responsive ICT services. Without skilled and dedicated staff knowledgeable about parliaments and the legislative process, it would be a challenge to accomplish strategic goals, complete projects and enhance the effectiveness of the institution.

The activities of the infrastructure programme are depicted in the following diagram:

**Fig 3: Infrastructure programme activities**



### 3.4.1 Activity 1: Strengthening network and hardware infrastructure

The network and hardware infrastructure refers to the physical connections of networks across Parliament, bandwidth capacity, wireless access, network security and the associated servers. The main objective is to establish a Parliament-wide, service-oriented architecture and to build a robust infrastructure that is flexible, secure and responsive to the strategic goals of Parliament. This would also reduce unit and maintenance costs and deployment time.

Areas of focus will include:

1. Improving Internet bandwidth, general cabling, switches and router capacity and performance if this proves necessary;
2. Equipping the National Assembly with reliable network servers – mail servers, web servers, information and knowledge repository servers, and printer servers;
3. Equipping all National Assembly offices, sections and committees with desktops, printers, scanners and other multimedia terminals;
4. Providing laptops for MPs – this can be achieved in partnership with the private sector or through the National Assembly Guarantee scheme;
5. Providing a reliable and secure broadband intranet/Internet network which is accessible to all MPs, staff and parliamentary committee offices;



6. Establishing computer rooms with high-speed intranet/Internet services for the various users such as committees;
7. Establishing external public-access points for consultation and so that the public have open access to parliamentary information systems, this could also include multimedia voice-assisted systems;
8. Establishing a parliamentary media centre;
9. Deploying broadband wireless networks;
10. Strengthening network monitoring and security;
11. Expanding Parliament radio broadcasting services and establishing a Parliament TV broadcasting network; and
12. Establishing a Video Conferencing system.

#### **3.4.1.1 Local Area Network**

Although the National Assembly had a variety of ICT hardware, the challenge faced was obsolescence of some of the computers, laptops, servers and other equipment. The dynamic nature of technology means that hardware and software must be constantly upgraded or replaced. The situation is made worse by the growing demands of legislatures and members for better services. Although resources to experiment with leading-edge technologies might not be available, it is important that emerging technologies, which have been proven to be sustainable and effective for the work of parliaments, should be adopted.

#### **3.4.1.2 Wide Area Network**

The survey indicated that the NAZ had a Metropolitan Area Network (MAN) which operated efficiently but required network monitoring and management tools to enable the network administrator to eradicate or mitigate abuse. The constituency offices were connected to the National Assembly through the Internet using General Packet Radio Service (GPRS) modems. The video-conferencing facility was not available.

In view of the above, it was imperative that a Virtual Corporate Network (VCN) or Virtual Private Network (VPN) be implemented through mobile operators with the capacity to provide VCN. This would enable all the parliamentary constituency offices to connect with greater bandwidth and at a lower cost than using GPRS modems, thereby enhancing service delivery.

#### **3.4.1.3 Network Services**

The network services running at the National Assembly included the Dynamic Host Configuration Protocol (DHCP), Domain Name Service (DNS), e-mail and Network File Sharing (NFS). However there was a need to establish authentication servers to enhance service delivery of the network.

#### **3.4.1.4 Broadcasting and Infrastructure**

The National Assembly had elaborate radio-broadcasting infrastructure which needed upgrading to ensure coverage to the rest of the country. The initial installation of the radio-broadcasting facilities followed the “line-of-rail”. Citizens and stakeholders in areas without radio coverage of Parliament were demanding that this facility be made available to them.

### 3.4.1.5 TV Broadcasting

Television broadcasting facilities at the National Assembly were non-existent and it was critical to establish these in order to enhance transparency and promote good governance. Stakeholders were demanding that such facilities be established and this was necessary in order to augment the radio-broadcasting facility in the dissemination of parliamentary information.

**Table 2: Strengthening networking and hardware infrastructure**

Programme 2: To Strengthen ICT Infrastructure						
Activity 1: Strengthening networking and hardware infrastructure						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget (US \$)
Improving Internet bandwidth, general cabling, switches and router capacity and performance	Subscription to high-speed Internet bandwidth and deployment of advanced network devices	Improved network speeds	Quality of information and accessibility	6 months	Financial resources Training Human resources Service providers	
Equipping Parliament with reliable network servers, mail servers, web servers, information and knowledge repository servers, and printer servers	Various or multi-services servers acquired	Improved network functionality and information system services	Equipment procured and user feedback	1 year	Financial resources Training Human resources Service providers	
Equipping all NAZ offices/ sections/committees with desktops, printers, scanners and other multimedia terminals	More computer equipment installed to address current needs	“Access for All” a reality in Parliament	Equipment procured and user feedback	1 year	Financial resources Training Human resources Service providers	
Providing laptops for MPs – could be achieved in partnership with the private sector or through the National Assembly Guarantee scheme	Laptop programme established	Laptops acquired for MPs	Equipment procured and user feedback	3 years	Financial resources Training Human resources Service providers	
Providing a reliable, secure broadband intranet/Internet network accessible to all MPs, staff and parliamentary committee offices	Broadband Internet connection deployed as required	“Access for All” a reality	Equipment procured and user feedback	6 months	Financial resources Training Human resources Service providers	
Establishing computer rooms for the various users e.g. committee computer rooms with high speed intranet/ Internet services	Computer rooms established	Use of established computer rooms	Equipment procured and user feedback	1 year	Financial resources Training Human resources Service providers	

**Programme 2: To Strengthen ICT Infrastructure**

**Activity 1: Strengthening networking and hardware infrastructure**

<b>Sub-activities</b>	<b>Key deliverables</b>	<b>Success indicators</b>	<b>Indicator verification means</b>	<b>Duration</b>	<b>Resources</b>	<b>Budget (US \$)</b>
<p>Establishing external Public Access Points (PAPs) for consultation and open access to parliamentary information systems by the public. This could also include multimedia voice-assisted systems;</p> <p>The users of the PAPs can:</p> <p>access Internet and digital versions of publications at the National Library at no cost;</p> <p>access information resources of the Parliament;</p> <p>participate in discussing legislative initiatives, reviewed laws and amendments;</p> <p>access online consultations from experts;</p> <p>improved communication through memos, letters etc.</p>	Public Access Points established	Number of users	Feedback reports and collected statistics	1 year	Financial resources  Training  Human resources  Service providers	
Establishing/strengthening the parliamentary Media Centre	Media Centre established with computer equipment and Internet connection	Number of users	Feedback reports and collected statistics	1 year	Financial resources  Training  Human resources  Service providers	
Deploying wireless broadband networks	Wireless facilities installed and operational	Number of users	Feedback reports and collected statistics	1 year	Financial resources  Training  Human resources  Service providers	
Equip all constituencies with IT equipment linked to parliamentary information systems, including community radio, voice-assisted equipment, community cyber centres, etc.	All constituencies equipped	Number of users	Feedback reports and collected statistics	3 years	Financial resources  Training  Human resources  Service providers	
Strengthen network monitoring and security	Network monitoring and management tools installed	Reduction in network incidents and abuse	Reports and IT audit	3 months	Financial resources  Training  Human resources	20,000

Programme 2: To Strengthen ICT Infrastructure						
Activity 1: Strengthening networking and hardware infrastructure						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget (US \$)
Extend Parliament's radio broadcasting services	Radio transmission equipment installed and commissioned in areas lacking the facility	Wider radio coverage	Feedback from the public and physical inspection	6 months	Recruitment of technical expertise  Financial resources	300,000
Establish a video-conferencing facility	Video-conferencing facility deployed	Number of activities conducted via video conferencing	Physical inspection	6 months	Equipment  E-learning	200,000
Establish a parliamentary TV broadcasting network and CCTV	Parliamentary TV broadcasting established	General public accessing live parliamentary TV broadcast	Feedback from the public	4 months	Equipment  Financial resources	300,000

**Table 3: Strengthening hardware and networking infrastructure – implementation plan**

N°	Sub-activities	Duration	Start	Finish	Year 1				Year 2				Year 3				
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
1	Procuring servers, laptops and PCs (preparation of bid documents, procurement )	6 months	01/01/10	01/06/10													
2	Improving Internet bandwidth, general cabling, switches and router capacity and performance																
3	Establishing/ strengthening the parliamentary Media Centre																
4	Identifying private sector to be involved in “laptop for all” programme and approve framework																
5	Commence implementing the “laptop for all” programme																
6	Drafting related documents for Public Access Point, equipment procurement, installation and commissioning																
7	Setting up CCTV for distribution of video signal within Parliamentary buildings - equipment procurement - installation and commissioning	6 months															
8	Extending parliamentary radio-broadcasting infrastructure - Feasibility study to determine areas not currently covered - equipment procurement - installation and commissioning	2 years															
9	Establishing a video-conferencing facility	6 months															
10	Establishing a TV broadcasting system	4 months															
11	Developing a constituency IT programme, identifying partners and implementing the programme																

**Fig 4: Software & ICT services**



### 3.4.2 Activity 2: Strengthening software and ICT services

Software and ICT services apply to tools and applications that MPs and staff of the National Assembly use to perform their functions. The survey in general indicated a gap between the availability of relevant applications and the lack of skills or knowledge of available applications among the MPs and staff.

#### 3.4.2.1 Applications software

Although users had access to computers with general-purpose applications, there was a lack of specialised software tools to support business processes. Some of the specialised applications and processes to be established or enhanced to improve business procedures and meet stakeholders' expectations were:

- **Website redesign**

The existing website needed review so that it would emphasize and reflect the business of Parliament while enhancing interaction with constituents and the general public. Some of the features envisaged to be incorporated in the new website included online forums and blogs. The reviewed website would require constant updating by staff possessing the requisite skills.

- **Virtual library research tools**

Parliament was involved in reviewing background materials to support parliamentary committees and MPs. The process of research required access to print and electronic media, which was currently hampered by lack of specialised research tools and limited access to online materials. The NAZ should also consider subscribing to global online parliamentary libraries and data repositories.

- **Legislative systems**

Legislation is one of the core functions of Parliament and specialised systems need to be established to support parliamentary business. Some of the applications required to support the legislative processes included the establishment of a legislative information system that, among other things, incorporated a workflow for processing questions, agenda of the House (order paper), bills, committee papers, tracking of government assurances, and debates and proceedings (for instance the *Hansard*).

- **Help desk**

The increased use of ICT in Parliament demanded an efficient and effective process of supporting users. Therefore an information and assistance resource was needed to troubleshoot problems with ICT equipment and services and provide users with a single point of contact to receive assistance on various issues. A help desk at the National Assembly would typically manage requests via help-desk software, which includes an issue-tracking system that allows for the tracking of user requests. The help desk would also build a repository of knowledge that could be used as a reference for problem resolution and would include establishing a facility on the intranet for Frequently Asked Questions (FAQs).

- **File-tracking system**

Physical files were being used to store important institutional information but digital files had become necessary. While a number of manual files would be phased out after implementing a comprehensive document management system, a limited number of manual files would still be maintained.

- **Travel management system**

Officials of the NAZ were involved in assignments that demanded local and international travel. The process of management and tracking of these travel arrangements before and after the trip was being undertaken manually. A tool was needed to ensure that each stage of the preparation of these travel arrangements was well documented. This could also be extended to remote monitoring from palmtop computers (personal digital assistants or PDAs), cellphones or personal computers.

- **Fleet management system**

The installation of the fleet management system would enable NAZ to improve management of maintenance of vehicles, improve management of drivers and fuel, reduce risk, improve safety and security as well as optimize operations of the fleet of vehicles and human resources.

- **Security management system**

The management of security required appropriate tools to assist in the analysis of information collected by the security department. Security incidents, gate passes and vehicle and personnel log sheets were administered manually, making it difficult to conduct extensive analysis of collected information. A system was therefore

required to ensure that the information was captured at the point of generation. Reports from the system would enable timely management decisions for securing both the personnel and property.

- **Document management system**

One of the most important resources at the National Assembly was the information contained in the documents produced. There was currently no system in place that allowed users to manage information in a systematic and secure way. It was critical that a comprehensive, secure document management system be established, particularly since the NAZ generated so many documents of national importance.

**Table 4: Strengthening software and ICT services**

Programme 2: To Strengthen ICT Infrastructure						
Activity 2: Strengthening software and ICT services						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget Estimate (US \$)
<b>General software applications</b>						
Office suites, word processors etc	Widely installed and upgraded software suites	Improved data management	Feedback reports	6 – 12 months	Human and financial resources	2,000
Help desk and software tutorial utilities	Installed help desk	Improved software help-desk services and self-training facilities	Feedback reports	6 -12 months	Human and financial resources	In conjunction with the first sub-activity
<b>Administrative applications</b>						
Travel management system	TMS installed	Improved monitoring of travel arrangements	Feedback reports	6 -12 months	Human and financial resources	15,000
Fleet management	Fleet management system	Improved management of vehicles and associated services	Feedback reports	6 -12 months	Human and financial resources	15,000
<b>Mail and website services</b>						
Email for all implemented and tested	Free email accounts (with Parliament domain name) created for all MPs and staff. Accounts created for media club and users of Public Access Points	Email accounts widely used	Feedback reports and collected statistics	6 -12 months	Human resources	None
Website upgrades	New website with new features commissioned	Increased hits on the site	User feedback and traffic logs, web counter	3 months	Human and financial resources	6,000
Deployment of websites for all committees	Web portal created for parliamentary committees	Improved usage	Feedback reports and collected statistics	3 months	Human and financial resources	In conjunction with the above sub-activity



Programme 2: To Strengthen ICT Infrastructure						
Activity 2: Strengthening software and ICT services						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget Estimate (US \$)
Development of website for members	Members' website developed	Improved usage	Feedback reports and collected statistics	3 months	Human and financial resources	In conjunction with the above sub-activity
Development of interactive public website	Public access portal / space virtually configured	Improved usage	Feedback reports and collected statistics	3 months	Human and financial resources	In conjunction with the above sub-activity
Installation of remote access tools and utilities	Remote access utilities/ tools installed	Improved usage	Feedback reports and collected statistics	3 months	Human and financial resources	In conjunction with the above sub-activity
Knowledge management, document management, archiving and library systems						
Virtual library and research tools	Web access to literature system	Improved access to information	Reduced time to access information	4-6 months	Human and financial resources	50,000
File tracking	File-tracking application	Improved speed in tracking files	Reduced time to locate files	4-6 months	Human and financial resources	3,000
Contact directory	Electronic contact directory	Contacts' details available	Ability to distribute documents and memos easily	4-6 months	Human and financial resources	2,000
Collaboration tools	Collaborative applications	Improved exchange of information and communication	Use of blogs, instant messaging and e-discussions	4-6 months	Human and financial resources	3,000
Document management	Document management system	Improved information sharing	Reduced search time for documents	4-6 months	Human and financial resources	15,000
Knowledge Management System	Knowledge System	Improved information intelligence	Easy information access and retrieval	4-6 months	Human and financial resources	30,000
Enterprise Resource Planning (ERP), including procurement & inventory system and human resource management system	ERP installed	Transparent procurement and human resource management	Improved procurement processes  - reduction in resolution times for staff HR issues  - ability to generate reports on the inventory situation	6-12 months	Human and financial resources	30,000
Specialized software for bill drafting, amending legislation and minutes	Applications identified and installed	Improved document management	Statistics	12 months	Human and financial resources	5,000
Audio-visual streaming application	Audio-visual streaming application installed	Improved audio and video streaming	Reports	4-6 months	Human and financial resources	2,000

Programme 2: To Strengthen ICT Infrastructure						
Activity 2: Strengthening software and ICT services						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget Estimate (US \$)
<b>Legislative, representative and oversight applications</b>						
Legislative system	Legislative application system installed	Improved question processing, order paper formulation	Reduced processing time	6 months	Human and financial resources	50,000
Legal and judiciary databases planning, implementation and maintenance	Databases created and running	Number of users	Statistics	4 -6 months	Human and financial resources	3,000
Statistics and social database planning, implementation and maintenance, linked to government information systems or intranet	Databases created and running	Number of users	Statistics	4-6 months	Human and financial resources	3,000
Online public surveys platform	On-line survey operational	Number of users	Feedback reports and collected statistics	4-6 months	Human resources	None
Electronic bulletin development and dissemination	Electronic bulletin initiated	Number of users	Feedback reports and collected statistics	4-6 months	Human resources	None
Other special applications	Special applications identified and implemented	Quality improvements	Feedback reports and collected statistics	12 months	Human and financial resources	
<b>ICT services</b>						
Security management system	Security management system installed	Improved management of security incidents and reporting	Reports generated	6-12 months	Human and financial resources	15,000
Parliamentary newspaper/e-newsletter	Newspaper and e-newsletter initiated	Number of users	Statistics	6 -12 months	Human and financial resources	15,000
ICT help desk service and full e-service	Help desk and e-service operational	Improved ICT assistance	Feedback reports and collected statistics	6 -12 months	Human resources	None

**Table 5: Implementation plan for strengthening software and ICT services**

N°	Sub-activities	Duration	Start	Finish	Year 1				Year 2				Year 3				
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
1	Upgrading general software applications																
2	Implementing “email for all” programme																
3	Upgrading websites	3 months															
	Procurement/installation of specialized software for drafting bills, amending legislation and preparing minutes																
4	Audio-visual streaming applications																
5	Installing legislative systems	6 months															
6	Installing and commissioning of virtual library and research tools	6 months															
7	Installing and commissioning of a help desk	6 months															
8	Installing and commissioning of a file tracking system	6 months															
9	Contact directory	6 months															
10	Establishing collaboration tools	3 months															
11	Document management	6 months															
12	Installing and commissioning of a knowledge management system	6 months															
13	Establish an enterprise resource planning system	6 months															
14	Security management system	6 months															
15	Installing and commissioning a travel management system	6 months															
16	Installing of a fleet management system	6 months															

### 3.4.3 Activity 3: Human Capital

The availability of competent staff able to design, implement, manage and use ICT applications and services is critical for strengthening parliamentary functions. The successful implementation and support of ICT systems requires high-level skills and therefore the NAZ must focus on developing and retaining a well-educated and competent ICT staff. Skilled parliamentary staff are able to bring ideas and proposals to the fore, implement ICT solutions and supervise external contractors if required. They are a critical factor for an e-Parliament.

The quality of ICT governance influences how well ICTs are harnessed to add value to the organization. Success in the use of ICT infrastructure does not depend on ICT department alone, but on its effective application in the user departments. From the survey undertaken, there was a marked deficiency in the capacity to utilise ICTs, even despite the fact that 80% of staff had access to ICTs. It was therefore important for NAZ to accord greater emphasis and focus to building ICT capacities among its staff and support continuous skills-development activities.

#### 3.4.3.1 Parliament technical staff

As the use of ICTs is growing, Parliament will become increasingly reliant on its ICT support staff, particularly those with exceptional levels of technical skills. If Parliament is to benefit from its substantial investment in

hardware and software, it must be able to attract and retain good quality ICT support staff. It is also necessary to provide effective central support for the work of MPs, administration, committees and external users through the maintenance of ICT infrastructure, provision of networked information resources and policies that ensure the availability and retention of well qualified support staff by offering them new opportunities. Parliament must therefore make every effort to ensure that the conditions of service for support staff are attractive and designed to retain specialist ICT skills by offering a progressive career path, whilst providing opportunities for the training of trainers to support career development and continuous learning within Parliament.

National Assembly technical and administrative support staff should be trained in the way Parliament operates, especially so they can support critical functions such as preparing and managing complex documents, recording and publishing legislative activities in “real time” as they occur in plenary sessions, and enabling enhanced communications between Parliament and citizens.

Special training linked to specific responsibilities should be organised for the following ICT staff:

- Assistant Principal Clerk – ICT operations and ICT officer operations: Responsible for day-to-day user support and for planning, managing and coordinating overall hardware and information systems. At least two other staff should be assigned as support for the above tasks.
- Assistant Principal Clerk – ICT applications and ICT officer applications: Plans, manages and coordinates the installation of software applications and website design. Would be responsible for the development, maintenance and updating of effective interactive parliamentary websites and websites for members and committees and for deployment of interactive technologies such as online polls, discussion groups and blogs to improve two-way communication with constituents. The latter required more support and well trained staff and in some circumstances outsourcing.

Continuous and specialised training is also required for:

- **Library and research staff**

Special attention should be accorded to library and research staff functions as they were currently implementing digitized library services and were responsible for promoting easy access to key information resources from the legislature, other parts of the Government or from a variety of outside sources. Library and research staff were responsible for developing and maintaining a permanent digital archive. In addition, they were tasked with acquiring and disseminating information and documents, conducting research and preparing reports whenever required. Specialised ICT training in the different customized systems should be provided.

- **Members of Parliament**

Parliaments have especially advantages, among the institutions central to promoting and consolidating good governance, to take advantage of ICTs to foster democracy, increase the spread and scope of democracy and help shape the Information Society, while improving their own particular role within it. ICTs can be used for improving efficiency in the public sector, including local government, and for overall managerial efficiency. The deployment of ICTs could improve budget planning, management of public expenditure, public information systems, decentralized planning and monitoring systems, quality of documentation, and transparency in public finances by strengthening monitoring efforts within the Government.

As part of their parliamentary oversight function, parliaments and public representatives rely increasingly on real-time information and analyses. Consequently elected representative need to be forward-thinking, to have enhanced skills and to be better informed. Continuous training of MPs was needed to equip them with required knowledge and skills to access information on best practices and to gain access to shared parliamentary resources and other databases, using ICT services relevant to their functions.

- **ICT Committee members**

Members of the ICT Committee or other ICT governance structure are responsible for the effective implementation of Parliament's ICT Master Plan. The committee will be key in interrogating and consulting MPs on an ongoing basis on priorities and technological solutions to be integrated into different sectors at the national level and to support their roles of representation, legislation and oversight.

Committee members should therefore receive specialised training in formulating, implementing and monitoring ICT policy and in ICT services. This could include developing policy; identifying priority development areas or pillars and sectoral policies drawn from identified pillars; ICT legislation and e-applications such as e-security, e-governance, e-health, e-education, e-services, e-community development, etc. Budgetary provisions and financial mechanisms should be developed to support this specialised training and sensitization. This should also cater for ICT Committee participation in regional and international e-Parliament events. Awareness could also be enhanced in the process of promoting harmonized ICT policy, strategy frameworks at the subregional level and standards, as well as the specific role of MPs in these processes.

Special attention should be accorded to: exploring innovative financing mechanisms required for effective national policy implementation; the legislative and regulatory environment needed for promoting foreign direct investment (FDI) in ICTs; harnessing the value of effective public-private partnerships; and exploring the potential of the local private sector.

- **Administrative staff tasks**

All staff working within Parliament should be aware of parliamentary functions and overall document management processes. Specialized and continuous training was also required to ensure efficient and effective performance of the personnel.

- **Outsourcing of ICT activities**

The services below were already outsourced by the NAZ:

1. Parliamentary radio-broadcasting infrastructure comprising a radio studio, transmitters and a satellite uplink and downlink station;
2. Metropolitan Area Network (MAN);
3. Digital Satellite Television (DSTV) infrastructure; and
4. Maintenance and servicing of computers, printers and scanners.

Additional services which could be outsourced included:

1. Development of systems and standards for legislative documents (in collaboration with universities or private sector);
2. Effective interactive web portal and voice-assisted multimedia tools;
3. Building of comprehensive database systems that contained the full range of institutional and legislative content and accommodated user-friendly, open standard documents in multiple formats with multiple access channels; and

4. Building a coherent knowledge base for parliaments that linked all relevant internal and external information resources into an integrated system that facilitated search and retrieval of desired information for members, staff and the public.

**Table 6: Human capital**

Programme 2: To strengthen ICT infrastructure						
Activity 3: Strengthening human capital						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget
Professional training	Certification	Passing exams	Staff performance appraisal	Continuous	- Financial resources - e-learning programmes	30,000
Attachments and exchange programmes	Report on attachments/exchange programme	Better ideas for undertaking tasks	Report/performance appraisal	Continuous	- Financial resources	25,000
Knowledge database	Knowledge database established	Number of staff/MPs using system	Survey/visitor counter	Continuous	- Financial resources - Online manuals and publications - Instructors	50,000
Establishing in-house training facilities	Equipped training centre set-up	In-house training being conducted from training centre	Physical inspection	6 months	- Financial resources - Equipment	50,000
Training of trainers on knowledge management	Training modules developed/available and implemented	Increased knowledge and ability to train others	Staff performance appraisal	Continuous	Outsourcing human and financial resources	10,000/annum
Training of trainers on database development and maintenance	Training modules developed/available and implemented	Increased knowledge and ability to train others	Staff performance appraisal	Continuous	Outsourcing human and financial resources	10,000/annum
Training of trainers on legislative, representative and oversight applications	Training modules developed/available and implemented	Increased knowledge and ability to train others	Staff performance appraisal	Continuous	Outsourcing human and financial resources	10,000/annum
Training of trainers on document management, archiving and virtual library systems	Training modules developed/available and implemented	Increased knowledge and ability to train others	Staff performance appraisal	Continuous	Outsourcing human and financial resources	10,000/annum
Training of trainers on help desk services	Training modules developed/available and implemented	Increased knowledge and ability to train others	Staff performance appraisal	Continuous	Outsourcing human and financial resources	
Hands-on practical training on the use of the Internet and ICT applications to enhance MPs' work as legislators	2 hours' training provided to each parliamentarian per week	MPs' knowledge of IT services increased	MPs' performance appraisal	Continuous	Human resources	Non-financial implication

**Programme 2: To strengthen ICT infrastructure**

**Activity 3: Strengthening human capital**

<b>Sub-activities</b>	<b>Key deliverables</b>	<b>Success indicators</b>	<b>Indicator verification means</b>	<b>Duration</b>	<b>Resources</b>	<b>Budget</b>
Monthly training of users (other than MPs) in parliamentary information system	2 hours' training provided to each user per week	Increased user knowledge of IT services	User performance appraisal	Continuous	Human resources	Non-financial implication
<b>Training parliamentarians and staff on building a people-centred, development-oriented inclusive knowledge society</b>						
Implementing and training of trainers on UNECA's on-line platform "ICT essentials for Government leaders"	On-line training modules installed and trainers trained	Increased knowledge and ability to train others	Trainer performance appraisal	Continuous	UNECA support	No financial implication
ICT and MDGs	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	UNECA support	No financial implication
Formulation and implementation of national ICT policy and strategy	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	UNECA support	No financial implication
e-government, e-governance, m-government and challenges and opportunities during implementation stages	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
ICT and good governance: Government information systems, public information systems, open access to public information systems; Improvement in public expenditure management, decentralized planning and monitoring systems	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
E-democracy applications: challenges and opportunities for Africa	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
E-agriculture, m-agriculture	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
Cyber law: ICT legal framework	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000

Programme 2: To strengthen ICT infrastructure						
Activity 3: Strengthening human capital						
Sub-activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget
E-commerce, m-commerce, e-signature, e-transaction and legislation	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
ICT skills/capacity building for the knowledge economy and policy intervention	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
Public-private partnerships - challenges and enabling environment for promoting FDI	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
Enabling environment for ICT, R&D	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
ICT infrastructure in general, "last mile" technology and universal access	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000
Spam, viruses, website hijack, cyber security	Training modules developed/available and implemented	Increased knowledge of trainees	Trainee performance appraisal	Continuous	Outsourcing human and financial resources	5,000

### 3.5 E-government and democracy

#### Programme 3: Strengthening the representation, legislation and oversight roles

##### Objectives

How can Parliament's information systems improve its functions of representation, legislation and oversight? Increasingly elected representatives need to be informed and able to use the information highway to access information, best practices and quality legislation passed around the globe in whatever language, in order to achieve a better life for their peoples. It is vital that MPs and staff of Parliament know where to access this knowledge and how to share the accumulated information. To facilitate this, ICTs can be utilised to create seamless interaction between Parliament and government departments, especially in terms of Parliament's oversight function. ICTs can be used to give MPs valuable access to parliamentary documents, the parliamentary library and research support.

##### 3.5.1 Strengthening Parliament's oversight function

The extent to which a parliament performs the oversight function will vary according to the country's constitution. ICTs can render this process more efficient by providing different channels for greater interaction between the citizens and the legislature. For instance it can enable citizens to post their comments online, offering a more direct and transparent means of communication with the National Assembly and their elected representatives, while saving time and paperwork. In many recently established democratic parliaments, the oversight function still remains weak and is an ongoing learning process.



Through the use of ICTs such as databases, the committees which oversee the central government's budget can monitor and assess government expenditure. In India, for example, the availability of online information facilitates the role of MPs to assess any shortcomings in the performance of ministries.

**Actions:**

1. Strengthen transparency and accountability by using an information system which monitors and tracks government assurances, hence holding the Executive accountable;
2. Enhance democratic and parliamentary institutions, mechanisms and practices through parliamentary online services, networks, information-sharing and the creation of constituency websites;
3. Develop information systems for monitoring and tracking major projects being undertaken by the Executive; and
4. In conjunction with the relevant arms of government, develop databases to monitor and track the contractual obligations that government commits itself to on behalf of the people.

### 3.5.2 Strengthening Parliament's representative and advocacy function

The representative role requires MPs to be informed about issues of importance to their constituents. Hence, appropriate channels are needed for the public to inform MPs of their views on specific issues and to campaign for MPs to represent them. ICT tools can thus facilitate the research tasks of MPs, who need to be well-informed about citizens' concerns.

ICTs can also facilitate the conveyance of information to the public on the role of MPs through various channels including blogs, personalized websites and web casting. Even in rural areas where large segments of the population may not have ICT access, web-based parliamentary outreach to public access points can ensure access to information, including information on the role of parliament, at affordable cost.

ICTs can facilitate increased access and more effective communication between parliaments and government agencies, civil society organizations and the public, both nationally and internationally. ICT systems can enable individual MPs to establish and maintain their own networks and focus groups, coordinate research, poll people and coordinate various activities in their communities.

For constituents, this interaction facilitates informed identification and selection of appropriate MPs and provides information on existing resources and services at the local government level.

Constituents were asked what key issues they wanted to discuss with their MPs and they cited issues such as local politics, poverty, community healthcare centres and housing. For example MPs in Poland had embarked on e-democracy initiatives by prioritising e-discussions with citizens on issues such as the preparation of various laws. Costa Rica's parliamentary website hosted e-dialogue sessions with the public (*dialogos con el pueblo*) on issues such as fiscal reform and social capital in cooperatives around the country.

**Actions:**

1. Enhance connectivity and accessibility to all constituency offices by deploying appropriate and sustainable technologies for engaging citizens in the legislative process;
2. Develop constituency interactive websites and other collaborative tools to strengthen and enhance interaction between MPs and the constituents;
3. Strengthen Parliament's radio broadcast initiative as a tool for information dissemination, due to the wide coverage;

4. Equip parliamentary committees with appropriate technology to undertake public hearings in the most effective and efficient manner;
5. Develop the capacity of MPs and parliamentary constituency staff to be champions of change through awareness-raising activities about the benefits of ICT4D in accelerating socio-economic advancement within their constituencies; and
6. Develop and implement special training programmes on specialised software for strengthening Parliament's representative function.

### 3.5.3 Strengthening Parliament's legislative function

An important role played by MPs is to articulate the needs and preferences of citizens and transform them into policy by enacting legislation. For this, MPs require unfettered access to a wide range of information and knowledge resources in order to make informed decisions. Through databases, intranets and digital libraries, MPs can have efficient access to resources relating to legislative documents such as bills and proceedings.

There were many instances where MPs needed specific information in order to draft a particular piece of legislation. For example, in a country in the process of drafting cyber laws, the challenge is to strike a balance between the demands of civil society in support of cogent legislation and civil servants who were less interested in intrusive cyber laws. Relevant advice could be solicited from MPs in countries that have recently been through this process.

#### *Actions:*

1. Organize workshops to build capacity and raise awareness on different ICT issues and on laws and legal instruments that govern and regulate the use of ICT for all parliamentary staff and MPs;
2. Organize other relevant training programmes to empower MPs on new technology issues, cyber-law, Internet governance, intellectual property rights (IPR), e-security, e-governance, etc;
3. Establish databases on relevant information accessible to all MPs, such as developing information systems for bills and amendments and recording and tracking legislative actions;
4. Develop interactive Parliament website/resources with high access speeds and information integrity and enabling the legislative process and parliamentary proceedings to be more transparent and subject to closer public scrutiny;
5. Establish a database of legal texts and reference material, decrees and statutes accessible to all parliamentary staff;
6. Organize debate on e-strategies within Parliament and with ICT or related ministries and committees in identified priority areas;
7. Participating in e-Parliament initiatives at subregional, continental and global levels; and
8. Organising study visits to best practice countries.

### 3.5.4 Promoting good governance

Among the institutions central to promoting and consolidating good governance, parliaments are especially well placed to advocate for ICT potentials to foster democracy and help shape the Information Society, while improving their own particular role within it.

Both Government and Parliament can implement various mechanisms to create higher standards of accountability, transparency and participatory governance as critical elements of democracy and legitimacy. The most comprehensive is the deployment of “e-governance”, which refers to the use of ICTs in the relationships between public authorities and the community and in the functioning of public authorities within the framework of democratic processes and the provision of public services. It also refers to the enhancement of government service delivery through ICTs, thus strengthening the accountability and transparency of government actions and fostering decentralisation processes.

ICTs bring together the related concepts of “e-democracy”, “public e-services” and “e-administration (or e-government)”. Where political will exists and parliaments are fully engaged, electronic governance can significantly catalyze the process of reforming administration towards good governance. E-democracy and public e-services should be developed as a part of comprehensive national e-governance strategies that enhance democratic processes and the provision of user-centred public services.

1. “E-democracy” refers to the use of ICT in the democratic processes at any level, with the objectives of (i) strengthening citizens’ participation and engagement in national, regional and local decision-making processes; (ii) enabling ways they can vote in elections and referendums (e-voting); and (iii) ensuring that democratic institutions and processes are inclusive, transparent, responsive and accountable;
2. “Public e-services” refers to the use of ICT in the design, implementation, management and delivery of public services; and
3. “E-administration” refers to the use of ICT in re-designing and improving the performance of the administrative functions of public authorities. One of the main starting points of this process is to provide government information electronically to the public. Government online presence is a progressive step from a situation where even the most basic government information is confined to government bureaucrats and departments that are inaccessible to the public for logistic and administrative reasons.

#### ***Actions:***

Organize workshops to build capacity and raise awareness on uses of different ICTs to promote good governance;

1. Organize other relevant training programmes to empower MPs in issues of new technology, such as e-government, e-voting, e-services, e-inclusion, and e-governance;
2. Establish databases of best e-governance practices and make them accessible to all MPs;
3. Organise debate on e-strategies within Parliament and with ICT or related ministries to promote the effective implementation of e-governance tools; and
4. Organise study visits to countries where best practices can be investigated.

### **3.5.5 Strengthening Parliament’s oversight over national and subregional ICT policies and strategies**

MPs, in their capacity as elected representatives, are responsible for providing leadership and guidance to the people they serve toward an inclusive Information Society in Africa. Parliament is therefore the appropriate place to ensure that all policies best match the nation’s development needs. MPs are expected to lay down the fundamentals for achieving this through enacting national legislation and good oversight and control over the executive organs. Particular emphasis has been placed on parliaments and parliamentarians and their pivotal role in mobilizing resources, passing laws, debating on issues of national concern and holding governments to account for meeting their commitments.

Governments have a key role to play in the growth of any national economy. Parliaments remain mechanisms for channelling citizens' input into the ICT4D agenda and ensuring the involvement of various stakeholders in processes around e-strategies. As a result, strategy implementation, ownership and sustainability are guaranteed.

**Table 7: Strengthening Parliament's functions of oversight, representation and advocacy**

Programme 3: To strengthen Parliament's functions of oversight, representation and advocacy						
Activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget Estimate (US \$)
Creation of constituency websites	Accessible websites	Ability to access websites	Online inspections using search engines	6 months	Human and financial resources	40,000
Developing government assurances, bilateral and unilateral obligations and project tracking system	System installed and commissioned	Ability to check, track and follow up government assurances and projects.	Reports	6 months	Human and financial resources	15,000
Establishing a corporate virtual private network for constituency offices	Network installed and commissioned	Ability to use the network for information-sharing and communication	Reports from constituency offices	6 months	Human and financial resources	50,000
Developing capacity of constituency officers in collaborative tools and understanding of ICT4D	Certificate of accomplishment	Ability to use the collaborative tools and reports on ICT activities within constituencies	Monitoring and Evaluation Appraisal of constituency officers	6 months	Human and financial resources	30,000
Building online/offline discussion forums	Online/offline discussion forum	Constituents are able to engage their MPs online and offline	Number of constituents engaging their MPs	3 months	Human and financial resources	2,000
Developing and implementing capacity-building activities on how ICT can enhance the three main functions and promote good governance – the role of MPs						Already included in capacity-building
Initiate policy dialogue with the Executive for the deployment of e-governance applications						No financial implications
Implementing specific applications related to the functions						Already included in capacity-building

**Table 8: Strengthening Parliament’s functions of oversight, representation and advocacy– Implementation Plan**

PROGRAMME 3: Strengthening Parliament’s functions of oversight, representation and advocacy– implementation plan																
No	Activities	Duration	Start	Finish	Year 1				Year 2				Year 3			
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	Designing of constituency websites	9 months														
2	Training constituency office staff on content management for websites															
3	Installing constituency corporate private networks															
4	Building online/offline collaborative tools for constituency offices															
5	Creating reporting tools for projects in constituency offices															
6	Developing capacities of the constituency officers in ICT4D															
7	Developing tracking system for government assurances and projects															
8	Developing and implementing capacity-building activities on how ICT can enhance the three main functions and promote good governance – the role of MPs															
9	Initiating policy dialogue with Executive for the deployment of e-governance applications															
10	Implementing specific applications related to the functions.															

### 3.6 Interactivity

#### Programme 4: Harnessing ICT’s potential to promote community, constituency development and cooperation between parliaments.

#### Objectives

Parliamentarians need to be close to their constituencies, but they also need to promote appropriate ICT applications for community development. The use of ICT for local development is the best way for MPs to gain first-hand experience of the implications of ICTs in social change. The use of ICT as a tool for managing local projects provides experience of good governance, productivity improvement and citizens’ participation in local affairs. This offers ideas and opportunities for talented local citizens to explore further initiatives, thereby creating growth opportunities. This can be effectively addressed by mapping out constituency ICT needs and addressing these in collaboration with ICT experts, the private sector and others (Tables 9/10).

**Table 9: Harnessing the role of MPs and ICT for community development**

Programme 4: Harnessing the role of MPs and ICT for community development						
Activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget
Building the capacity of MPs on the role of ICT for community development	Skills imparted to MPs	Increase in the number of MPs trained and activities undertaken in constituencies	Feedback questionnaire and ICT applications project from MPs	Continuous	Human and financial resources	No financial implications
Undertaking research studies and developing a best practice portal on the Parliament website	Comprehensive report developed	Quality reports	Report availability	6 months	Human and financial resources	15,000
Organising training for the local administration	Skills imparted to local administrators and constituencies	Increased skills and knowledge imparted to local administrators and constituencies	Feedback reports	Continuous	Human resources	No financial implications
Promoting partnerships for the initiative	Partners mobilized	Number of partners involved in different initiatives	Feedback reports	Continuous		No financial implications

**Table 10: Harnessing the role of parliamentarians and ICT for community development – implementation plan**

Programme 4: Harnessing the role of MPs and ICT for community development – implementation plan																
N°	Activities	Duration	Start	Finish	Year 1				Year 2				Year 3			
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	Building the capacity of MPs on the role of ICT for community development															
2	Undertaking research studies and developing a best practice portal on the Parliament website															
3	Organising training for local administration															
4	Promoting partnerships for the initiative															

### 3.7 Sustainability

#### Programme 5: Strengthening Parliamentary oversight over national and subregional ICT policy and strategies

##### Objectives

ICT policies and strategies need to be integrated into broad development concerns and mainstreamed into all aspects of development planning. Since these issues are largely cross-cutting and interrelated, a participatory approach is essential to ensure that policies will correspond to real concerns and be supported by stakeholders. The formulation of national ICT policies and plans involves an intensive consultative process where government takes the lead. Ongoing consultations with stakeholders are a requisite for the successful implementation of development policies, including those that apply to the diffusion of ICTs in order to secure beneficial and realistic

outcomes. Steps also have to be taken to ensure that consultation is representative and that marginalized groups are included. Ideally, this process is managed through a high-level taskforce which includes civil society groups, private sector, independent regulatory bodies, academia, etc.

### **3.7.1 Recognizing Parliamentarians' role for in the policy process**

Government's role in the financing of ICT activities should include the dedication of an appropriate budget and resources for sustaining this cross-cutting, development-enhancing sector and the establishment of a conducive and enabling environment in the form of policy, legislation and regulation to attract investment. The Government should therefore allocate a percentage of national budgets to ICT activities in various ministries, departments and agencies.

Parliaments represent the best opportunities for all societal forces to take part at the national level in the policy-making process and in ensuring that financing mechanisms are crafted to herald activity implementation. Once national strategies have been formulated, the challenge remains that of rolling out effective implementation plans. Adequate funds and investments need to be mobilized and sound legislation put in place to ensure the successful implementation of intended goals. Parliamentarians are instrumental in laying down the fundamentals for an inclusive Information Society through enactment of national legislation, good oversight, the provision of an adequate budget and promoting innovative financial mechanisms. Funding for implementing activities can be through national budget allocations, foreign and local private sector investment and bilateral and multilateral development partners. Innovative financing mechanisms are the backbone of the policy implementation. The Parliamentary ICT Committee will play a pivotal role in anchoring this and will be responsible for:

- Providing an oversight function on ICT projects being undertaken by the Executive;
- Leading in the establishment of the appropriate enabling environment including ICT legislative and regulatory frameworks pertaining to harnessing the potentials of ICT for socio-economic development;
- Lobbying at the regional level for enabling ICT policy frameworks and interpreting signed regional or international ICT instruments;
- Lobbying for the deployment and use of ICTs in Parliament;
- Facilitating the engagement of MPs in ICT issues in Zambia, such as the effective participation of MPs in ICT policy formulation, implementation and monitoring towards an inclusive, people-centred, development-oriented knowledge society;
- Through their oversight and legislative functions, ensure that all sectors represented within Parliament mainstream ICTs by making provision for their development and adoption and that they are mainstreamed in all projects implemented at the national and regional levels; and
- Taking an active and leading role to ensure investment in ICTs through developing strategies that facilitate the provision and access to ICTs and information.

**Table 11: Strengthening Parliamentary oversight over national and subregional ICT policy and strategies**

Programme 5: To Strengthen Parliamentary oversight over national and subregional ICT policy and strategies						
Activities	Key deliverables	Success indicators	Indicator verification means	Duration	Resources	Budget
Capacity building for MPs	MPs' skills	Attending national and international conferences on ICTs	Number of MPs able to debate effectively when passing ICT legislation	6 months	Human and financial resources	60,000
Establishing inter-parliamentary collaborative tools	Collaborative systems instituted	Ability of MPs to network and engage online	Number of discussions conducted online	6 months	Human and financial resources	5,000
Building MPs' and staff capacity on ICT policy and strategy pillars						Already included in capacity building

**Table 12: Strengthening Parliamentary oversight over national and subregional ICT policy and strategies – Implementation Plan**

Programme 4: To Strengthen Parliamentary oversight over national and subregional ICT policy and strategies – Implementation plan																
N°	Activities	Duration	Start	Finish	Year 1				Year 2				Year3			
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	International and local ICT workshops & conferences for Parliamentarians															
2	Establishment of collaborative tools in conjunction with UNECA, APKN, UNDESA															

### 3.7.2 Funding the implementation plan

#### A resource mobilization strategy

A resource mobilization strategy is required to assist the NAZ to mobilize adequate financial resources to support the effective implementation of the ICT Master Plan objectives. Parliaments have been acknowledged as the institutions central to the promotion and consolidation of good governance, democracy and peace, and capable of ensuring that policies, legislation and other regulatory frameworks meet communities' development needs. As such, parliaments have the potential to attract substantial co-financing from diverse sources.

Apart from soliciting for allocations from national budgets, resource mobilization efforts should target traditional and innovative funding sources including: bilateral and multilateral organizations; international and national charity foundations and NGOs; and multinationals and the national private sector. Bilateral contributions usually represent an important potential source of financing at the national level. The existence of a comprehensive plan could also attract various funding mechanisms.

Some resource mobilisation strategies include:

- Establishing a resource mobilisation Task Force headed by the Speaker of the National Assembly;
- Developing a budget proposal for the ICT Master Plan and facilitate the allocation and approval of financial resources for the implementation of the ICT policy;



- Strengthening partnerships with the ICT-custodian ministry and advocacy for budget allocation at this level for parliament involvement in the ICT policy and strategy processes;
- Ensuring that good governance principles are applied and adhered to when public sector institutions implement the ICT policy;
- Capacity-building activities to empower MPs on new technological issues which have revenue-generation implications such as taxation laws, cyber-laws, Internet governance, intellectual property rights, e-security, Voice-Over-Internet Protocol, etc.;
- Mobilising regional and international development organisations to support the implementation of the plan, including establishing effective communication mechanisms to promote to partners the objectives, activities and impact of the ICT Master Plan. Some communications tools include brochures, newsletters, public bulletin boards, media coverage, advertising on community radio stations, websites and other means;
- Assuming a lead role in mobilising resources and encouraging smart partnerships between public and private-sector operators;
- Amendment of existing legislation where necessary to create transparent and effective legal and regulatory environments conducive for attracting investment;
- Overseeing a political, institutional, economic and legal framework that promotes competition at all levels in the ICT sector; and
- Creating partnerships with the Diaspora.

### **3.7.3 Attracting FDI as a means to promote ICT4D**

The deployment of ICT infrastructure poses a major challenge in terms of the massive capital outlay required. Measures should be instituted to encourage inward foreign investment, since local savings markets are unlikely to be capable of raising the capital required for developing such infrastructure. Government should be at the forefront of creating an enabling regulatory environment to attract domestic and foreign investment. The determinants for foreign direct investment (FDI) attraction are a healthy business environment, liberalised markets, consistent regulatory frameworks and the existence of dispute resolution mechanisms. Parliament should be at the forefront to ensure that the regulatory environment is transparent, stable, independent and consistent in order to attract potential investors and to encourage foreign and domestic venture capital funds or the establishment of micro-finance opportunities via domestic industrial, development or other banks.

### **3.7.4 Support for public-private partnerships**

The Government does not have the resources to provide all the necessary tools and solutions. In the face of budgetary and other constraints, governments of most countries of the region have been turning towards the private sector as a means of financing infrastructure development and filling the funding gap. The private sector of any healthy national economy is the barometer of economic activity and has an important role in terms of investment, innovation and partnership for multi-stakeholder solutions. The local private sector should be encouraged from the onset to pursue a more proactive role in the formulation of policy and national plans and strategies to promote the Information Society. It is important that the Government facilitates the participation of the public and private sectors, industries, operators, non-governmental organisations, professionals, social organizations and civil society in developing widespread ICT networks. Many types of ICT assets have been funded through utilizing the partnership concept and it is important that enabling legislation be enacted or amended for public-private partnerships. Parliaments could also need to play a proactive role in addressing labour, tax and trade laws and regulations in line with the dictates of the national ICT policy and strategy.

### 3.8 ICT Master Plan monitoring and evaluation

There is need for a strong monitoring and evaluation mechanism which should focus on delivering defined objectives with measurable benefits within specified time scales in order to underpin the effective and coordinated implementation of the plan. It is important that Parliament puts monitoring and evaluation mechanisms in place to support the implementation and delivery of programmes, for accountability and to monitor and demonstrate success. The public service and Executive cannot credibly be responsible for monitoring themselves, and thus a strong role for Parliament as a separate oversight institution is critically important to give integrity to the process of monitoring and evaluation and to assure that fresh thinking can respond to failures to meet targeted results. Parliament should be proactive in the monitoring process as it is the watchdog for ensuring that national ICT commitments are met.

Monitoring and evaluation of policy implementation and programme outcomes tie the policy process into a coherent, cumulative cycle of what should be performance improvements, as a governance system identifies and attains publicly desired targets. Monitoring and evaluation involving popular participation will be essential in ensuring that there is follow-through in policy implementation and in correcting failures that are indicated in feedback reviews.

The monitoring process can include identifying indicators at the start of the process so as to establish mechanisms to measure progress in moving toward the targets that the indicators reflect. This can also be a process of evaluating the effectiveness of policies and use of the results to improve policy design and delivery.

### 3.9 ICT Master Plan budget estimates (to be revisited)

**Table 13: ICT Master Plan budget estimates**

No	Area to strengthen	Budget Estimate (US\$)
1	Strengthening legal, regulatory and ICT institutional framework	33,000
2	Strengthening networking and hardware infrastructure	820,000
3	Strengthening software and ICT Services	234,000
4	Strengthening human capital infrastructure	145,000
5	Strengthening parliamentary oversight, representative and advocacy functions	137,000
6	Strengthening parliamentary oversight over national and subregional ICT policy and strategies	65,000
Total estimated budget consideration		1,484,000.00

## 4.0 Enabling factors for implementing the ICT Master Plan

The successful implementation of the plan's objectives depends on an integrated and holistic approach, underpinned by strategic synergies and partnerships between the public and private sectors as well as civil society. Some of the preconditions and/or interventions that will enable the sustainable implementation of the activities of the ICT Master Plan include:-

- **Political will** – Government's most important role is to provide vision and leadership in the area of ICTs. A prime prerequisite is institutional willingness to make the necessary structural changes so as to create an environment appropriate for the introduction and functioning of ICT and so political will and leadership are indispensable. Championship at the highest level, i.e. by the Hon. Speaker or the Hon. Vice-Speaker in Parliament and at the level of the Executive, is therefore paramount;
- **Institutional factors** - a series of institutional factors inherent in each country determine the way ICTs affect the parliament. These include factors such as: the democratic character of the respective political system, the structure of constitutional powers (legislative scrutiny), the number of chambers, the electoral system (majority or proportional), the degree of MPs' independence in relation to their parliamentary groups, the chamber system (supported by committees and subcommittees) and the administrative structure. It is important that an ICT Committee be established to ensure the effective delivery and custodianship of the ICT Master Plan objectives. It is also equally important that members are equipped with relevant knowledge and skills to tackle a variety of ICT issues;
- **Financial resources** - the critical lack of financial resources needed to implement most Government programmes and projects delays reaching the intended goals and objectives successfully. Funding is not always adequate to meet the demands. Therefore rigorous planning processes, which match demand to available financial resources, are desirable. In cases where the investment is made, limited budget allocations usually make provisions for initial purchase and completely ignore later allocations for maintenance and upgrading. This usually results in breakdown and shortened life spans for the equipment, if an institution is unable to maintain them on its own.
- **Human resources and skills** - human technical resources are factors that can potentially have a direct impact in the introduction and functioning of ICT tools and implementing activities in the ICT Master Plan. The effective use of ICT presumes a literate population able to use the tools provided by the new technologies. Insufficient training of MPs could be a significant barrier to achieving the expected outcomes. Programmes should be in place for continuous enhancement of parliamentary human capital and skills to utilize available technologies fully for representative, legislative and oversight processes.

## **Annex 1**

# Survey Report for Zambian Members of Parliament

**April 2009**

## Table of Contents

<b>Annex 1</b> .....	<b>46</b>
<b>Survey Report for Zambian Members of Parliament</b> .....	<b>46</b>
Table of Contents .....	47
<b>1.0 Introduction</b> .....	<b>50</b>
1.1. Methodology .....	50
1.2 Survey summary .....	50
<b>2.0 Capacity, infrastructure and applications</b> .....	<b>53</b>
2.1 Availability of and access to computers for use by MPs .....	54
2.2 Capacity of MPs to use computer applications.....	59
2.3. MPs’ needs for ICT training .....	65
<b>3.0 Contributing to an inclusive Information Society in Zambia</b> .....	<b>69</b>
3.1 Oversight over national ICT policy and strategies .....	69
3.2 MPs’ requirements for more awareness-raising and capacity-building on the Information Society	72
3.3 MPs’ views on the performance of Parliament in approving ICT bills or enacting related legislation	73
3.4 MPs’ views on improving previous unsuccessful efforts of Parliament .....	74
3.5. Financing mechanism .....	74
3.6. Promoting ICT development for constituencies .....	75
<b>4.0 Promoting inter-parliamentary cooperation through ICTs</b> .....	<b>77</b>
4.1 MPs’ ranking of inter-parliamentary communication using ICTs.....	77
4.2 MPs’ views of Parliament’s success in promoting inter-parliamentary communication using ICTs.	77
4.3 Benefits from a well implemented ICT programme on inter-parliamentary cooperation.....	78
<b>5.0 Concluding remarks</b> .....	<b>79</b>
<b>Annex 2</b> .....	<b>80</b>
<b>Survey Report of NAZ ICT Department Survey</b> .....	<b>80</b>
1.0 Introduction and methodology .....	81
2.0 ICT vision, strategy, leadership and budgetary .....	81
3.0 Capacity, infrastructure and applications.....	82
4.0 ICT Services: Document management and interaction with citizens.....	83
5.0 Contributing to an inclusive Information Society in Zambia .....	83
6.0 Promoting inter-parliamentary cooperation through ICT .....	84
7.0 Concluding Remarks .....	84
<b>Annex 3</b> .....	<b>86</b>
<b>Survey Report on NAZ Departmental Assessment of ICT Requirements</b> .....	<b>86</b>
1.0. Introduction .....	87
2.0. Capacity, infrastructure & applications.....	87
3.0 Conclusions.....	88
Annex 3.1: Requirements for provision of internal ICT service support .....	90

## Tables

Table 1.0.	Rating of overall ICT requirements for Members of Parliament .....	51
Table1.1.	Members of Parliament summary survey results .....	51
Table 2.1:	Actual usage of computers by MPs (percentage) .....	53
Table2.2.	Location of computers available for actual use by MPs .....	54
Table 2.3	MPs' access to personal computers .....	55
Table 2.4.	Availability of ICT facilitation resources to MPs (percentage).....	56
Table2.5.	Availability of the Internet to MPs (percentage).....	57
Table 2.6	Availability to MPs of other ICT facilitating resources (percentage).....	58
Table2.7.	MPs with training in computer applications (percentage).....	59
Table 2.8.	Details of MPs' training in computer applications (percentage) .....	60
Table2.9.	MPs with skills in using e-mail (percentage) .....	62
Table2.10.	MPs' skills in the use of the Internet (percentage).....	63
Table: 2.11.	MPs' skills in the use of word processing (percentage) .....	64
Table: 2.12.	MPs' skills in the use of spreadsheets (percentage) .....	65
Table2.13.	MPs' Awareness of ICT training at Parliament (percentage).....	66
Table 2.14.	MPs' ICT training needs in computer applications (percentage).....	66
Table 2.15.	MPs' other training needs with ICT other objectives (percentage).....	67
Table 3.1.	MPs' awareness of the current status of the national ICT policy and strategies .....	69
Table 3.2	Details of MPs' awareness of the current status of the national ICT policy and strategies ...	70
Table 3.3	MPs' awareness of the priority areas of the national ICT policy and strategies .....	70
Table 3.4	MPs' views on the contribution of the ICT policy when implemented (percentage) .....	71
Table3.5.	Success of Parliament in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategy (percentage) .....	71
Table 3.6.	Details of success of Parliament in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategy (percentage).....	72
Table 3.7	MPs' requirement for more awareness-raising & capacity-building on the Information Society.....	72
Table3.8.	Improvements to involvement of MPs in the national ICT policy and strategies, including scrutiny & oversight .....	73
Table3.9.	MPs' views on the performance of Parliament in approving ICT bills or enacting related legislation.....	74
Table3.10.	MPs' views on improving previous unsuccessful efforts of Parliament .....	74
Table3.11.	MPs' views on ensuring more funds.....	75
Table3.12.	MPs' views of their success in ICT development in their constituencies.....	75
Table3.13.	Details of success stories .....	76
Table3.14.	Details for failure of MPs to promote ICT development at constituency level .....	76
Table 4.1	MPs' ranking of impact of inter-parliamentary communication using ICTs.....	77
Table 4.2	MPs' view on Parliament's success in promoting inter-parliamentary communication using ICTs.....	77
Table 4.3	Benefits from a well implemented ICT programme on inter-parliamentary cooperation.....	78
Table 1:	Computerization level of the departments of the Zambian Parliament .....	87
Table2.	Summary of Departmental ICT Requirement .....	88

## Figures

Figure 2.1. Actual use of computers by MPs.....	53
Figure 2.2. Location of computers available for actual use by MPs .....	54
Figure 2.3. MPs' access to personal computers.....	55
Figure 2.4. Availability of ICT facilitation resources to MPs.....	56
Figure 2.5. Availability of the Internet to MPs.....	58
Figure 2.6. Availability to MPs of other ICT facilitating resources.....	59
Figure 2.7. MPs with training in computer applications.....	60
Figure 2.8. Details of computer applications training for MPs.....	61
Figure 2.9. MPs with skills to use e-mail .....	62
Figure 2.10. MPs with skills to use the Internet.....	63
Figure 2.11. MPs with skills in using word processing.....	64
Figure 2.12. MPs with skills in use of spreadsheets .....	65
Figure 2.13. MPs' awareness of ICT training at Parliament .....	66
Figure 2.14. MPs' training needs in computer applications.....	67
Figure 2.15. MPs' other training needs with ICT objectives .....	68
Figure 3.1. MPs' awareness of current status of the national ICT policy & strategies.....	69
Figure 3.2. MPs' requirement for more awareness-raising and capacity-building on the Information Society.....	73

# 1.0 Introduction

UNECA-SA provided technical assistance to Zambia in April 2008 by supporting a workshop on the role of the MPs in building an inclusive Information Society towards accelerating progress towards reaching the targets of the Millennium Development Goals (MDGs). Based on the outcomes and recommendations of the workshop the Terms of Reference for the development of a ICT Master Plan for the National Assembly of Zambia were formulated and now serve as a reference point for future assistance in the development of ICT strategies for parliaments in the SADC region, within the framework of the SADC PF ICT Strategy and the national ICT strategies and policies.

In response to the terms of reference to assess the ICT status within Zambia's Parliament and identify needs, strategies and related actions, a questionnaire for Members of Parliament was developed as part of this study and for the needs analysis.

The framework of the survey questionnaire is structured according to the SADC PF ICT Strategy Framework and the WSIS action lines as follows:

- Capacity, infrastructure and applications
- Contributing to inclusive Information Society in Zambia
- Promoting inter-parliamentary cooperation

The conclusions reached from analysis of the results of the survey questionnaire will be used to help derive the recommended actions and plans which will be included in the ICT Master Plan for the NAZ.

## 1.1. Methodology

The survey to assess the status of ICT integration and the contribution of MPs and staff of Parliament towards implementing the Information Society and to evaluate their skills for advocating the development and use of ICTs in Parliament was carried out in December 2008.

A random sample of 41 MPs was selected proportionally from 18 parliamentary committees. Thirty responses were received, representing a 73% response rate for the ICT Master Plan questionnaire for MPs.

All 30 respondents who took part in the survey participated by filling out the questionnaire and seeking clarification where required. Six of the respondents were female MPs.

## 1.2 Survey summary

In the areas of **capacity, infrastructure and applications**, the survey highlighted that there was a 74% requirement for building MPs' capacity to use computer applications such as word processing, spreadsheets and presentations.

On the other hand, there is a markedly lower requirement – 52% - for the **availability, usage and access to ICT infrastructure** (hardware and software), meaning that these resources are available at parliament but MPs may lack the skills to use them or they may be under-utilized for other reasons.



The survey also highlighted that there is a high requirement (74%) **for capacity-building for other areas with ICT objectives**, such as for MPs to be involved in processes of national ICT strategies, ensuring parliamentary scrutiny and oversight as well as hands-on practice for the MPs.

There was a high 70% requirement for **ensuring more funds were allocated for implementation of an inclusive Information Society**, with special emphasis placed on allocating ICT funds to development sectors in the national budget as well as ensuring that budgets are also allocated in areas of cooperation for ICT integration.

More than half the MPs saw **promotion of inter-parliamentary cooperation** as beneficial for promoting exchange of information and best practices, access to pro-poor ICT applications and promotion of cooperation within parliaments.

Table 1.0 below summarizes these requirements, as rated by MPs, and indicates where they believe attention is most important for improvement.

**Table 1.0. Rating of overall ICT requirements for Members of Parliament**

Areas of assessment	Level of requirement
Requirement for availability, usage and access to infrastructure (hardware & software)	52%
Requirement of capacity-building in the use of computer applications	74%
Requirement for other training needs with ICT objectives	74%
Requirement for ensuring more funds are allocated for implementation of an inclusive information Society	70%
Requirement for promotion of inter-parliamentary cooperation	51%

**Table 1.1. Members of Parliament summary survey results**

Areas of assessment	Availability	Usage/utilization	Access	Average
<b>Infrastructure (Hardware &amp; Software)</b>	<b>65%</b>	<b>44%</b>	<b>36%</b>	<b>48%</b>
Personal computers	77%	83%	38%	66%
Laptops	83%	83%	38%	66%
Printer	80%	38%	38%	52%
Fax	67%	38%	38%	48%
Network in Parliament	90%	38%	38%	55%
Cellphone	100%	100%	100%	100%
PDA	10%	10%	10%	10%
Internet	90%	38%	38%	55%
Office email	97%	38%	38%	58%
Personal email	73%	38%	38%	50%
Office personal web pages	3%	3%	3%	3%
Personal web pages	17%	17%	17%	17%

Areas of assessment	Availability	Usage/utilization	Access	Average
<b>Capacity</b>	<b>Word processing</b>	<b>Spreadsheets &amp; presentations</b>	<b>Email &amp; Internet</b>	<b>Average</b>
Usage of Computer applications	50%	31.5%	38%	40%
Skills to use computer applications	11.2%	8.2%	12.9%	11%
Training needs	67%	78.5%	70%	72%
<b>Other training needs with ICT objectives</b>	<b>National ICT policy &amp; strategies</b>	<b>Platforms</b>	<b>Collaborative tools</b>	<b>Average</b>
Training requirements	78.7%	71%	73%	74%
<b>Financing mechanisms</b>	<b>ICT funds in development sectors in the national budget</b>	<b>Legislation &amp; advocacy</b>	<b>Areas of cooperation allocation of budget for ICT integration</b>	
Ensuring more funds are allocated to implement inclusive Information Society	77%	64.7%	67%	70%
<b>Promotion of inter-parliamentary cooperation</b>	<b>Establish innovative mechanisms to facilitate information flow (subregional, regional &amp; global levels)</b>	<b>Promote exchange of information &amp; best practices &amp; access to pro-poor ICT applications</b>	<b>Promote cooperation with parliaments from Third World</b>	<b>Average</b>
Benefits of a well implemented ICT programme	47%	53.5%	53%	51%

Table 1.1 shows in detail the availability, usage and accessibility in the areas of assessment while the sections below detail further the lower levels of the categories of assessment.

## 2.0 Capacity, infrastructure and applications

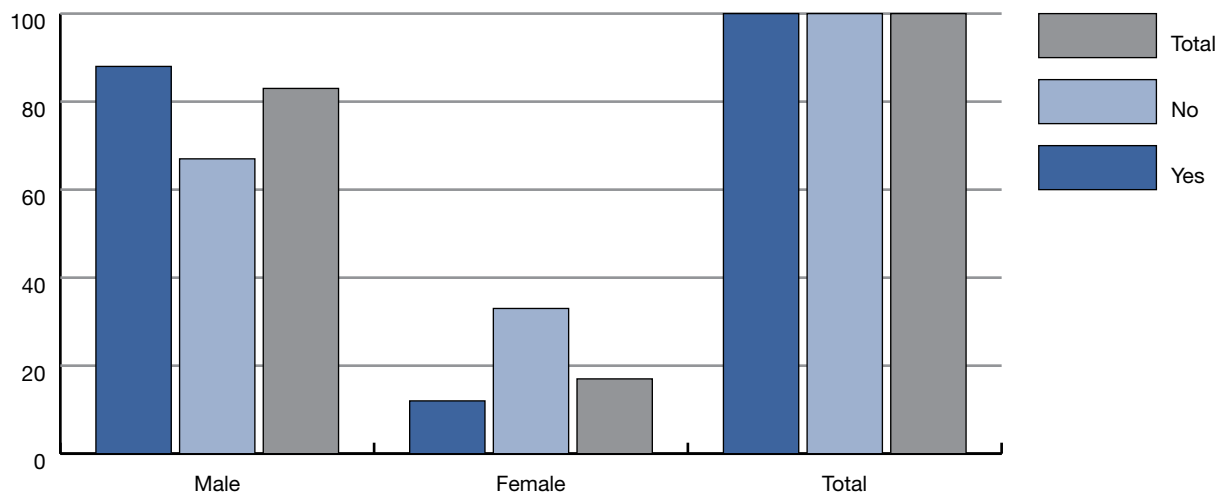
The first section of the questionnaire dealt with an assessment of the ability of the MPs to use a computer and its accessories, and whether these computer appliances were for their sole use or for shared use.

The section went further to assess whether MPs have the ability to use each specific ICT resource, such as personal computers and others. It attempted to distinguish whether the MP is able to use a specific resource by themselves or whether they needed assistance from a third party.

**Table 2.1: Actual usage of computers by MPs (percentage)**

MPs	Actual usage of computers by MPs (%)		
	Yes	No	Total
Male	88	12	100
Female	67	33	100
Total	83	17	100

**Figure 2.1. Actual use of computers by MPs**



The survey showed that almost 88% of male MPs indicated that they themselves were able to use computers without any assistance and only 13 % were unable to use them. On the other hand, only 67% of female MPs actually use computers, and 33% of female MPs were unable to work on computers by themselves. The combined skills of MPs was shown to be 83% for those that are able to use personal computers and 17% for those that are not able to do so.

The survey therefore indicated that there is disparity of skills between female and male MPs. Fewer women than men are able to use the most basic ICT resources, such as a personal computer. In addition to this disparity of skills, the high proportion (17%) of the MPs who said they were unable to use the computer suggests that a high quantity of knowledge is not being effectively translated into the economy.

## 2.1 Availability of and access to computers for use by MPs

This section of the survey assesses the availability and the accessibility of ICT infrastructure, which refers to the hardware and the software that is at the MPs' disposal.

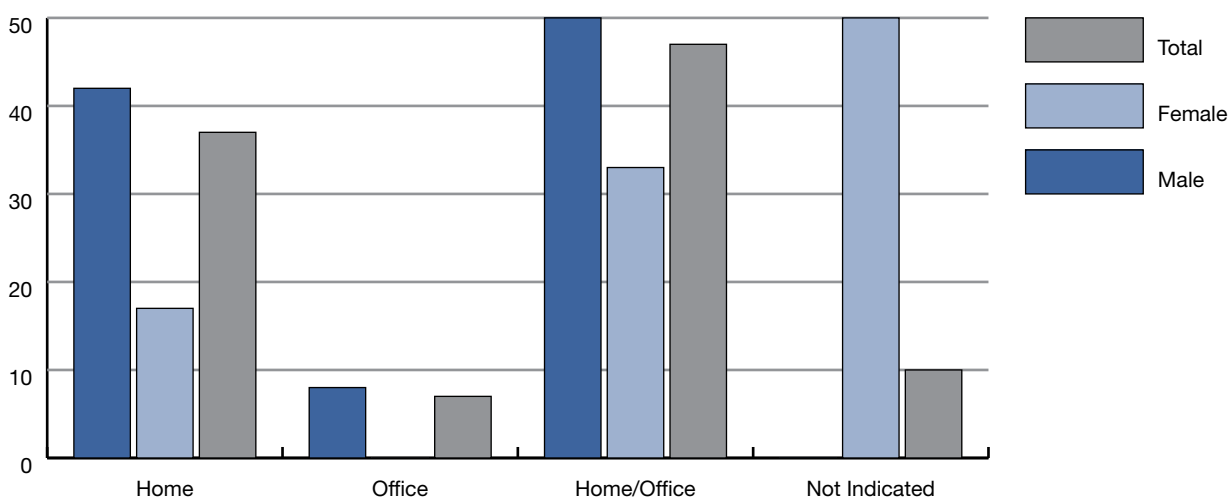
### 2.1.1. Location of computers available for use by MPs

The survey sought to find out the location of the computers available for actual use by MPs. The survey further wished to determine whether the computers which were accessible to the MP were located in the office or at home, or at both locations.

**Table 2.2. Location of computers available for actual use by MPs**

MPs	Location of computers available to MPs (%)				Total
	Home	Office	Home/Office	Not Indicated	
Male	42	8	50	0	100
Female	17	0	33	50	100
Total	37	7	47	10	100

**Figure 2.2. Location of computers available for actual use by MPs**



The survey established that half the MPs use computers that are at their home or their office, made up of 42% who access them in the home only and 8% who access them in the office. Although 50% of female MPs did not indicate the location of computers available to them, 33% reported that they use computers that are available in both home and office and 17% reported that the computers they use are at home only.

In total 47% of MPs use computers at both home and office, made up of 33% who use computers at home only and 7% who use them at the office only. However, 10% of the MPs did not indicate where the computers that they use were located.

The above analysis shows that MPs felt the availability of computers for them to use in both home and office was low. The high percentage of MPs who did not indicate the location of computers available for them may be influenced by the fact that some of these MPs were unable to use computers, so the location of computers did not make a difference to them.

This brings us to the conclusion that, although a high percentage of MPs actually use computers, there is a shortage of computers available to them at the office, at home or both.

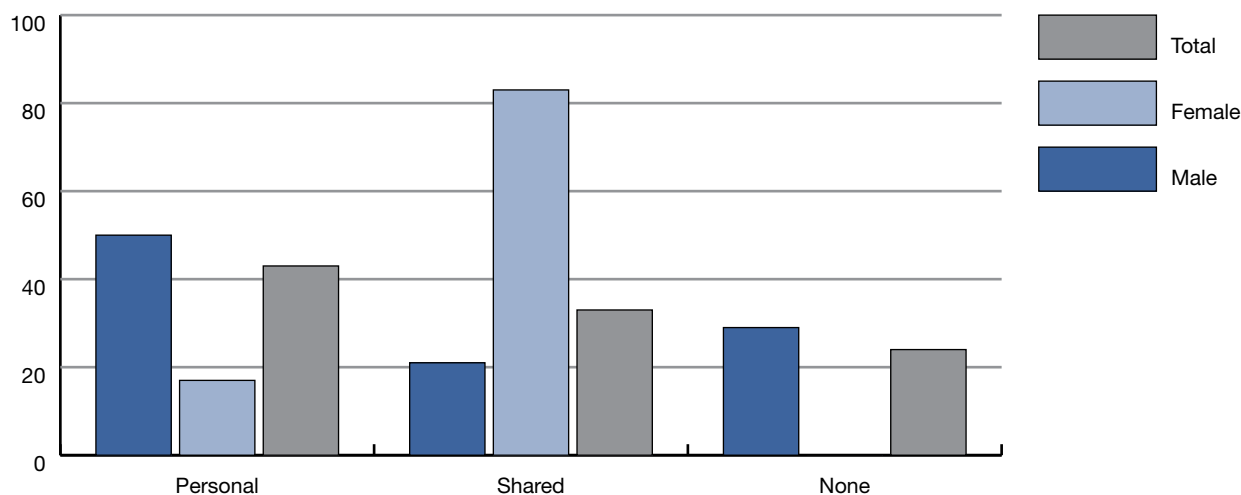
### 2.1.2 Type of access of computer resource available to MPs

It was also necessary to know whether the computers that were available for MPs were for their own personal use or were being shared with colleagues and family.

**Table 2.3 MPs' access to personal computers**

MPs	MPs' access to computers (%)			
	Personal	Shared	None	Total
Male	50	21	29	100
Female	17	83	0	100
Total	43	33	24	100

**Figure 2.3. MPs' access to personal computers**



This enquiry indicated that 50% of male MPs reported that the computers that were available for them were for their own personal use while 21% were shared and 29% reported that they had no access to any computers. On the other hand only 17% the female MPs reported that they have computers for their personal use while a high 83% said they only have access to shared computers.

On average, less than half (43%) the MPs have access to computers that they can use personally and just over a third (33%) share the available computers, while less than a quarter (23%) of them have no access to computers.

The survey shows that on the whole the availability of computers for MPs is very low even after taking into account disparity between sexes and the women MPs' willingness to share computers. The number of MPs who do not have access to computers is unacceptable since these are national decision-makers.

The analysis leads to the conclusion that, even though the NAZ has a network, very few MPs are able to access it, resulting in low utilization of computers whether for shared or personal use.

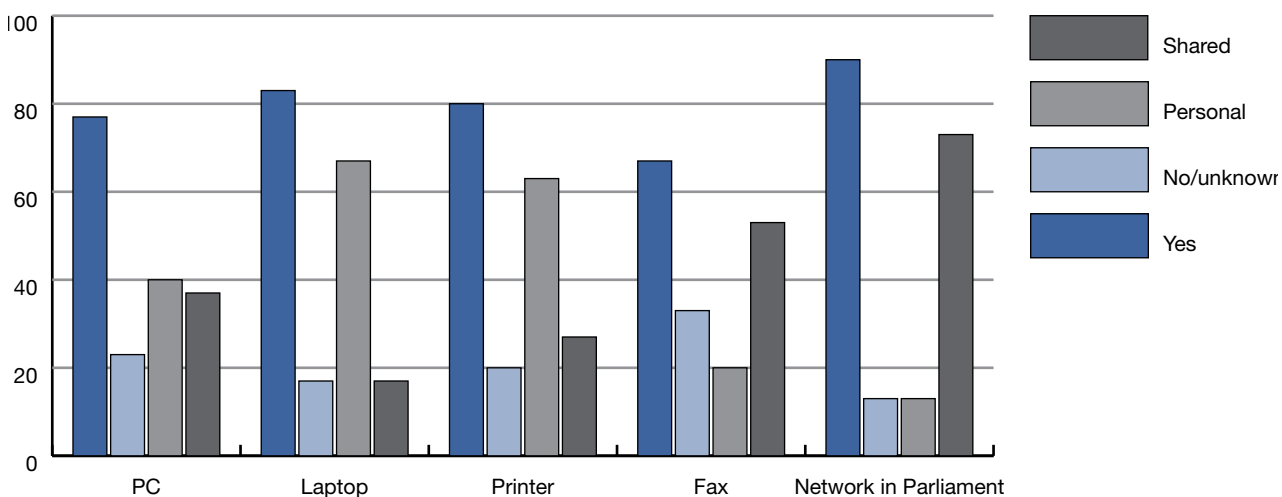
### 2.1.3 Availability of ICT resources to MPs

The objective of this section of the survey was to assess the level of availability to MPs of ICT facilitation resources such as personal computers, laptops, printers, facsimile machines and the network in Parliament.

**Table 2.4. Availability of ICT facilitation resources to MPs (percentage)**

Type of Resources	Availability of ICT facilitation resources to MPs (%)			
	Yes	No/unknown	Personal	Shared
PC	77	23	40	37
Laptop	83	17	67	17
Printer	80	20	63	27
Fax	67	33	20	53
Network in Parliament	90	13	13	73

**Figure 2.4. Availability of ICT facilitation resources to MPs**



The assessment indicated that a high number of MPs (90%) agreed that there was network connection in Parliament even though only 13% could personally access it while 73% indicated that it was through a shared access. A total of 13% did not know that the network was available or accessible.

The survey also indicated that 83% of MPs had access to laptops of which 67% are for personal use, 17% are shared and 17% of MPs do not indicate that they have access or know of access to laptops.

A significantly high 80% of MPs use printers but 20% did not indicate whether the resource is available or not. Of those indicating they use printers, 63% reported that this resource is for their personal use while 27% recorded that the resource is available for shared use.

Some 77% of MPs said that personal computers (PCs) were available to them, of which 40% indicated they were for personal use and 37% said they were for shared use. In all, 23% of MPs did not respond to this inquiry or indicated that they did not have access to PCs.

The survey further indicated that 67% of MPs have access to fax machines of which 20% are for personal use and 53% are for shared use but 33% of MPs did not respond to this question, which indicated that they did not have access to the resource.

The summary indication is that, even though the network at Parliament is accessible, few of the MPs can access it personally and there is limited availability of other supporting resources such as PCs, laptops, printers and fax machines for personal use.

### 2.1.4 Availability of Internet facility for MPs

This question aimed to identify the proportion of MPs who had access to the Internet and whether this was for personal or shared use, or for both types of accessibility.

**Table 2.5. Availability of the Internet to MPs (percentage)**

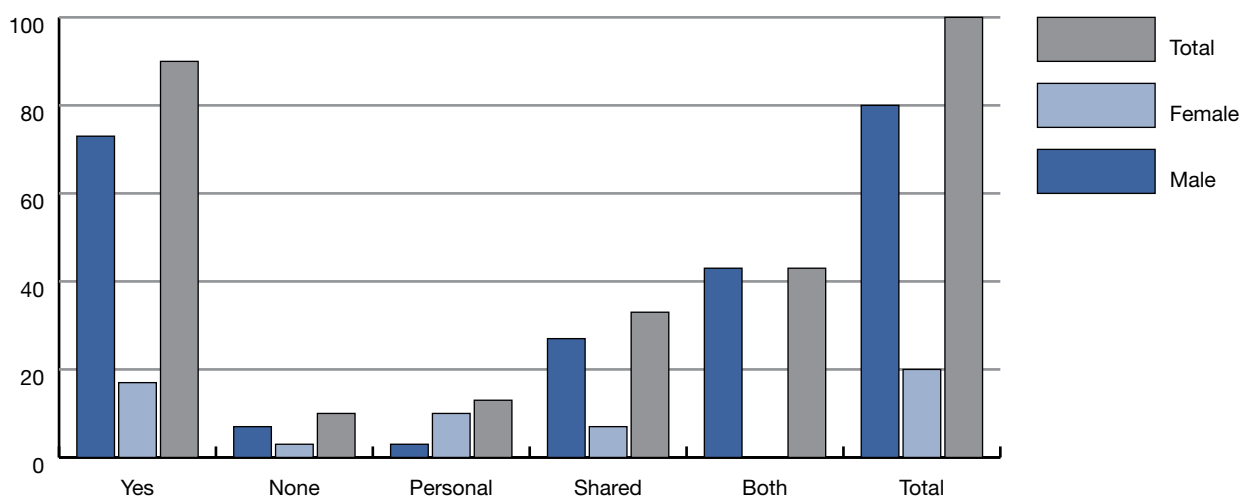
MPs	Availability of Internet facility to MPs (%)					
	Yes	None	Personal	Shared	Both	Total
Male	73	7	3	27	43	80
Female	17	3	10	7	0	20
Total	90	10	13	33	43	100

The survey showed that nine out of ten MPs declared that they had access to the Internet and one in ten said they did not. A higher portion of male MPs (over 70% of the total) than women (17%) said they had access to the Internet.

Of the MPs that have access to the Internet, 43% have access for both personal and shared use while 33% have shared access to the Internet and 13% have only personal access.

The analysis of accessibility of the Internet shows that this resource is available to the MPs, although its usage is low for both shared and personal use. There is big difference between availability and usage of the Internet by MPs.

**Figure 2.5. Availability of the Internet to MPs**



### 2.1.5 Availability to MPs of other ICT resources

The survey next assessed what other ICT resources were available from those that could be deemed to facilitate the parliamentary work of MPs.

**Table 2.6 Availability to MPs of other ICT facilitating resources (percentage)**

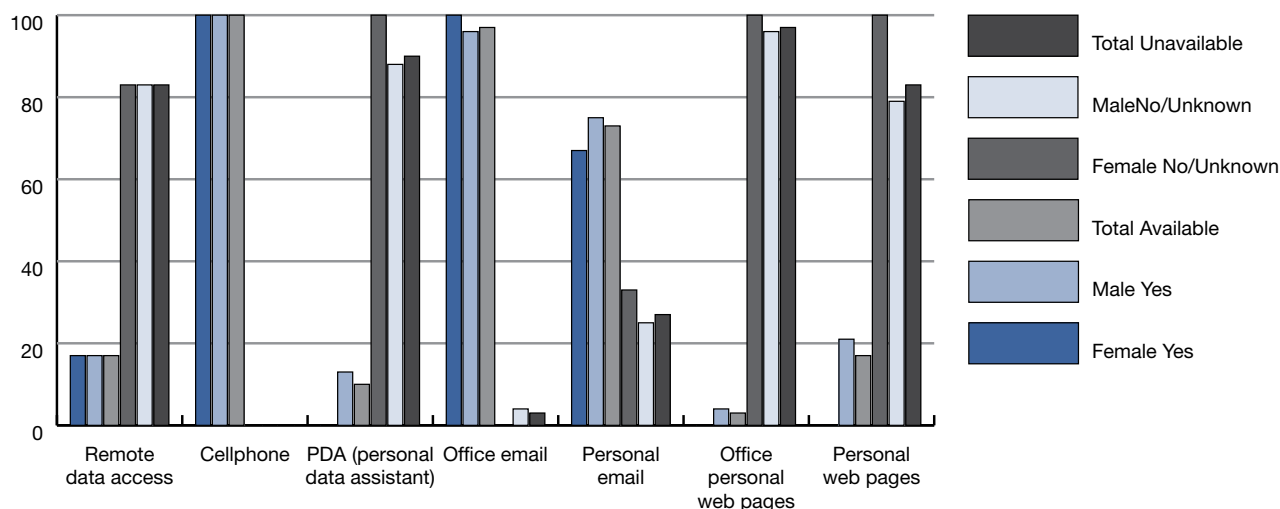
Availability to MPs of other ICT facilitating resources (%)							
	Female Yes	Male Yes	Total Available	Female No/Unknown	Male No/Unknown	Total Unavailable	Grand Total
Remote data access	17	17	17	83	83	83	100
Cellphone	100	100	100	0	0	0	100
PDA (personal data assistant)	0	13	10	100	88	90	100
Office email	100	96	97	0	4	3	100
Personal email	67	75	73	33	25	27	100
Office personal web pages	0	4	3	100	96	97	100
Personal web pages	0	21	17	100	79	83	100

This section of the survey indicated that all MPs had cellphones and 97% had office e-mail while 73% had personal e-mail. However, 17% of male MPs reported they had Remote Data Access, 21% to personal web-pages and 4% to office personal web-pages. The same percentage (17%) of female MPs reported that they had access to remote data access while no female had access to office personal web-pages or personal webpages, bringing down the totals to 17% of all responding MPs with access to personal webpages and 3% reported they have access to office personal web pages.

All female MPs did not know or have access to a personal digital assistant (PDA) or palmtop computer, while 13% of the males had. Except for the cell-phone to which every MP reported access and for office and personal e-mail with higher levels of access, MPs generally reported very low access or no access at all to other resources such as remote data access, PDAs and office personal web-pages and personal web-pages.



**Figure 2.6. Availability to MPs of other ICT facilitating resources**



It can be concluded that the low reporting of accessibility to these resources was partly due to the fact that the MPs have little knowledge of how to use them. This conclusion comes from the fact that all reported they had access to cell-phones but very few said they had access to PDAs, although some cellphones may be “smart” phones which would mean some PDA functionality. The same applies to the low reported access to remote data when MPs reported they had much higher access to office and personal e-mails.

## 2.2 Capacity of MPs to use computer applications

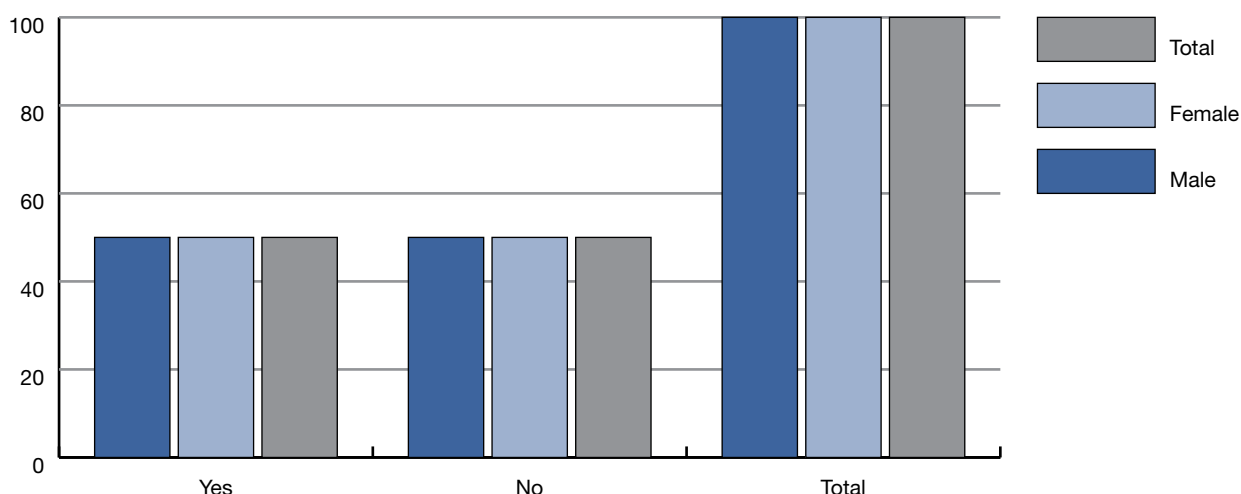
The aim of this section of the survey was to assess whether the MPs had used any computer applications at any time of their lives.

**Table 2.7. MPs with training in computer applications (percentage)**

	MPs with training in computer applications (%)		
	Male	Female	Total
Yes	50	50	50
No	50	50	50
Total	100	100	100

It was established that the half of both male and female MPs reported that they have had some training on computer applications and the same proportion of both MPs reported that they have had no such training.

**Figure 2.7. MPs with training in computer applications**



The survey therefore indicated that half of MPs have had some training on computer applications and the same proportion has had no training, with the proportion being the same for both male and female MPs.

### 2.2.1 How adequately have MPs been trained in computer applications

The survey assessed how much time the MPs said they had spent training in computer applications and whether this training was adequate or inadequate.

**Table 2.8. Details of MPs' training in computer applications (percentage)**

	MPs trained in computer applications (%)						
	No Training	Period of Training			Training Level		
		2005-2008	1999-2004	<1999	Adequate	Inadequate	Average
Word processing	50	23	17	10	33	17	50
Spreadsheet	70	17	7	7	23	3	30
E-Mail	57	20	13	10	27	17	43
Presentations	67	13	13	7	33	0	33
Web browsers	67	17	10	7	17	13	33
Average	62	18	12	8	27	10	38

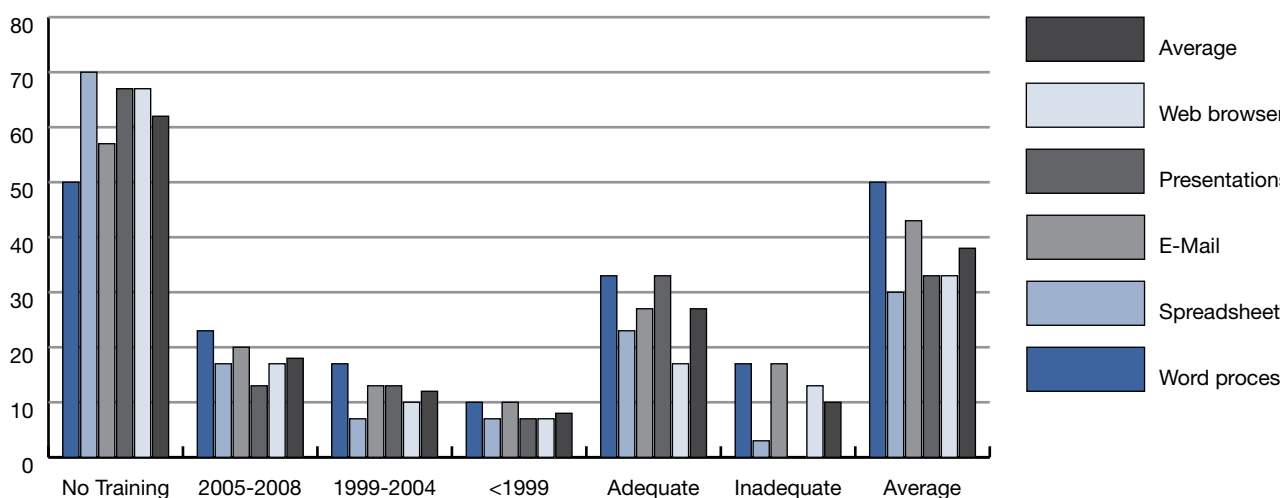
The survey indicated that more than half the MPs reported they had had no training in computer applications, with 70% saying they had no training in spreadsheets, and 67% saying they had not training in presentations and web browsers, followed by e-mail (57%) and word processing (50%).

The period of 2005-2008 saw an average of 18% of MPs trained, 23% of them said they were trained in word processing in this period, while 20% said they were trained in e-mail and only 13% saying they were trained in presentations.

During the earlier period surveyed (1999-2004), an average of 12% MPs said they were trained, of which the highest proportion (17%) trained in word processing, followed by e-mail and presentation (13% each) followed by web browsers and spreadsheets (10% and 7% respectively).

Even fewer MPs reported they had received training before 1999, with 8% saying they had received training (10% reporting training in word processing and in e-mail and 7% saying they were trained in each of spreadsheets, presentations and web browsers).

**Figure 2.8. Details of computer applications training for MPs**



On average, 27% of the MPs said their training in computer applications was adequate and 10% said they had received training but it was not adequate. Although more than a quarter of the MPs reported they had adequate training, over 60% said they had no training in computer applications and where there has been some training the proportion who have had it is still low, with only 59% of MPs trained in word processing and training for all the applications at below 40%.

### 2.2.2 ICT knowledge /skills of Members of Parliament

The survey assessed the skills level of MPs in using computer applications and the Internet on a scale of 0 to 5, where 0 = no ability, 1= very limited ability, 2 = sufficient ability for basic tasks only, 3 = good ability and adequate for most tasks, 4= very proficient and 5 = expert (able to teach others).

### 2.2.3 MPs’ skills in the use of e-mail

The assessment of MPs’ skills in the use of e-mail indicated that on average 25% of the MPs had good and adequate skills for most tasks, including 27% who could perform tasks of attaching documents to e-mail messages and detaching them, while 23% could only send and receive.

The MPs who reported they had sufficient skills for basic tasks were 23%, including 27% able to send and receive e-mails and 20% able to attach and detach documents.

The MPs who reported they had no ability were on average 20%, including 10% who said they had no ability to send and receive messages and 30% who said they could not attach documents to e-mails and detach them.

**Table2.9. MPs with skills in using e-mail (percentage)**

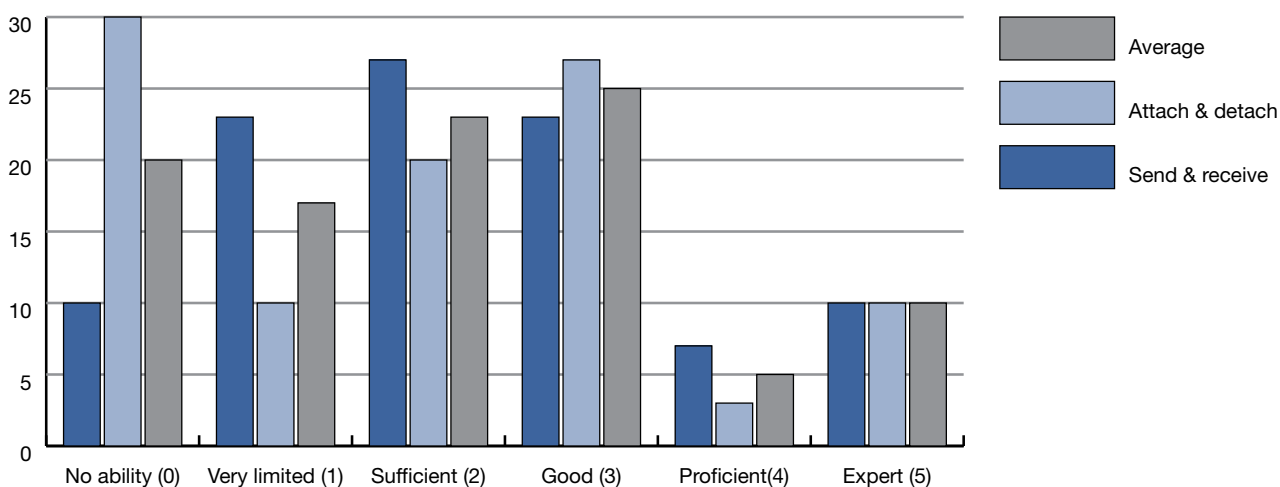
	No ability (0)	Very limited (1)	Sufficient (2)	Good (3)	Proficient(4)	Expert (5)
Send & receive	10	23	27	23	7	10
Attach & detach	30	10	20	27	3	10
Average	20	17	23	25	5	10

The survey also indicated that an average of 17% of the MPs said they had very limited ability, 23% having very limited ability to receive and send e-mail messages and 10% limited ability to attach and detach documents.

The MPs who reported themselves as expert in the use of e-mail were 10% of the sample, including 10% who said they were expert in sending and receiving e-mails and 10% expert in attaching and detaching documents.

An average of 5% of MPs reported they had proficient skills in the use of e-mail, 7% in sending and receiving and 3% in attaching and detaching documents.

**Figure 2.9. MPs with skills to use e-mail**



The skills level of MPs in the use of e-mail is on average not good enough, as 37% of the total MPs rated their skills as less than sufficient.

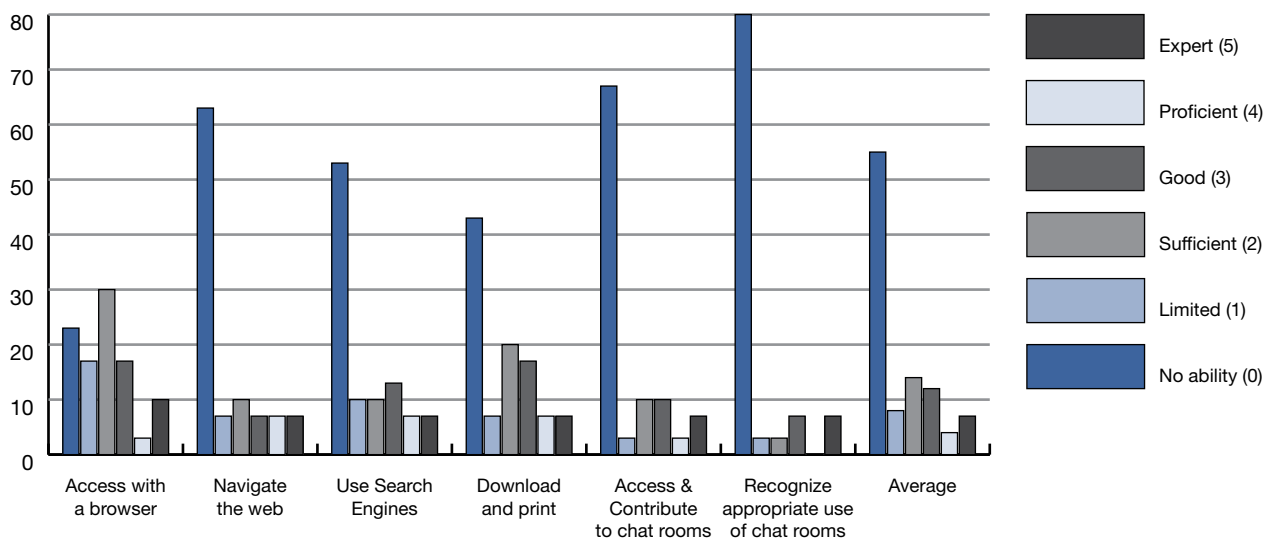
## 2.2.4 MPs' skills in the use of the Internet

The finding with regard to the assessed the level of skills that MPs had in the use of the Internet was that, on average, 55% had no ability to use the Internet, including 80% who said they had no concept of the appropriate use of chat rooms and newsgroups, 67% no ability to access and contribute to chat rooms, 63% with no ability to navigate the web, 53% with no ability to use search engines, 43% with no ability to download and print documents, and 23% with no ability to access the Internet with a browser.

**Table 2.10. MPs' skills in the use of the Internet (percentage)**

Use of Internet	No ability (0)	Limited (1)	Sufficient (2)	Good (3)	Proficient (4)	Expert (5)
Access with a browser	23	17	30	17	3	10
Navigate the web	63	7	10	7	7	7
Use Search Engines	53	10	10	13	7	7
Download and print	43	7	20	17	7	7
Access & Contribute to chat rooms	67	3	10	10	3	7
Recognize appropriate use of chat rooms	80	3	3	7	0	7
Average	55	8	14	12	4	7

**Figure 2.10. MPs with skills to use the Internet**



The survey indicated that a high percentage of MPs lack the ability to use most functions of the Internet and that less than 10% of the MPs describe themselves as expert.

### 2.2.5. MPs' skills in the use of word processing

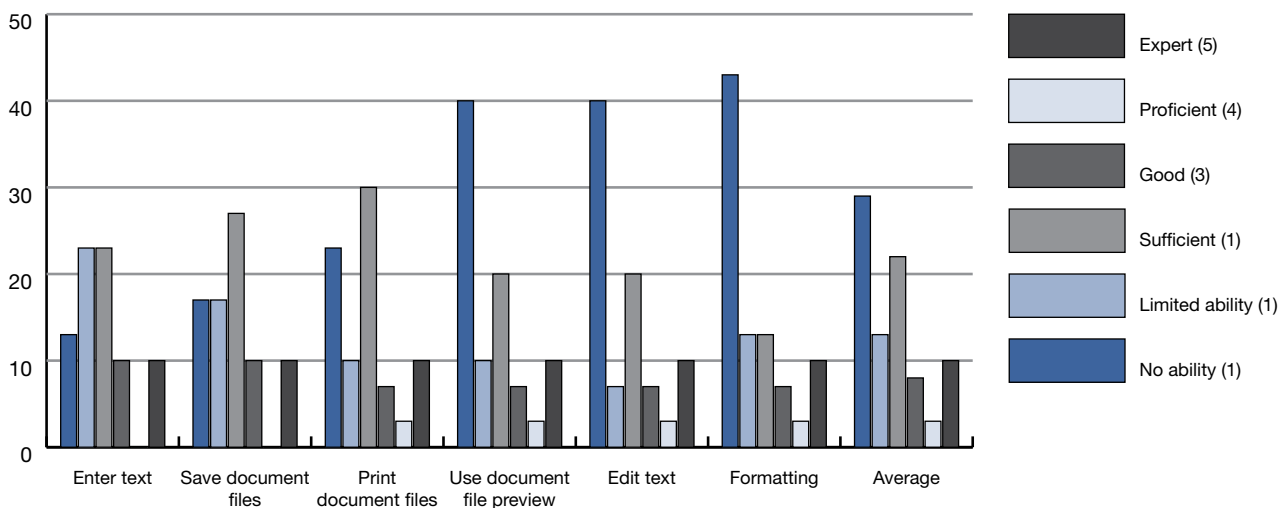
This part of the survey assessed the MPs' ability to use the word processing application in detail.

**Table: 2.11. MPs' skills in the use of word processing (percentage)**

	MPs' skills in the use of word processing (%)					
	No ability (1)	Limited ability (1)	Sufficient (1)	Good (3)	Proficient (4)	Expert (5)
Enter text	13	23	23	10	0	10
Save document files	17	17	27	10	0	10
Print document files	23	10	30	7	3	10
Use document file preview	40	10	20	7	3	10
Edit text	40	7	20	7	3	10
Formatting	43	13	13	7	3	10
Average	29	13	22	8	3	10

On average, 29% of the MPs reported they had no ability to perform most word processing tasks, including 43% unable to perform formatting tasks, 40% reporting no ability to perform editing tasks or to use the document preview option, 23% said they had no ability to print documents, 17% to save documents and 13% to enter text. On the whole the skill level of MPs to use word processing is insufficient - those who reported they had “sufficient” skills were less than those who said they have none.

**Figure 2.11. MPs with skills in using word processing**



### 2.2.6. MPs' skills in the use of spreadsheets

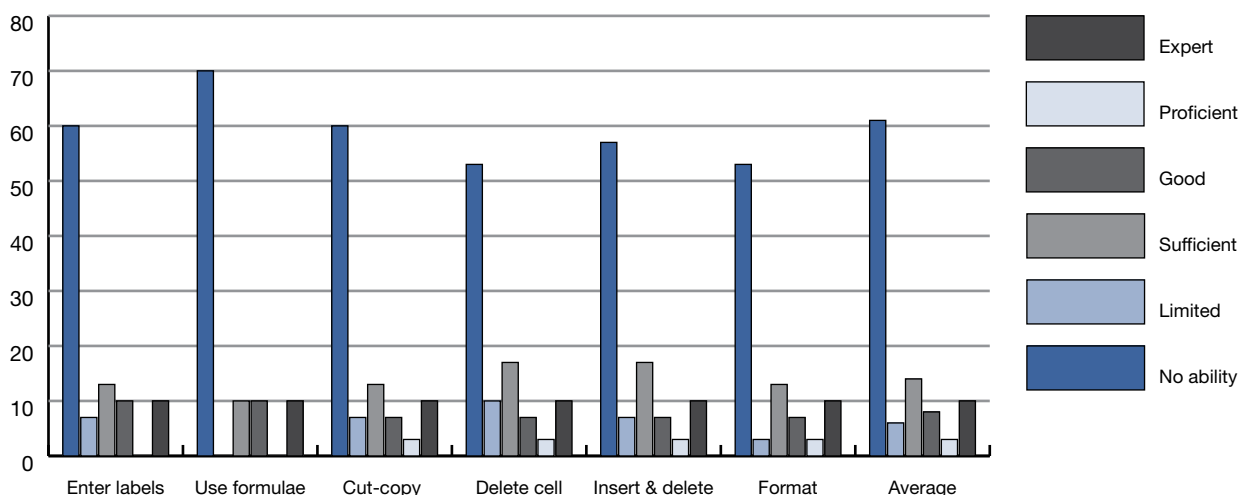
This section assessed the ability of MPs in the use of the spreadsheet application such as Excel. The percentage proportion of MPs who said they were unable to use spreadsheets is on the average 61%, with 70% unable to use formulae, 63% unable to perform formatting tasks and 60% unable to perform editing and data entry tasks.

**Table: 2.12. MPs' skills in the use of spreadsheets (percentage)**

Type of skill	MPs' skills in the use of spreadsheets (%)					
	No ability	Limited	Sufficient	Good	Proficient	Expert
Enter labels	60	7	13	10	0	10
Use formulae	70	0	10	10	0	10
Cut-copy	60	7	13	7	3	10
Delete cell	53	10	17	7	3	10
Insert & delete	57	7	17	7	3	10
Format	53	3	13	7	3	10
Average	61	6	14	8	3	10

The survey was a glaring indication that the skill level of MPs in the use of spreadsheets is at a very low level.

**Figure 2.12. MPs with skills in use of spreadsheets**



## 2.3. MPs' needs for ICT training

This section of the questionnaire assessed the training needs of the MPs in computer applications and other training needs that may enhance ICT for good governance, institutional development and efficiency as well as for other areas, such as improving public participation in the legislative and policy-making processes.

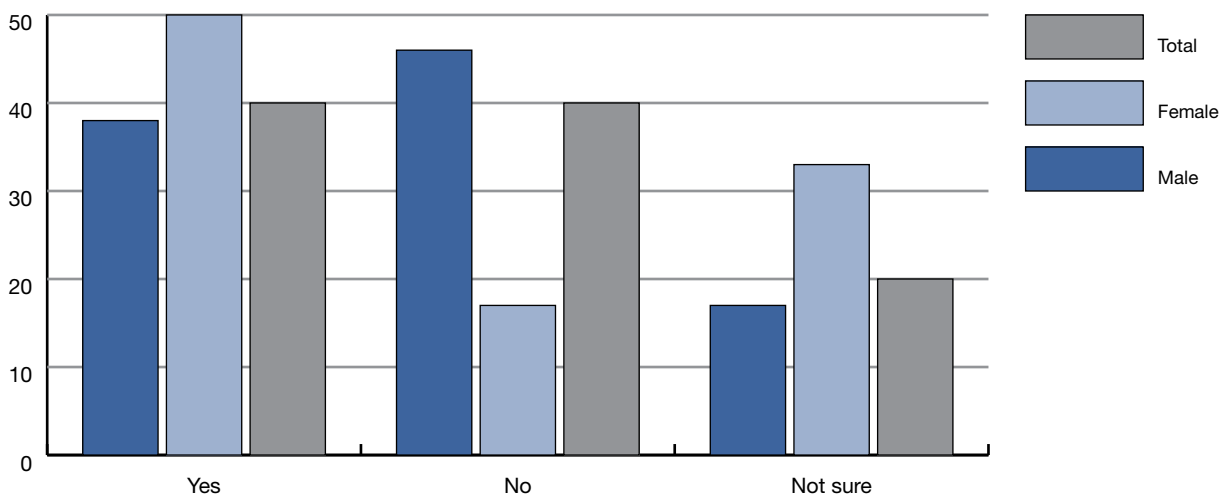
### 2.3.1. MPs' awareness of ICT training at Parliament

In order to assess their training needs, the MPs were asked whether they were aware of ICT training at Parliament. MPs who reported they were aware of ICT training at Parliament were 40%, the same proportion said they were not aware of it, while 20% were not sure about it. A higher proportion of female MPs (50%) than male MPs (38%) were aware of training and a still higher proportion of female MPs (33%) compared to their male counterparts (17%) were not sure about training.

**Table 2.13. MPs' Awareness of ICT training at Parliament (percentage)**

	Yes	No	Not sure	Total
Male	38	46	17	100
Female	50	17	33	100
Total	40	40	20	100

**Figure 2.13. MPs' awareness of ICT training at Parliament**



This assessment indicated that MPs have very low awareness of ICT training at Parliament (40%), which may explain the low level of skills the MPs have in computer applications.

### 2.3.2 MPs' ICT training needs in computer applications

The section looked further into which areas of computer applications the MPs feel they need training.

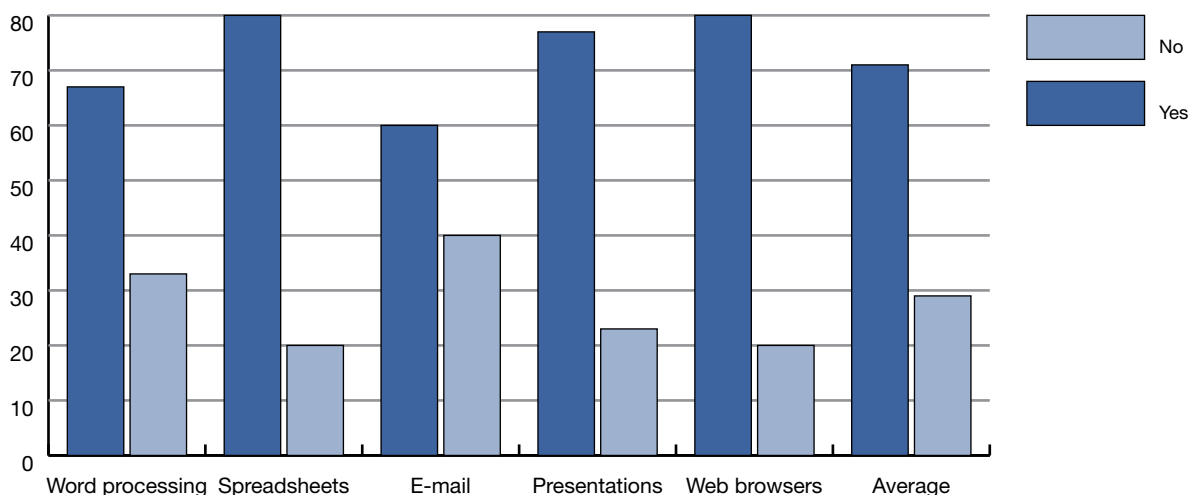
**Table 2.14. MPs' ICT training needs in computer applications (percentage)**

Applications	Yes	No	Total
Word processing	67	33	100
Spreadsheets	80	20	100
E-mail	60	40	100
Presentations	77	23	100
Web browsers	80	20	100
Average	71	29	100

The survey indicated that 60% and above of MPs reported they needed training in all computer applications, 80% reported they needed training in spreadsheets and web browsers, 77% in presentations, 67% in word processing and 60% in e-mail.



**Figure 2.14. MPs' training needs in computer applications**



The section clearly indicates a need for training in all the computer applications that MPs may require for their work in Parliament.

### 2.3.3 MPs' other training needs with ICT objectives

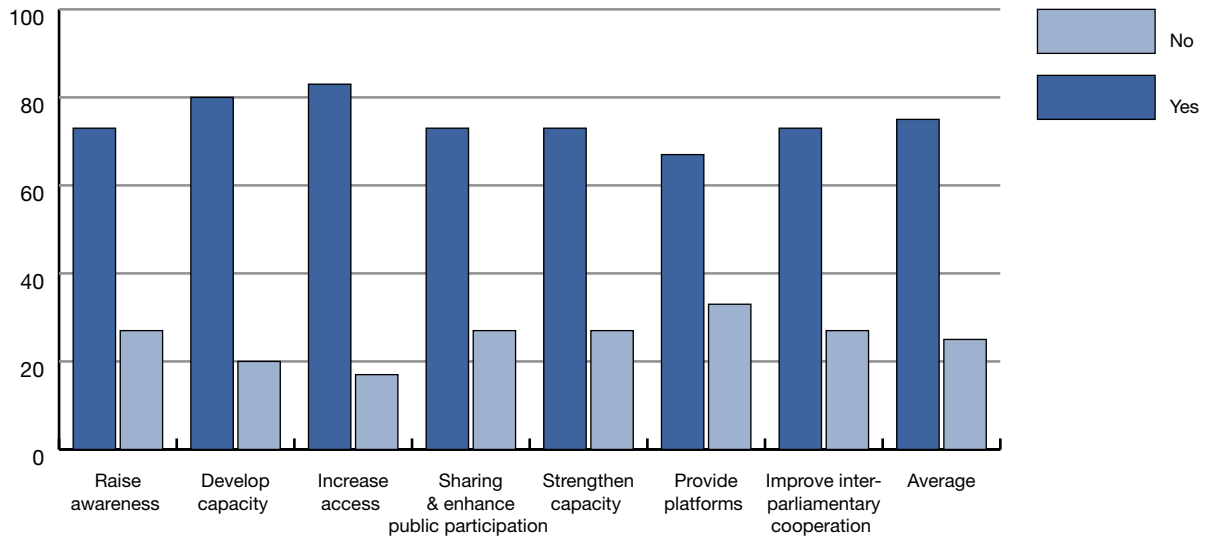
The other training needs of MPs which the survey looked into were whether the MPs needed training so that they could utilize ICTs to their maximum use in other areas where ICTs can make them more effective in their roles as decision-makers.

**Table 2.15. MPs' other training needs with ICT other objectives (percentage)**

Other training needs	Yes	No	Total
Raise awareness	73	27	100
Develop capacity	80	20	100
Increase access	83	17	100
Sharing & enhance public participation	73	27	100
Strengthen capacity	73	27	100
Provide platforms	67	33	100
Improve inter-parliamentary cooperation	73	27	100
Average	75	25	100

Over 80% of the MPs reported that they would need training to develop their capacity to utilize ICTs as a tool for institutional development and efficiency and to have access to information from other parliaments to enable effective debate, while more than 70% wanted to be more aware of the practical benefits of ICTs for good governance and improving democratic processes, to be able to share and support public participation in the legislative and policy-making processes, to strengthen capacity of Parliament to use ICTs, to provide ICT as platforms for Parliament and to improve inter-parliamentary cooperation.

**Figure 2.15. MPs' other training needs with ICT objectives**



The majority of MPs reported that they required other training that may empower them to utilize ICTs more effectively and efficiently.

## 3.0 Contributing to an inclusive Information Society in Zambia

This section of the survey assessed the MPs' knowledge of their role towards contributing to an inclusive Information Society.

### 3.1 Oversight over national ICT policy and strategies

The survey also assessed MPs' awareness of their role in reviewing, monitoring and supervision of the national ICT policy, including the status of its implementation, and of other national policies and strategies.

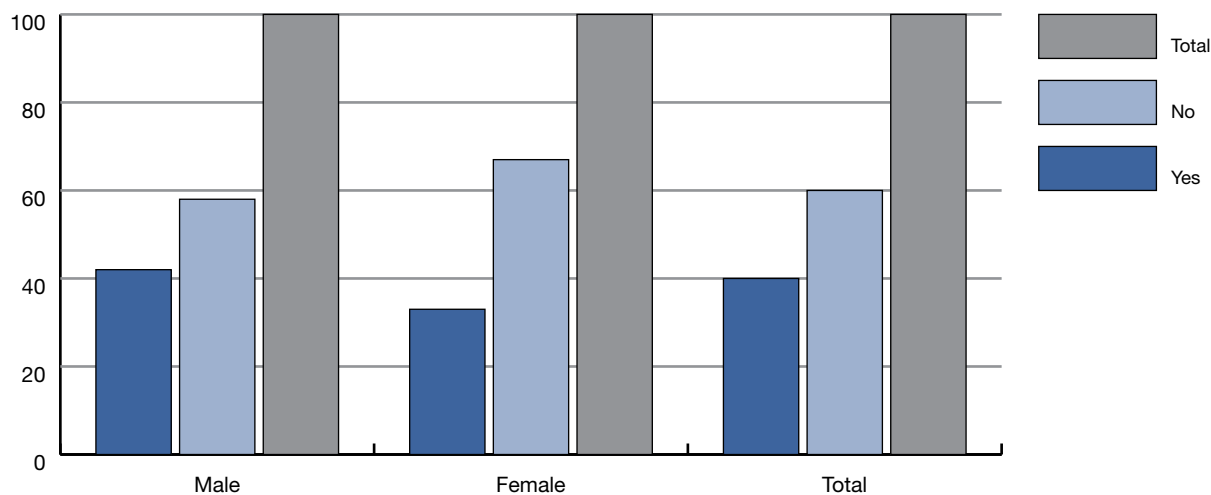
#### MPs' awareness of the current status of the national ICT policy and strategies

Some 60% of MPs reported they were unaware of the current status of Zambia's national ICT policy and strategies.

**Table 3.1. MPs' awareness of the current status of the national ICT policy and strategies (percentage)**

	Male	Female	Total
Yes	42	33	40
No	58	67	60
Total	100	100	100

**Figure 3.1. MPs' awareness of current status of the national ICT policy & strategies**



A majority of both female and male MPs said they had no awareness of the current status of the national ICT policy and strategies, although a higher proportion of male MPs indicated they were aware of it than their female counterparts.

### 3.1.1 Extent of MPs' awareness of the current status of the national ICT policy and strategies

The extent of the knowledge of MPs with regard to the status of the national ICT policy and strategies was assessed in detail in this part of the questionnaire.

**Table 3.2 Details of MPs' awareness of the current status of the national ICT policy and strategies (percentage)**

	% No. of MP's (Total)
Formulation	17
Awareness	17
Approval of policy/plans	25
Completion	8
Implementation	8
Do not know	25

The assessment concluded that a quarter of MPs reported they did not know the status of the national ICT policy and strategies, with less than 20% reporting it is in the stages of formulation, awareness, completion or implementation, while 25% reported it was in the "approval of policy and plans" stage. All seemed to be guessing.

### 3.1.3 MPs' awareness of the priority areas of the national ICT policy and strategies

The section also assessed the knowledge of MPs with regard the priority areas of the national ICT policy and strategies.

**Table 3.3 MPs' awareness of the priority areas of the national ICT policy and strategies (percentage)**

Priority Areas	% No. of MP's (Total)
Creating a tool for institutional development and efficiency	3
Security & communication, etc.	7
Early education & lower cost	3
Do not know	87
Total	100

The assessment concluded that most MPs were not aware of the priority areas of the National ICT Strategy.

### 3.1.4 MPs' views on the contribution of the ICT policy, when implemented.

This section enquired about the views of MPs with regard to what contribution the ICT Policy can make to development when it is implemented.

**Table 3.4 MPs' views on the contribution of the ICT policy when implemented (percentage)**

	% No.of MP's (Total)
High impact	33
Quite high impact	17
Quite low impact	7
Very low impact	0
Do not know	43
Total	100

MPs had different opinions of what type of impact they thought the National ICT Policy would have when implemented. The highest proportion (43%) reported that they did not have a clue about the impact, and next highest proportion (33%) saying it will have high impact, 17% reporting a quite high impact and 7% reporting quite low impact.

### 3.1.5 Zambian Parliament's success in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategy

The survey also sought to know whether the MPs believed the Zambian Parliament has been effective in providing scrutiny and oversight over the national ICT policy and strategy.

**Table3.5. Success of Parliament in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategy (percentage)**

	% No. of MP's (Total)
Very successful	7
Quite successful	27
Quite unsuccessful	10
Very unsuccessful	17
Do not know	40
Total	100

The highest percentage (40%) of MPs did not know whether the Zambian Parliament has been effectively providing parliamentary scrutiny and oversight over the national ICT policy and strategies. The next highest proportion was the 27% of MPs who reported that Parliament has been quite successful in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategy, while 17% reported that Parliament had been very unsuccessful and 10% declared it had been quite unsuccessful.

### 3.1.6 Details of success of Parliament in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategies

This part of the questionnaire probed further for details of the type of scrutiny and oversight the MPs believe that Parliament has successfully provided over the National ICT Policy & Strategy.

**Table 3.6. Details of success of Parliament in providing effective parliamentary scrutiny and oversight over the national ICT policy and strategy (percentage)**

	% No. of MP's (Total)
All stakeholders contributed to the national ICT policy & strategies	10
The national ICT Committee provides regular reports to the Executive	10
Availability of computers in schools	10
Ratification of certain precedents & appointments, scrutiny, etc.	10
Not specified	60
Total	100

The MPs who reported that Parliament has been very and quite successful in providing parliamentary scrutiny and oversight over the national ICT policy and strategy included 60% who did not specify the detail of success.

### 3.2 MPs' requirements for more awareness-raising and capacity-building on the Information Society

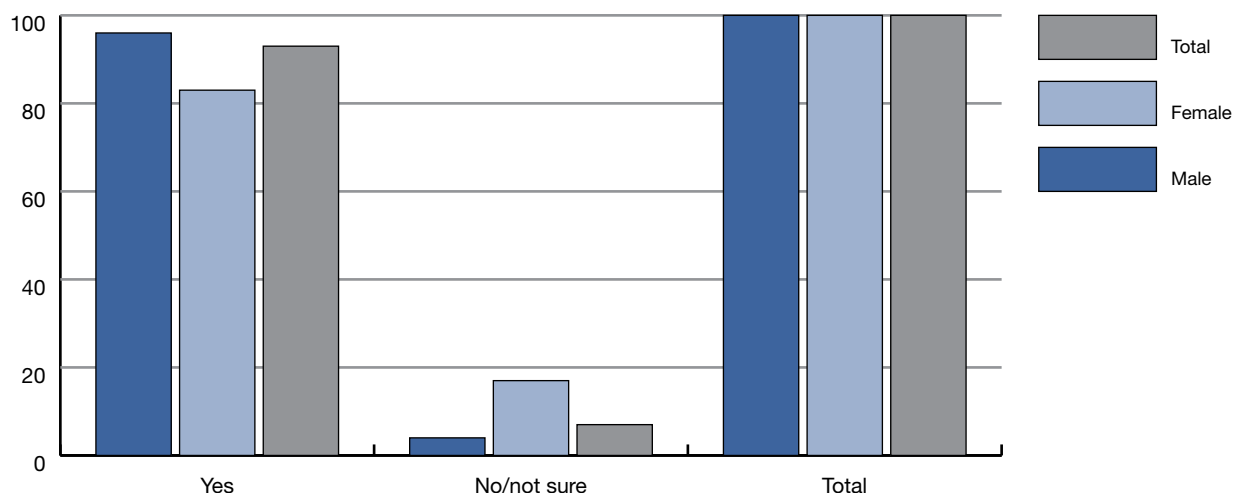
The survey assessed MPs' requirements for more awareness-raising and capacity-building on Information Society.

**Table 3.7 MPs' requirement for more awareness-raising & capacity-building on the Information Society**

	Yes	No/not sure	Total
Male	96%	4%	100%
Female	83%	17%	100%
Total	93%	7%	100%

With the exception of the 7% who reported they were not sure or did not require more, in total 93% of the MPs said that they required more awareness-raising and capacity-building on the Information Society.

**Figure 3.2. MPs' requirement for more awareness-raising and capacity-building on the Information Society**



### 3.2.1 Improvements to involvement of MPs in the national ICT policy and strategies, including scrutiny and oversight

The survey further sought the opinion of MPs with regard to improvements needed to involve them more in scrutiny and oversight of the national ICT policy and strategies.

**Table 3.8. Improvements to involvement of MPs in the national ICT policy and strategies, including scrutiny & oversight**

	% No. of MP's (Total)
Organize awareness-raising campaigns	83%
Organize specific training on priority areas	80%
Establish an ICT committee	67%
Organize periodic debates/questions	57%
Organize continuous hands-on practices	77%
Involve MPs in the baseline study	67%
Provide laptops/ mobile Internet/ PCs to MPs at cost	3%

From at least 50% to 83% of the MPs indicated that in all the areas more needed to be done to improve the involvement of MPs in the national ICT policy and strategies, including through scrutiny and oversight. Areas of involvement suggested included organizing awareness-raising campaigns, training sessions on priority areas, periodic debates and questions, continuous hands-on practice sessions, establishing an ICT committee, and involving MPs in baseline studies. An additional question was added about the potential need to provide laptops and mobile Internet as well as personal computers to MPs.

### 3.3 MPs' views on the performance of Parliament in approving ICT bills or enacting related legislation

In this part of the questionnaire the survey sought the opinion of MPs with regard to the record of the NAZ in approving ICT bills or enacting ICT legislation.

**Table3.9. MPs' views on the performance of Parliament in approving ICT bills or enacting related legislation**

	% No. of MP's (Total)
Very successful	3%
Quite successful	17%
Quite unsuccessful	17%
Very unsuccessful	30%
Don't know	33%

When MPs were asked their opinions with regard to the performance of Parliament in approving ICT bills and enacting related legislation, 33% did not have an opinion while 30% thought it had performed very unsuccessfully, 17% said it had performed quite unsuccessfully and yet the same percentage of 17% said it had performed quite successful.

### 3.4 MPs' views on improving previous unsuccessful efforts of Parliament

The survey asked MPs' opinion with regard to improving the previous track record of Parliament in involving MPs in the Information Society in Zambia.

**Table3.10. MPs' views on improving previous unsuccessful efforts of Parliament**

	% No. of MP's (Total)
Organize awareness campaigns	53%
Organize periodic debates	47%
Organize specific ICT hands-on practices for MPs	60%
Involve MPs in baseline study and stakeholders	40%
Not specified	33%

In order to improve previous unsuccessful efforts to advance ICT skills by Parliament, 60% of MPs thought that specific hands-on practice for MPs should be organized, 53% suggested awareness campaigns, 47% periodic debates and 40% declared that MPs and stakeholders should be involved in baseline studies. Those who did not specify what needed to be done to improve unsuccessful efforts of Parliament totaled 33%.

### 3.5. Financing mechanism

This portion of the questionnaires assessed MPs' views on financing mechanisms that would ensure more funds are available to implement an inclusive Information Society.



### 3.5.1 MPs' views on ensuring more funds to implement an inclusive Information Society

**Table3.11. MPs' views on ensuring more funds**

	% No. of MP's (Total)
Ensure ICT funds are allocated for development sectors in national budgets	77%
Ensure bilateral/multilateral negotiations and partners include allocations to ICT budget	67%
Advocate for legislation for foreign direct & local investment in ICT	77%
Advocate for legislation for PPPs to mobilize private-sector funds	60%
Advocate for tax incentives on relevant ICT4D programme	57%
Not specified	3%

In soliciting views from MPs with regard to ensuring more funds to implement an inclusive Information Society, 77% responded that ICT funds should be allocated for development sectors in the national budget and the same proportion that legislation in favour of both foreign direct investment and local investment on ICT should be advocated. The proportion who called for bilateral and multilateral negotiations and that partners should allocate budgets for integration of ICT funds in areas of cooperation to accelerate expected achievements was 67%. Those urging legislation in favour of public-private partnerships in order to mobilize private sector potential in the sector were 60%, while 57% supported advocacy for tax incentives on relevant ICT4D programmes.

## 3.6. Promoting ICT development for constituencies

This portion of the questionnaire aimed to discover the views of MPs with regard to promotion of ICT development in their constituencies.

### 3.6.1. MPs' views of their success in promoting ICT development in their constituencies

The questionnaire sought to determine whether the MPs regarded that ICT development in their constituencies had been successful.

**Table3.12. MPs' views of their success in ICT development in their constituencies**

	% No. of MP's (Total)
Very successful	0%
Quite successful	17%
Quite unsuccessful	13%
Very unsuccessful	57%
Don't know	13%

With regard with their own success in promoting ICT development in their own constituencies, 57% of the MPs reported that they had been very unsuccessful, while only 17% reported they had been quite successful and 13% that they had been quite unsuccessful and the same proportion declared that they did not know.

### 3.6.2. Details of MPs' views of their success in promoting ICT development in their constituencies

This section aimed to get details of success stories from MPs who responded that promotion of ICTs in their constituencies had been successful.

**Table3.13. Details of success stories**

	% No. of MPs (Total)
Organized/donated computers to secondary schools	60%
Trained teachers on ICT basics	20%
Not specified	40%

Those MPs who reported they had been successful in promoting ICT development in their own constituencies attributed their success to having organized and donated computers to secondary schools and having trained teachers in the basics of ICTs.

### 3.6.3. Details for failure of MPs to promote ICT development at constituency level

This part of the questionnaire enquired further about details where MPs said they had not been successful at promoting ICT development at constituency level.

**Table3.14. Details for failure of MPs to promote ICT development at constituency level**

	% No. of MPs (Total)
Lack of resource/funding/Govt. funds	26%
Lack of basic infrastructure	16%
Lack of training facilities in rural areas	5%
Require policy that will be translated into action	5%
Unspecified	47%
Total	100%

Nearly half (47%) of the MPs who reported failure to promote ICTs in their constituencies did not specify the details of their failure, while 26% attributed lack of success to lack of resources, including Government and other funds, 16% to lack of basic infrastructure and 5% to lack of training facilities in rural areas and not having policy to be translated into action for implementation.

## 4.0 Promoting inter-parliamentary cooperation through ICTs

This section of the survey covered MPs' knowledge of their role in promoting inter-parliamentary cooperation using ICTs.

### 4.1 MPs' ranking of inter-parliamentary communication using ICTs

The questionnaire asked MPs to rank the impact of inter-parliamentary communication using ICTs.

**Table 4.1 MPs' ranking of impact of inter-parliamentary communication using ICTs**

	% No. of MPs (Total)
High impact	17%
Quite high impact	20%
Quite low impact	20%
Very low impact	33%
Don't know	10%
Total	100%

A third (33%) of MPs reported that the impact of inter-parliamentary communication using ICTs will be very low, some 20% said it would have quite high impact and a similar proportion quite low impact, while 17% thought it would have high impact and 10% said they did not know the impact.

### 4.2 MPs' views of Parliament's success in promoting inter-parliamentary communication using ICTs.

MPs expressed themselves on how successful the NAZ had been in promoting inter-parliamentary communication using ICTs.

**Table 4.2 MPs' view on Parliament's success in promoting inter-parliamentary communication using ICTs**

	% No. of MPs (Total)
Very successful	3%
Quite successful	40%
Quite unsuccessful	10%
Very unsuccessful	23%
Don't know	23%
Total	100%

In total 40% of the MPs reported that Parliament (NAZ) had been quite successful in promoting inter-parliamentary communications using ICTs while 23% reported that it has been very unsuccessful, 10% reported that it had been quite unsuccessful and 3% that it had been very successful, while 23% said they did not know how successful it had been.

### 4.3 Benefits from a well implemented ICT programme on inter-parliamentary cooperation

What did MPs believe where the main benefits that could be derived from a well implemented ICT programme on inter-parliamentary cooperation?

**Table 4.3 Benefits from a well implemented ICT programme on inter-parliamentary cooperation**

	% No. of MPs (Total)
Establish innovative mechanisms to facilitate information flow between parliaments	47%
Promote exchange of information and best practices between parliaments	50%
Access best practices on pro-poor ICT applications elsewhere	57%
Promote cooperation with parliaments from other countries	53%
Not specified	7%
Average	43%

Many MPs believed that a good ICT programme would boost inter-parliamentary cooperation, with the benefits ordered as follows: 57% of MPs reported that benefits of a well-implemented ICT programme on inter-parliamentary cooperation would be access to best practices on pro-poor ICT applications elsewhere; 53% reported that it would promote cooperation with parliaments from other countries; 50% that it would promote exchange of information and best practices between parliaments; and 47% that it would establish innovative mechanisms to facilitate information flow between parliaments. Only 7% did not specify the benefits.

## 5.0 Concluding remarks

The survey brings out these pertinent points in the various areas of assessment:

### 1. Capacity, infrastructure & applications:

- i) Shortage of computers
- ii) Low accessibility of the network and low utilization of the Internet.
- iii) Low utilization of available ICT resources
- iv) Inadequate computer training.

### 2. Contribution to an inclusive Information Society

- i) Lack of awareness of current status of the national ICT policy and strategies
- ii) Lack of awareness of the priority areas of the national ICT policy and strategies.

### 3. Financing mechanisms:

- i) ICT funds should be allocated for development sectors in national budgets and as part of both local and direct foreign investment
- ii) Legislation in favour of public-private partnerships and mobilization of the private sector should be advocated, including tax incentives on relevant ICT4D programmes.
- iii) Bilateral and multilateral negotiations, including with other partners, should allocate budgets for integration of ICT funds in the areas of cooperation.

### 4. Promotion of ICT for constituency development is hindered by:

- i) Lack of resources
- ii) Lack of ICT human capital
- iii) Lack of infrastructure.

### 5. Promotion of inter-parliamentary cooperation through ICTs.

- i) There is much potential for inter-parliamentary cooperation using ICTs.

## **Annex 2**

# Survey Report of NAZ ICT Department Survey

**April 2009**

## 1.0 Introduction and methodology

1. As part of the assessment of the current ICT status at the National Assembly the United Nations Economic Commission for Africa (UNECA) submitted an in-depth questionnaire for the ICT Department of the NAZ as the responsible office for the implementation of the National Assembly ICT Master Plan. The questionnaire was administered by the Principal Clerk ICT on behalf of the ICT Department and is included as Annex C.

2. The assessment covered five sections of the World Summit on Information Society (WSIS) action lines specific to the following areas:

1. ICT vision, strategy leadership and budgetary;
2. Capacity, infrastructure and applications;
3. ICT Services: Document management and interaction with citizens;
4. Contributing to an inclusive Information Society in Zambia;
5. Inter-parliamentary cooperation.

The findings of this survey contributed to supplying the background information for the formulation of the ICT Master Plan for the NAZ and for its implementation.

## 2.0 ICT vision, strategy, leadership and budgetary

3. The NAZ currently has no ICT strategic plan for the ICT Department, although it has a mission statement which is:

*“to enable timely delivery of cost-effective, efficient and quality business solutions by applying appropriate technologies and manpower to meet and exceed expectations of the internal and external stakeholders”.*

The vision of the ICT department is the NAZ vision, which is:

*“Harnessing ICT potentials towards a REAL Parliament”.*

4. Therefore, the questionnaire highlighted the need for an ICT strategic plan for the ICT Department that will clearly take into account its mission and the vision statement of the NAZ.

5. The survey has highlighted the high potential of ICTs in all areas of the work of NAZ. The ICT champion is the ICT Manager at the departmental level, who reports to the Assistant Clerk. Therefore it is necessary to have a high-level advocate for ICT at national level.

6. The survey has also highlighted that 80% of the ICT capital budget is from donors and well-wishers, while 20% is internal funding. This is an unsustainable budgetary allocation for the ICT Department. In the past three years the ICT Department received equipment and financial support from local and international ICT vendors. It is of clear importance that the NAZ needs to take more responsibility for funding the ICT Department in order to ensure the sustainability of the efficient delivery of technological business solutions.

### 3.0 Capacity, infrastructure and applications

7. The survey established that almost all members of staff of the ICT Department have personal access and use of computers at the office and at home, with shared use of the network connection within Parliament and remote data access. Every staff member of the Department has official e-mail as well personal cell phones for purpose of communication.
8. All the staff members of the ICT Department use all the basic applications. They have received formal and in-house training at different levels varying from good and very proficient to expert.
9. With regard with staff resources, the ICT Department comprises of seven technical staff that perform various functions, including application development management, network operations, user support, system administration, installation of personal computers (PCs), maintenance and support. Only two external technical contractors were contracted in the last year in support of the technical team.
10. In addition to the in-house periodic training received by the ICT staff members, a training programme was organized in the last year for specialized training such as in the Bosch public address and recording system.
11. Nevertheless, there is a need for the ICT staff to receive training in critical areas that would help raise more ICT awareness within Parliament, would enhance skills in web-portal development and maintenance and in e-security and would support overall strengthening of their capacity to access, automate and package knowledge as well as provide platforms for sharing knowledge.
12. Although the budget for NAZ is large, the amount allocated to the ICT infrastructure (hardware and software) is only 5% of the total budget, including 2% for infrastructure. The remaining 3% is allocated to the NAZ's institutional information infrastructure which covers approximately 760 MPs and staff of Parliament, the ICT equipment including servers and computers, as well as the network and the ICT operations.
13. In considering the ICT applications, an important aspect of the survey was to determine the security of the ICT equipment and software. According to the survey, all networked computers are protected using licensed anti-virus software, which is updated on a daily basis, and a firewall has also been installed. As data is backed-up on the servers every week, there have been few security breaches in the last two years.
14. In assessing global Internet access at the NAZ, the survey indicated that the Internet is available through the wireless leased line at 768kb/s capacity, linked to a local ISP who also hosts the website. The survey indicated that the process of setting up an intranet with 300 networked PCs is in its final stage.
15. In indicating the common applications utilized by NAZ, the survey outlined the availability of document and data management software such as Microsoft Office, web servers and audio streaming. The survey also outlined the need for applications for workflow systems management, teleconferencing and video conferencing, which are currently unavailable at NAZ.
16. Most applications are maintained by the ICT Department staff, with a few exceptions that contractors develop and maintain.



## 4.0 ICT Services: Document management and interaction with citizens

17. All the ICT services are supported by the staff members of the ICT Department, except for the systems programming services which are fully supported by contractors.

18. The survey pointed out that the NAZ has a system for creating and managing bills in digital format, although this is not yet integrated with other stakeholders. It also indicated that there was a system for recording and managing the text of daily parliamentary debates and for managing the text of the current laws of the country in digital format. However, the NAZ is planning to digitalize the committee sessions' documents.

19. As the ICT staff support the Library Department with ICT services, the survey highlighted that the library is also in the process of automating systems for managing library resources.

20. With regard to interaction with citizens, the survey showed that Internet access to electronic information resources is available through the website to the public, including other stakeholders with limited access to other linked national resources.

20. The overall goals for the website were established by the Chief Executive in conjunction with the Principal Clerk – ICT. However, the goals and objectives, including the development plans for the website, have not been articulated in written form although specifications for privacy and access are fully outlined.

21. Another interaction with citizens is through audio, which is broadcast through the web and radio. This connects the public to daily parliamentary debates and programmes and has full archiving facilities.

22. The ICT Department of the NAZ is planning to enhance its website further by introducing video broadcasting and downloadable audio files of plenary and committee sessions as well as by introducing on-line discussion forums.

## 5.0 Contributing to an inclusive Information Society in Zambia

23. In establishing the understanding and involvement of the NAZ with regard to Zambia's national ICT policy and strategies, the survey concluded that ICT staff members are fully aware of its implementation status and the 12 pillars.

24. The ICT staff members are also cognisant of the fact that the national ICT policy framework will have a high impact in contributing to achieving the MDGs, including poverty reduction and alleviation and sustainable development, once it is fully implemented. Unfortunately the Zambian Parliament has not provided effective parliamentary scrutiny and oversight in the implementation of the national ICT policy and strategies.

25. The survey also brought to light the need to improve the awareness-raising and capacity-building on the Information Society in order to encourage MPs' role in the processes of e-strategies and to boost MPs' involvement in the processes of the national ICT policy and strategies, including ensuring Parliament's scrutiny and oversight. The study concluded that this can be achieved by organising awareness-raising campaigns on Zambia's ICT policy and strategies, as well as through specific training sessions on the priority areas of the policy framework such as establishing an ICT committee to coordinate and encourage linkages between MPs, ministries and other institutions in charge of the ICT policy.

26. The study noted that the NAZ has been quite successful in terms of approving ICT bills and enacting legislation related to the development of the Information Society.

27. With regard to the financing mechanism to enable effective implementation the study indicated that partners, during bilateral and multilateral negotiations, should allocate a budget for integrating ICTs in the areas of cooperation as a tool to accelerate the expected achievements. One recommendation was to advocate legislation in favour of both foreign direct investment and local investment in ICT and this could include promoting tax incentives on relevant ICT4D programmes.

28. The survey the outlined that the NAZ has successfully promoted ICT for constituency development as it has provided constituency offices with ICT equipment and Internet connectivity.

## 6.0 Promoting inter-parliamentary cooperation through ICT

29. In assessing the impact of inter-parliamentary communication using ICTs, the survey concluded that there has been a high impact on reinforcing parliamentary control, influence and scrutiny by the NAZ. The promotion of inter-parliamentary communication using ICTs was rated “quite successful”, on the other hand.

30. The survey concluded by listing the benefits of a well implemented ICT programme on inter-parliamentary cooperation as: establishment of innovative mechanisms to facilitate information flow between parliaments at subregional, regional and global levels; promotion of information exchange best practices between parliaments with a view to reinforcing parliamentary control, influence and scrutiny at all levels; and accessibility to best practices on pro-poor ICT applications elsewhere.

## 7.0 Concluding Remarks

31. The following constitute the results in the areas of assessment of the survey made at the ICT Department:

### 1. ICT vision, strategy, leadership and budgetary

- i) There is need for an ICT strategic plan for the ICT Department that will take into account the mission statement of the ICT Department and the vision statement of the NAZ.
- ii) There is a requirement for a high-level advocate for ICT at national level.
- iii) There is a need for the NAZ to take more responsibility for funding the ICT Department in order to ensure its sustainability.

### 2. Capacity, infrastructure and applications

- i) The ICT Staff need to receive training in critical areas which are aimed at raising more ICT awareness within Parliament, enhancing skills in web-portal development and maintenance and e-security, and overall strengthening of their ICT capacity to access, automate and package knowledge as well as provide platforms for sharing knowledge.
- ii) There is need for training and improved awareness of Zambia’s ICT policy and its priority areas for both staff of Parliament and MPs as this contributes to building the Information Society in the country as well as fostering their roles in the processes of e-strategies.
- iii) It is necessary to establish an ICT committee to foster the linkages between MPs, ministries and other institutions in charge of the ICT policy.

### **3. ICT Services: Document management and interactions with citizens**

- i) There is need to enhance the NAZ website by introducing video broadcasting and downloadable audio files of plenary and committee sessions, as well as to introduce on-line discussion forums.
- ii) There is need to develop websites for MPs
- iii) There is need for more in-house ICT skills
- iv) There is need for better ICT support
- v) There is need for ICT equipment and up-to-date applications.

32. In highlighting the need for improved ICT services delivery, document management and the ability to interact with citizens, the following challenges were identified:

- i) Access to ICT resources
- ii) Linkage and integration of all the resources.

### **4. Contributing to an inclusive Information Society in Zambia**

- i) There is a need for a locally and nationally sustainable approach for NAZ in its role with regard to the Zambian national ICT policy and strategies.

### **5. Promoting inter-parliamentary cooperation through ICT**

- i) The study noted the need to improve cooperation between SADC national parliaments for promoting the exchange of information and sharing of best practices.

33. In conclusion, the survey highlighted innovative ways the NAZ could leverage the potential of the role of ICT in development initiatives and in delivering quality service to constituents, as well its enabling and effective contribution to creating an inclusive Information Society in Zambia.

## **Annex 3**

# Survey Report on NAZ Departmental Assessment of ICT Requirements

**May 2009**

## 1.0. Introduction

The National Assembly of Zambia (NAZ) departmental assessment of ICT requirements was undertaken as a supplement survey to the survey of the ICT Department. This survey was administered on 13 departments of the National Assembly, excluding the Parliamentary Reforms Programme (PRP).

### 1.1. Methodology and survey summary

The level of computerization was rated by comparing the tasks that were undertaken manually and those that were carried out using ICT equipment. This brought to light the following picture of the level of computerization at the NAZ, where Table 1 indicates the level of computerization and Table 2 specifies the departments' ICT requirements.

## 2.0. Capacity, infrastructure & applications

**Table 1: Computerization level of the departments of the Zambian Parliament**

Dept.	Security	Acc.	Research	Legal	Adm.	Audit	Motel	Pub. Relat. & Prot	Library	Services	Publications	Committees	ICT
Rating	10%	80%	50%	50%	30%	50%	10%	50%	65%	20%	80%	70%	90%

The assessment showed that the level of computerization was the highest at 90% for the ICT Department, followed by Accounts and Publications who were both at 80%. The Library Department, although rated 65% at the time of the survey, was in the process of implementing the “In-magic” information system. The departments that were rated at the 50% level of computerization were: Research, Legal, Audit and Public Relations & Protocol. Those that were less than 50% were: Administration at 30%, Services at 20%, Security 10% and Motel 10%.

In assessing the departmental ICT needs, the survey reviewed the status of computer hardware and software and level of ICT training in each department in order to measure the shortfalls in these areas of need.

### 2.1. Availability of and access to ICT infrastructure for use in departments

The above analysis shows that there was almost no availability and access to ICT infrastructure in the Security, Motel, Administration and Services departments, whilst availability and access can be rated “average” for Research, Audit and Public Relations and Protocol and “above average” for the Library and Committees departments. On the other hand the availability and access to ICT infrastructure in the Accounts, Publications and ICT departments is reasonably high.

### 2.2. Capacity of staff in the departments

The ability of staff in the departments to use the ICT resources optimally was highlighted in the survey into ICT requirements, as indicated in Table 2 below.

**Table2. Summary of Departmental ICT Requirement**

Zambian Parliament Departmental ICT requirements					
ICT requirement	No. of Depts.	ICT requirement	No. of Depts.	ICT Training Requirement	No. of Depts.
<b>Hardware</b>		<b>Software</b>			
Computers	13	Specialized software systems	11	Basic Computer training	13
Printers	13	Specialized database systems	11	Microsoft Office	12
Photocopies	5	Intranet	13	Specialized software systems	11
Scanners	6	Graphic design	2	Specialized database systems	11
Servers	3	Editing software	2	Graphic design	2
Fax	3	Advanced anti-virus	1	Editing software	2
Cell phones	2	Microsoft Office 2007	13	Communication systems	13
Earphones	2			Linux	1
Radio equipment	1			Network security	1
UPS	1			Awareness-raising on the role of ICT and Information Society	13
Projectors	1				
Television monitors	1				
Walkie-talkies	1				

The table above aggregated the needs of the departments in each ICT requirement area, divided by hardware, software and training. The table shows that in the area of hardware all the 13 departments assessed required computers and printers, almost half required photocopiers and scanners, a quarter required servers and fax machines while two departments asked for mobile phones and earphones. One department each requested radio equipment, UPS (uninterruptable power supply), projectors, television monitors and walkie-talkies communications equipment.

In the area of the requirement for computer software, all 13 departments requested Microsoft Office 2007 as well as the intranet, while 11 departments requested specialized software systems and database applications. Two departments would both like to have graphic and editing software. One department asked for an advanced anti-virus software for ICT security at the NAZ.

The survey also assessed the departmental needs for ICT training and brought to light that all the 13 departments evaluated required basic computer training in areas of: computer architecture, basic hardware maintenance and computer appreciation, as well as use of communication systems. Almost all departments needed training in all the Microsoft Office applications and 11 departments required training in the use of specialized software and databases applications. Two departments requested training in the use of graphic design and editing applications for the efficient execution of their work programmes.

### 3.0 Conclusions

In conclusion, it is evident from the departmental survey administered that there is an urgent need to upgrade the level of computerization for all departments to ensure that the NAZ is equipped with modern technologies.

Human resources and capacity should be developed and upgraded in the use of ICT in order to utilize efficiently and maintain ICT equipment, so as to take ownership of the specialized training that had been received.

The survey therefore has brought to light the need for ICT policy and strategies at the NAZ, with a view to ensure that each department is at the same standard of computerization for effective production of computerized outputs and work and for ease of communications.

## Annex 3.1: Requirements for provision of internal ICT service support

Departments	Reports	Mode of generation		Users	ICT facility in use	Facilities needed	Training needs
		manual	computer				
1. Security	1. Daily incident reports 2. Annual departmental reports 3. Budget reports 4. Staff appraisal reports	X		1. senior management staff 2. Other departments 3. Departmental staff	1. e-mail & Internet 2. Microsoft Windows	1. Printers & scanners	1. Basic computer skills 2. File management and maintenance 3. Database management
2. Accounts	1. Monthly payroll reports 2. Cash flow statements 3. Periodic reports 4. Ad hoc reports 5. Bank reconciliations		X	1. Management Ministry of Finance & National planning Other departments Department of Audit Financial institutions General staff	1.	1. Dedicated server for accounts 2. PRP Accounts 3. Motel system management 4. fully developed integrated management system 5. Printers & computers 6. Support staff	1. Microsoft Access training, spreadsheets and MS Word 2. Specific ongoing training on integrated management system 3. Intranet 4. Basic hardware maintenance & installation 4. Awareness-raising on the role of ICT and Information Society
3. Research	1. Periodic research papers and background fact sheets	X	X	1. Management 2. Members of Parliament and staff of Parliament	1. Laptops and desktops 2. Internet	1. Intranet	1. Use of specialized programmes for analyzing data
4. Legal	1. Periodic parliamentary committee reports 2. Legal opinion 3. Memoranda 4. Speaker's rulings 5. Contracts/ agreements 6. Court documents, private members' bills, notice of amendments	X	X	1. National Assembly Management 2. The public 3. Govt. departments & ministries 4. MPs 5. Courts of law 6. Other parliaments	1. Internet 2. Printers & photocopies 3. Scanners 4. Various software 5. Storage facilities for bills, laws of Zambia & others	1. Subscribing to relevant databases 2. Creation of legal department database	1. Basic computer skills 2. Database management 3. Records management & maintenance 4. Database development
5. Audit	Periodic Audit reports Periodic Audit queries	X	X	Management 2. Other departments	1. Laptops & desktops, printers 2. Microsoft Word & Excel 3. Internet	1. Networking 2. Intranet	1. Use of MS Access, Powerpoint etc 2. Auditing system 3. Spreadsheets



Departments	Reports	Mode of generation		Users	ICT facility in use	Facilities needed	Training needs
		manual	computer				
6. Administration	1. Annual reports 2. Monthly reports Work plans 4. Monitoring & evaluation reports Weekly reports Attachment reports Tender documents Bid opening and closing Evaluation reports, committee reports & minutes	X X X X X X X X X		1. Management 2. Donors 3. National Assembly 4. MPs 5. Staff	Internet, phones computers	Computers & printers (colour & B/W), fax, phones, scanners 2. Internet, intranet, mobile phones 3. Job evaluation software 4. Performance management software 5. Budget templates 6. Oracle HRD Self-service software ( training development tracking & projecting systems) Templates Attachment database Seminar & workshop database Professional body database, training providers & consultants	HRD Training software MS Access & Powerpoint Publisher CDISIS Skype Records management system
7. Motel – food & beverage section	Daily food Cost reports Daily menus Daily bar stock control sheets Daily beverage bills Daily food bills, meat control sheets Periodic banquet quotations Annual reports Daily staff work schedules Annual staff appraisal reports	X X X X X X X X X	l use	1. Management Public Accounts departments Audit Supervisors' internal use	None	Appropriate software for motel operation	Basic usage and production, management and maintenance
Motel – House keeping	1. Daily room reports Daily maintenance reports / requisitions Monthly linen stock reports	X X X		MPs Other departments Accounts & audit Public	Nothing	Computers, printers	1. Basic computer training 2. Use of housekeeping software & point of sale software

Departments	Reports	Mode of generation		Users	ICT facility in use	Facilities needed	Training needs
		manual	computer				
Motel - Front Office & Switchboard	1. Daily guest register 2. Daily guest bills 3. Daily checkout lists 4. Periodic guest history information	X X X X		Management MPs Internal Other departments	Nothing	1. Computer equipment & applications 2. Connectivity & intranet	1. Basic computer training and use of applications
Motel - Accounts	Daily cashbook 2. Daily debtors/creditors reports 3. Weekly cashflow statements 4. Monthly bank reconciliation 5. Annual budget preparation & financial statements	X X X X X	X X X X	Management Clients Auditor General's Office	1.Pastel Accounting Software	1. Integrated management system	1.Budget preparation
8. Public relations & protocol	1. Daily reports of activities of the CPA & IPU to foreign missions in Zambia	X	X	MPs Staff members Zambian missions abroad Foreign missions in Zambia & abroad Inter-parliamentary organizations	1. Internet	1. Scan 2. Fax	1. Training in Excel, Pagewriter, spreadsheets, Publisher, graphic design 2. Awareness-raising on the role of ICT and Information Society
9. Library	1. Library Manual 2. Collection of development policy 3. New Additions List	X	X  X	MPs Staff General public Researchers Co-operating partners	1. Internet	In magic Information system	1.Digitalization of library resources 2. Database management
10. Services	1. Sectional reports 2. Departmental reports		X X	Management Departmental Staff	1. Internet 2.Microsoft Office	Fleet management & maintenance Management/procurement/budget	Analytical tools Microsoft Office
11. Publications	1. Daily parliamentary debates		X	MPs Govt. officials Staff	Computers Internet Printers, Photocopies		Microsoft Office Basic trouble-shooting

# References

Gillward, Alison (2009). *ICT Policies – The Role of Parliaments* and other papers presented at conferences organized by Africa i-Parliament Action Plan and other bodies, samples available at <http://info-society.apkn.org> or <http://isa.apkn.org> or [www.apkn.org](http://www.apkn.org).

McCarthy, Shawn (2006): *Leveraging ICT: The Real Opportunity for Achieving Performance in Delivering Government Services*. Framingham, USA, Government Insights, May 2006. Accessible online at <http://germany.emc.com/collateral/analyst-reports/government-insights-leveraging-ict.pdf>

National Assembly of Zambia *Information and Communication Technology (ICT) – The General Overview of Current Status and Future Plans*, Lusaka, Zambia, National Assembly of Zambia. See also <http://www.parliament.gov.zm>

Pulkkinen, Jyrki (2003). Dissertation “*The paradigms of e-Education: An analysis of the communication structures in the research on information and communication technology integration in education in the years 2000–2001*”. Oulun Yliopistokoulu, Finland, Oulu University Library [Online] Available from: <http://herkules.oulu.fi/isbn9514272463/html/x464.html> (Accessed January 2010).

SADC Parliamentary Forum (2008). “*Report of Workshop on Enhancing the Capacity of Parliament to Utilise ICTs Effectively in Parliamentary Processes: Understanding Pillars of an e-Parliament*” workshop in Johannesburg, South Africa, organized by Southern Africa Development Community Parliamentary Forum, with United Nations Economic Commission for Africa (UNECA) and Open Society Initiative for Southern Africa.

SADC-UNECA (2008). “*Report of Technical Meeting on Information and Communication Technology (ICT) 4 – 6 April 2008, Johannesburg, South Africa*” (ECA/SA/WST/ICT/2008/1) organized by United Nations Economic Commission for Africa Southern Africa office and Southern Africa Development Community.

United Nations (2008). *E-Government Survey 2008, From E-Government to Connected Governance*. New York, USA, United Nations.

United Nations (2008). *World e-Parliament Report 2008*. New York, USA, a joint report of the United Nations Department of Economic and Social Affairs and the Inter-Parliamentary Union as part of the work of the Global Centre for ICT in Parliament.

UNECA (2004). *Africa Networking: Development Information ICTs and Governance*. Addis Ababa, Ethiopia, International Books in association with United Nations Economic Commission for Africa (UNECA).

UNECA (2008). *AISI - A Decade's Perspective*. Addis Ababa, Ethiopia, United Nations Economic Commission for Africa (UNECA).

World Summit on the Information Society (2003) *Plan of Action*, Geneva, International Telecommunications Union, published online at <http://www.itu.int/wsis/docs/geneva/official/poa.html>, December 2003.

Zambia Ministry of Communications and Transport (2005) *Final Draft National ICT Policy version 3.4*, Lusaka, Zambia, Ministry of Communications & Transport, Republic of Zambia, January 2005.

