



PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES

World e-Parliament Conference

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Chamber of Deputies of Italy, Rome

Delegate Report

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Background

The World e-Parliament Conference is a biennial event for members of the Inter-Parliamentary Union (IPU) to “address how the use of information and communication technology [ICT] can help improve representation, transparency, accountability, openness, and effectiveness in the complex parliamentary environment”. The Conference covers both policy and technical aspects of ICT developments together with the opportunities and challenges they present to a modern parliament.

The 2012 Conference was co-organised by the United Nations and the Inter-Parliamentary Union, through the Global Centre for ICT in Parliament, and hosted by the Chamber of Deputies of Italy. It was held on 13-15th September at the Italian Parliament in Rome.

Over 400 senior delegates from more than 100 jurisdictions attended. Participants included Presiding Offices, members of parliaments, department heads and officials, ICT experts and representatives of selected NonGovernment Organisations (NGOs).



Plenary Session, Chamber of Deputies

The format of the conference permitted extensive discussion on current trends and the promotion of good practice. The Conference was opened by Gianfranco Fini, President of the Chamber of Deputies of Italy, Anders Johnsson, Secretary General Affairs of the IPU and Thomas Stelzer of the United Nations.

A copy of the Conference Program is at **Attachment 1**. It is noteworthy that, although the Italian Parliament is housed in a former palace designed by Bernini, it is technologically very modern, with new and adapted rooms, electronic voting and a high level of connectedness.

All the conference themes were directly pertinent to work currently underway or in development by the Department of Parliamentary Services. This report focusses on those topic areas with greatest immediate relevance – citizen engagement, dematerialisation, supporting parliamentarians, and security - although many other issues were also important and useful in helping to frame the directions for an ICT Strategy for the Australian Parliament which will be finalised in 2013.

*Gimenez, Vice President of the Senate, Spain:
**We are operating 21st century parliaments
with instruments of the 19th century.
We need to update them.***

Key Themes

Plenary sessions focussed on critical policy and management issues within the following topic areas:

- The Status of ICT in Parliaments in 2012
- The impact of technology on parliamentary openness and accountability
- The challenges of today's participatory media for legislatures and members of Parliament
- Innovations in parliamentary communications
- Benefits and values of open data for fostering greater transparency in legislatures
- ICT strategic planning and implementation in Parliament: doing more with less
- Cloud services in Parliaments
- Delivering information and documents through tablets and mobile devices
- Protection of the ICT environment and minimization of external threats

Many speakers outlined ways in which ICT developments were creating opportunities for more efficient, transparent and open legislatures. This was seen as particularly important when there is growing demands from citizens for transparency at time when funds are under stress.

By way of scene setting for her paper, Joan Miller, Director, ICT in the UK Parliament presented a series of highly pertinent statistics anticipated in 2013:

- Over 50% of access to data will be by mobile devices (phones, tablets, mobile working).
- 75% of work devices will be user owned.
- Mobile market will be evenly split between iOS, Android and Windows.
- Apps projects will deliver in 3 months, not 2 years.
- Technology will suit contemporary patterns of work –
 - Mobile
 - Device independent
 - Flexible
 - Cheaper



Joan Miller, Director, ICT, UK Parliament

Use of ICT in Parliaments – World Parliament Report 2012

Jeffrey Griffith, Senior Adviser, Global Centre for ICT in Parliament, presented highlights from the 2012 IPU report which documents countries' efforts in the use of ICT based on an international survey of parliaments conducted between February and May 2012. The results highlight the major trends in parliamentary computing and provide guidance for priorities in the Australian Parliament.

The following points are drawn from the presentation.

- Tablets are increasingly being used in plenary parliamentary sessions and at least one chamber in Europe has only tablets in its plenary and every document is on them. This has been paid for through printing costs reductions.
- The 3 most important changes in last 2 years have been:
 - more documents and information available on websites
 - increased capacity to disseminate information
 - more timely delivery of information.
- Within chambers:
 - 75% allow tablets
 - 65% allow smart phones
 - More than half have electronic voting.
- 51% of parliaments issue tablets to their members.
- 35% have developed their own apps to deliver information.
- 89% of parliaments use webcasting.
- Video will be a dominant way of communicating with public.
- 46% use IPU guidelines for website their design and management
- 56% of Speakers and President are actively involved in ICT plans
- The use XML for documents is not increasing, except for bills.

- Many parliaments say they are not planning to use XML. The IPU sees this as a problem as XML open systems make things very accessible to citizens.
- There are still technology gaps in the use of ICT, for example, 25% of respondents said their citizens do not have access to the Internet.
- A persistent gap is technical infrastructure in parliamentary libraries.
- 60% don't provide explanatory information.
- Over 60% have no disability access.
- Over two thirds of parliaments had no vision statement and less than 40% have a strategic plan.

Griffith concluded his presentation with a number of recommendations that parliaments should:

- Go to cloud computing as a fast, cost effective option - although noting that a country needs good Internet speed for it to be effective.
- Go mobile – it is fast, flexible, multi-channel, less costly than other options and can meet demands for mobility and security to work together.
- Invest in staff and members as well as citizens to support ICT use.
- Plan strategically, work efficiently.
- Take up the many real opportunities to work together.
- Make more use of open source software developed by the UN.
- Commit to openness with its citizens as the first requirement and develop a new focus on citizen engagement.

New Ways of Engaging Citizens – from information to dialogue

A predominant theme was the way in which the use of ICT social media was transforming the communication between politicians and citizens from one of information provision to active engagement. The following is a selection of speakers' coverage of this issue.

Inter Parliamentary Union

Anders Johnsson, Secretary General of the IPU, addressed the issue of what is meant by "open parliament" as one of the IPU's 5 key objectives. He posited that as society was becoming more participative parliaments needed to follow suit and become more transparent and engaged. He asked how will current and future parliaments make more space for citizens' views in decision making and policy setting?

He especially focussed on how the rapidly increasing use of social media in parliaments was likely to impact in this area and was already testing parliaments' preparedness for this new form of dialogue with the community.

Johnsson posed a series of questions to stimulate thinking and discussion:

- How are modern parliaments responding to their citizens? How are new technologies enabling them to listen and act in response? How can this best be facilitated?
- Are parliaments ready to have the multiplicity of dialogues that social media generates?
- How are individual members interacting with their constituents and what approaches are required?
- To what extent is social media a new way for citizens to influence parliaments?
- How far have parliaments progressed in developing guidelines for using social media?
- Given ICT makes it easy for citizens to campaign for issues and then observe how these are handled, how can parliaments best manage the huge levels of input?

Dr Andy Williamson, a consultant to the IPU, also addressed the issue of how social media can be an effective way for parliaments to connect with citizens, especially young people.

Williamson listed 4 key uses of social media from a parliamentary perspective:

- Engagement
- Outreach
- Education
- Information.

He outlined a series of pros and cons of its use in that context. Examples of pros included that it:

- Links politicians more closely to citizens and helps develop a better understanding of public opinion.
- Can build trust.
- Speeds up the distribution of information.
- Allows for real time monitoring of issues.
- Can generate engagement with new people.
- Is cost-effective.

Cons highlighted included:

- Content must be tailored.
- Must be seen as relevant to audience, not the politician.
- Dialogue can move quickly beyond the control of the instigator.
- There is a reputational risk if the communication is not seen to be honest.
- Social media operates under a new set of less formal rules and does not necessarily respect tradition.

Williamson concluded by saying that an effective use of social media relies on active participation in the network and a willingness to take risks.

Dominican Republic

The Dominican Republic speaker – Abel Martinez Duran, President of the Chamber of Deputies - described a series of practical ways through which their parliament was adopting ICT to allow citizens rapid access to information and how it had introduced tools to enable direct input back from citizens, allowing decisions to be made on a broader range information of than previously.

Duran highlighted that technology was changing the way politicians are seen by the community and that social networks are often harsh on parliamentary work, however stressed that technology needed to be embraced as a way to open parliament to citizens.

Duran made the point that while social media is reaching citizens with access to ICT, parliaments and politicians needed to develop and **encourage multiple channels and formats** of communication to reach all of the community.

South Africa

Multiple communication techniques was a topic spoken about by many presenters. Cedrick Frolick, House Chairperson, National Assembly of South Africa, posited that parliament should be viewed as both the people's parliament and also an activist parliament and therefore needs to ensure the views of the disenfranchised who don't have access ICT and social media are incorporated. The South African parliament therefore uses Facebook, Twitter, YouTube, podcasts, webcasting of all plenaries and other major events but also public hearings and other forms of face to face contact.

Frolick also highlighted other challenges with the use of ICT and social media. For example:

- Citizens want immediate feedback on comments they make, so parliaments must have dedicated support in order to reply promptly and accurately.
- Websites need to be user friendly and relevant but in just a couple of days information can be outdated.
- There are political risks associated with posting wrong information.
- ICT can present challenges for older politicians and computer literacy training for MPs and staff is needed.
- It is sometimes hard to differentiate between lobby groups and citizens' posts.
- It can be hard to manage unacceptable comments online.
- Security needs to be considered.
- Politicians need to show they are responsive and utilise use all mediums.

United Kingdom

Lord Archy Kirkwood, Chairman of the Information Committee of the House of Lords in the UK, addressed similar issues in a presentation that outlined how the Lords had struggled to modernise. He spoke about the role of ICT in helping moving from 700 years of culture that was “entirely divorced from the country it seeks to serve”. Much of the modernisation plan was spelled out through the 2009 Inquiry, “Are the Lords Listening?”.

One aspect of the Inquiry was how to deal with social media, including overcoming a fear of its use. Kirkwood advised that these concerns came from being uncertain how to deal with criticism, and to manage the overwhelming number of comments, requests and submissions, etc received online.

Kirkwood labelled the growth of social media as the “**biggest change ever in democracy**”. He said the Lords used to think that Committees were enough as a particular system of community involvement but that “although committee work is excellent, it in no way lives up to the pace of change or the way life is lived now”. Comments, submissions and petitions now come in huge numbers, not through a 5 year voting cycle and so the parliament must adapt.

Kirkwood outlined several achievements since the release of the Inquiry report including:

- The use of tablets in the Lords chamber.
- A framework for dealing with social media.
- Posting the proceedings on YouTube.
- Introducing bring you own device (BYOD) policies for members.

He also made the following observations:

- It is important to make sure parliaments do not create barriers to active protest, and deal with those interests too.
- Parliaments should use open data to allow citizens “to use our data how they want to”.
- It is vital to find ways to reach the apathetic, provide accessible information, respect scrutiny, reach the digitally excluded and manage security risks.

Japan

Eriko Yamatani is a former journalist and current member of the Japanese Diet. She provided examples of the way Japanese politicians are utilising social media in policy making. For example:

- All chamber and most committee sessions are live on the internet.
- 90% of diet members use websites and blogs.
- 20% use participatory media.

Yamatani made the point that there are numerous challenges. For example, in Japan there is a:

- Significant digital divide amongst voters.
- Lack of experience in building consensus via the internet.
- Culturally strong conviction that experts should play the leading role in policy making.
- Need to secure the cooperation of existing policy making bodies in setting up mechanisms for unbiased and quality debate.
- Need to select themes most suitable for policy making through social media.

An example she gave of the last point was the Government’s use of social media for education policy making in 2010. It involved over 2,400 people engaging in 13 themes via a website (2.1 million hits) and electronic bulletins boards.

The results of the dialogue were reflected in new laws and the budget. An evaluation found that the bulletin board complemented other consultation with subject-matter experts but that the process needed significant resourcing from policy makers to providing data, give feedback on submissions, etc. It was also found that a series of small group online discussions were the best mechanism to get effective input.

Chile

Although the major emphasis on Hernan Figueroa’s (Director of IT, Chamber of Deputies of Chile) presentation was on security, he made a number of comments pertinent to the concept of citizen engagement. For example, the Chilean parliament has based its website on the expectation that it must facilitate interaction between the parliament and its citizens – it is not a one way system.

Twitter is also widely used, with people encouraged to tweet politicians during parliamentary sessions and members are expected to respond when the session ends.

Finland

According to Paivi Lipponen, Chair of the Committee for the Future, Parliament of Finland, social media is a widely used tool for the 200 members of the Finnish parliament. For example, almost all members are on Facebook and publish weekly blogs.

Lipponen leads one of the Parliament's 16 Standing Committees, the Committee for the Future, which examines long term issues in Finland and is heavily focused on ICT directions and their impact. The Committee argues that Finland has entered a new period of customers influencing all aspects of government services and products. The Committee's view is that experts are still needed in decision making, but everyday experts are now also seen as legitimate sources of advice.

She provided several examples of citizen engagement in policy making:

- The Citizens Initiative Act through which 50,000 citizens can have a matter introduced to parliament.
- An e-participation project that uses web-based tools for on line participation by citizens. It allows people to comment on issues under consideration or to put up their own issues. It includes deliberative discussion, on line consultation, polls, citizens initiatives and monitoring work of MPs.
- The parliament is currently considering using crowdsourcing as a modern form of consultation, partly based on its success in the USA.

Finland is planning to join UN Open Government Partnership in March 2013 and as part of the process must draft a plan of action before it can be admitted. It is actively involving citizens and civic organisations using social media in its development.

Interestingly, Lipponen stated that many of these engagement strategies began during the GFC and helped increase community confidence in government at a crucial time.

Spain

The Spanish parliament has improved its voting systems so that citizens can readily know when and how a member votes.

Members can vote in the plenary or remotely. The latter is a recent initiative and allows an MP to vote from home or anywhere else outside Parliament. It replaces a system that required a Notary to go to the MPs home.

European Parliament

Stephen Clark, Head of Web Communications, EU addressed a range of innovations in the use of ICT for communication between EU members and constituents.

He explained a priority was to build connections between members of the European parliament and constituents. As in some EU countries over half the population has a Facebook account, the ICT team has created several tools for tools for MPs to use social media to directly communicate with citizens such as:

- An MEP tab on Facebook
- A system for Facebook chats
- New MEP profile pages
- A European Parliament Newshub.

Summary

The recurring themes on the topic of using ICT to engage communities were:

- Technology should be viewed as an important but not exclusive means of communicating with citizens/ constituents.
- The digital divide needs to be recognised.
- Communication by MPs with constituents has to be authentic.
- Social media operates 24/7 which means parliaments and members need be able respond quickly to comments, tweets, etc.
- Politicians want freedom and flexibility to choose how they communicate, tools and agencies need to adjust.
- Training needs to be offered to politicians and their staffers on how best to use equipment and tools.

Dematerialisation – reducing paper in Parliament

The issue of reducing paper, or dematerialisation, was a recurring theme of the conference. Many speakers covered this as either the core focus of their presentation or a key example of ICT innovations their parliament was pursuing.

Italy

Benedetto Adragna, Senator in the Italian Parliament, outlined a number of what he called “sweeping innovations” in the Italian Parliament around doing away with paper based processes. He reported that the outcome to date has already been an increase in the availability of information and a decrease in costs. At this point:

- Sitting documents are now immediately available online and the parliament’s portal has a print on demand ability. The result has been an **83% decrease in print**.
- By the end of 2012 a website will allow downloadable Senate data.
- The aim is get both Houses together in all systems – a major change for the operation of the Italian parliament.
- The use of electronic documents for digital filing still needs work.
- Digital TV is seen as a major opportunity while the impacts of Web TV need further consideration.
- Cloud computing has been pursued for several years but a fully appropriate solution is not yet available.
- It has been difficult for some parties to get used to relying on online communication, for example, politicians are used to media releases, etc

Portugal

According to the speaker, Antonieta Teixeira, Director of IT, Assembly of the Republic of Portugal, the Portuguese Parliament has a specific goal to promote the dematerialisation of processes that support legislative and parliamentary activity.

The role of ICT staff (20 staff supporting 1000 users) is to:

- Support a standard equipment list.
- Provide support to users.
- Develop the dematerialisation strategy.
- Provide automatic SMS messages for scheduled meetings.
- Improve quality while reducing costs.

There is an emphasis on users solving problems through self help tools, but the ICT team also has a person based in the plenary to assist any members with IT issues during sitting.

Cost reduction strategies implemented to date are:

- Videoconferencing to reduce travel costs.
- Server virtualisation.
- Desktop virtualisation.

- Web based applications (resulting in large cost reductions).
- Printing services – using heavy duty printers has decreased the overall number needed.
- File and email archiving to reduce server acquisition.

The dematerialisation of all legislative procedures is underway and a unified communications system is reducing the number of telephones by allowing any parliamentarian to use the network for audio and video conferencing.

Portugal is also examining the use of the cloud for archiving public information.



Portuguese Parliament

Netherlands

Geert Jan Hamilton, Secretary General, Senate of the Netherlands, outlined the 2011 strategy for a “paper poor parliament”. Its aims were to improve sustainability, cut costs and working smarter with ICT.

Since 13 September 2011 all documents for plenary and committee meetings of the Senate have only been produced on iPads which were provided to each Senator with a meeting app and papers loaded. This replaced a system of couriering the 75 Senators over one metre high bundles of papers each week.

Papers on the iPad can be read through links to Adobe Reader, Iannotate, Goodreader, or Quickoffice Pro HD. There is also a message service from the Secretary informing about upcoming events and actions.

It was a deliberate decision to make the change over in one day rather than have a transition phase and it was found that, despite some reservations, Senators quickly got used to the new arrangements. There was no consultation with Senators prior.

The advantages have been found to be:

- Less paper.
- Lower production and distribution costs.
- The material is always available anywhere.

The cost savings have been quantified. Printing and distribution costs of the paper-based model were 180,000 euros per annum. The setup costs of dematerialisation were 104,000 euros, including the issuing of iPads to all Senators. The ongoing costs are now 35,000 euros per annum.

The speaker reported that many provincial governments in the Netherlands have already copied the model.

India

Speakers from the Indian Parliament outlined a similar approach to dematerialisation, especially an emphasis on moving quickly rather than risking a duplication of systems through a transition phase.

Key messages from Pradeep Chaturvedi Director, Council of States, highlighted a series of recent developments:

- Provision of tablets to all members - with either iOS or android operating systems.
- Creation of a members' log in app through which members can access personal information like payslips, email, SMS, meeting schedules, label printing and editable version of databases.
- SMS utility developed for bulk sending messages to members.
- Cessation of all manual report keeping.
- Digitisation of all debates since 1952 and enabling key word searches.
- Software introduced for posting questions and linking responses in real time.

A challenge noted was to educate members to use tablets but it was found that the user friendly nature of tablets has increased confidence among non-technical members of parliament.

There has been a significant reduction in paper use as members have felt comfortable taking their tablets and smart phones with them, whereas they had resisted using laptops. It has also meant that data and information has to be uploaded in real time to meet needs.

United Kingdom

According to Lord Kirkwood, Chairman of the Information Committee, House of Lords, the UK parliament is taking a "softly, softly" approach to dematerialisation rather than establishing a specific cutover timetable. Kirkwood suggested this was because of the challenge "tradition and culture" presents to reform.



House of Lords, United Kingdom

During 2011 one committee in each house trialled operating without paper. Rather than develop a new app for the trial, Goodreader was used. The feedback from members was very positive. They reported finding the system and app easy to use and welcomed the ability to download papers remotely, as well as accessing their calendars and meetings on the device. Although members could choose to print material during the trial the findings included a very significant reduction in paper usage. The ICT group also found that security measures put in place were effective.

In October 2011 parliament ruled that members could use technology other than laptops for reading speeches in the House and from October 2012 a large number of House of Commons committees are moving over to iPads.

European Parliament

Aouadi Fakhreddine, Directorate-General for Innovation and Technological Support, described the European Parliament's Paperless Program.

The Program is to replace files for all group and committee meetings with electronic files delivered via individual mobile devices in all 23 EU languages.

According to the speaker, the automation of business records and documents has meant that the material can be accessed through any computer, laptop or mobile device.

The focus of the program is on enabling usage via any device rather than any particular type of equipment. The European Parliament sees this as a significant development as it signals a **move from a focus on the device (eg BYOD) to usage by the user (BYOT).**

Supporting Parliamentarians

Many speakers directly and indirectly addressed the issue of using ICT to support the work of individual parliamentarians. There was a heavy emphasis on such developments as the use of technology to support mobility, simplification of systems, increased control by members in their choice of equipment, etc. The following provides a few examples.

India

The Indian Parliament has created a Parliamentary Committee on the provision computer equipment which enables members to “decide for themselves”.

To support this, a Scheme of Financial Entitlement is available for members to purchase equipment of their choice, including smartphones and tablets. When it was established an amount from within the fund was earmarked to ensure all members could procure a tablet.

Tablets have been set up with the following: agendas, table papers, bulletins, questions list, details of all members and a live video feed from both chambers.

Other features now available have been outlined in the section of this report on dematerialisation but also include:

- Use of a bilingual translating machine delivering 93% accuracy.
- Members login app.
- SMS integration.
- Dashboard app for Presiding Officers.
- Digital clock system for speaker’s time.
- A members’ home page app so that the community can view what a politician is doing such as questions raised in house, speeches, spend in locality, etc.
- An automated search process for members looking for extracts from debates with the ability to search by subject, session, member’s name, etc.

European Parliament

The EP has a major emphasis on supporting mobility for parliamentarians. Initiatives include:

- Video conferencing.
- Mobile offices (laptops, etc).
- Teleworking (eg, remote office at home).
- WiFi (for members staff and visitors in parliamentary building).
- eCommittees (common online work space with access to all committee information).
- eMeetings (committee meeting documents accessible through mobile devices).
- EP intranet (wide range information available).
- Helpdesk assistance in real time.
- Variable security levels according to risks.

United Kingdom

The Parliamentary ICT department in the UK operates a shopfront in conjunction with other parliamentary services. The ICT team offers advice and technical support to MPs and their staff.

Maintaining Security

Managing security issues while offering increased openness and flexibility was a dominant theme amongst the speakers. The Canadian paper was particularly relevant and comprehensive.

Canada

Stephan Aube, CIO, for the House of Commons in Canada outlined a range of issues and approaches around dealing with security in the contemporary parliament. Aube suggested that there is a widely held perception that security is a showstopper for delivering services to MPs but in the Canadian department security is seen instead as an enabler to allow services to happen.

He argued that traditional IT security models assumed that the level of control over IT equipment and systems meant that a security perimeter could be readily drawn around risks and firewalls could then keep threats out. However, this model is outdated as it does not cater for changes such as BYOD, cloud computing, social media activities nor the evolution of business processes.

According to Aube a new security model based on risk management is necessary. The vision of the Canadian Parliament ICT is to create an “open and secure environment that preserves and improves confidentiality, integrity, and availability of information” for the parliament and parliamentarians.

Key strategies used in the Canadian system include:

- Risk based access controls – from low (public use) to maximum (tight controls).
- Intelligence gathering and early incident detection.
- Automated solutions to the most recent vulnerabilities.
- Regular audits of IT infrastructure and timely information on issues to senior managers.
- Collaboration between users and service providers – security as a shared responsibility.
- Training for IT staff and parliamentarians to keep up to date with trends and emerging risks.
- A dedicated security team within ICT to demarcate the role from day to day operations.
- Clear policies and processes that allows the ICT section to work with MPs.
- Making it clear to users what is being monitored and why.
- Developing architecture that allows flexibility so that security protects members to play their role.
- Creating a culture in which security and business are partners.
- Using targeted initiatives to reduce specific threats (frauds, etc).
- Maintaining an awareness plan and blueprint supported by a quality assurance program.

Aube concluded that information should be seen as an asset that needs to be protected. It is the role of the ICT agency to: ensure confidentiality of information for members (from outside, from each other); establish trust (be transparent, make it clear that you are monitoring threats, not what people do); and protect the integrity of data to maintain the reputation of the institution and availability of services.

He summarised the key components of a modern security system in the following chart.



Portugal

The Portuguese Parliament has introduced a series of security measures to support its increased dependence on ICT communication. Antonieta Teixeira, reported that these have included:

- Reinforcement of the internet.
- Stronger mail and proxy systems.
- Digital signatures.
- Introduction of an auditing system.
- Commencement of ISO 27001 accreditation.

Cloud Computing

A number of parliaments are exploring the potential for using the cloud. At this point the consensus was that further development is required, however a number of common issues emerged. Three types of cloud were covered:

- Private
- Virtual private (shared services)
- Public (bought services shared with others).

European Parliament

Aouadi Fakhreddine stated that the EP was in the process of examining the opportunities and challenges of the cloud. He identified a series of drivers and concerns.

Drivers:

- Efficiency
- Scalability
- Agility
- Cost

Concerns:

- Privacy
- Security
- Cost

The EU is developing a hybrid Cloud Model and establishing policies and governance processes for cloud public usage.

United Kingdom

The UK ICT group is trialling a Cloud First strategy for members and House services between January 2012 and April 2013. A wide range of issues are being explored:

- Security
- Data sovereignty
- Compliance
- Segmenting customer groups
- Availability
- How a public cloud could operate
- Whether to move from MS

Ms Miller concluded her presentation arguing that for parliaments the question of using the cloud is “not **if**, but **when**”.