

Innovation in the Norwegian Parliament

World e-Parliament Conference - Geneva

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Our vision

The Storting – a leading digital parliament



«More for less»

Secretary General Ms. Marianne Andreassen

RUN



GROW



TRANSFORM





When people, organizations and things communicate, cooperate and negotiate with each other, this brings us into the digital age





Innovation in a parliamentary context

Not inventing a new device





STORTINGET

Innovation in a parliamentary context

No bleeding edge technologies



Innovation in a parliamentary context

Taking existing innovations and giving them a meaningful “life” in a parliamentary context



How

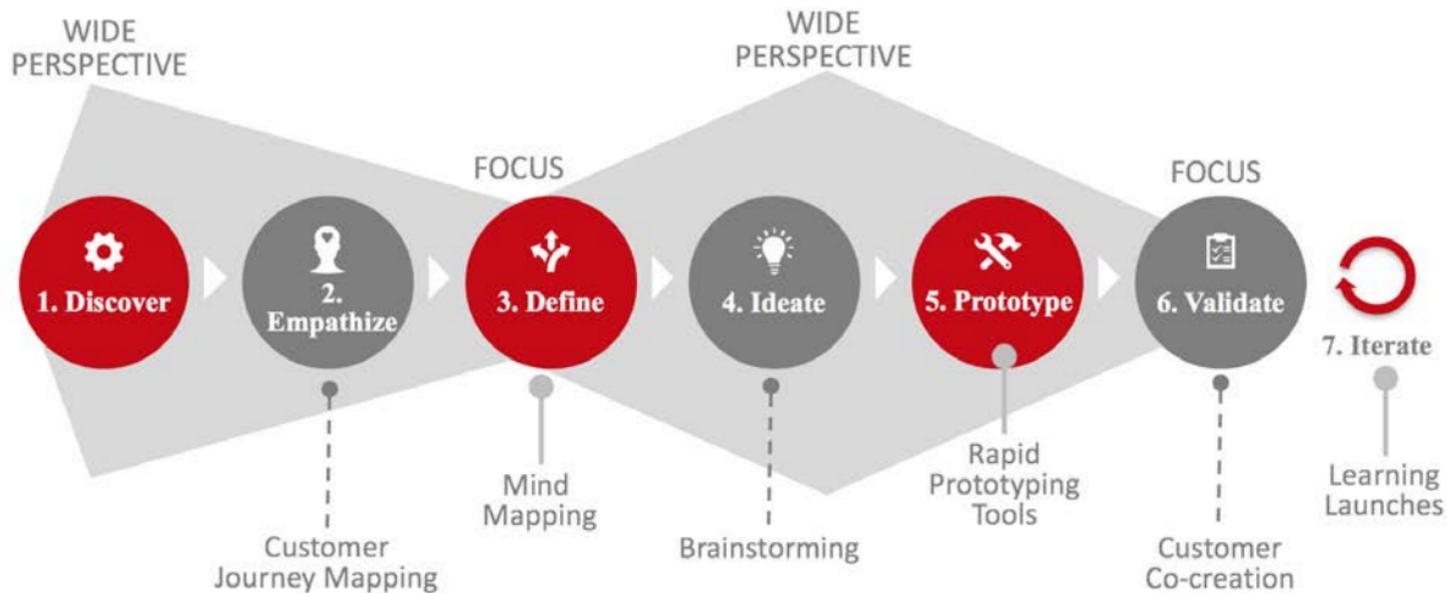
Dedicated role to support business
transformation

“Head of Strategy & Innovation Section”





Methodology – *Design thinking*





The innovation teams

- ◆ 2 members of staff in each team
- ◆ Up to 10% of their time should be spent on this
- ◆ Budget - sufficient to make a POC





Pros

- ◆ Taking part in the digitalization of society
- ◆ Meeting expectations from our MPs
- ◆ Engaged and motivated innovation team members





Cons

- ◆ Running always beats transforming
- ◆ Innovation processes don't always fit into the governance model
- ◆ Innovation doesn't fit well with annual budgeting

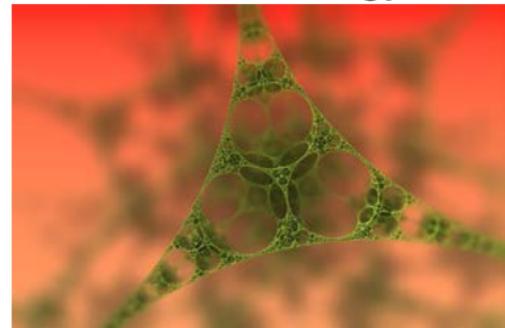




Gain experience

- ◆ Some of the technological advances are still immature in a parliamentary context
- ◆ Speed
- ◆ Permanent innovation teams vs ad-hoc teams
- ◆ Digital adviser for the Parliament by taking lead and showing the path

Nano technology





Heading towards a digital Parliament





Thank You!





Innovation – what have we done?





Identifying relevant technologies/areas

1. Big data
2. Robotics, chatbots, AI
3. Smart building
4. 3D printing
5. Network sensors, IoT
6. VR and AR
7. Blockchain
8. Gamification





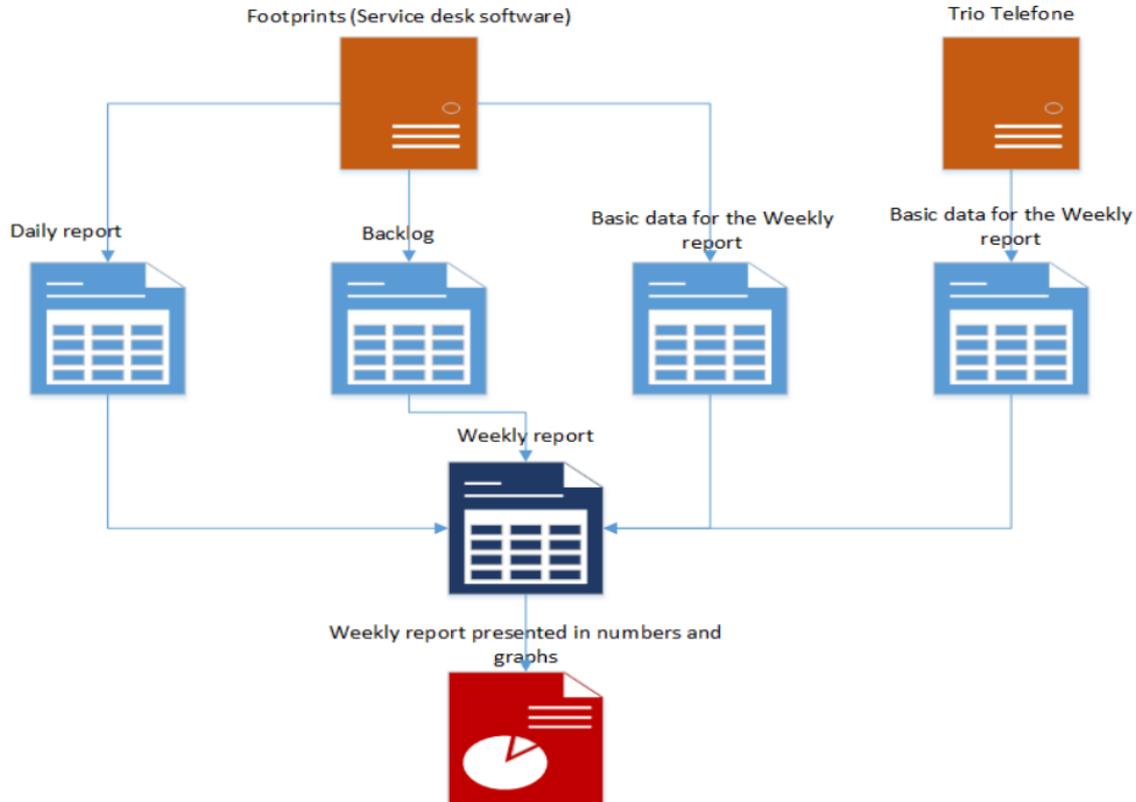
Team 1 – RPA, chatbots and AI

- ◆ RPA
- ◆ **Customer:** Incident manager
- ◆ **Task:** Automate the production of the KPI report from the helpdesk
- ◆ Weekly task ~ 2 hrs / week
- ◆ **Result:** The weekly task now takes 45 seconds!
- ◆ Gain useful knowledge of RPA, and can now be the **digital adviser** for the parliament on more efficient business processes





Production of the weekly report





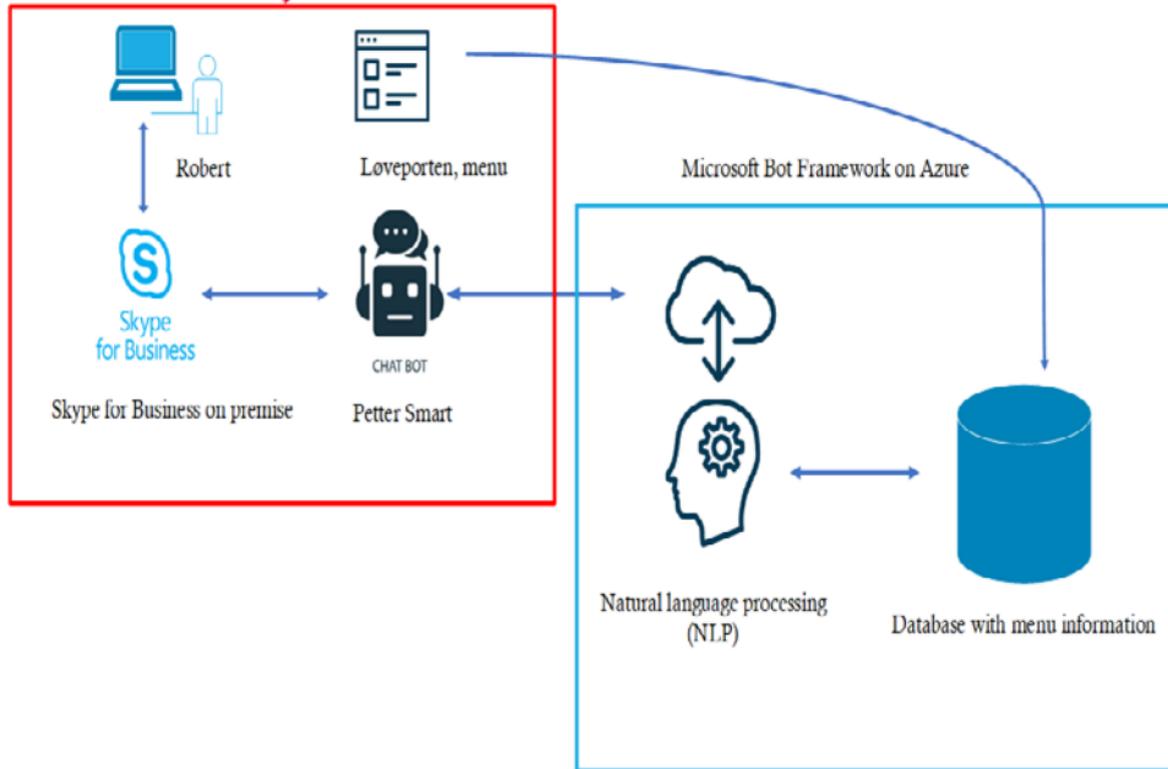
Team 1 – RPA, chatbots and AI

- ◆ **Chatbots and AI**
- ◆ **Customer:** All users
- ◆ **Task:** Use Skype - asking the chatbot in natural language what is on the menu in our cafeterias
- ◆ **Result:** New interface where you can use natural language in dialogue with the computers
- ◆ Gaining relevant and useful knowledge of a rapidly developing area within AI and NLP





Request lunch menu from a chatbot





Team 2 – Smart building

- ◆ Indoor positioning system
- ◆ **Customer:** New staff, Substitute MPs
- ◆ **Task:** Navigating indoors using your own mobile phone
- ◆ **Result:** Still developing. Using wireless access points and light fixtures for exact positioning, and presenting your position on a map





Thank you!

