

# Paperless Government

Audit commissioned by the Parliamentary Service of the Grand Council of Valais in preparation of the digitisation of government services

## Project Management

Jean-Pierre Rey

## Information

jpierre.rey@hevs.ch

## Keywords

- Digitisation of services
- Objective: zero paper
- Parliament
- User experience

## Our skills

Professional and independent analysis of information systems

## Valorisation

Presentation of the study to other interested cantons

## Partners

- Parliamentary Service of the Grand Council of Valais

## Finance

State of Valais

## Schedule

04/2012 – 08/2012



To prepare the transition to a **paperless Government** on 1 March 2013, the Parliamentary Service of the Grand Council of Valais commissioned the Institute of Information Systems to define the **best method** for the digitisation of government services, both from a process and a hardware point of view.

Through meetings with representatives of the politicians and different stakeholders, our competent and experienced team was able to define the existing **needs and constraints** and to put forward certain **recommendations**.

The current, heterogeneous system does not allow for a common solution to be implemented for all members of parliament. Rather than choosing 2 or 3 brands, the Parliamentary Service drew up a list of the **technical specifications** required for each device and of productivity-enhancing applications.

During this audit, the Institute carried out a **professional and independent analysis** that will enable the Parliamentary Service to offer optimal support to the members of parliament going through these changes (user experience).

