

**MANAGEMENT BOARD****Members' Intranet 'Portal'**

*Paper from the Director General Information Services*

**Purpose**

1. This paper is intended to update the Board on progress on the development of a Members' Intranet 'Portal' by the web centre.

**Action for the Board**

2. The Board is asked to note the progress made and the proposed approach, and to feed back any views to me.

**Background**

3. In November 2008, the Board endorsed proposals to explore the options for a "virtual Members' Centre" and agreed that I should champion this project. It was also agreed that I should provide an update for the Board in February 2009.

**Project Summary**

4. The project will produce an online suite of pages and tools to support the work of Members and their staff in both Houses. The new service will pull together disparate, but useful, and new content in a consistent and user friendly way. Crucially, the service will provide a channel for Members and their staff to communicate with the House administration.
5. The focus of work to date has been on defining the scope for the project, including exploring how this new service would fit alongside other services provided to Members and their staff. It is essential that it is designed to work for them given how they prefer to work.
6. The project will build on useful, existing research and information sources, including
  - Existing publications for Members and their staff
  - Induction Packs
  - Members' surveys of services
  - Statistics about use and trends on existing intranet pages
7. The next steps for the project are to continue gathering requirements and to identify key representatives from each audience group to consult throughout the project.

**Governance and Resource**

8. The project is governed by the Intranet Project board (chaired by [s.40], HoL) as part of the wider Web and Intranet Programme.
9. A proposal will be presented to the Web and Intranet Programme Board (chaired by Liz Hallam-Smith, HoL) for approval in early March.
10. The project is being led by [s.40] in the Web Centre, reporting to the DIS Head of Online services ([s.40]). Additional project management support is being provided by Chris Harper in PICT.

**Timescales**

11. At this stage, it is estimated that the first phase of the service will be delivered at the beginning of July, with a view to receiving feedback from Members and their staff before the summer recess.
12. This feedback will inform further development with a view to continuous, iterative improvement that will ensure a robust and Member-focused service in advance of the next General Election.

**House of Lords**

13. This is a bi-cameral development, but it is envisaged that the solution for Members and their staff will be distinct from the solution for Peers.

John Pullinger  
Director General of Information Services

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