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| **Skills Required** | **Description** |
| Business Analyst | The Business Analyst (BA) is able to analyse the organisation and business domain (i.e. CRVS) and document its processes and systems and assess how technology systems can support the business need. The BA has the responsibility to ensure that ICT solutions address business goals and objectives (e.g. reduction in costs, increased efficiencies) by defining the business and functional requirements for the system. *Qualifications, skills and experience:* Degree in business or information technology, or similar undergraduate degree   * Business architecture * Business process modelling notation (UML, Structured, BPMN) * Systems and data modelling to a logical level, user interface designs * Functional and non-functional requirements * Software development lifecycle * Communications skills (oral and written) * Facilitation skills |
| Change Management Specialist | The Change Management Specialist plays a key role in ensuring projects (change initiatives) meet objectives on time and on budget by increasing employee adoption and usage. This person focusses on the people side of change – including changes to business processes, systems and technology, job roles and organization structures. The primary responsibility is creating and implementing change management strategies and plans that maximize employee adoption and usage and minimize resistance. The Change Management Specialist works to drive faster adoption, higher ultimate utilization and greater proficiency of the changes that impact employees in the organization to increase benefit realization, value creation, Return on Investment and the achievement of results and outcomes. |
| Civil Registration Subject Matter Expert | The Civil Registration Expert is a CRVS expert who has an extensive, in-depth knowledge and experience of the overall national civil registration process, and understands the legal, operational and human resource aspects. The Civil Registration Expert applies this expert knowledge to all steps in the CRVS digitisation process, checking that the other non-CRVS specialists working on the team understand the specialization necessary to make solutions appropriate to the domain of CRVS. |
| Deployment Lead | Main responsibility is to coordinate and facilitate the deployment of the software into the production environment. Other responsibilities include:   * Manage a support team that performs most of the day-to-day work * Assist the Project Manager and the development team members in planning each release * Ensure that the architecture and infrastructure on which the application will be deployed are robust and stable * Ensure that a detailed deployment plan has been documented along with a backout plan should anything go wrong during deployment * Validate that the product has been correctly packaged before deployment and ensure that all release controls have been satisfied * Work with the implementation and operations staff to deploy the software successfully * Conduct a release review |
| Developer | Developers are technical experts responsible for the design, development and implementation of technical software, hardware and networking components of the digital CRVS system. Developers have different sub-specialisations eg software developers, application developers, system developers, testers etc., so will have different responsibilities in the development process. |
| Finance Manager | The Finance Manager is responsible for the integrity of project cost models, analysing project progress and results from a costing view, providing financial decision support, identifying and communicating financial risk, managing donor/government funding. *Qualifications, skills and experience:*   * Degree with qualifications in accountancy, statistics, economics, mathematics, management or business subjects. * Professional qualifications/certification from a recognised national or international accountancy bodies * Good knowledge of financial regulations, legislation and reporting requirements * Strong math, management and communications skills |
| Government IT Subject Matter Expert | The government IT Expert is a senior government official representative who has deep technical knowledge of the country’s IT systems in the government of the country in which the CRVS system(s) will be implemented. This should include in-depth technical knowledge of the systems that directly support CRVS as well as systems in other departments and ministries, including the ministries of interior, home affairs, justice and health (or equivalent). The Government IT Expert should be well versed in the country’s IT strategy and related initiatives e.g. eGovernment strategy. |
| Government CRVS Stakeholders | Technical and Non-Technical representatives from various Departments and Ministries with a stake and/or interest in CRVS and/or IT strategy and systems. Stakeholders are required at various stages throughout the Digitisation Project and represent interests from the National to lowest administrative levels e.g. senior decision-makers are needed as part of the highest decision-making team and SMEs and IT specialists are needed at phases when integration with systems within their departments are designed and implemented. |
| Project Sponsor | The Project Sponsor is usually a senior government representative who directly commissions the CRVS digitisation project, reports to the director/executive and coordinates national level CRVS activities including the steering committee, and acts as a vocal and visible champion, legitimising the project’s goals and objectives. The Sponsor is also responsible for setting project priorities, securing project funding; allocating project resources; final approval of all deliverables; approving the contracts (if applicable) and national level directives and communications. |
| Legal Expert | The Legal Expert is responsible for all legal aspects of the Digitisation Project, including the development of an overall legal strategy for CRVS digitisation, identification of legislative reform required to support digital CRVS systems and processes, identification and communication of legal risk, and coordination with other legal experts supporting the National CRVS strategy. *Qualifications, skills and experience:*   * Bachelor’s degree in pre-law or similar field, followed by completion of a professional qualification at national level * Knowledge of the legal frameworks related to CRVS * Excellent communication and interpersonal skills * Knowledge of procurement rules of government sector clients |
| Operations & Maintenance Manager | The Operations and Maintenance Manager (OMM) (sometimes referred to simply as the IT Manager) is generally responsible for ensuring that the the digital CRVS systems are functioning effectively and efficiently and with an adequate level of security and data protection. The OMM Manager is usually a government official who reports to senior management and manages a team of professionals in specific IT areas, such as software development and implementation, hardware implementation and maintenance and network installation, monitoring and management. Typical responsibilities include the following:   * Installing and maintaining computer hardware and software as well as local and wide area networks * Managing peripheral devices, including general and specialist printers and paper as well as remote and mobile devices * Maintain a national Data Centre including responsibility for all digital data, backups, offline storage and recovery * Ensuring an adequate level of fault tolerance, including disaster planning, management and recovery * Drafting and implementing Standard Operating Procedures (SOPs) * Maintaining interfaces and gateways to other systems, including databases in other government departments, web and citizen portals as well as interoperability and data integration between systems * Maintaining updated antivirus software and protection * Managing and maintaining all software packages, licenses and version control, including installation and configuration * Management and maintenance of a Help Desk (where appropriate) and oversight of troubleshooting * Participate in strategic planning of new IT acquisitions and implementations * Lead operational planning and implementation activities * Budgeting, procurement, purchasing and other resourcing |
| Procurement Manager | The Procurement Manager ensures that the equipment and services to build, implement and maintain the CRVS digitised system are defined and agreed. This role will also take the lead in developing the RFP and managing the RFP evaluation and selection process. Following the award, this role will ensure that all purchases from selected are delivered according to agreed terms and conditions. |
| Project Manager | The Project Manager (PM) has the responsibility to ensure the effective and efficient day to day planning and implementation of the project under the overall guidance and supervision of the Project Steering Committee. The PM will ensure the functioning of the project from beginning to the end including project inception activities, planning and reporting, and implementation of project activities, project reviews and project closure. Qualifications, skills and experience:   * Degree or college diploma/certificate in business or information technology, project management or other undergraduate degree * Knowledge of the CRVS domain highly advantageous * Knowledge of software development lifecycle (SDLC) * Good communications skills (oral and written) * Good interpersonal and consultative skills * Facilitation * Organizational skills |
| Solution Architect | The Solution Architect is responsible for overall system design and the development of a system architecture based on functional and non-functional requirements documented by the Business and Systems Analysts. The design and architecture is then used by the rest of the development team to implement the solution. *Qualifications, skills and experience:*   * Bachelor’s Degree in Computer Science, Information Systems * Approximately 5 years’ experience in an Enterprise/Solution Architect role * Knowledge of the relevant Information Technology governance and legislative framework (such as COBIT, ITIL, TOGAF, SDLC, ASAP, SOA) * TOGAF certification * Good communications skills (oral and written) * Good interpersonal, consultative and facilitation skills |
| Systems Analyst | The Systems Analyst is a technical resource who is responsible for assessing the suitability of information systems in relation to their intended outcomes and end-users. The Analyst closely examines the existing processes (business architecture), data systems (information architecture), software (application architecture) and IT infrastructure (technical architecture) with a view to identifying blockages in the systems and opportunities for improvement. The Systems Analyst may also individually, or as part of a team, design the system or improvements to the system. This Analyst often works with other analysts such as the Business Analyst who is more specifically tasked with analysing the system from a business perspective. *Qualifications, skills and experience:*   * Degree in computer science, computer information systems (CIS), business intelligence or similar undergraduate degree * Business process modelling notation (UML, Structured, BPMN) * Systems and data modelling to a physical level * A working knowledge of programming skills such as: SQL, C++, Java, Visual Basic. * Development of technical specifications * Communications skills (oral and written) * Facilitation skills |
| Test Lead | The Test Lead defines the test strategy and approach for the CRVS system, provides quality assurance policies and procedures, manages the testing team and is ultimately responsible for ensuring that the CRVS software system meets the business, functional and non-functional /quality requirements as specified and approved. |
| Training Lead | The Training Lead is responsible for identifying training needs for the CRVS digitisation project and for designing and planning the training approach. This includes overseeing the production of training materials, managing the delivery of training programmes and monitoring and reviewing the progress of trainees. |