Innovation for CRVS

Effective planning to maximize value from ICT investments for CRVS

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Why ICT projects may fail to deliver

• Unclear system requirements
• Inappropriate use of technology
• Poor project governance and vague objectives
• Inadequate skills and resources
Expectations from Information and Communication Technology

- Cost-effective
- Scalable
- Sustainable
- Flexible
- Interoperable
- Secure
- Performant
We must not invest in ICT without first conducting proper planning and analysis.
We need to understand the organisational and operational requirements of ICT for CRVS

- Governance structure
- Long term vision
- Stakeholder coordination
- Baselines
We need to understand the organisational and operational requirements of ICT for CRVS

**Prerequisites**

- Governance structure
- Long term vision
- Stakeholder coordination
- Baselines

**CRVS As-Is Analysis**

- Process Flows
- Systems
- Organisation and Capacity
- Legal Frameworks

**Gap Analysis**
Current Process Flow (Birth Registration)

1. **Parent**
   - Presents ID at District Capital
   - Notifies Village Secretary of birth

2. **Village Secretary**
   - Completes and signs birth declaration form
   - Presents birth declaration form at District Capital
   - Informs parent of expected processing time

3. **District Civil Registration Office**
   - Validates the birth declaration form
   - Sends aggregated birth data monthly to National Registration Office
   - Completes and signs entry in birth registry book
   - Provides expected processing time

4. **National Civil Registration Office**
   - Collates aggregated birth data from Districts
   - Distributes aggregated birth data to National Statistics Office

5. **Printing and Issuing Birth Certificate**
   - Prints and issues birth certificate
Current Process Bottlenecks

Low birth registration due to distance and unavailability of assistant chief

Inaccurate and lengthy manual data entry

Poor data integration / aggregated data only
ICT Interventions

- Parent
  - Notifies Assistant Chief of birth
  - Presents ID at District Capital

- Village Secretary
  - Completes and signs birth notification form
  - Presents birth notification form at District Capital
  - Informs parent of expected processing time

- District Civil Registration Office
  - Validates the birth notification
  - Completes and signs entry in birth registry book
  - Provides expected processing time
  - Prints the birth certificate
  - Issues child’s birth certificate

- National Civil Registration Office
  - Sends aggregated birth data monthly to National Registration Office
  - Collates aggregated birth data from Districts
  - Distributes aggregated birth data to National Statistics Office

Mobile Notification Application

Digitised Civil Registry

Open data standards and APIs
We need to understand the organisational and operational requirements of ICT for CRVS

Prerequisites
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CRVS As-Is Analysis
- Process Flows
- Systems
- Organisation and Capacity
- Legal Frameworks

Gap Analysis

Inputs for CRVS Systems
- New Process Flows / Data
- Organisational Structures
- System Requirements
- Policies
Key messages

1. A strong CRVS governance structure will provide a clear direction for ICT systems across all stakeholders

2. Analysis of the existing CRVS processes and systems is essential to define clear system requirements

3. Appropriate technology can only be defined once the system requirements are known
Thank you
Technical Analysis Phase

**As-Is Analysis**
- CRVS Long Term Vision
- CRVS Legal/Policy Framework
- CRVS System Landscape
- Ethnographic Considerations
- Registration Barriers & Benefits
- CRVS Baseline
- CRVS Processes
- Organisational Roles and Capacity
- Process Bottlenecks
- Current CRVS Initiatives

**As-Is Checkpoint** – Stakeholders confirm the understanding of the current CRVS landscape

**Technical Feasibility Analysis**
- Physical / IT Infrastructure
- Integration Opportunities
- Legal Assessment of Digitisation
- Technology Options
- Proof of Concept
- Technical Capacity
- Existing Technology Initiatives
- Child Protection & Gender Considerations
- High Level Cost / Benefit

**Feasibility Checkpoint** – Stakeholders confirm whether technology is a feasible and suitable means of strengthening CRVS systems. If so, the Programme Blueprint is carried out to scope the appropriate initiative

**Programme Analysis**
- Future Business Process
- Soln. Requirements
- Solution Architecture
- Programme Scope / Costing
- Roles & Responsibilities

**Pre-Project Checkpoint** – Stakeholders confirm whether to proceed i.e. implement the technical recommendations

**Expected Duration:** 6 months
Current Business Process (Birth Registration)

Parent

- Notifies Village Secretary of birth
- Presents ID at District Capital

Village Secretary

- Completes and signs birth declaration form
- Presents birth declaration form at District Capital
- Informs parent of expected processing time

District Civil Registration Office

- Validates the birth declaration form
- Completes and signs entry in birth registry book
- Provides expected processing time
- Sends aggregated birth data monthly to National Registration Office

National Civil Registration Office

- Collates aggregated birth data from Districts
- Distributes aggregated birth data to National Statistics Office
- Prints and issues child’s birth certificate
- Informs parent of expected processing time
Current Business Process Bottlenecks

- **Parent**
  - Low demand for birth registration

- **Village Secretary**
  - Completes and signs birth notification form
  - Presents birth notification form at District Capital

- **District Civil Registration Office**
  - Completes and signs entry in birth registry book
  - Prints the birth certificate
  - Issues child’s birth certificate

- **National Civil Registration Office**
  - Collates aggregated birth data from Districts
  - Distributes aggregated data to National Statistics Office

Bottlenecks:

- **Low birth registration due to distance and unavailability of assistant chief**
- **Inaccurate and lengthy manual data entry**
- **Low level of certification due to restrictive policies and legislation**
- **Form fields not aligned with UN standards**
- **Low demand for birth registration**
- **Poor data integration / aggregated data only**

Form fields not aligned with UN standards

Low birth registration due to distance and unavailability of assistant chief

Inaccurate and lengthy manual data entry

Low level of certification due to restrictive policies and legislation

Form fields not aligned with UN standards

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Programme Interventions

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**Village Secretary**
- Presents ID at District Capital
- Provides expected processing time
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**District Civil Registration Office**
- Completes and signs entry in birth registry book
- Prints the birth certificate
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**National Civil Registration Office**
- Technology: Mobile Notification Application
- Technology: Digitised Civil Registry
- Technology: Open data standards and APIs

**Advocacy**
- Advocacy: Legal Reform
- Advocacy: Policy Reform

**COMBI**
- Technology: Digitised Civil Registry
- Technology: Open data standards and APIs
Desired Business Process (Birth Registration)

**Parent**
- Notifies Health Worker of birth
- Presents ID at District Capital

**Health Worker**
- Completes and submits digitised notification form
- Validates the birth notification data
- Prints the birth certificate

**District Civil Registration Office**
- Issues child’s birth certificate
- Birth data stored in National Registry

**National Civil Registration Office**
- Parent informed
- Parent informed
- Records viewable by role / admin level
- Aggregated reports viewable by National Statistics Office
Potential high-level technical solution

1. **Birth info**
   - Parent or guardian
   - Local Registration Agent e.g. CHEW
   - Mobile Reg. App

2. **Birth data (encrypted)**
   - Validation response
   - Master CRVS DB
   - National CRVS Systems
   - Verification

3. **Approved record available to view at local level**
   - Local offline CRVS Store

4. **Digital Identity sent to phone, including status of paper certificate**
   - Registry agent for other events

5. **Approved record for parent/guardian**
   - Print birth certificate

6. **Restricted, secure data access**
   - Approved gov. ministries e.g. Health, Education
DBR Programming Components

- Advocacy (Gov and Stakeholders)
- Legal Framework & Policy Reform
- Process Improvement
- Technology
- Infrastructure
- Communications (Strategic and COMBI)
- Training and Capacity Building
- Monitoring and Evaluation