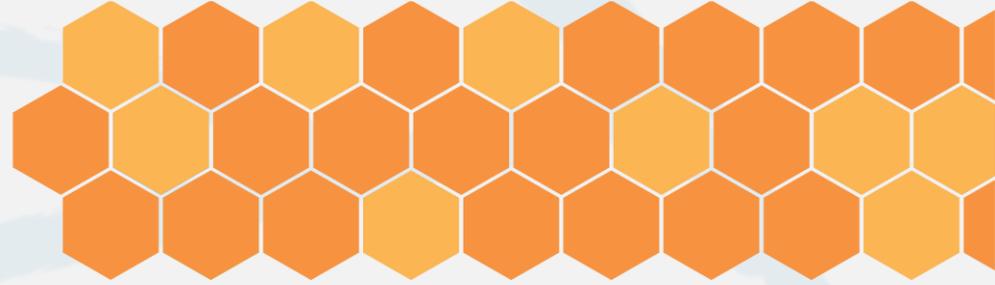




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# TOPIC B: CRVS Digitization

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Third meeting of the Regional Steering Group on  
Civil Registration and Vital Statistics in Asia and the Pacific

18-20 October 2017

# Opportunities of ICT

ICT has the potential to provide transformative improvements in CRVS systems, based on its ability to:

- ◆ extend registration coverage
- ◆ standardize and simplify CRVS processes
- ◆ integrate data from multiple systems
- ◆ securely store data at scale
- ◆ visualise data in useful ways

all in a cost-effective way.

**...if appropriate for the country context and properly implemented.**



# Key challenges and difficulties

- ◆ **Business process complexity** – projects are too big, too complex, too ambitious
- ◆ **Governance** – lack of accountability and steering committee expertise
- ◆ **Project ownership** – inappropriate roles for department heads and IT directors

Gartner, “Three Reasons Government Tech Projects Fail”, 7 July 2014. Available at [www.gartner.com/newsroom/id/2790817](http://www.gartner.com/newsroom/id/2790817).

# CRVS Digitisation Guidebook

1. Online step-by-step guide for countries to plan, analyse, design and implement digitized CRVS systems
2. Includes skills required, guides and country examples
3. Developed in collaboration with country experts across Africa
4. Living resource that will continue to evolve and expand over time

The screenshot shows the 'Analysis & Design' section of the CRVS Digitisation Guidebook. The main heading is '2. Define the CRVS Business Architecture'. The page is divided into several sections:

- Navigation:** 'Analysis & Design' with sub-headers '1. Initiate CRVS Digitisation Project' and '3. Conduct an As-Is Assessment of the CRVS Landscape'.
- Glossary Search:** A search bar with a magnifying glass icon.
- Index:** A list of navigation items: 'Index', 'Skills Required', 'Outputs', 'Guides', 'Templates', and 'Examples'.
- Skills Required:** A list of skills: 'Civil Registration Expert', 'Government CRVS Stakeholders', and 'Business Analyst'.
- Outputs:** A list of outputs: 'CRVS Business Architecture' and 'Business Process Model Diagrams'.
- Guides:** A list of guides: 'Business Process Modelling Guide'.
- Templates:** A list of templates: 'CRVS Business Architecture Template'.
- Examples:** A list of examples: 'Kenya CRVS Business Architecture Example' and 'Kenya Birth Registration As-Is Process'.
- Overview:** A text block explaining the purpose of defining a Business Architecture: 'The purpose of defining a Business Architecture is to build a common understanding of the organisation's purpose, functions and needs in order to guide and manage organisational activities and change. In this context, the organisation comprises those authorities responsible for CRVS. Subsequent steps in the CRVS digitisation process must align with the organisational foundations defined in the Business Architecture e.g. target digitised CRVS systems and processes must meet the business requirements.'
- Steps:** A numbered list of steps: '1. Using the CRVS Business Architecture Template, document your country's current CRVS Business Architecture, including all the components listed below:'.
- Diagram:** A diagram showing the components of the CRVS Business Domain. It consists of a grid of boxes: 'CRVS Business Context', 'CRVS Organisations', 'CRVS Organisational Context', 'CRVS Services', 'CRVS Legal & Policy Foundations', and 'CRVS Processes'. Below this grid is a box labeled 'CRVS Business Requirements' and the text 'CRVS Business Domain'.
- Additional Steps:** A list of additional steps: 'Ensure that business processes documented include primary (core), support and management processes.' and 'Refer to the Country CRVS Business Architecture Examples in the Toolbox to see how other countries have completed this activity.'

# Principles for Digital Development



## Principles *for* Digital Development

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-  Design With the User
-  Understand the Existing Ecosystem
-  Design for Scale
-  Build for Sustainability
-  Be Data Driven
-  Use Open Standards, Open Data, Open Source, and Open Innovation
-  Reuse and Improve
-  Address Privacy & Security
-  Be Collaborative

# STANDARDS for IT systems for CRVS the Pacific Islands



- ◆ Working document that needs updating to improve usability- (for re-released end 2017)
- ◆ Developed with IT consultant, agencies and an expert group from countries over the last several years.
- ◆ Developed in response to the number of system failures, new requests for funding for IT systems, and requests for support
- ◆ Recognises that governments were not ready to agree to a common regional approach, and were politically committed to their own systems
- ◆ Intent was to establish a baseline standard – of what a good IT system should be able to do:
  - ◆ Person based records & dual source verification
  - ◆ External input (i.e. notifications from HIS) & Inter-operability
  - ◆ Minimum data fields (in line with UN Principles and Recommendations)
  - ◆ Access level mapping and data logging
  - ◆ Minimum functionality (on & off line use, data capture, edit/ correction, linkage, etc)
  - ◆ Minimum reporting (for statistics and for operational management)
  - ◆ Back-up and data protection
  - ◆ Training and sustainability