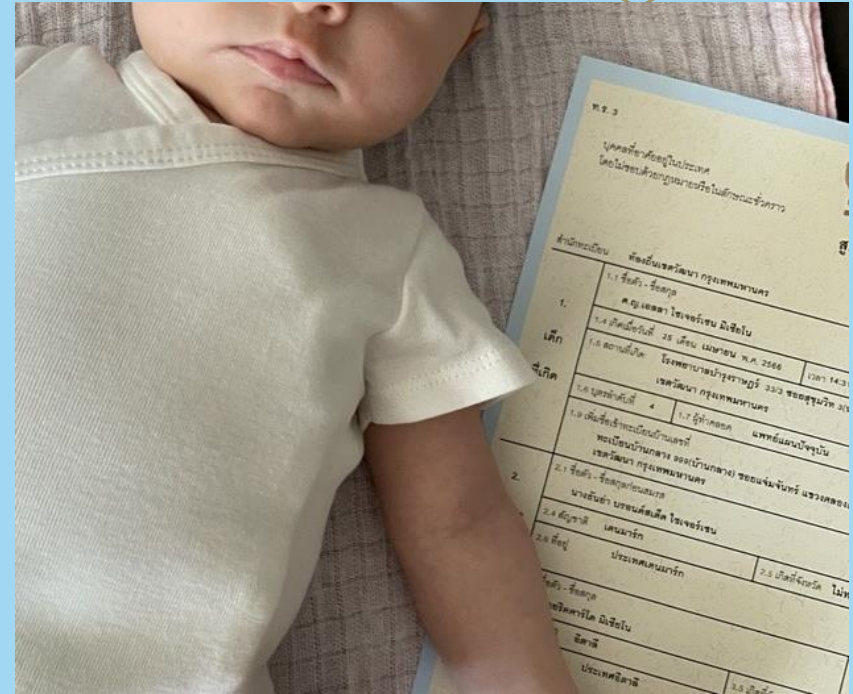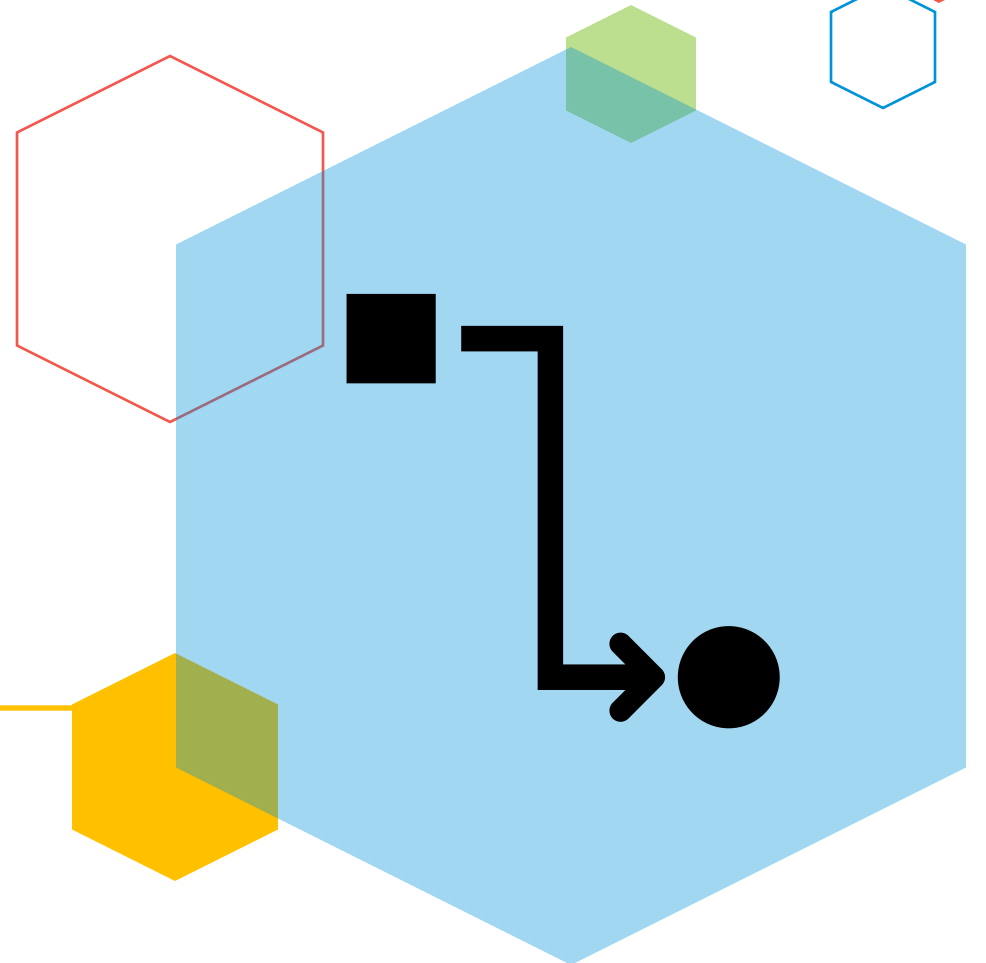# What support can ESCAP offer?

Session 3.7: What Support can be Offered by Technical Partners from Country, Regional and Global Level

20 March 2024

Business process improvement

Business Process improvement: Assessment, Analysis and Redesign of Civil Registration Processes
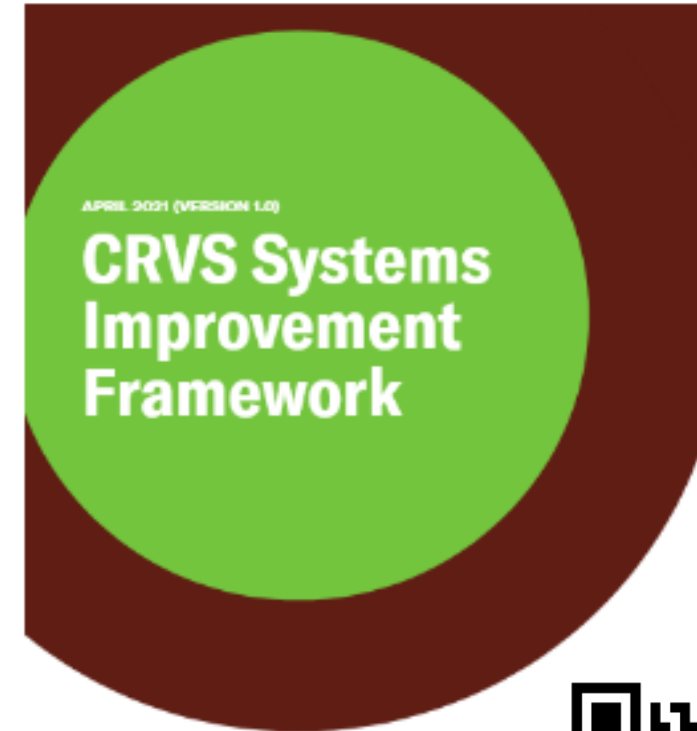
Aim: guide continued CRVS improvement efforts

Objectives

1. Establish a detailed understanding of how the current CRVS system and its business processes performs:
   - ✓ Applying a set of Key Performance Indicators (KPIs)
   - ✓ Producing detailed descriptions and maps

2. Identify any gaps between the current performance of the system and the desired performance targets

3. Develop redesign ideas to improve the CRVS system, based on identified performance issues

Aims of Business Process Improvement

- Stage 1 of the [CRVS system Improvement Framework](#) used as the main methodological guide

- Applies a multi-sectoral, participatory approach to continually improving the CRVS system

- Systems thinking tools such as process mapping as a key strategy to engage stakeholders, improve understanding of the system and its weaknesses, identify solutions and monitor change

- Group and/or individual consultations with relevant CRVS stakeholders will be used to collect necessary information
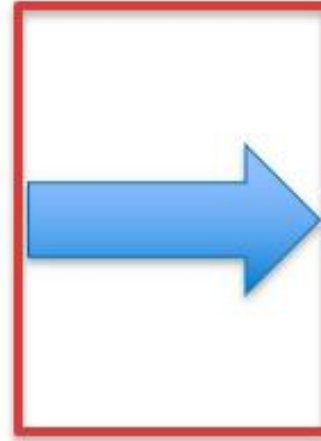
APRIL 2021 (VERSION 1.0)

CRVS Systems Improvement Framework

What is a CRVS Business Process?

Timely registration and certification of vital event (birth or death)

How to get from reporting a live birth (*Process Trigger*) to birth certificate and production of vital statistics (*Process Output*)

Process Trigger
(*Birth/Death*)

Process Flow

Process Output(s)
(*Birth/Death Certificate, Vital Statistics*)
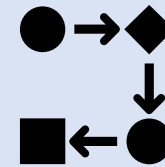
Implementation Steps for BPI

Assess

- Document CRVS business processes
- Develop "As-is" process maps
- Identify Key Performance Indicators (KPIs)
- Collection of baseline information
- Set targets

Analyse

- Identify performance issues and bottlenecks
- Analyse root causes of issues

Redesign

- Identify redesign ideas
- Develop "As-desired" business process maps

Participatory Process

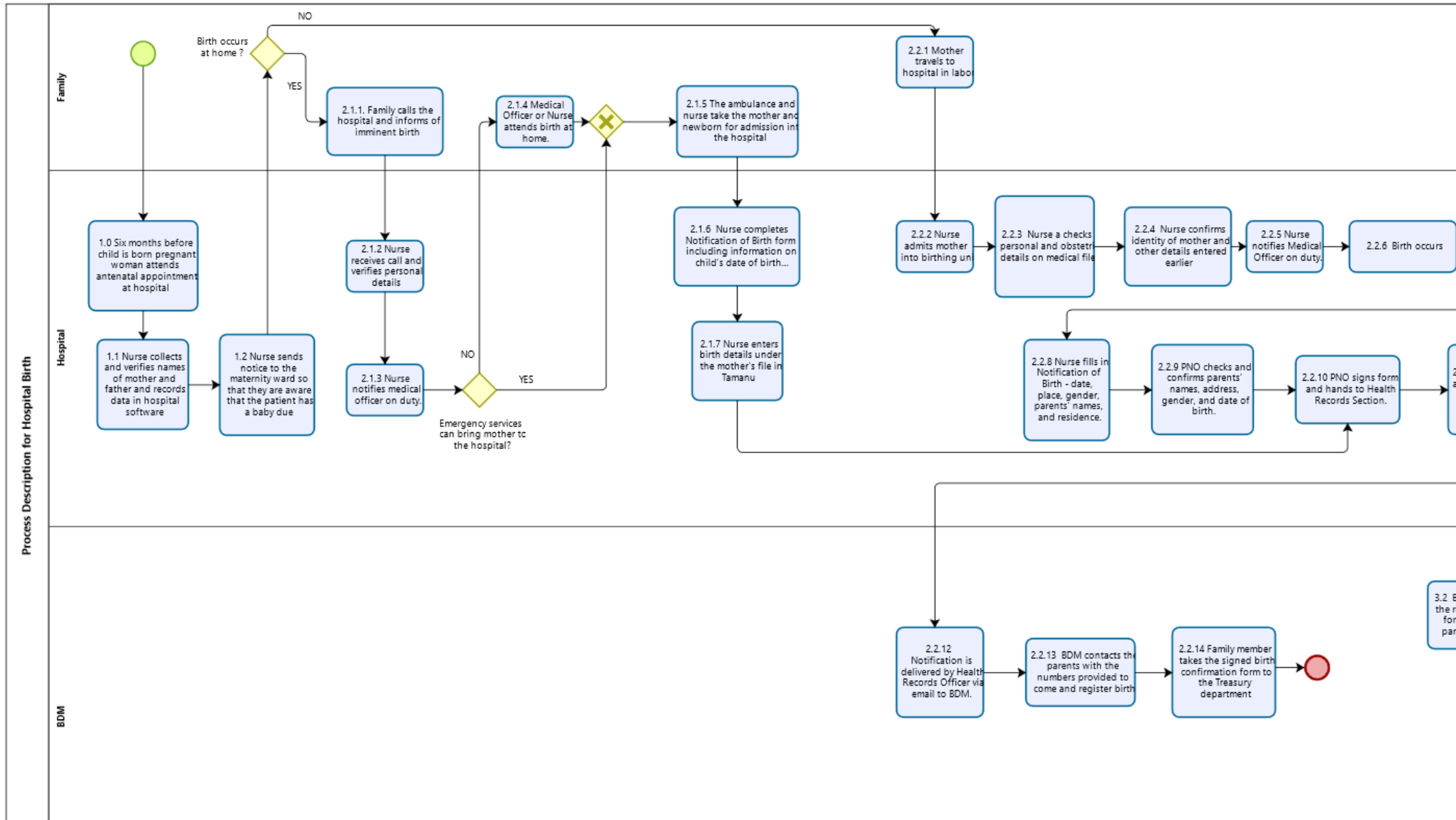Group consultation workshops to achieve the following:

- Document current birth and death registration processes

- Discuss and identify bottlenecks and performance issues (from service provider and client perspective)

- Identify possible improvement policies/ redesign ideas to streamline and improve civil registration processes

Core team of CRVS stakeholders discuss improvement policies at the workshop on CRVS business process improvement in Nauru (25 May 2023)

Business Process map for birth registration (example)

Possible Outcomes

Support and streamline the rollout of a digital CRVS platform

- Identification of performance issues and bottlenecks can inform system enhancements, for more efficient business processes. Relevant for digital CRVS systems that are still in the design phase and those that are already being rolled out.

Informing the development or redesign of CRVS policies

- Findings from the assessment, analysis and redesign of current business processes can inform evidence-based policy-making, including the development and redesign of CRVS policy and/or standard operating procedures (SOPs).

"Quick win" solutions

- Although the main aim of CRVS-BPI activities is to support longer-term, sustainable system strengthening, the results may also inform short-term solutions which aim to reduce the burden on clients e.g. re-designing registration forms, reducing the amount of supporting documentation needed, public awareness campaigns etc.
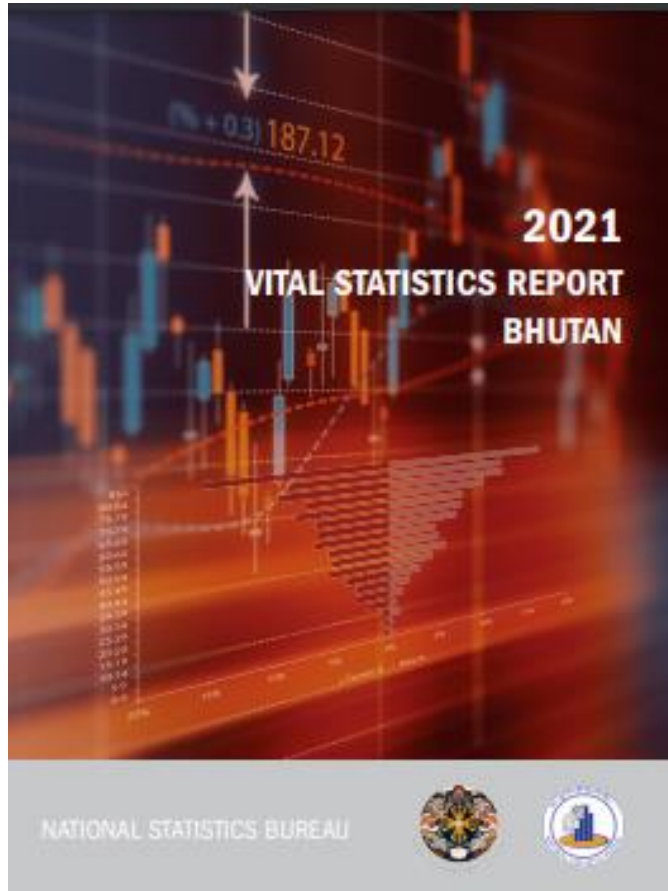
Production of vital statistics

Vital Statistics Report

- Present fundamental demographic and epidemiological statistics and indicators that are needed for planning across multiple sectors

- Production and availability of a vital statistics report is a key step towards stimulating and guiding civil registration improvements

Production of vital statistics

- To provide technical support and capacity strengthening to CRVS stakeholders in the analysis of civil registration data and other relevant data sources for the production of a vital statistics report

- Build proficiency in key analytical, interpretation and presentation skills required to meet regional, national and international reporting requirements

- Support to establish regular production and reporting of vital statistics using civil registration records

Possible modality of support

2 x 5-day capacity building workshops
- 1st Workshop: production of vital statistics on births (marriage/divorce)
- 2nd Workshop: production of vital statistics on deaths and causes of death

- Engaging stakeholders involved in the production of vital statistics

- Technical support provided by ESCAP, possibly engagement of local consultant
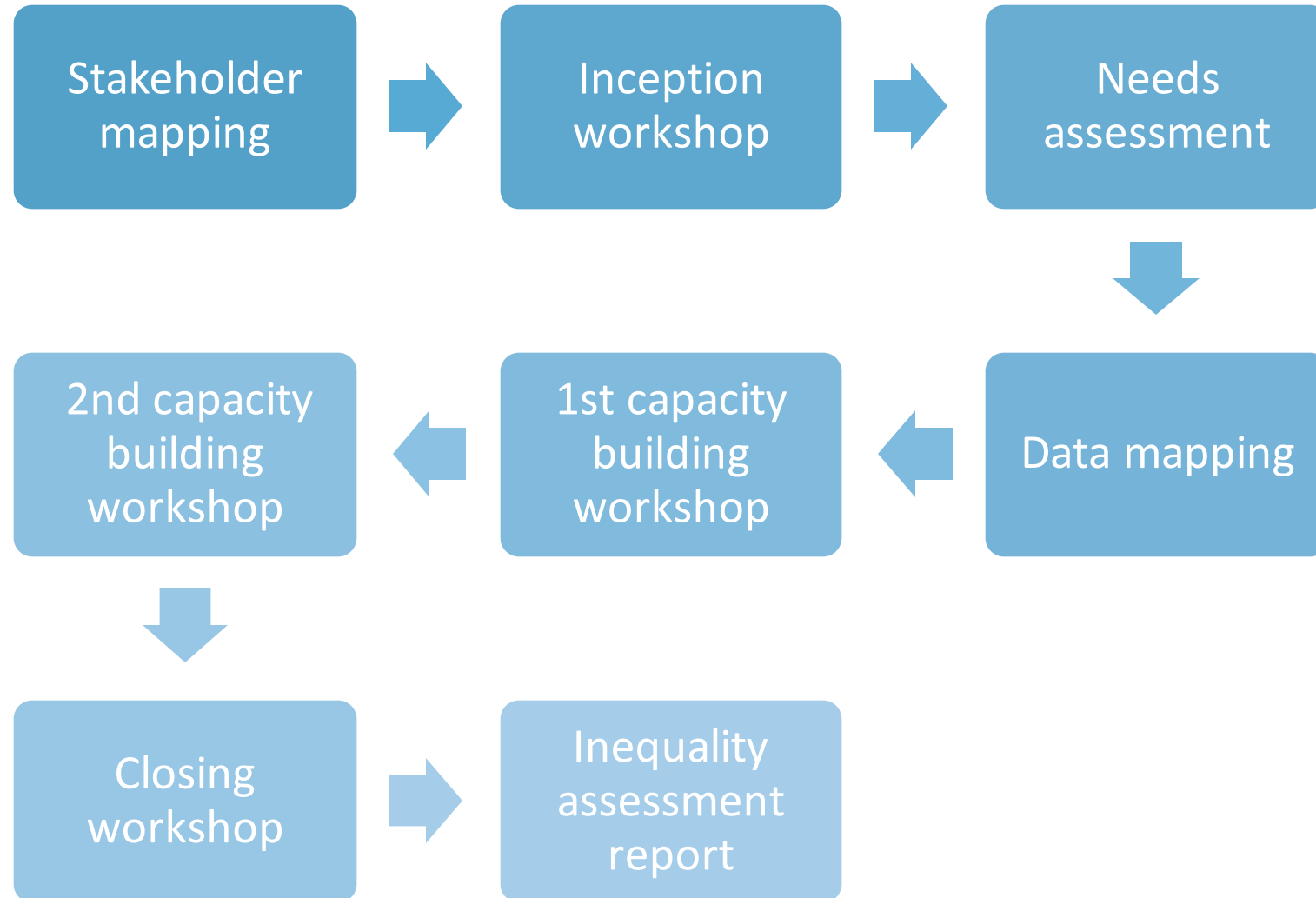
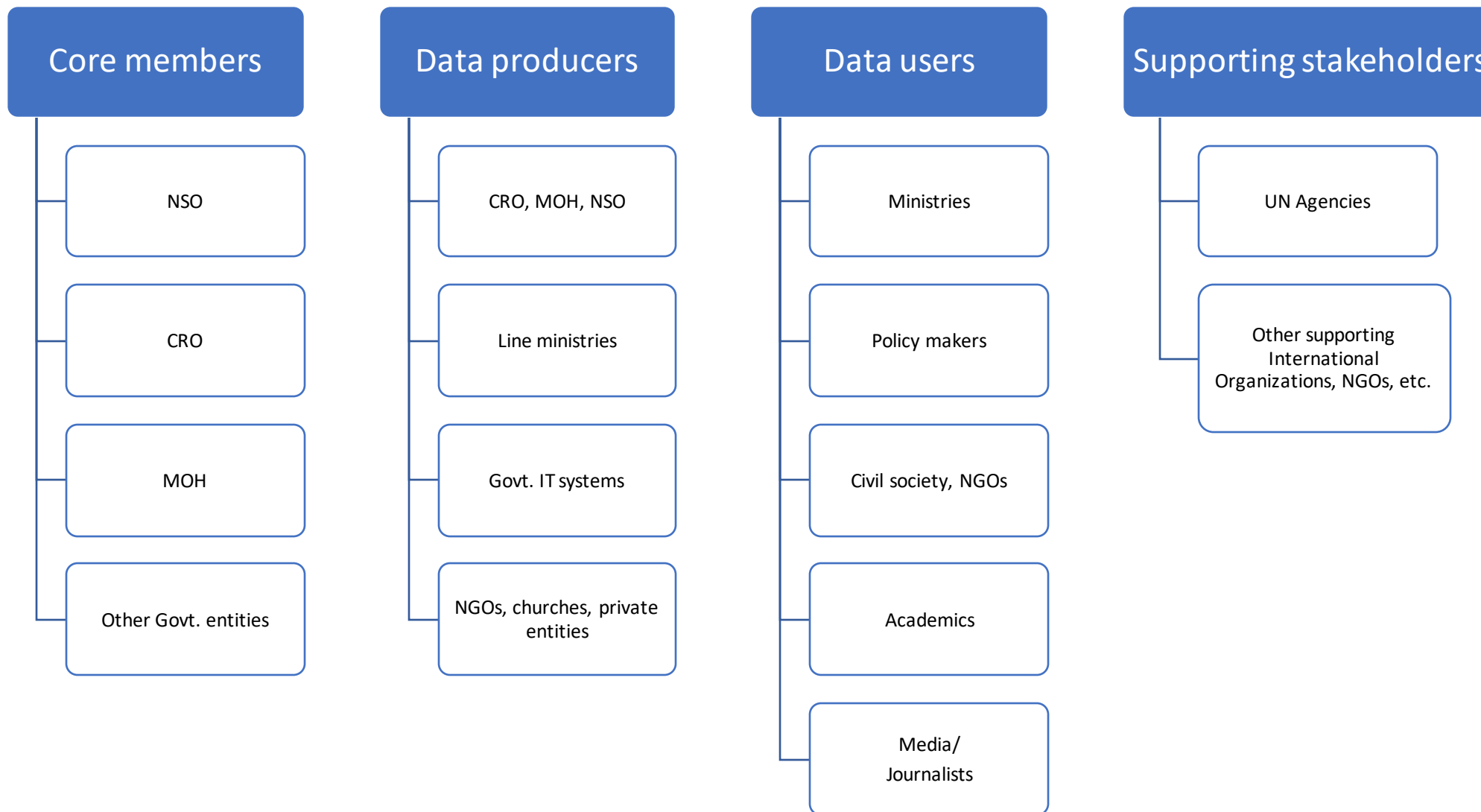# CRVS Inequality Assessments

What is a CRVS inequality assessment?

- To achieve universal registration (100%), we need to identify who is being left behind
  - By estimating completeness of birth and death registration
  - Factors affecting registration may include:
    - Gender
    - Education levels
    - Place of birth
    - Income
    - Mother's age
    - Marital status

Implementation roadmap

Key stakeholder considerations

Core members	Data producers	Data users	Supporting stakeholders
NSO	CRO, MOH, NSO	Ministries	UN Agencies
CRO	Line ministries	Policy makers	Other supporting International Organizations, NGOs, etc.
MOH	Govt. IT systems	Civil society, NGOs	
Other Govt. entities	NGOs, churches, private entities	Academics	
		Media/ Journalists	

Possible modality of support

- **1 x 1-day inception workshop**
  - To engage CRVS stakeholders
  - Conduct a data mapping
  - Conduct a needs assessment

- **2 x 4-day capacity building workshops**
  - 1st Workshop: Assessing inequalities in birth registration
  - 2nd Workshop: Assessing inequalities in death registration

- **1 x 2-day closing workshop**
  - To present the findings of the inequality assessment to high-level policy makers
  - To determine key recommendations

- **Technical support provided by ESCAP**
  - Utilizing local expertise (through a national consultancy)

For more information, please visit:

getinthepicture.org

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