TYING THE DIGITAL KNOTS 2018

Beyond registries: A concept for integrated information management

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**Tying the digital knots**
Social protection in practice

OUTLINE…

- **A. Definitions and introduction to programme MIS**
  - Components of a programme MIS
  - Beyond Registries: Conceptual Illustration of three pillars
  - PILLAR 1: Programme MIS functions
- **B. Integrated Social Protection Information System**
  - PILLAR 2: Registries as building blocks for integrated systems for information management
  - PILLAR 3: Linkages to Broader Registries and information systems
- **C. Requirements for establishment of integrated SP MIS**
  - Policy requirements
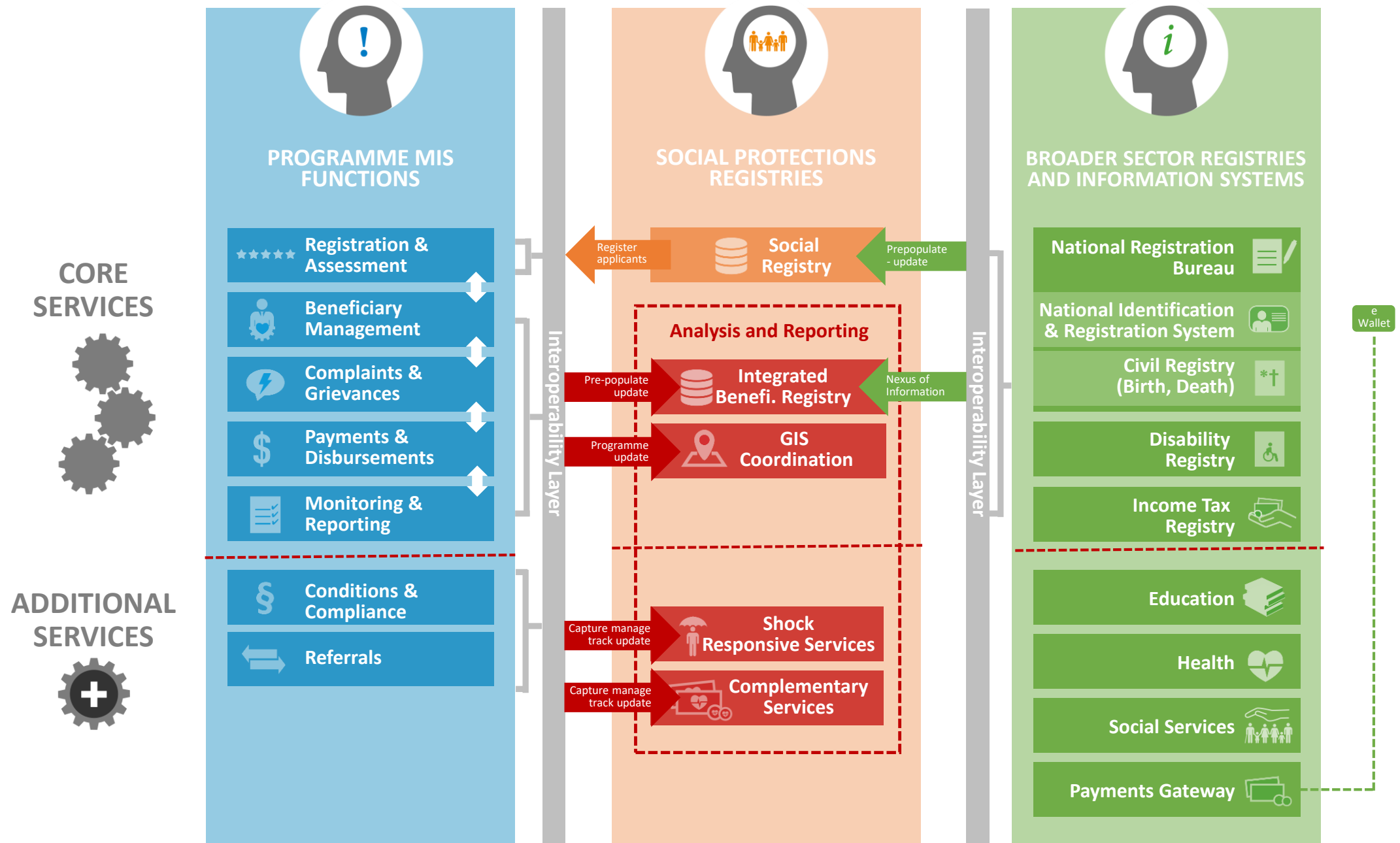 - Operational needs

More than hardware and software:
- Comprises the capture, transmission, analysis of data and management of information
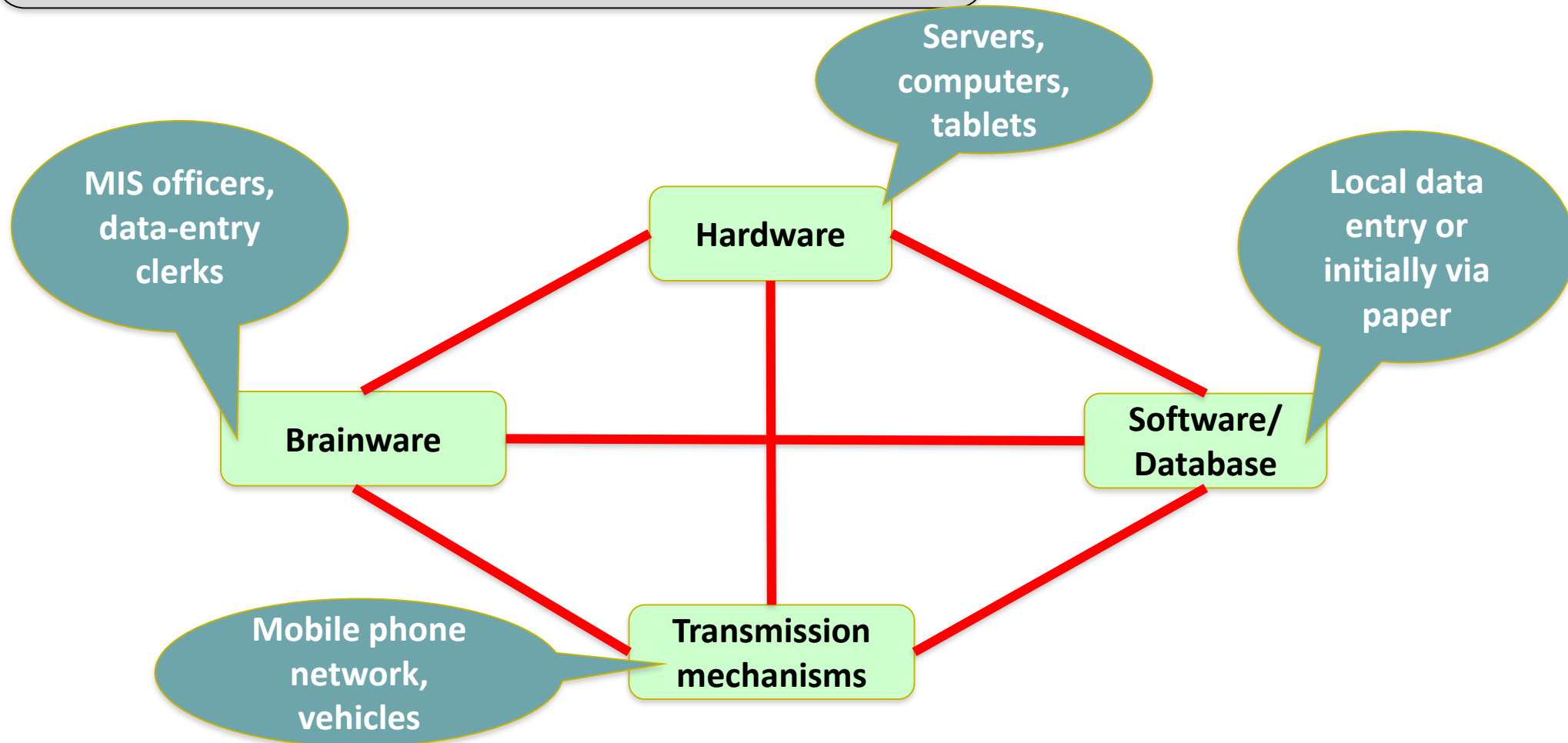
A. (ii) POTENTIAL ELEMENTS OF AN INTEGRATED SOCIAL PROTECTION INFORMATION SYSTEM...

PROGRAMME MIS FUNCTIONS

SOCIAL PROTECTIONS REGISTRIES

BROADER SECTOR REGISTRIES AND INFORMATION SYSTEMS

CORE SERVICES

ADDITIONAL SERVICES

PROGRAMME MIS FUNCTIONS
Registration & Assessment
Beneficiary Management
Complaints & Grievances
Payments & Disbursements
Monitoring & Reporting
Conditions & Compliance
Referrals

Interoperability Layer

Interoperability Layer

Register applicants

Prepopulate - update

Social Registry

Analysis and Reporting

Pre-populate update

Nexus of Information

Integrated Benefi. Registry

Programme update

GIS Coordination

Capture manage track update

Shock Responsive Services

Capture manage track update

Complementary Services

BROADER SECTOR REGISTRIES
National Registration Bureau
National Identification & Registration System
Civil Registry (Birth, Death)
Disability Registry
Income Tax Registry
Education
Health
Social Services
Payments Gateway

e Wallet

PROGRAMME MIS FUNCTIONS

★★★★★ **Registration & Assessment**

CORE SERVICES

ADDITIONAL SERVICES

Registration & Assessment

Selection and registration of beneficiaries
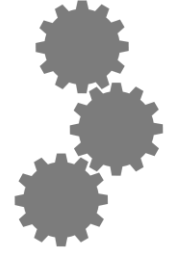
PROGRAMME MIS FUNCTIONS

CORE SERVICES

Beneficiary Management
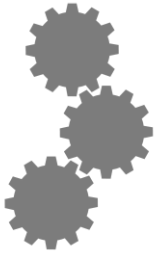
ADDITIONAL SERVICES
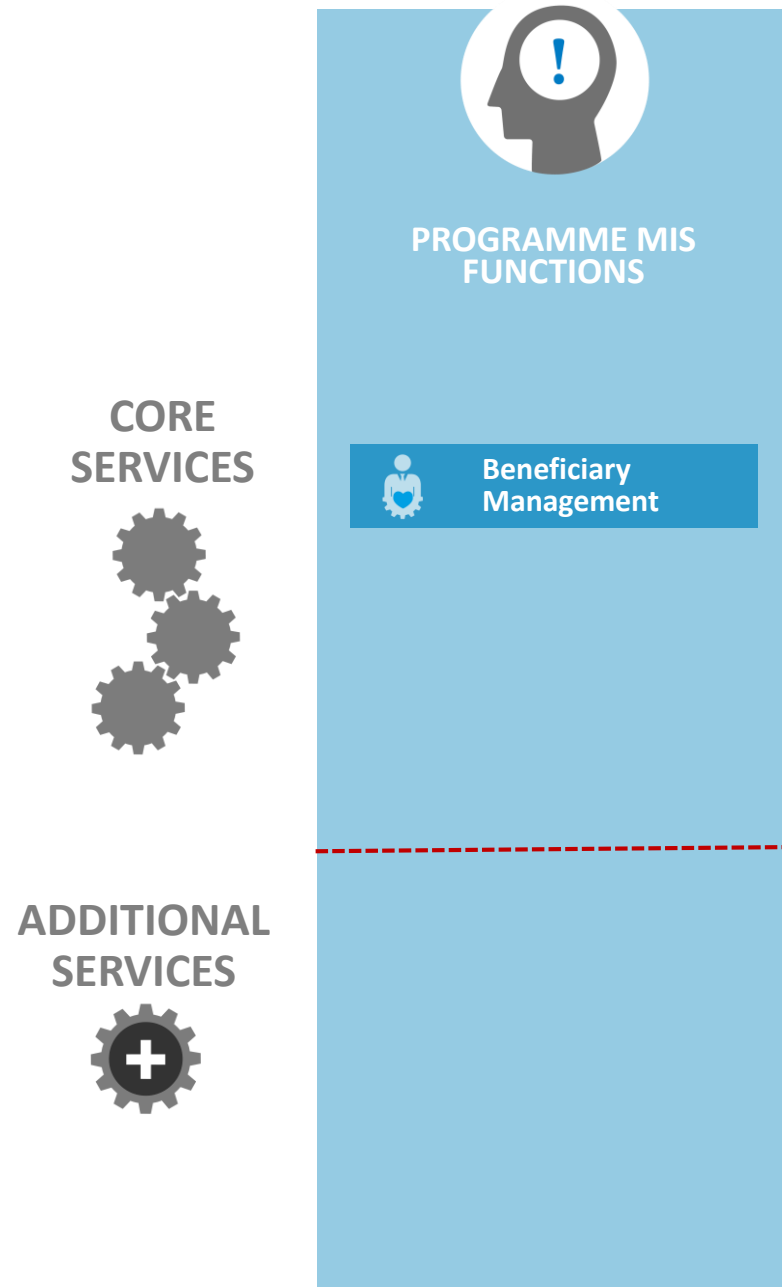
Beneficiary Management

Enrolment of beneficiaries, update of beneficiary information (e.g. changes to recipients/proxies, changes of beneficiary information, Identification of those to be removed from scheme etc)

PROGRAMME MIS FUNCTIONS

CORE SERVICES

ADDITIONAL SERVICES

Complaints & Grievances

Complaints & Grievances

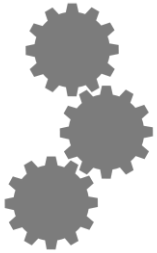Management of Grievance Mechanism i.e. registration and resolution of complaints;

PROGRAMME MIS FUNCTIONS

CORE SERVICES

ADDITIONAL SERVICES

$ Payments & Disbursements

Payments & Disbursements

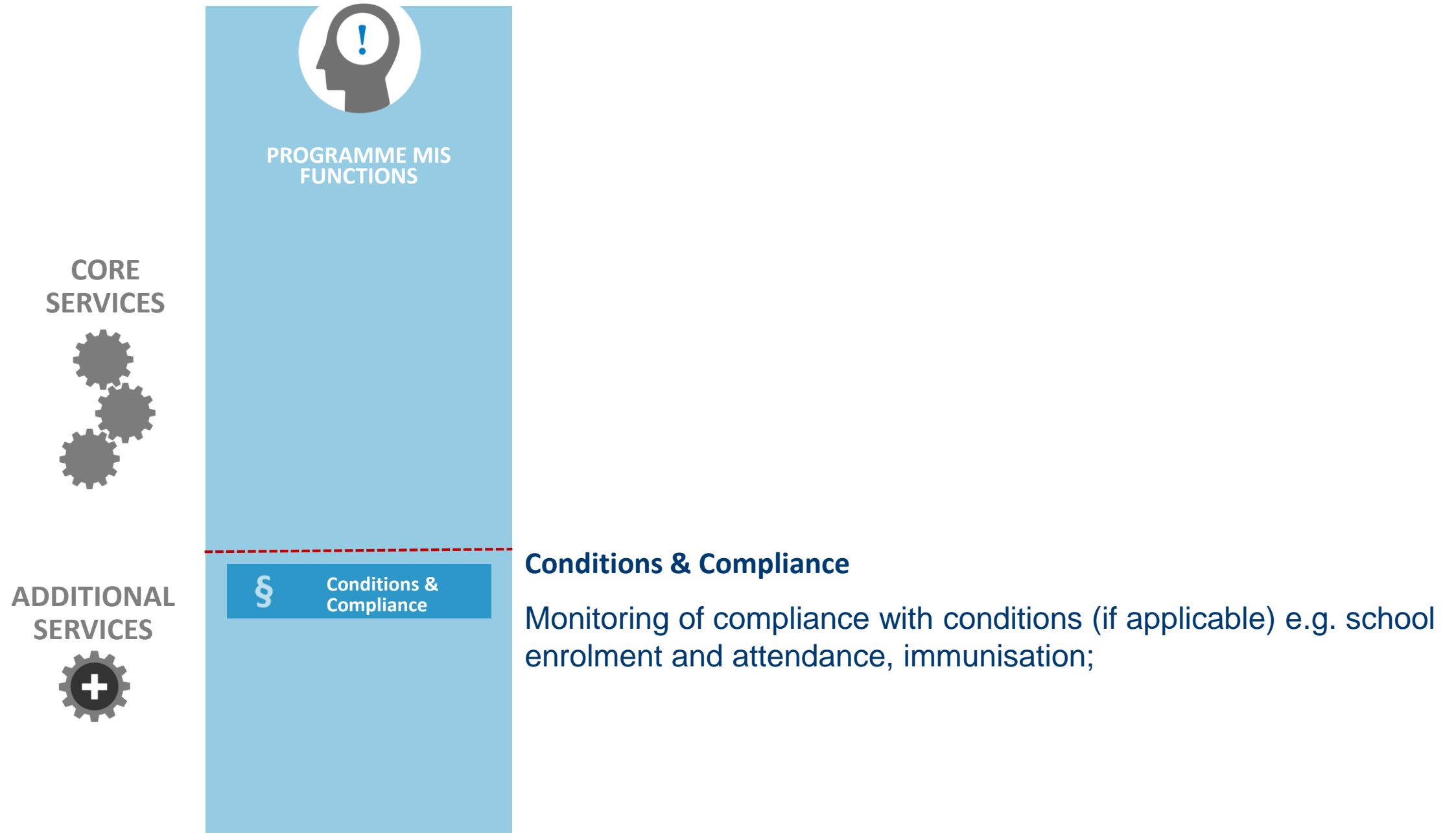Production of payment lists & Reconciliation of payment lists;

PROGRAMME MIS FUNCTIONS

CORE SERVICES

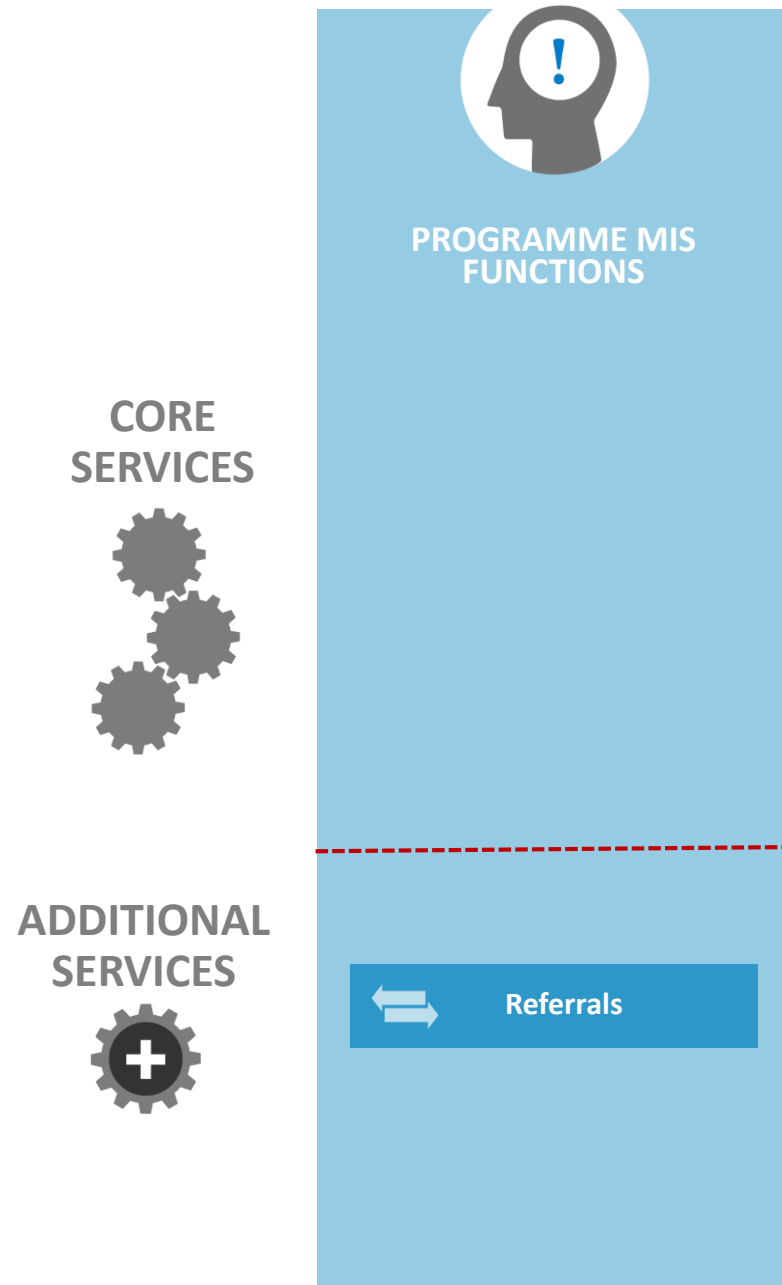**ADDITIONAL SERVICES**

Monitoring & Reporting
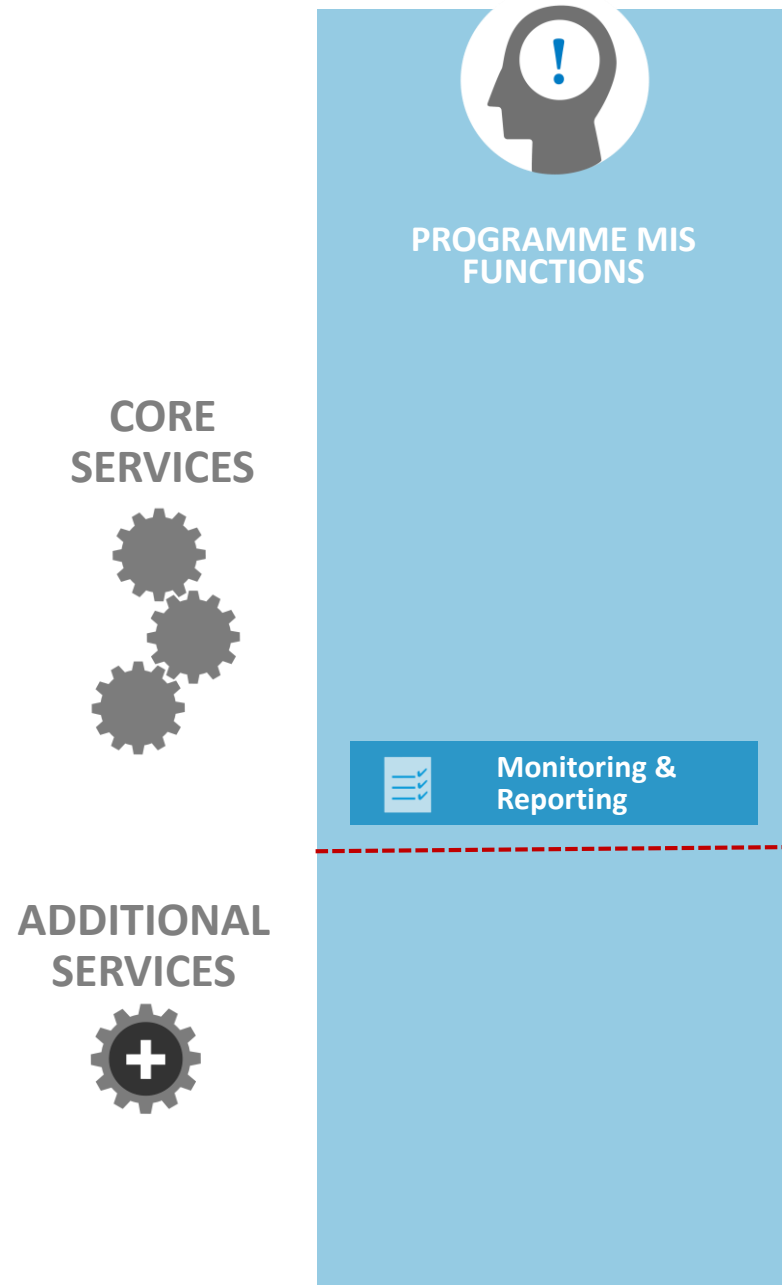
Monitoring & Reporting

Notification to programme managers when different processes have happened or should happen; and Provision of reports for management and monitoring.

CORE SERVICES

ADDITIONAL SERVICES

PROGRAMME MIS FUNCTIONS

Conditions & Compliance

Conditions & Compliance

Monitoring of compliance with conditions (if applicable) e.g. school enrolment and attendance, immunisation;

PROGRAMME MIS FUNCTIONS

CORE SERVICES
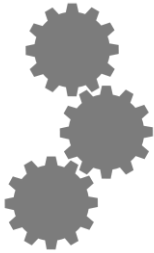
ADDITIONAL SERVICES

Referrals

Referrals

Linkages of beneficiaries of social protection programmes to social services – e.g. child protection - and monitoring these referrals
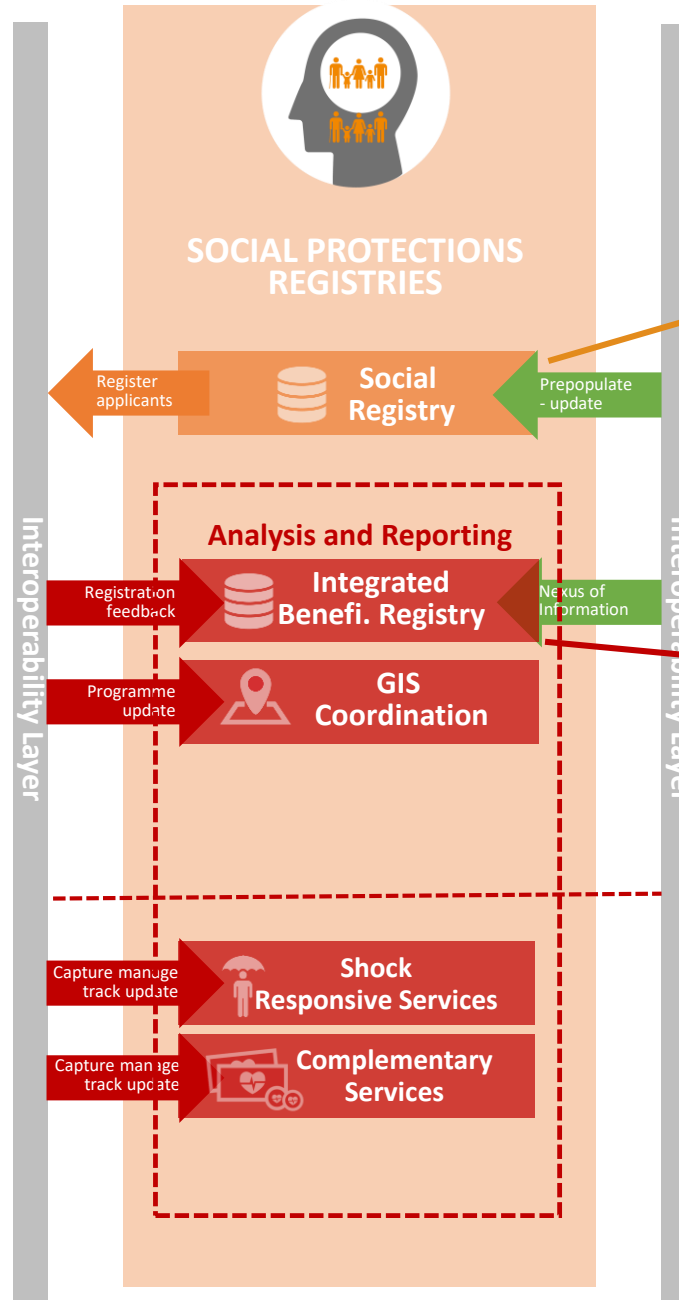
B (i) SOCIAL PROTECTION REGISTRIES…

A Registry is more than any other programme MIS:

A special purpose national information system managed by dedicated institutions and underpinned by a legal framework – policies, decrees, acts of parliament etc - to be systematically used by multiple programmes for limited non-operational functions

CORE SERVICES

ADDITIONAL SERVICES

SOCIAL PROTECTIONS REGISTRIES

Interoperability Layer

Interoperability Layer

Register applicants ← **Social Registry** ← Prepopulate - update

What segment of the population need social benefits?

Analysis and Reporting

Registration feedback → **Integrated Benefi. Registry** ← Nexus of Information

Programme update → **GIS Coordination**

Who is getting what benefit, where and when within social protection sector?

Capture manage track update → **Shock Responsive Services**

Capture manage track update → **Complementary Services**

B (ii) COMPONENTS OF A SOCIAL REGISTRY INFORMATION SYSTEM...
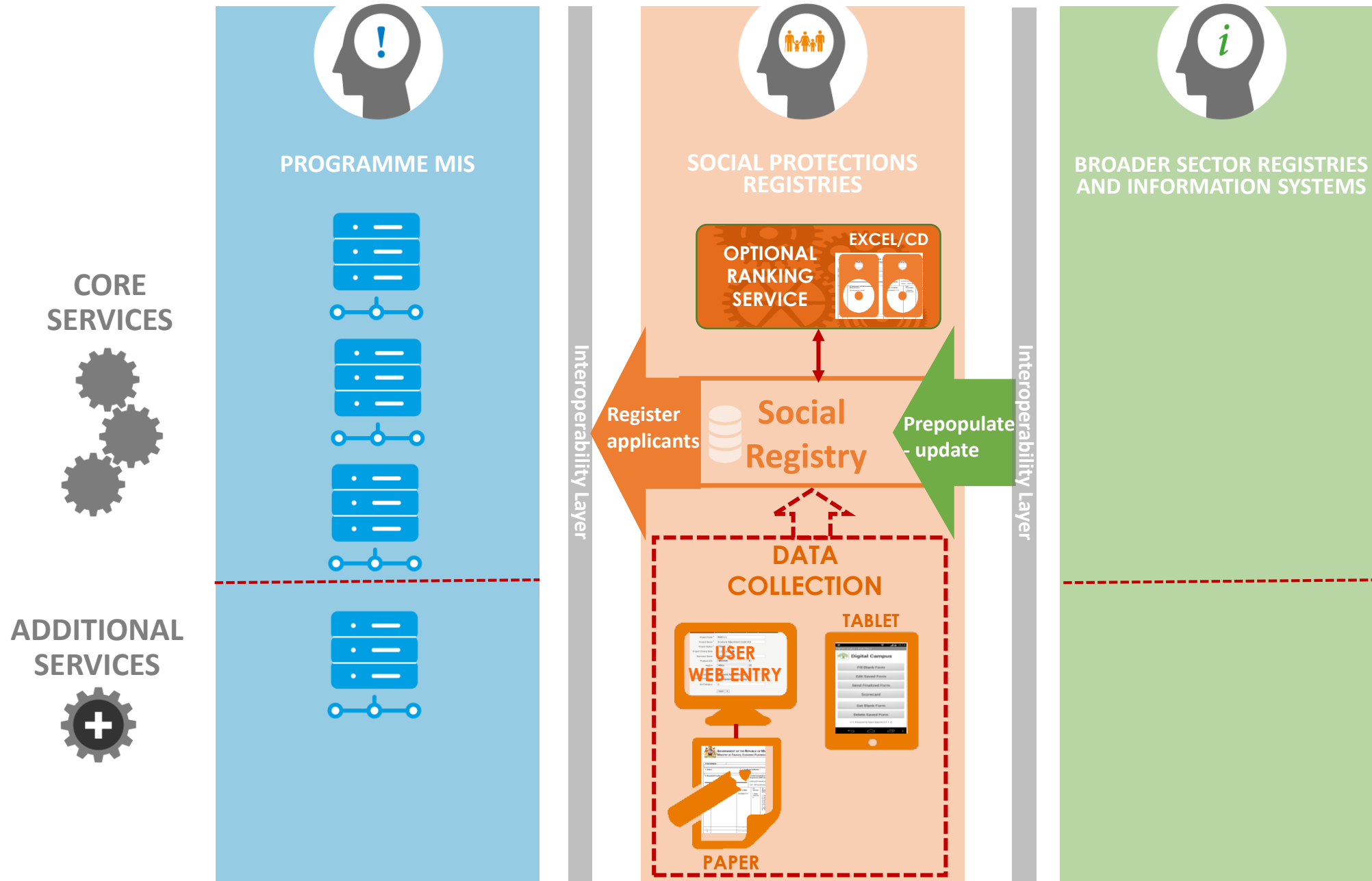
B (iii) COMPONENTS OF AN INTEGRATED BENEFICIARY REGISTRY INFORMATION SYSTEM...

CORE SERVICES

ADDITIONAL SERVICES

PROGRAMME MIS

SOCIAL PROTECTIONS REGISTRIES

BROADER SECTOR REGISTRIES AND INFORMATION SYSTEMS

Interoperability Layer

Interoperability Layer

EXCEL/CD

Pre-populate Update

Integrated Beneficiary Registry

Nexus of Information

MONITORING & REPORTING

Shock Responsive Services

Complementary Services
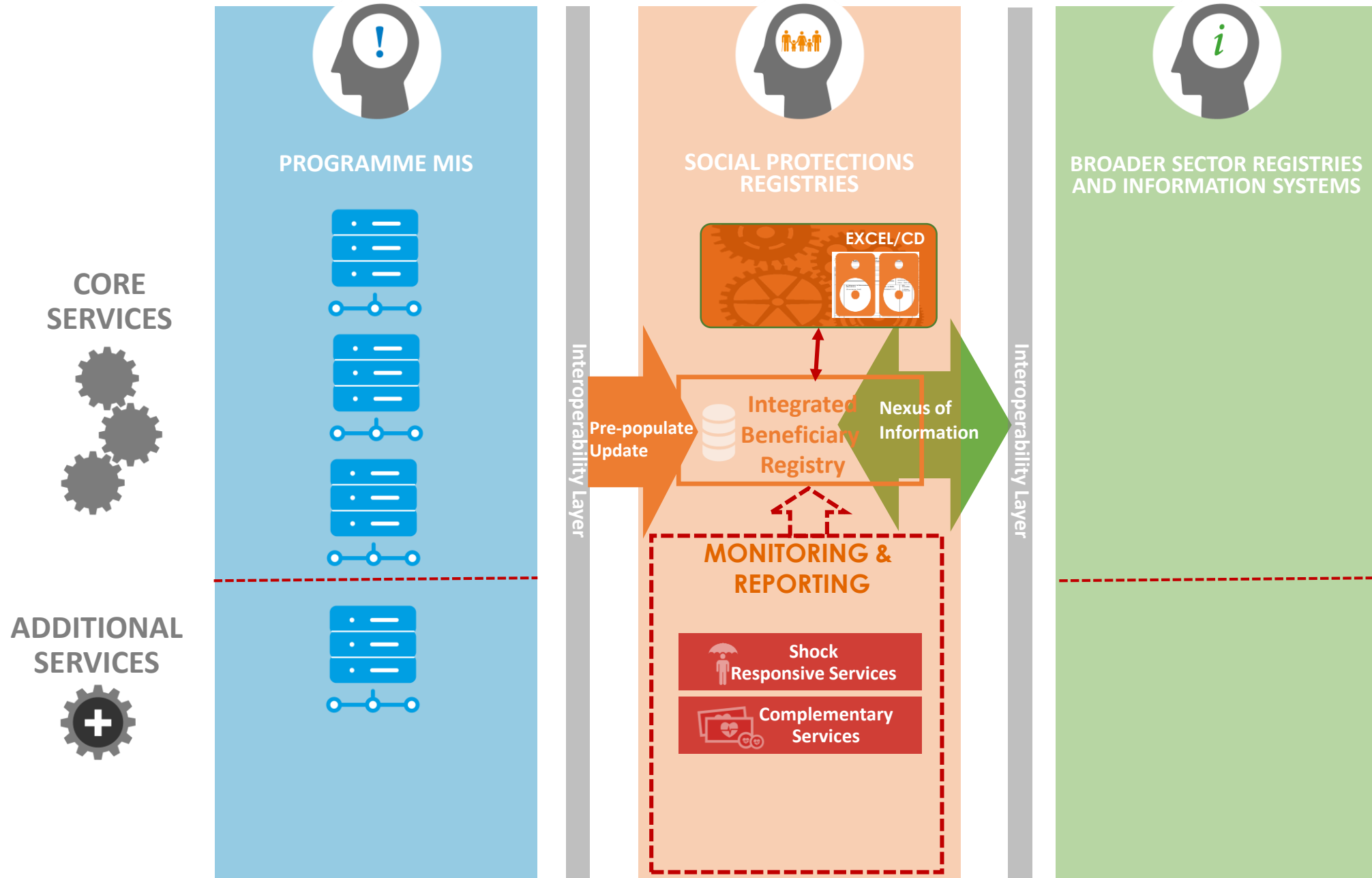
B (iv) BROADER NATIONAL REGISTRIES – CIVIL REGISTRATION SYSTEMS...

CORE SERVICES

ADDITIONAL SERVICES
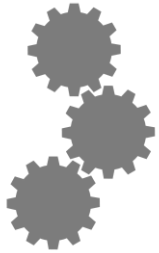
1. Foundation IDs – such as birth certificates, national IDs, death certificates - are increasingly linked to the social protection systems for verification of the applicant's authenticity

2. Functional IDs. Can be generated by social protection programmes and referenced nationally in countries that lack the foundational IDs

Interoperability Layer

BROADER SECTOR REGISTRIES AND INFORMATION SYSTEMS

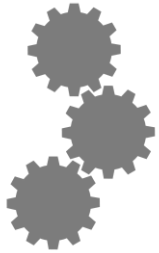National Registration Bureau

National Identification & Registration System

Civil Registry (Birth, Death)

CORE SERVICES

ADDITIONAL SERVICES

Disability agencies can establish a disability registry, which can hold a register of persons with disabilities in, including the result of a disability assessment. Potentially, this database could be linked to Social and/or Integrated Beneficiary Registries and by extension programme MISs in order to enable social protection schemes to mainstream support to disabled persons.
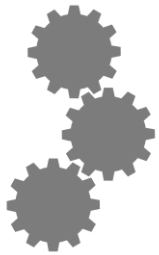
Interoperability Layer

BROADER SECTOR REGISTRIES AND INFORMATION SYSTEMS

Disability Registry

CORE SERVICES

ADDITIONAL SERVICES

Social protection programmes that depend on income as a key proxy for determination of eligibility, a cross reference against a tax database to assess the veracity of an income declaration. Examples South Africa, Brazil, Sey chelles and Mauritius

BROADER SECTOR REGISTRIES AND INFORMATION SYSTEMS

Interoperability Layer

Income Tax Registry

C. REQUIREMENTS OF AN INTEGRATED SOCIAL PROTECTION MIS…

PILLARS

Policy Requirements

Operational Requirements

REQUIREMENTS

Legislative and institutional framework and broader e-government systems

National Social Protection Policies, Strategies

Governance Frameworks

Budgets (hardware, software, operational expenses and long-term expenses)

Foundational Civil Registration Systems

Operational Capacity (Promotion, Research, Information Technology)

Hardware (Tablets, Desktops, Servers etc)

Software (Custom Off the Shelf Solutions, Bespoke Solutions)

Operational Guidelines/ Technology Frameworks/Manuals