

Integrated information systems for SP: opportunities and challenges

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September 2018



Australian Government
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Australian
Aid 



INTEGRATING DATA AND
INFORMATION MANAGEMENT
FOR SOCIAL PROTECTION:
SOCIAL REGISTRIES AND
INTEGRATED BENEFICIARY REGISTRIES

OCTOBER 2017

Policy objectives



Equitable



Responsiveness and inclusiveness



Coordination and universal coverage



Link to wider policies



Transparency & accountability



Knowledge



Oversight, reporting, planning

'Operational' objectives



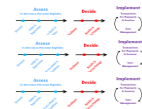
Transition between schemes



Better manage error & fraud



Reduce burden on staff and applicants



Lower gaps & duplication in processes & benefits



Effective shock response



Equitable



Responsiveness and inclusiveness



Coordination and universal coverage



Link to wider policies



Transparency & accountability



Knowledge



Oversight, reporting, planning



Transition between schemes +



Better manage error & fraud



Reduce burden on staff and applicants



Lower gaps & duplication in processes & benefits



Effective shock response

Inclusion
Efficiency
**Accuracy-
integrity**
Accountability



How data is collected and updated



What % of population is covered



Whose data is collected and stored



What data is being collected and stored



How data is **verified, validated**



Interoperability and **data sharing**..
Where, why and how?

What are these design and implementation variations that can enhance or compromise reaching those desirable outcomes?



How data is collected and updated



What % of population is covered



Whose data is collected and stored



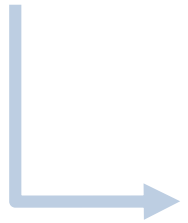
What data is being collected and stored



How data is **verified, validated**



Interoperability and **data sharing**..
Where, why and how?



- Use of technology or paper based?
- Census survey or on-demand?
- Periodic (and if so, how often) or ongoing?
- Strategies to address exclusion and barriers to access?
- Any data sourced from existing administrative databases?

See also DFAT Infographic [here!](#)



How data is collected and updated

%

What % of population is covered



- Geographic targeting?
- Rural vs urban?
- 'Poorest' deciles?
- Only beneficiaries?



Whose data is collected and stored



What data is being collected and stored



How data is **verified, validated**



Interoperability and **data sharing..**
Where, why and how?

See also DFAT Infographic [here!](#)



How data is collected and updated



What % of population is covered



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How data is **verified, validated**



Interoperability and **data sharing..**
Where, why and how?



- Only beneficiaries?
- Only citizens?
- Only certain socio-demographics?
- Not those who defy societal norms? LGBT, nomads, dissidents, refugees, religious minorities, etc

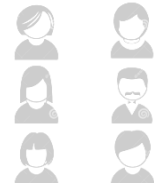
See also DFAT Infographic [here!](#)



How data is collected and updated



What % of population is covered



Whose data is collected and stored



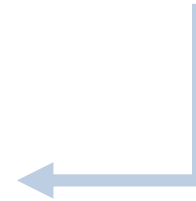
What data is being collected and stored



How data is **verified, validated**



Interoperability and data sharing..
Where, why and how?



- Individual-level data on all household members?
- Socio-economic variables?
- Livelihoods?
- Exposure to risk and shocks?
- GIS/geo-localised?
- Biometrics?
- Operationally relevant data (Bank accounts, etc)?

See also DFAT Infographic [here!](#)



How data is collected and updated



What % of population is covered



Whose data is collected and stored



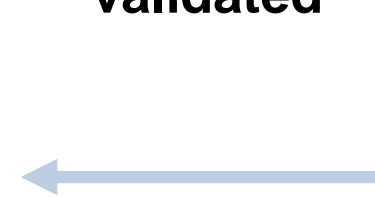
What data is being collected and stored



How data is **verified, validated**



Interoperability and data sharing..
Where, why and how?



- Which databases? Which variables?
- How is data shared and what for (verification, data sourcing, joint M&E/planning, etc)?
- One or two-way flow of info?
- Sharing with decentralised levels?



How data is collected and updated



What % of population is covered



Whose data is collected and stored



What data is being collected and stored



How data is **verified, validated**



Interoperability and **data sharing**.. Where, why and how?

Completeness

Relevance

Currency

Accessibility

Integrity



Role ID



Role legislation, etc



Approach to **data security/privacy**



Approach to **M&E and planning**

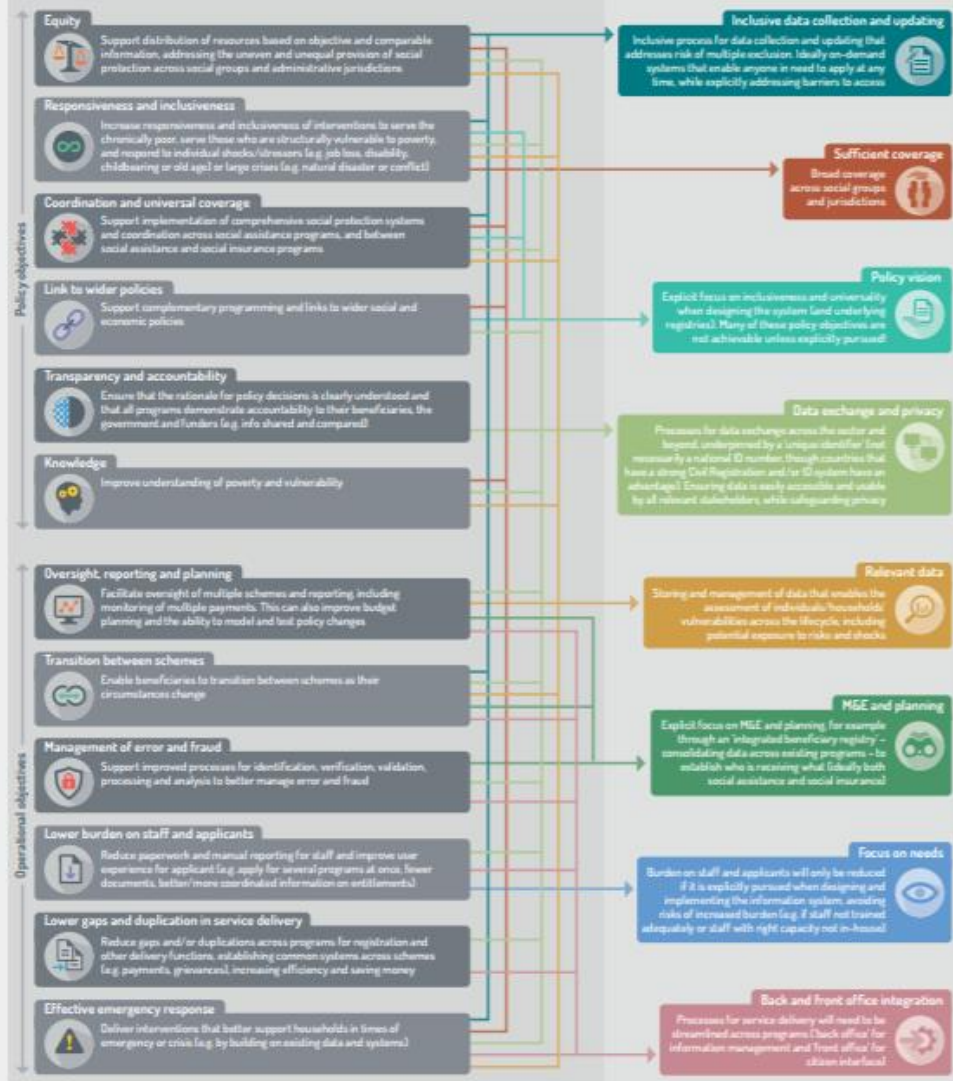


Approach to **integrated programme management?**

See also DFAT Infographic [here!](#)

If you wish your social protection sector to have these characteristics...

...your information system will need these features in order to contribute effectively



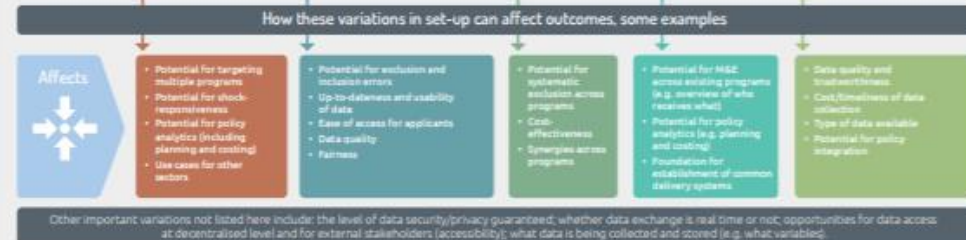
You can find more details [here](#) in these two infographics and the longer DFAT paper!

DATA AND INFORMATION MANAGEMENT FOR SOCIAL PROTECTION. HOW YOU DO IT MATTERS!

The question we should be asking as policymakers and practitioners is not what a country's system is called, but how it has been set-up and how that affects what it can achieve. Who is covered? How is data being collected? Where is the data flowing to and from? How does this impact my policy objectives and operational effectiveness?

Comparing country examples across selected variations in set-up

Country	% Coverage vs 100% of population	Data collection and updating approach	Number of programs it serves	Data flowing back from programs it serves	Level of interoperability with other databases
Pakistan's National Socio Economic Registry (created 2001)	85%	National census surveys in 2009-2011 and 2018-2018 (plating on-demand)	70	No	Medium-low Authentication with NADRA National ID database
Philippines' Lantahan Social Registry (created 2008)	60%	National census surveys in 2007, 2005-2010 and 2015 (plating on-demand)	60	No	Low Not get interoperable with other systems
Indonesia's Unified Database (UDB) (created 2011)	40%	National census survey in 2011 and 2015, based on existing poverty data (plating on-demand)	5	No	Medium-low Links to National ID database, and has all-uses links with health, education, bank database
Chile's Registro Social de Hogares (created 1978, selected extensively 2016)	72%	On-demand through municipalities and online/combined with data integration from existing administrative databases	80	Yes	High Linked to civil registry, social insurance database, data from 43 state agencies and 343 municipalities
Brazil's Cadastro Unico (created 2001)	43%	On-demand through municipalities, with home visits when needed; and occasional census surveys in selected areas. Obligation to update data every 2 years.	30	Only from Bolsa Familia	Medium-low Crossed-data sharing and cross-checks
Kenya's Single Registry (created 2016)	8%	Each program linked has a different data collection approach; all variations on census surveys	5	Yes, as this is an integrated Beneficiary Registry by construction	Medium Authentication with PKN population registry and bank database. Link to social security database in plan
Turkey's Integrated Social Assistance System (SAS) - or Bulunluvek (created 2009, finalized 2015)	45%	On-demand registration through municipalities, with home visits when needed; combined with data integration from existing administrative databases	17	Yes	High Linked to 22 different public institutions through 111 different web services



For further information

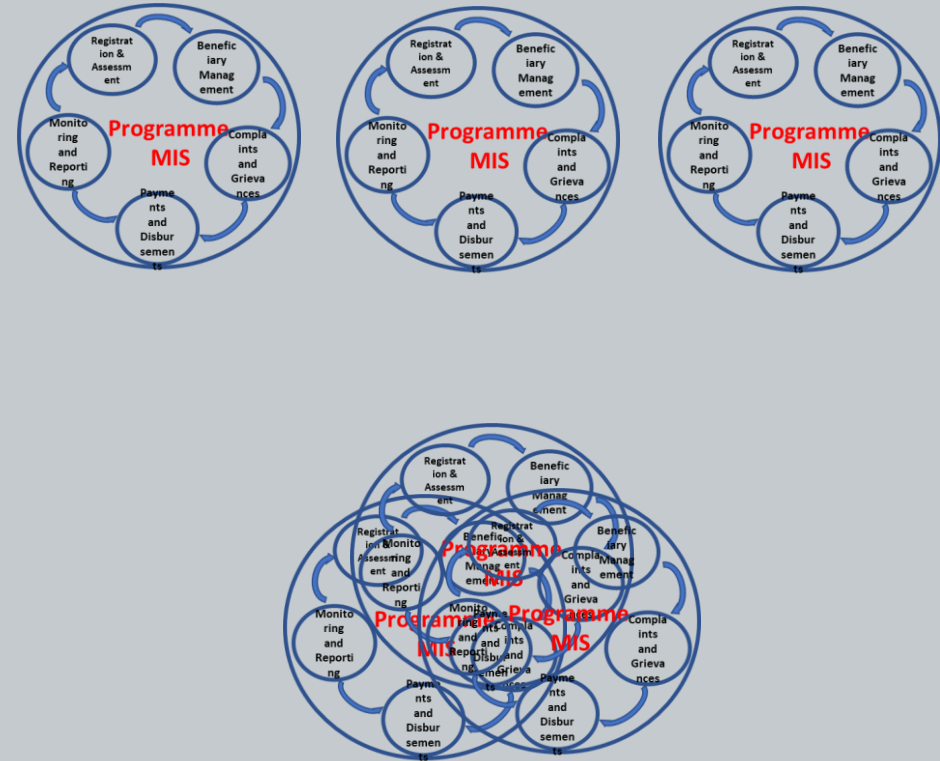
- Join our online community, at <http://socialprotection.org/communities/social-registries-and-integrated-mso-social-protection>
- Sign up to our newsletter contacting valentina.barca@spml.co.uk
- Read our full report and policy brief, at <http://dfat.gov.au/about-us/publications/Pages/integrating-data-information-management-social-protection.aspx>

Note: Based on data from 2015-2017. Source: Barca V (2017). Integrating data and information management for social protection: social registries and integrated beneficiary registries. Canberra, Department of Foreign Affairs and Trade, Letter #1 of 2017. Social Registries for Social Assistance and Beyond: A Guidance Note & Assessment Tool. Washington, World Bank.

The views expressed here are those of the authors and not necessarily those of the Australian government.

Challenges, risks, tradeoffs

Similar at programme-level, yet integration can exacerbate these... depending on what functions are being integrated along the delivery chain!





Capacities/
competencies



Increasing costs,
complexity, coordination



Data privacy &
security



Multiple
exclusion



Ultimately not responding to
needs of staff and citizens
(user-centric)

Trade-offs?

- Coverage vs benefits on-demand & costs/capacities
- Privacy vs transparency & use cases
- Excessive focus on de-duplication and inclusion errors vs exclusion
- Etc...



Individual

Staff availability, retention, skills, attitudes...

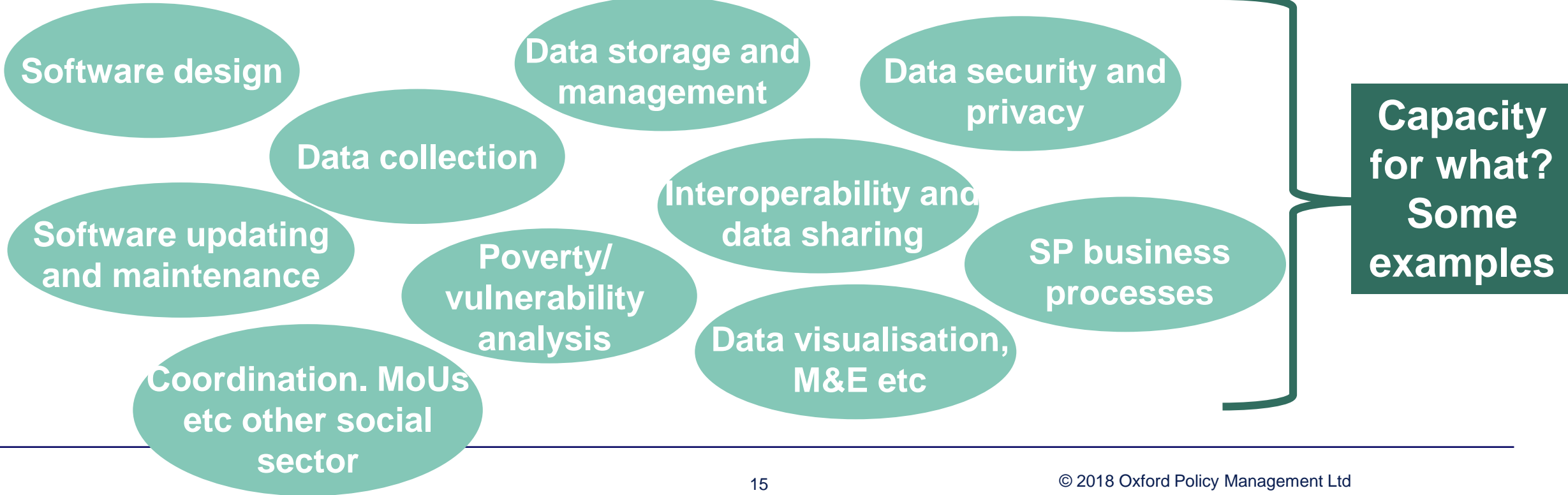
Organisational

Structures, processes, procedures, resources...

Institutional

Institutions, laws, regulations...

Capacities/competencies





Capacities/
competencies

As an example... Individual capacity

- At **central level**

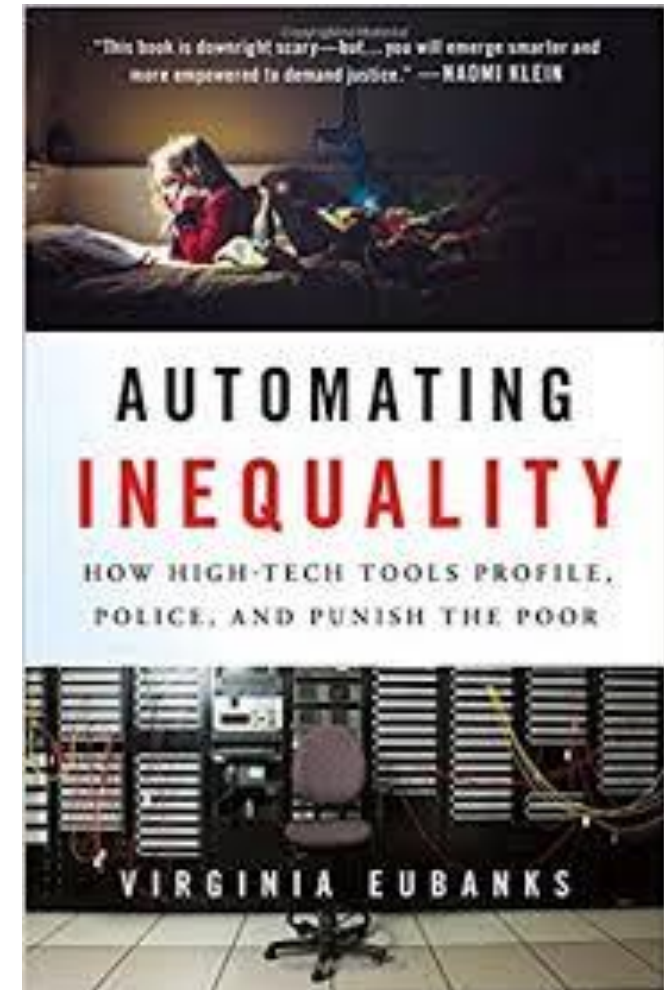
- Strategy, management, analysis and IT skills (private sector!). '*Hybrid figures*' understanding sectoral needs, context, organization, and work processes... and the role of information systems.
- Varying size depending on functions performed, units 5-30 staff. Capacity to develop/manage system in-house? Often not.

- At **decentralized level**

- 'Face' of the system, essential role! Yet lack of staff, high turnover, little/no IT skills and resources, resistance to 'control' etc
 - So? A) Ongoing capacity building; b) agreements/MoUs...c) What is in it for them? Information needs – and ensuring info flows back

Oath of non-harm in the digital age!

- *...I will create tools that remove obstacles between resources and the people who need them.*
- *I will not use my technical knowledge to compound the disadvantage created by historic patterns of racism, classism, able-ism, sexism, homophobia, xenophobia, transphobia, religious intolerance, and other forms of oppression.*
- *I will integrate systems for the needs of people, not data. I will choose system integration as a mechanism to attain human needs, not to facilitate ubiquitous surveillance.*
- *I will not collect data for data's sake, nor keep it just because I can.*
- *When informed consent and design convenience come into conflict, informed consent will always prevail.*
- *I will design no data-based system that overturns an established legal right of the poor.*
- *I will remember that the technologies I design are not aimed at data points, probabilities, or patterns, but at human beings.*



Thank you

More info here:

<https://dfat.gov.au/about-us/publications/Pages/integrating-data-information-management-social-protection.aspx>

Socialprotection.org online community here:

<http://socialprotection.org/connect/communities/social-registries-and-integrated-miss-social-protection>



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