VISIONING WORKSHOP
Analysis and Design of Single Registry for Social Protection Programs in Uganda

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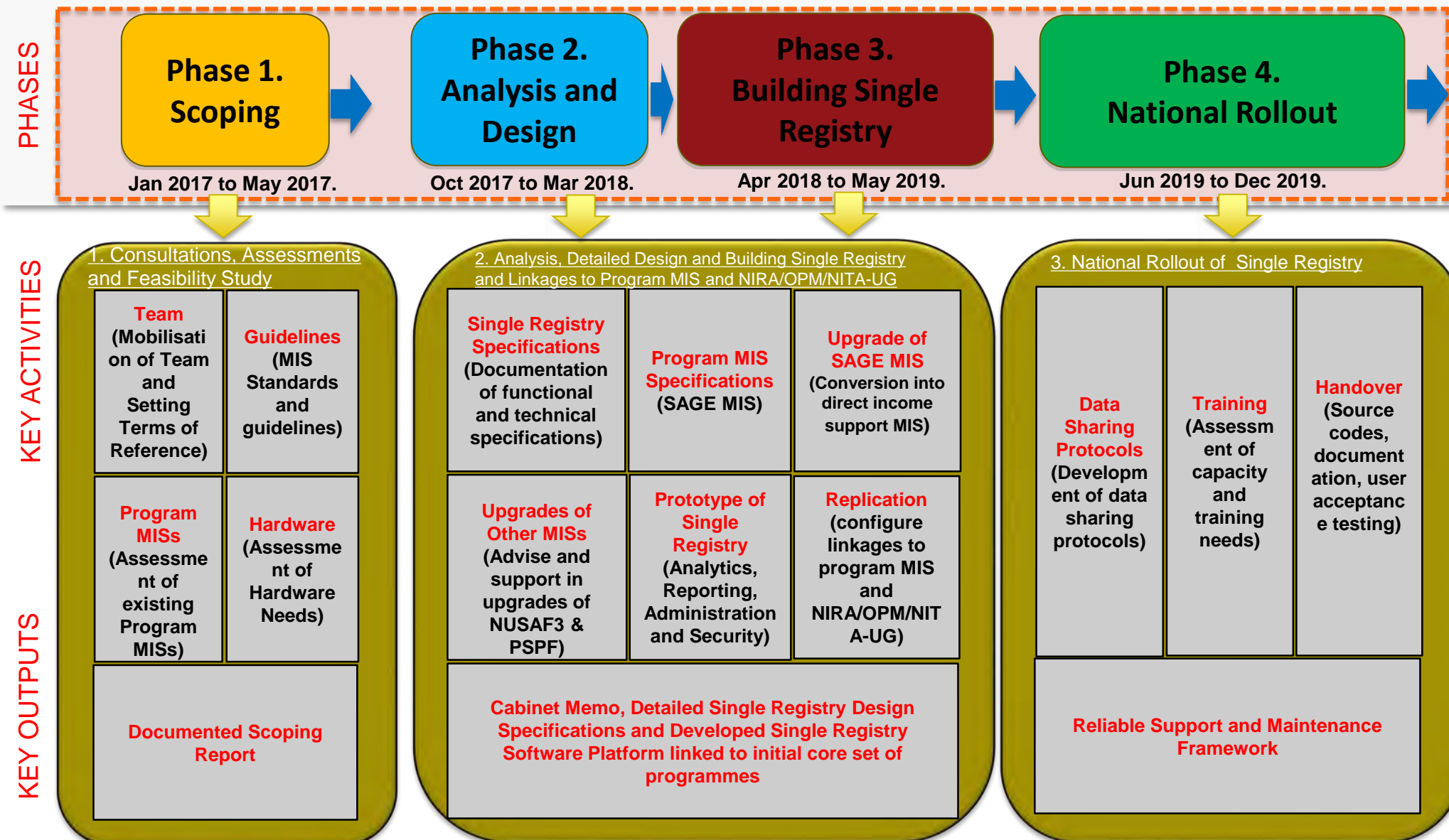Ministry of Gender, Labour and Social Development, Kampala
11th January 2017

Agenda

1. Current status
2. Overall workplan
3. Objectives and drivers
4. The Single Registry Model
5. Design principles
6. Site Identity and branding
7. Site structure and general look and feel
8. VISIONING - Screens
9. Reporting functional requirements
10. Monitoring and reporting indicators
11. Application Architecture
12. Integration Model
13. Quality Assurance Strategy
14. Training / Capacity Needs Assessment
15. Workplan

Where have we come from – current status

- The social protection policy and PPI explicitly identify the need for a centralised registry – or a "Single Regisry" – to **harmonise and coordinate information management across the social protection sector**

- Mapping of social protection management information systems undertaken in Q1 – Q2 2017
  - Assessment of 16+ programme operations and MIS to determine scope of programs to interface with the single registry

- Draft of M&E Plan being reviewed to provide the basis of requirements

- **Analysis and Design Phase** – *from conceptual to something a bit more visual*

Overall Work Plan…

PHASES

Phase 1. Scoping	Phase 2. Analysis and Design	Phase 3. Building Single Registry	Phase 4. National Rollout
Jan 2017 to May 2017.	Oct 2017 to Mar 2018.	Apr 2018 to May 2019.	Jun 2019 to Dec 2019.

KEY ACTIVITIES

1. Consultations, Assessments and Feasibility Study

Team (Mobilisation of Team and Setting Terms of Reference)	Guidelines (MIS Standards and guidelines)
Program MISs (Assessment of existing Program MISs)	Hardware (Assessment of Hardware Needs)

2. Analysis, Detailed Design and Building Single Registry and Linkages to Program MIS and NIRA/OPM/NITA-UG

Single Registry Specifications (Documentation of functional and technical specifications)	Program MIS Specifications (SAGE MIS)	Upgrade of SAGE MIS (Conversion into direct income support MIS)
Upgrades of Other MISs (Advise and support in upgrades of NUSAF3 & PSPF)	Prototype of Single Registry (Analytics, Reporting, Administration and Security)	Replication (configure linkages to program MIS and NIRA/OPM/NITA-UG)

3. National Rollout of Single Registry

Data Sharing Protocols (Development of data sharing protocols)	Training (Assessment of capacity and training needs)	Handover (Source codes, documentation, user acceptance testing)

KEY OUTPUTS

Documented Scoping Report

Cabinet Memo, Detailed Single Registry Design Specifications and Developed Single Registry Software Platform linked to initial core set of programmes

Reliable Support and Maintenance Framework

Objectives and drivers

| OBJECTIVES / RATIONALE	MEASURE OF SUCCESS
▪ Accountability and transparency ▪ Support implementation of the national social protection policy ▪ Centralised monitoring to measure the effectiveness of social protection	▪ Deliver reporting and analytics based on approved harmonised performance indicators set out in the M&E framework ▪ Identify and prevent benefit fraud ▪ Evidence-based decision making

The Single Registry Model
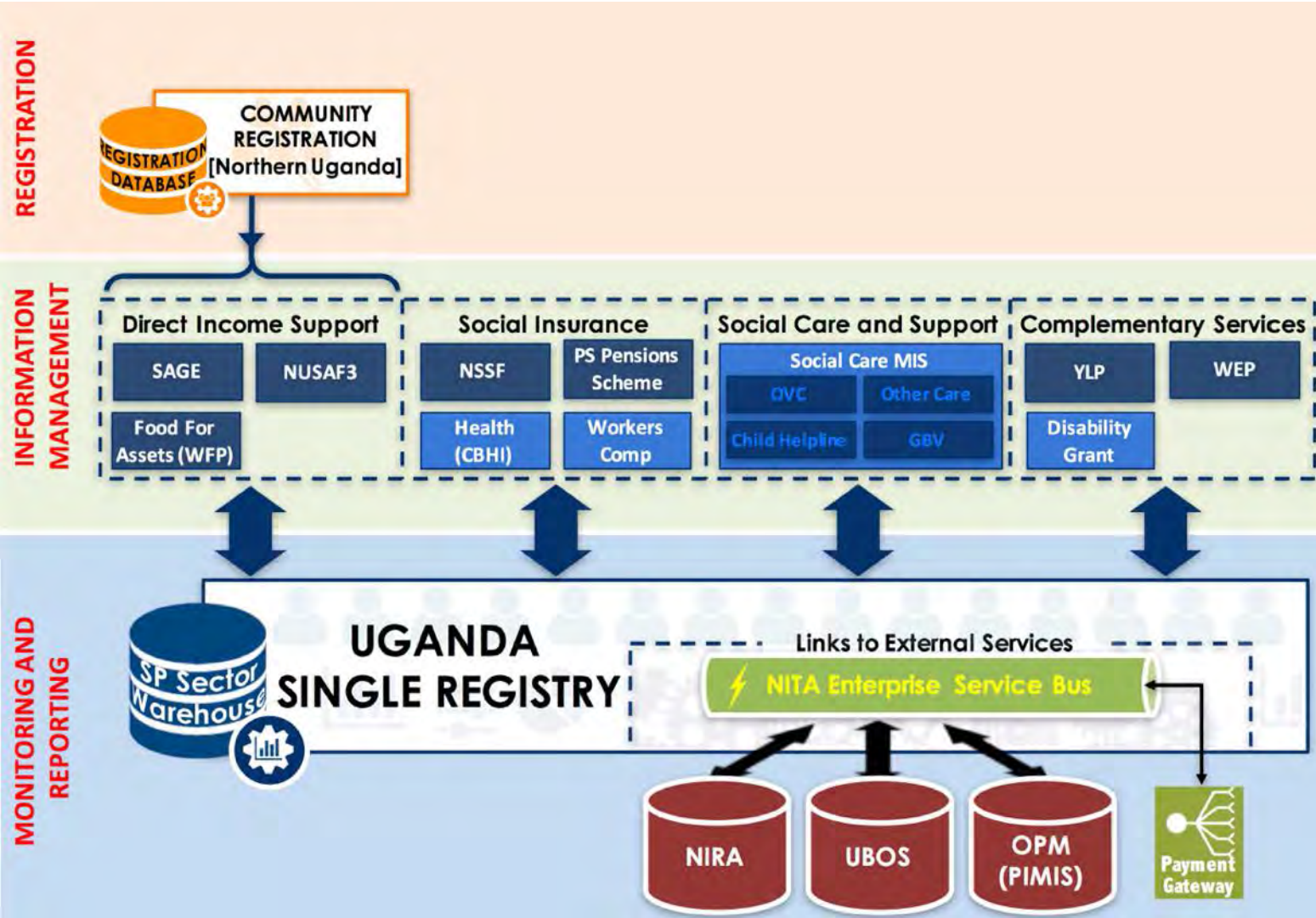
Design principles

- Uganda Single Registry - brand / identity / look and feel
  - **Ease of use** / low learning curve **/ intuitive** / keep it **simple** / clear and **consistent** conceptual structure – focus on the most important elements (avoid clutter); emphasis where needed – otherwise hide it until needed; not ambiguous
  - <u>**Relevant** information that can be trusted is the primary objective</u>….. but interesting and **engaging** as well
  - Scalable to meet future functionality and information requirements
  - **Something we can be proud of!!!**

Site Identity / Branding

- **Name:** Assuming "Single Registry for Social Protection"

- **Logo:** Ownership or partners for the Single Registry

- **Domain name (or sub-domain):** within <name>.socialprotection.go.ug or separately

- **Colour palette:** ensure sufficient contrast for text on light / dark backgrounds. Also important for dashboard charts that may represent multiple programmes

- Any other digital and branding guidelines (including typology, images, etc.)

Site structure and general look and feel

- **Public access website**
  - Introduce the single registry and high level / summarised sector monitoring information
  - Engage the single registry information for visitors
- **Single registry for authorised stakeholders within sector**
  - Delivering against the M&E Framework
  - Home to dashboards with multiple chart types and grid tables with many columns displaying information on SP programmes across the sector

SINGLE REGISTRY
for social protection

Introduce and explain: "What is the Single Registry" and how it manages information for internal and external stakeholders

SINGLE REGISTRY
for social protection

Summary statistics:
For example, No of beneficiaries across SP and specific sub sectors

Home At a Glance Beneficiaries Payments Complaints Publications Contact Login

Beneficiary information monitoring based on M&E indicators, including trends in numbers for programmes

SINGLE REGISTRY
for social protection

Summary payments monitoring information based on M&E indicators, including number of payments, amounts and trends over time across programmes

Summary statistics on complaints raised, percentage resolved and complaint categories

Home | At a Glance | Beneficiaries | Payments | Complaints | Publications | Contact | Login

Opportunities to publish sector wide reports relevant to social protection

Home

- Dashboards ˅
- Reporting ˅
- Sector Reports ˅
- Enquiries ˅
- NIRA Service ˅
- Administration ˅

Reporting Period: 2018

Summary Report

Policy Unit

Indicator ˄

Activity Report Daily ˄

Home

Dashboards ⌄

Reporting ⌄

Sector Reports ⌄

Enquiries ⌄

NIRA Service ⌄

Administration ⌄

SINGLE REGISTRY
for social protection

James Ebitu ⌄
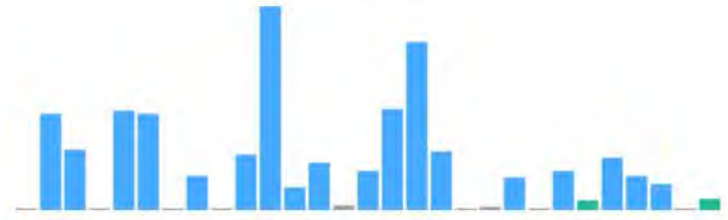
⌂ Home

🕑 Dashboards ⌄

☰ Reporting ⌄

☷ Sector Reports ⌄

▦ Enquiries ⌄

🗋 NIRA Service ⌄

⚙ Administration ⌄

Menu frame – expand / collapse toggle icon

Navigation menus on the left

SINGLE REGISTRY
for social protection

Home

Dashboards

Reporting

Sector Reports

Enquiries

NIRA Service

Administration

James Ebitu

Dashboard Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin in enim neque.

Heading (h1)
font-family: xxx,sans-serif; font-size: 30px; font-weight: 500;
Line-height: 1em: padding-bottom: 10px; colour: #333

Normal text:
font-family: xxx,sans-serif; font-size: 14px; font-weight: 500;
Line-height: 1.7em: colour: #666

colour: #FFFFFF; width: 100%;
left-margin: 30px; bottom-margin: 30px; right-margin: 50px

Background: #EAEAEA; width: 100%

James Ebitu ⌄

Dashboard Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin in enim neque.

Home

Dashboards ⌄

Reporting ⌄

Sector Reports ⌄

Enquiries ⌄

NIRA Service ⌄

Administration ⌄

Program Pie Chart

Legend:
- Prog A
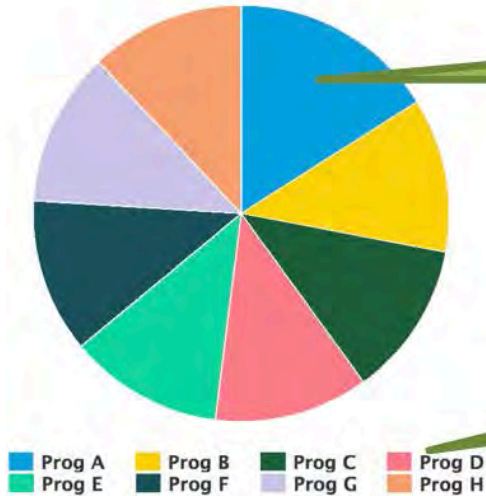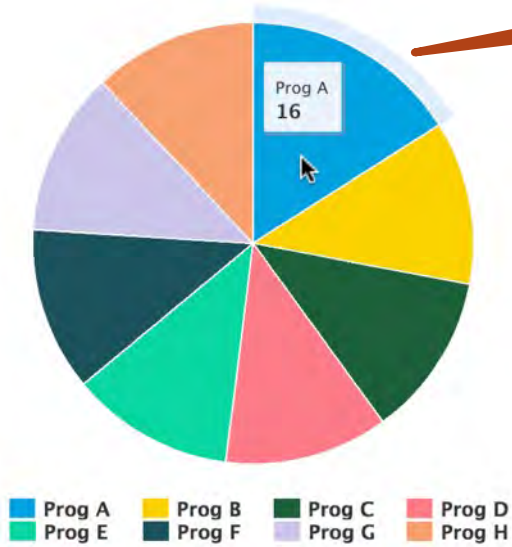- Prog B
- Prog C
- Prog D
- Prog E
- Prog F
- Prog G
- Prog H

Chart title
font-family: xxx,sans-serif; font-size: 18px; colour: #333

Chart – based on colour palette

Legend
shape = rect; width: 16; height: 12
text = font-size: 12px; colour: #333; font-weight: bold

James Ebitu ⌄

- 🏠 Home
- 🎛 Dashboards ⌄
- ☰ Reporting ⌄
- 🔢 Sector Reports ⌄
- 🎛 Enquiries ⌄
- 📄 NIRA Service ⌄
- ⚙ Administration ⌄

≡

Dashboard Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin in enim neque.

Mouse hover (prgressive disclousre)

Program Pie Chart

Prog A
16

Legend:
- 🟦 Prog A
- 🟨 Prog B
- 🟩 Prog C
- 🟥 Prog D
- 🟩 Prog E
- 🟦 Prog F
- 🟪 Prog G
- 🟧 Prog H

James Ebitu ⌄

Dashboard Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin in enim neque.

23555
Number of households
that graduated

13%

Prog C
13%

Prog D
55%

Chart title
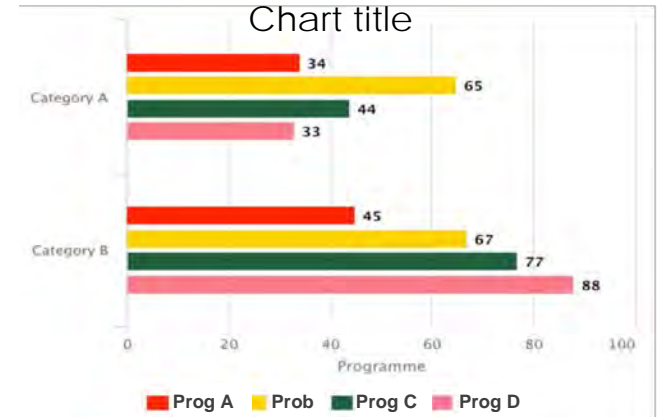
Chart title

Chart title

Other chart types

- Home
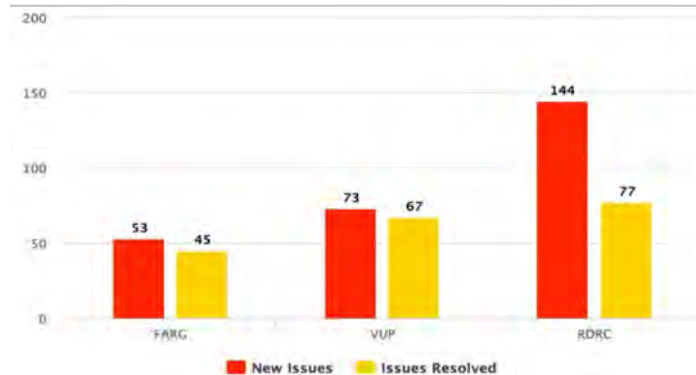- Dashboards
- Reporting
- Sector Reports
- Enquiries
- NIRA Service
- Administration

Reporting Functional Requirements

- Based on the Monitoring and Evaluation Framework
- Dashboards present illustrated as charts and tabular summaries for key reporting areas (sub-menus):
  - Beneficiaries
  - Payments
  - Complaints
  - Exits
- Reporting module presented in detailed pre-defined reporting tables
  - Ability to filter on key disaggregation levels
  - Ability to sort certain columns on tables
  - Ability to quote to PDF or CSV (if permitted)

- Enquiries module to enable advanced search and query functionality – with results presented in a tabular format and ability to download to PDF and CSV (if permitted)

- Sector reports section to serve as a document and knowledge management module to upload, store, share and download sector-wide reports / publications
    - Ability to grant specific visibility permissions
    - Specifying public-view permission will publish the report into the publications view (public access site)

- NIRA validation service
    - Facilitate validation service through NIRA API for programmes (functionality and business process to be confirmed with NIRA)

Reporting Functional Requirements contd...

- Reporting cycles:

  - Quarterly and Annual

  - Programme feeds will submit granular data (monthly or other) with date fields where appropriate

  - Presentation of data may be dependent on specific M&E indicator requirement

- Location / administrative levels supported / presented

  - Districts
  - Counties
  - Sub-counties

  - Parish
  - Villages

  (tbc)

Reporting Functional Requirements contd...

- Dissaggregation:

    - Sector

    - Programme

    - Reporting period

    - Administrative level / location

    - Gender

    - Exit Type (graduation, death)

- GIS / Spatial Mapping will be presented along with Administrative level / location reports and disaggregation indicators

Monitoring and Reporting Indicators (Dashboards, Reports, Maps)

LET'S GET STARTED

Beneficiaries

➢ Percentage and Number of beneficiaries per programme, district, county, sub-county

➢ Percentage and Number of beneficiaries by gender

➢ Number of beneficiaries registered over time (years) – trend analysis

Monitoring and Reporting Indicators (Dashboards, Reports, Maps)

Payments

➢Total disbursements per programme, district, county, sub-county, period

➢Percentage of disbursed versus collected payments per programme

➢Disbursements over time (years) – trend analysis

Monitoring and Reporting Indicators (Dashboards, Reports, Maps)

Complaints

➢Number of complaints per programme

Exits

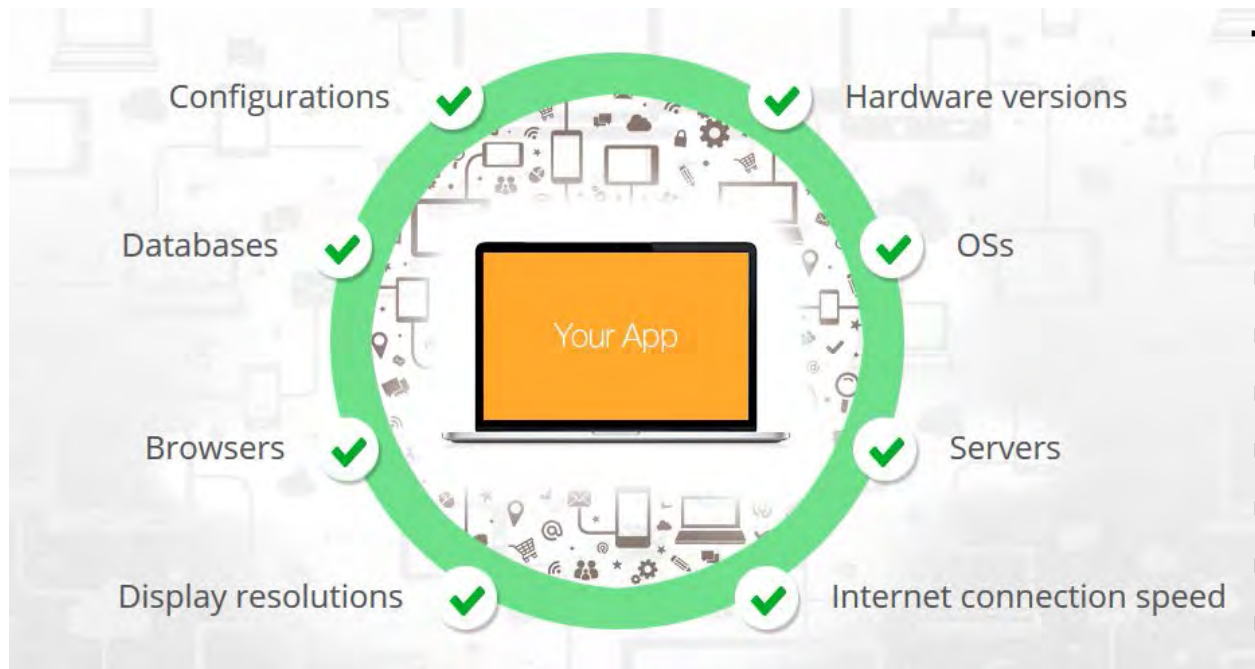➢Number of exits by programme, exit type

Application Architecture
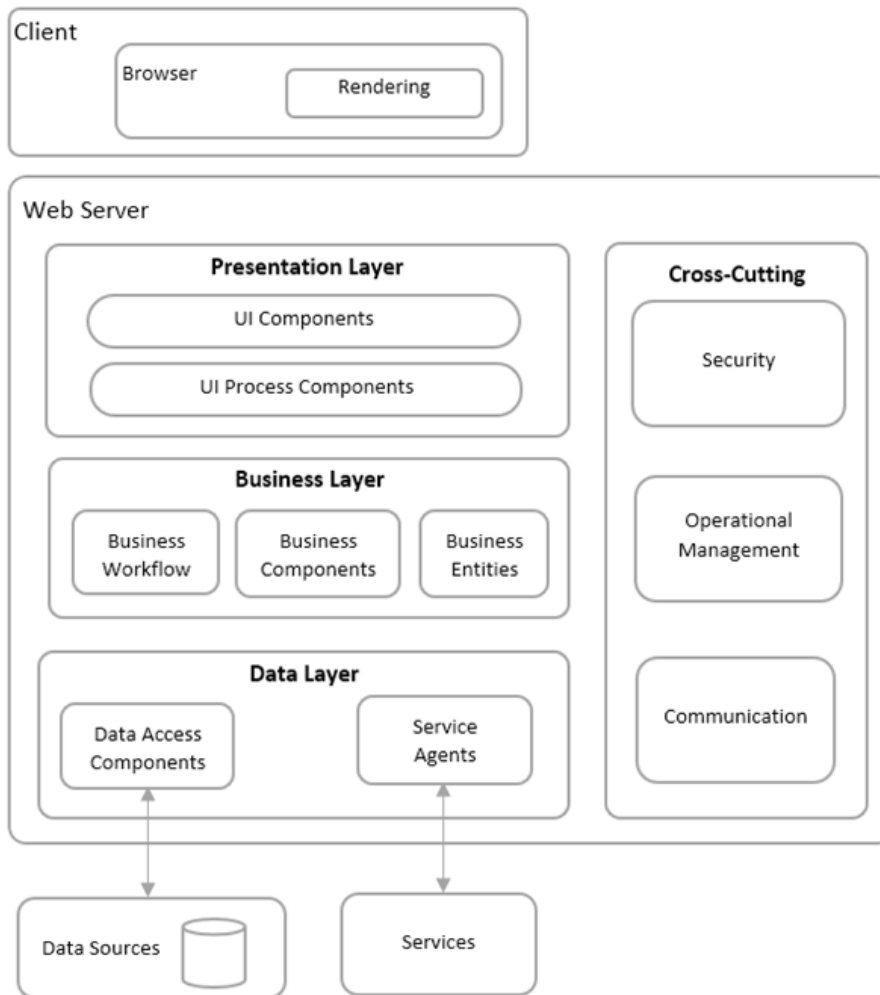
Integration Model

- Build an integration service that facilitates receiving programme and beneficiary information
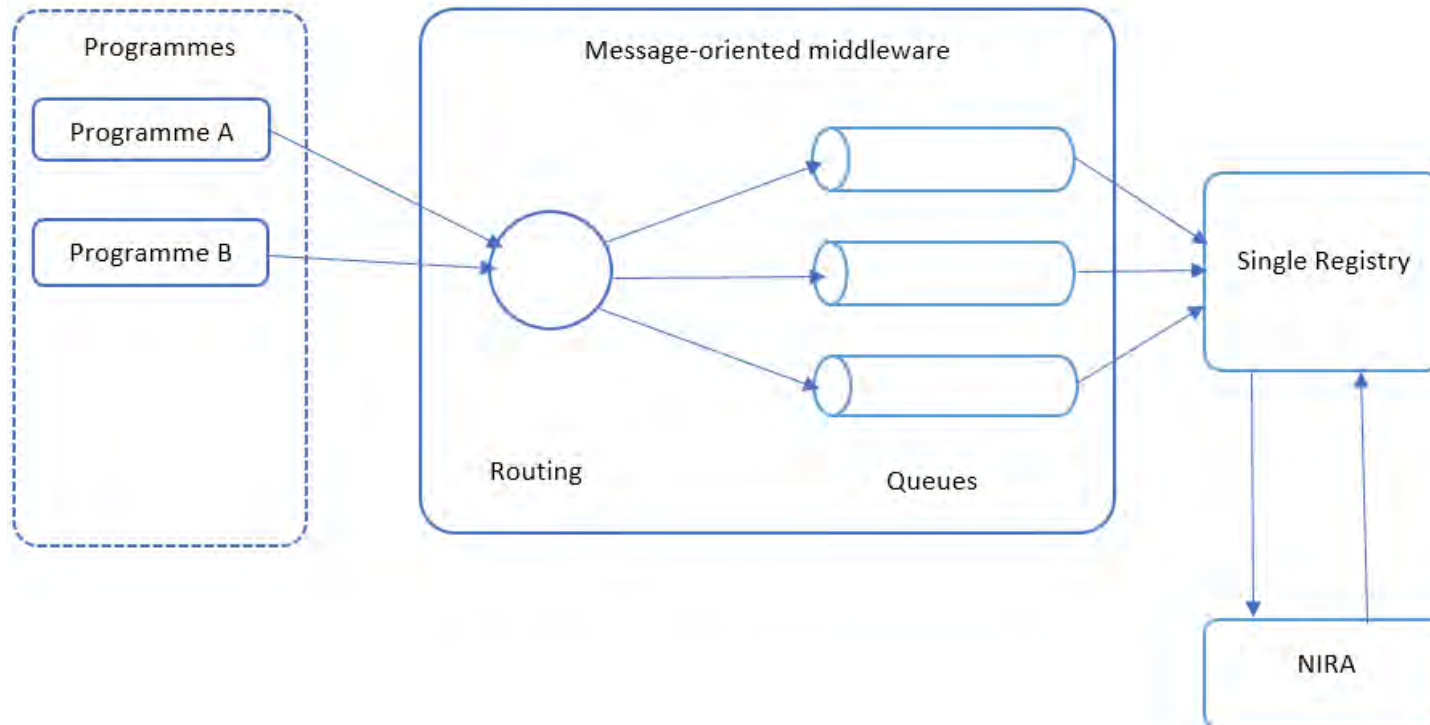
Quality Assurance Strategy

- A comprehensive quality assurance strategy

TEST PHASES / ACTIVITIES:

- Test Database
- Test User Interface
- Unit Testing
- System – Functional Test
- Performance Testing
- Compatibility Testing
- Integration Testing
- Regression Testing
- **USER ACCEPTANCE TEST**

Training / Capacity Needs Assessment

- Questionnaire

☐ **What is your current job title in the Department/Ministry/Programme?**

1. ☐ IT or MIS Manager
2. ☐ Program Manager
3. ☐ Technical Specialist
4. ☐ Senior ICT Officer
5. ☐ MIS Officer
6. ☐ ICT Officer
7. ☐ MIS Assistant
8. ☐ ICT Assistant
9. Other _____
(Please specify)

☐ **How long have you been working for the programme?**

10. ☐ Less than 1 Year
11. ☐ 1 to 4 Years
12. ☐ 5 to 8 Years
13. ☐ 9 to 12 Years
14. ☐ 13 Years or more

☐ **What are your current strengths?**

15. ☐ Programme Operations (targeting, payments, M&E etc.)
16. ☐ MIS Administration
17. ☐ IT Administration
18. Other _____
(Please specify)

☐ **What are your major routine tasks?**

19. ☐ Network Administration
20. ☐ Windows Administration
21. ☐ MIS Administration (Database backup etc.)
22. ☐ Support to MIS Users
23. ☐ Programme Operations (targeting, payments, M&E etc.)
24. Other _____ (Please specify)

☐ **Do you have adequate skills to undertake current tasks?**

Yes   No

☐ **If NO, what are the skills that you would like to acquire?**

25. ☐ Network Administration
26. ☐ Windows Administration
27. ☐ MIS Application Administration
28. ☐ SQL Server Administration(backups)
29. ☐ SQL Reporting using Ad hoc queries
30. ☐ User Support
31. ☐ Project Management
32. Other _____ (Please specify)

☐ **What is your level of Network Administration Skills**

33. ☐ No Skills (I have not used it)
34. ☐ Basic (Basic Network Trouble Shooting)
35. ☐ Advanced (Configure Router)

☐ **What is your level of Database (e.g. SQL) Administration Skills**

36. ☐ No Skills (I have not used it)
37. ☐ Basic (Basic SQL Queries)
38. ☐ Advanced (SQL Programming, Stored Procedures and Triggers)

A1. Programme's Name: _____	A5. Number of Beneficiaries: |__|__|__|__|
A2. Officer's Name: _____	A6. Coverage in terms of Districts: |__|__|__|__|
A3. Role : _____	
A4. Date of Interview: |__|__| / |__|__| / |2|0|1|8|	A7. Name of interviewer: _____

NO.	ACTIVITY	SPECIALISTS	2017			2018			
			Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
1	**INCEPTION ACTIVITIES / PROJECT KICK-OFF**								
1.1	Mobilisation of team	TL	🟩						
1.2	Clarify terms of reference and expections	TL	🟩						
1.3	Clarify and document detailed scope, functionalities, quality criteria and approach	TL, SMA	🟩						
1.4	Revise implementation plan based on stakeholder inputs	TL, SMA	🟩						
1.5	Write Detailed Project Inception Report	TL, SMA	🟩						
1.6	Sign Off Detailed Project Inception Report	TL, SMA	🟩						
1.7	Project kick-off meeting, including walkthrough of Inception Report	TL, SMA	🟩	M					
2	**OVERALL SINGLE REGISTRY ANALYSIS AND DESIGN SPECIFICATIONS**								
2.1	Development of Single Registry Reporting Framework (based on M&E framework)	TL, SMA		🟩	🟩				
2.2	Support and ensure SP Programme readiness to meet MIS guidelines - review SP programme workplans as require	TL, SMA		🟩	🟩				
2.3	Scope out document management / knowledge management components	TL, SMA, SSD, KME			🟩	🟩			
2.4	Scope out GIS design requirements	TL, SMA, GIS, SSD				🟩	🟩		
2.5	Review / validate infrastructure design and plan	SSD, SA				🟩			
2.6	Define the user profiles and role types, including the segregation of duties and access for the Single Registry	SMA, SD					🟩		
2.7	Define high level user administration processes	SMA, SD, SD&QA					🟩	🟩	
2.8	Develop replication strategy	TL, SSD, SA				🟩			
2.9	Detailed functional and technical specifications	SMA, SDA, SD&QA					🟩	🟩	
2.10	Quality assurance strategy (approach and plan)	SD&QA						🟩	
2.11	Sign Off on Detailed Single Registry Specifications and QA strategy	TL						M	

Thank you!

For further enquiries or questions, please contact:

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