

2018  
**Social  
Protection  
Conference**  
KENYA



# **Integrating #ICT4SP in Designing, Implementation and Monitoring of #Social Protection Interventions**

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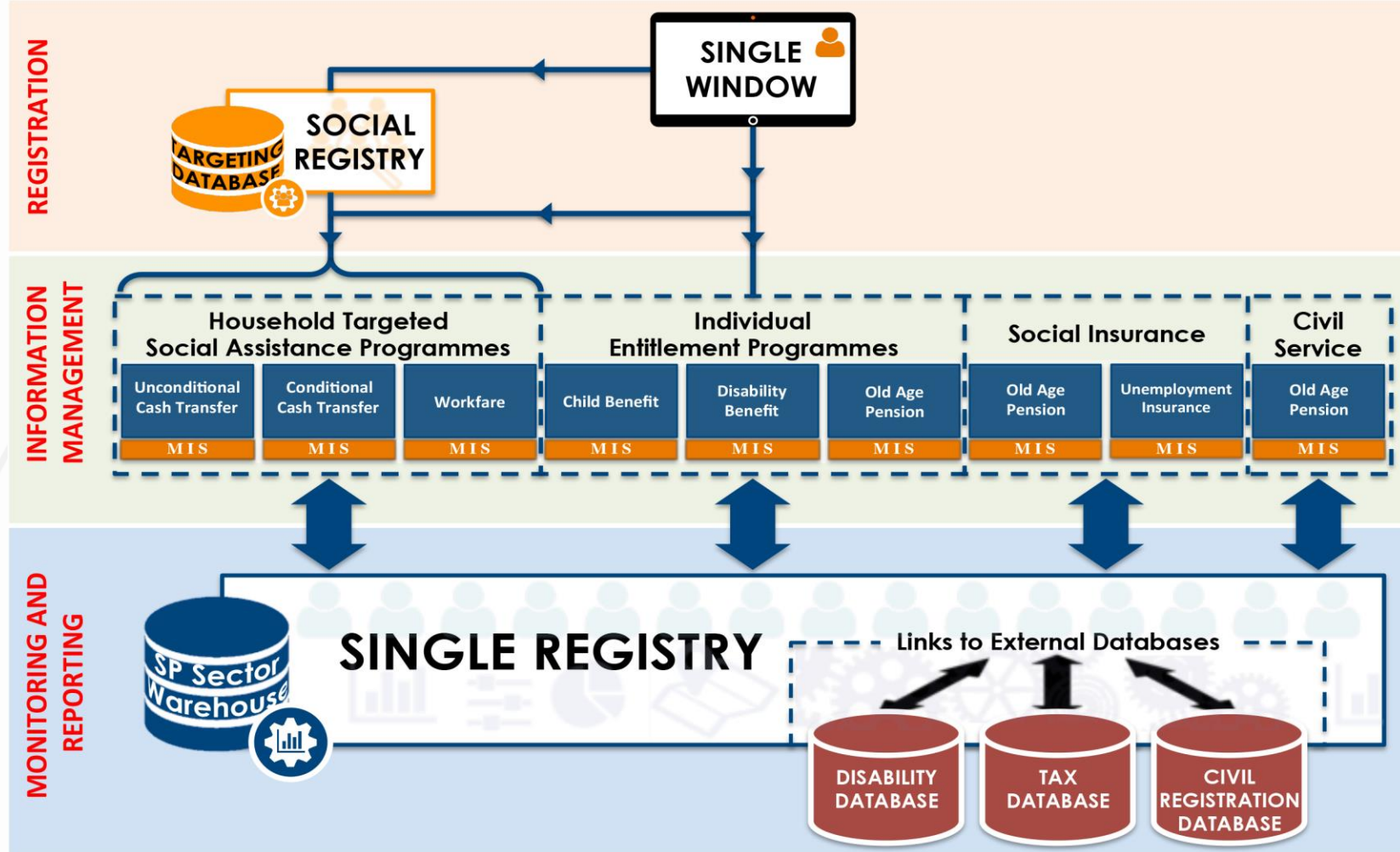
# Outline..



- **A. Introduction and definitions**
- **B. Importance of Integrating ICT in Design and Implementing Social Protection Programmes**
  - Programme MIS (Application Software + Database)
  - Integrated SP MIS (Integrated Application Software + Registry)
- **C. Technology Options for Social Protection Programmes**
  - **#ICTSP Assessment Checklist**
  - Requirement 1: **Process**
  - Requirement 2: **People**
  - Requirement 3: **Systems**



# A. Definitions and components: are they mutually exclusive?



**A standard framework for integrated information management for social protection (designed by Development Pathways)**

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## B(i). ICT for a Programme MIS...



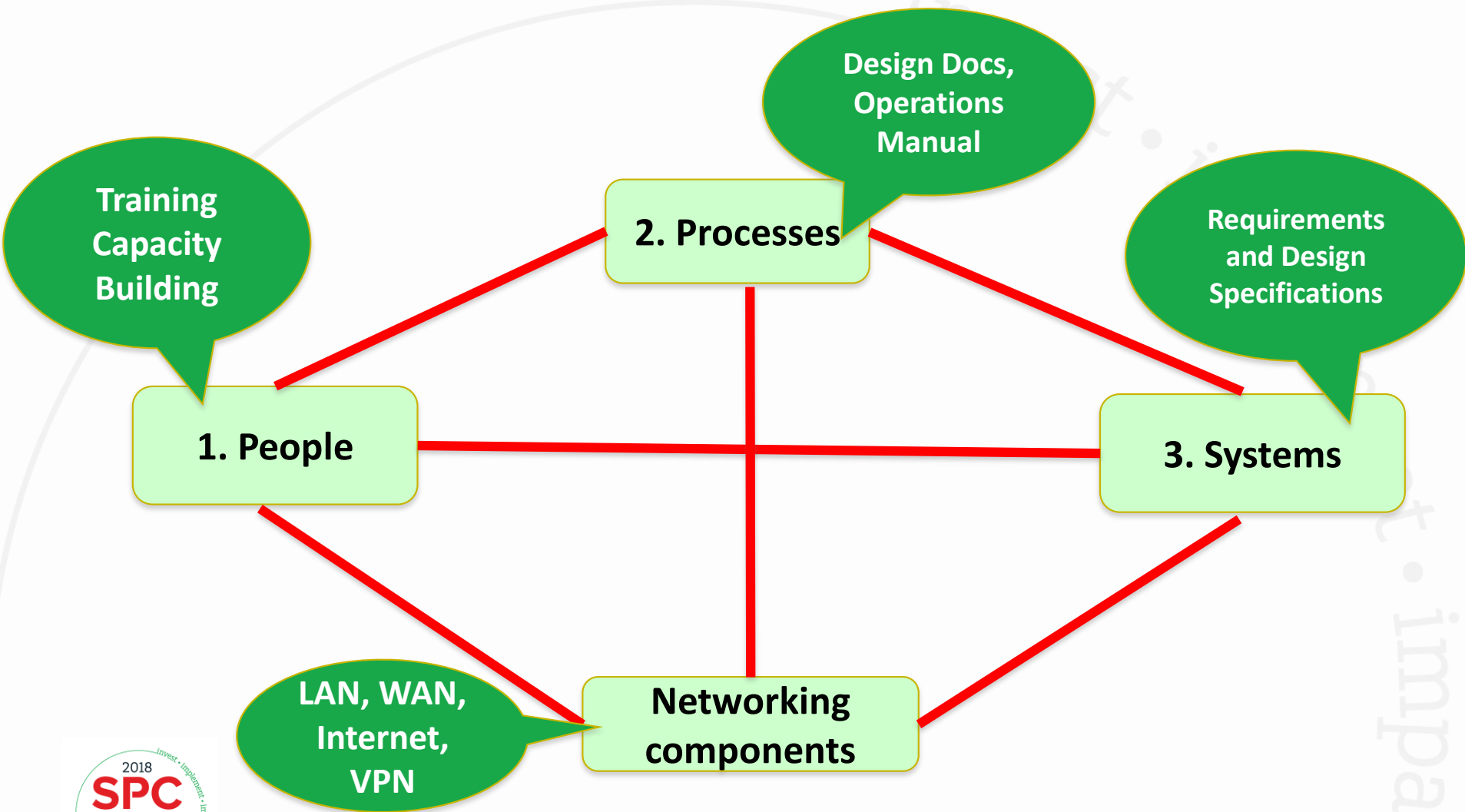
- **Registration** of applicants of social allowances can be accomplished on near real-time basis e.g. **InuaJamii70 registration of 564,989 in 3 weeks!**
- **Applicants and beneficiary** details can be **transferred** quickly using existing telecommunication systems e.g. **CCTP MIS transfers 564,989 to 4 selected PSPs in 1 minute! Notification of HSNP beneficiaries on resolution of cases by SMS instantaneously.**
- **Fast and accurate processing** of complex programme processes - e.g. computation of dependency ratios & poverty weights, computation of beneficiary entitlements and arrears and production of alerts and notification of reports.
- **Monitoring of programme operations** and production of exception reports e.g. [Single Registry dashboards](#)
- **Storage and ease of access to historical data** regarding programme beneficiaries and payrolls e.g. **South Korea Health Insurance Review and Assessment (HIRA) maintains data from 1960s in its massive data centres**

## B.(ii) ICT for Integrated Social Protection MIS (Single Registry and other forms of integrating data)...

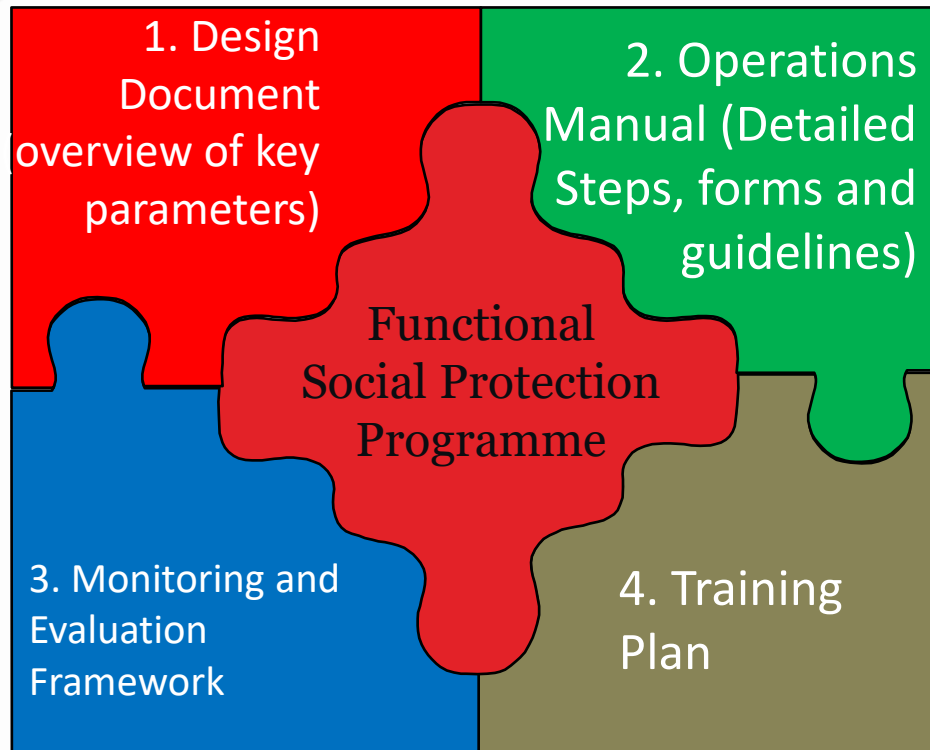


- **Oversight of programmes.** Monitor progress and performance of Social Protection schemes i.e. what has been achieved versus what was planned
- **Reporting to policy-makers.** Report to policy makers on SP scheme progress
- **Planning of Resources.** Efficient administration means less exclusion and more equitable access by priority households and individuals
- **Prevention of Error/Fraud/Duplication of Resources.** Information can be verified against civil registration databases e.g. ID database and tracking those receiving multiple benefits

# C(i). #ICT4SP Assessment Check List: three key requirements

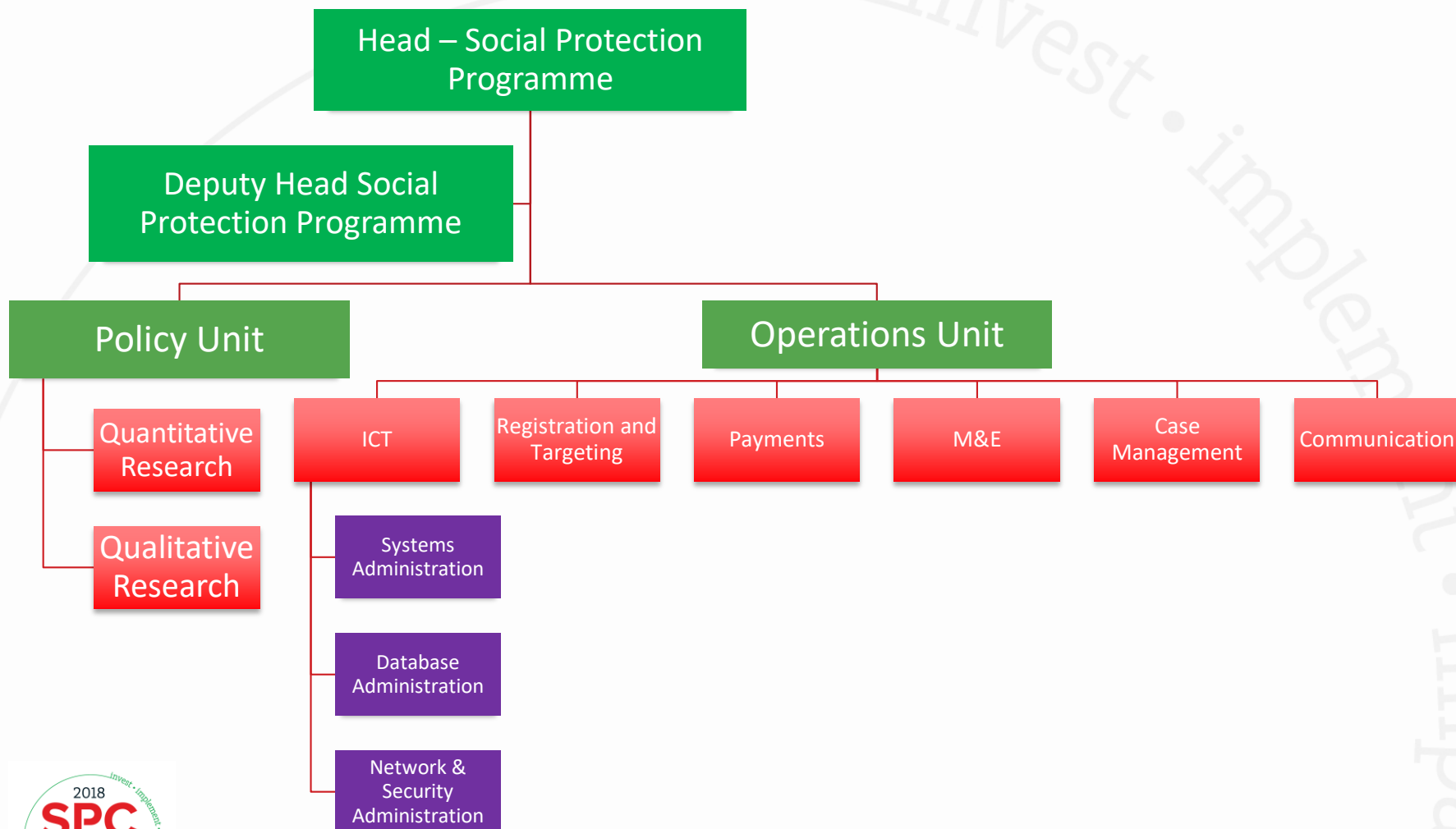


# C(ii). Requirement 1: Processes...



...seamless integration of these four elements is key for success of any social protection programme

# C(iii). Check List 2: People...



**ICT is an enabler: it does not solve programme governance issues!**



# C(iv). Check List 3: Systems...



## 1. Hardware

- Smart phones (**mobile apps**)
- Tablets (**mobile apps**)
- Laptops (**desktop & web apps**)
- Desktops (**desktop & web apps**)
- Servers (**desktop & web apps**)
- Multiple Servers set up in Data Centers (Tier 1 to Tier 4) appropriate for **large and integrated web and desktop apps**
- Fingerprint Readers (**desktop & web apps**)
- Smart Cards (**utility software**)

## 2. Software

- Mobile Registration and Monitoring Applications (**Open Data Kit, Form Hub, Mobenzi Researcher, Frontline SMS and Bespoke Solutions**)
- Desktop Applications (**Bespoke applications for registration, payments etc**)
- Web Applications (**Open SUGAR CRM and Bespoke software solutions e.g. CCTP MIS, HSNP MIS**)

## 3. Connectivity

- Local Area Network (LAN)
- Wide Area Network (WAN)
- Virtual Private Networks (**Secure tunnel over Internet**)
- Internet (**HTTP, HTTPS**)
- Intranet (**controlled private network accessed by staff**)
- Extranet (**controlled private network access by staff and other authorized persons**)
- Email (**POP3, IMAP**)
- File Transfer Protocol (**Exchanging computer files**)



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# THANK YOU!

