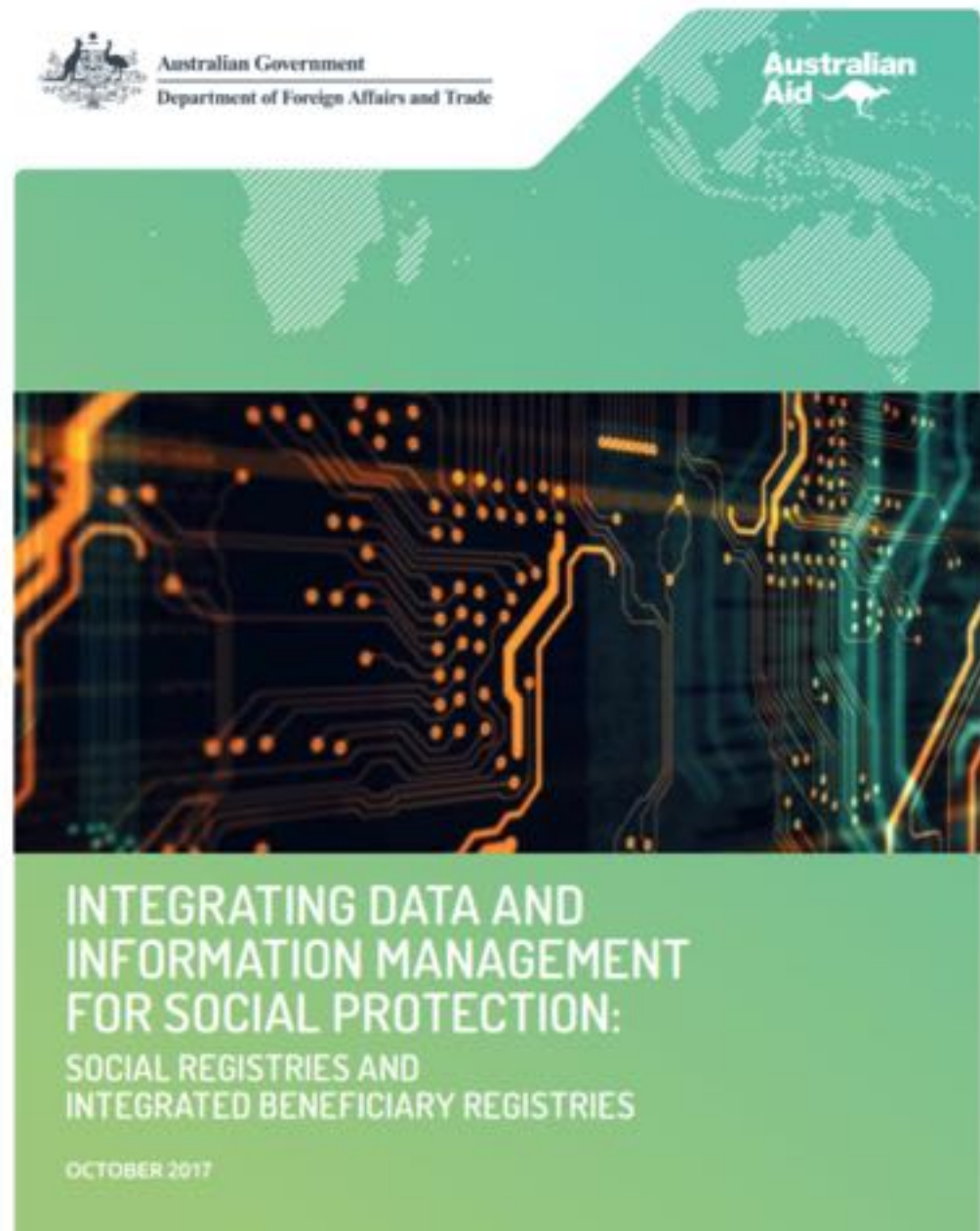


Integrated information systems for SP: opportunities and challenges

Valentina Barca

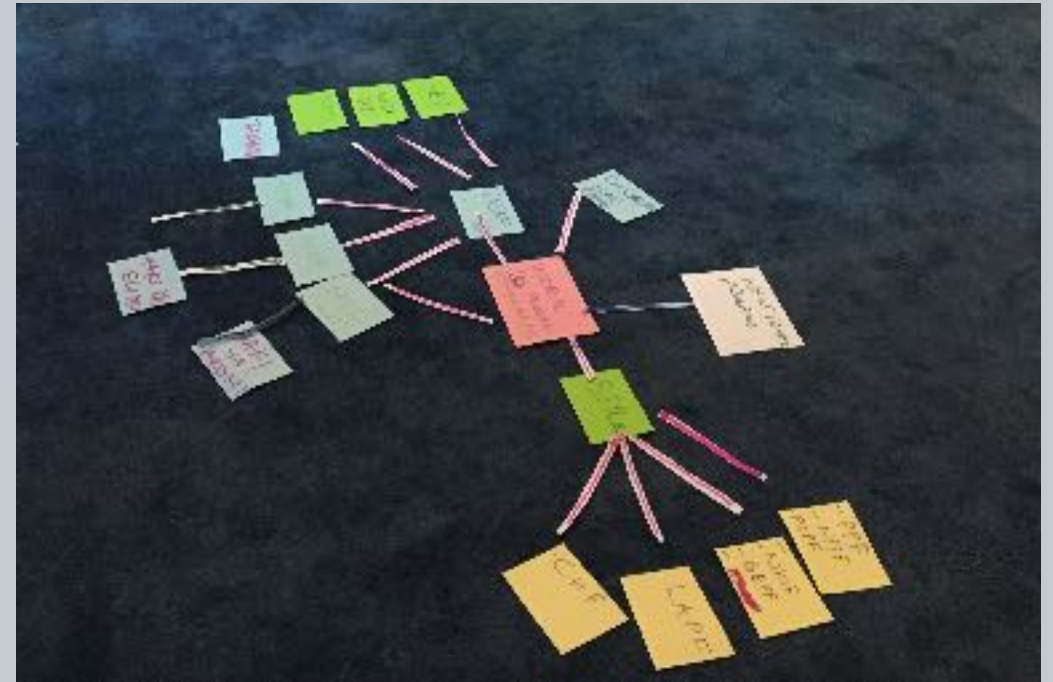


September 2018



Opportunities

Many! Yet these depend on how the system is set up – *where data is flowing to and from, how it is being collected, stored, managed and shared*



Policy objectives



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

'Operational' objectives



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



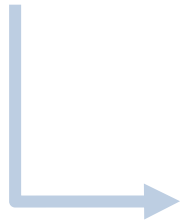
What data is being collected and stored



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?

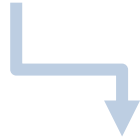
See also DFAT Infographic [here!](#)



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



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?



- 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



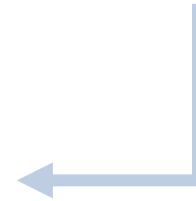
What data is being collected and stored



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



Approach to **data security/privacy**



Approach to **M&E and planning**



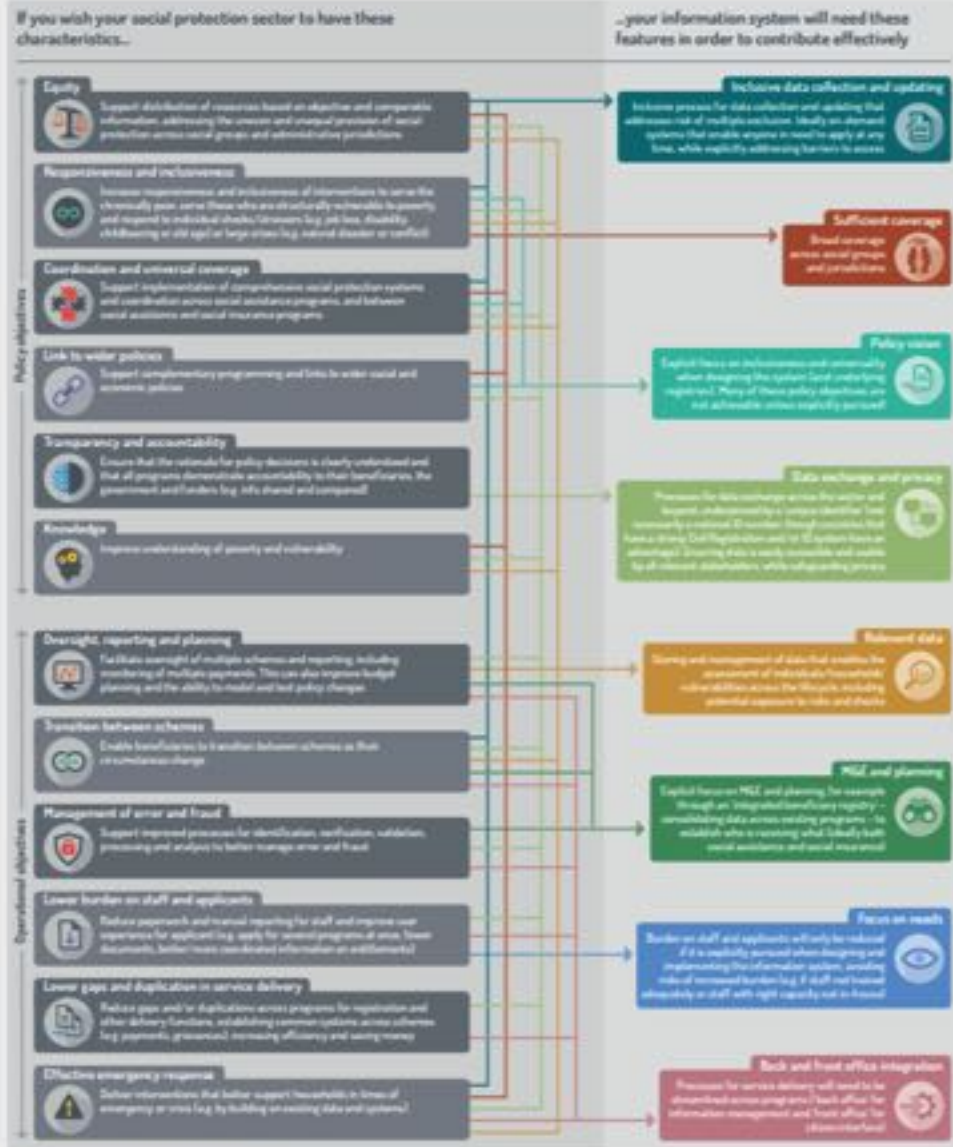
Approach to **integrated programme management?**



Role legislation, etc

See also DFAT Infographic [here!](#)

HOW TO REAP THE BENEFITS OF DEVELOPING AN INTEGRATED INFORMATION SYSTEM* FOR THE SOCIAL PROTECTION SECTOR? WHY WE NEED TO FOCUS ON POLICY AND NOT TECHNOLOGY



You can find them [here!](#)

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

The question we should be asking as policy-makers 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 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 Social Register (created 2007)	85%	National census survey in 2009-2011 and 2015-2018 (rolling on-demand)	70	No	Medium-low Authenticates user with Pakistan National ID database
Philippines' Catastrophe Relief Register (created 2008)	60%	National census survey in 2007, 2009-2010 and 2015 (rolling on-demand)	60	No	Low Not yet interoperable with other systems
Indonesia's Unified Database (SDR) (created 2011)	40%	National census for city in 2017 and 2023, based on existing country data (rolling on-demand)	5	No	Medium-low Authenticates with ID database, and has ability to link with health, education, NRE, bank database
Chile's Register Social de Registros (created 1976, enhanced 2016)	72%	Decentralized through municipalities and coordinated with data obtained from existing administrative databases	80	No	High Linked to civil registry, social insurance database, data from 13 state agencies and 145 municipalities
Brazil's Cadastro Único (created 2003)	43%	Decentralized through municipalities, with some data when needed at central level across specific national areas. Obligation to update data every 2 years	30	Only from these families	Medium-low Linked data-sharing and interoperable
Rwanda's Single Registry (created 2010)	8%	Each program linked has a different data source or methodology	5	Yes, as this is an integrated Beneficiary Registry by construction	Medium Authenticates with ID/Consentation registry and bank database, and is linked to other databases in plan
Turkey's Integrated Social Assistance System (SAS) - or Belirli (created 2006, updated 2015)	45%	Decentralized registration through municipalities, with data links when needed, coordinated with data from other local existing administrative databases	17	No	High Linked to 31 different public institutions through 111 different web services



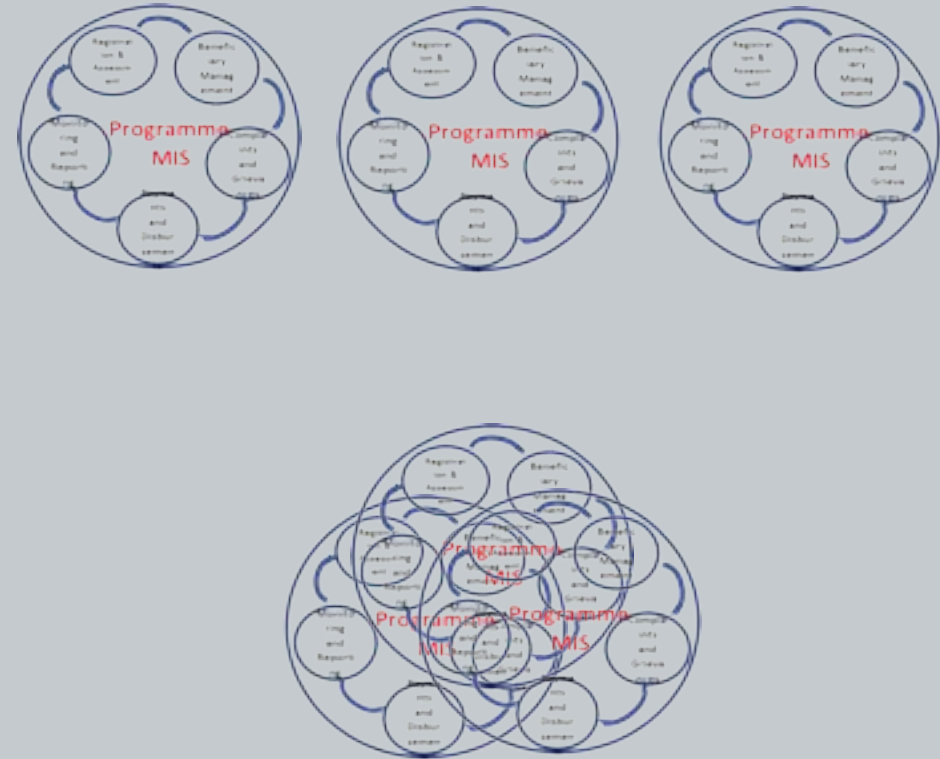
Other important variations not listed here include: the level of data security/privacy guaranteed; whether data exchange is real-time or not; opportunities for data access at district-level and for external stakeholders; accessibility; what data is being collected and stored (e.g. what variables)

For further information:
 • Join our online community, at <http://socialprotection.org/learn/communities/social-registries> and integrated into social protection.
 • Sign up to our newsletter: updates@socialprotection.org
 • Read our full report and policy brief, at <http://oecd.org/au/aid-cooperation/Policy-Integrating-data-information-management-social-protection.aspx>

*An integrated information system is similar to the formal system that enables the flow and management of information within the social protection sector (eg unemployment and variables beyond it) across. For further information, see: OECD, Integrating data and information management for social protection: social registries and integrated beneficiary registries. Canberra: Department of Foreign Affairs and Trade, London: Centre for Social Assistance and Beyond, 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

Software design

Data storage and
management

Data security and
privacy

Data collection

Interoperability and
data sharing

Software updating
and maintenance

Poverty/
vulnerability
analysis

SP business
processes

Coordination. MoUs
etc other social
sector

Data visualisation,
M&E etc

**Capacity
for what?
Some
examples**



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

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>



Australian Government

Department of Foreign Affairs and Trade

www.opml.co.uk

OPMglobal

