### **Talking Interoperability**

In Focus | Jordan



### Opening



### Ernesto Brodersohn

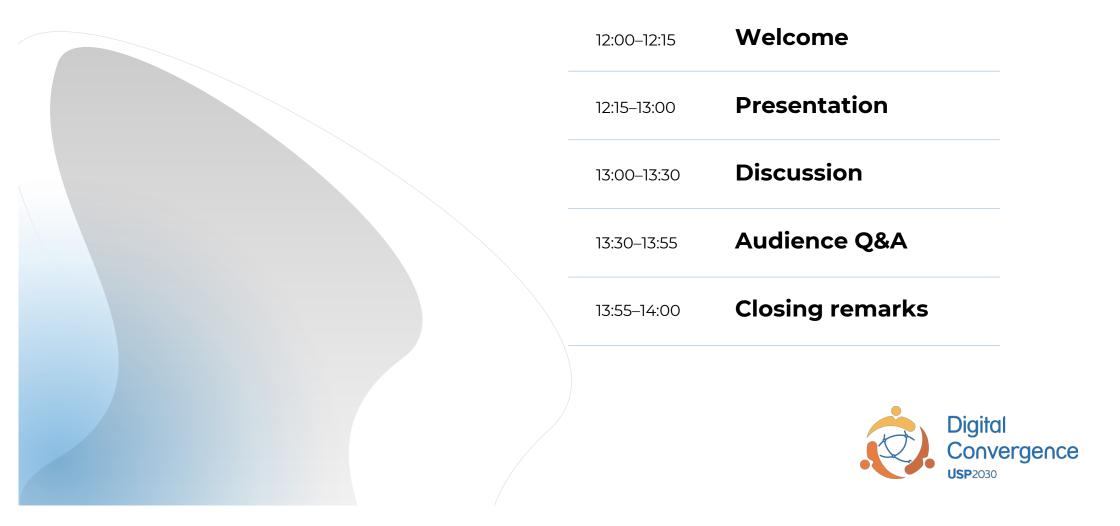
Coordinator of Technical Commissions on Management and ICT, ISSA



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### Housekeeping rules

- Ask your questions in the Q&A box
- Share any comments or resources in the chat
- Simultaneous interpretation is available Select the language in the interpretation icon on control bar
- Session will be recorded





Your text can be seen by panelists and other







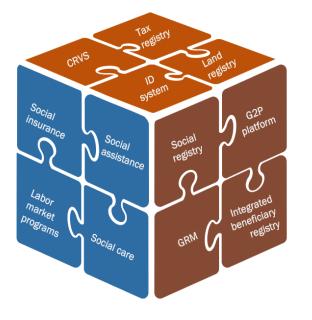
attendees

### The Digital Convergence Initiative (DCI)

A joint effort by USP2030 members and non-members, governments, development partners and private sector towards creating a harmonized and interoperable digital ecosystem for social protection

Building consensus-based standards for interoperability to

- **foster an ecosystem for innovation** by ICT solution providers to build products that are interoperable, easy to use, integrate, maintain and scale
- reduce time and costs of developing solutions at the country/program level
- enable programs and countries to mix and match different components from different suppliers
- **ensure that systems are future-proof by design**, regardless of current levels of policy and information systems maturity





### **Talking interoperability**

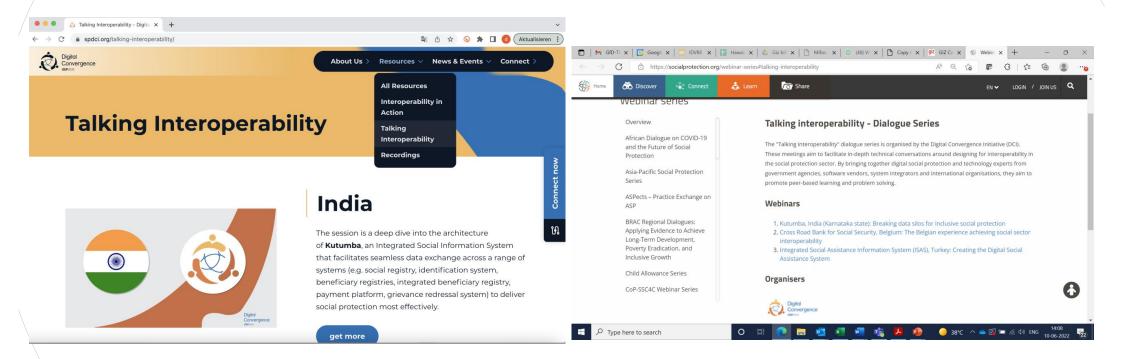
A monthly dialogue series by the DCI to facilitate in-depth technical conversations around integrated and interoperable SP information systems across countries

### Deep dive into one country-level system per session to...

- share the technical nuts and bolts of how agencies have designed their social protection information systems for interoperability
- understand how agencies have tackled the major challenges to interoperability.
- brainstorm potential solutions to remaining bottlenecks



### **Recordings of past sessions available**



Past Events – Talking Interoperability

https://socialprotection.org/webinar-series#talkinginteroperability



## Introductions

#### Presenters



#### Mr. Wael Zatar:

Sr. Technical Project Manager & Lead Technical Specialist for the NUR



#### Mr. Jeries Shahin

World Bank, Senior Social Protection Systems Consultant



#### Dr. Sabri Al-Zboon:

National Aid Fund, Head of National Unified Registry Technical Committee



#### Discussants



#### Ahmet Fatih Ortakaya

Senior Social Protection Specialist, World Bank



Sengchheang Chhun

ICT and Digitalisation Advisor, GIZ Cambodia Moderator



Luca Pellerano

Senior Social Protection Specialist, Arab States, ILO



#### Presenter



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#### Discussant



### Sengchheang Chhun

ICT and Digitalisation Advisor, GIZ Cambodia



#### Moderator



### Luca Pellerano

Senior Social Protection Specialist, Arab States, ILO



# National Unified Registry



### Agenda

Poverty in Jordan & Government Interventions

Historical Background of the National Unified Registry

The Implementation of the National ID in Jordan

**Current NUR Architecture** 

The Way Forward: The National Unified Social Protect Registry

#### **NUR Technical Architecture**

A Walkthrough in the National Unified Registry

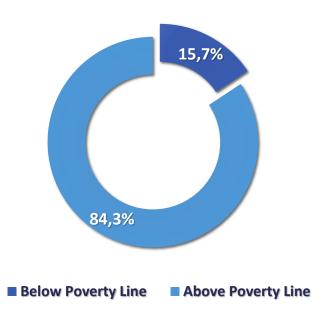


## Poverty in Jordan



### **Poverty Numbers**





# Total Population 11.3M Individuals 2.345M HH

Source: National Social Protection Strategy 2019-2025



### Government Cash Transfer Programs The National Aid Fund

#### Unified Cash Transfer Program

- Target Group
  - Poor Households
- Coverage
  - 123K HH
  - 727K Individuals

#### Monthly Payment Program

- Target Group
  - Elders
  - Orphans
  - Permanent Inabilities
  - People with Disabilities
  - Unsupported Women
  - Divorced Women
  - Other categories
- <u>Coverage</u>
  - 94K HH
  - 300K Individuals



# The National Unified Registry Historical Background



### What is the National Unified Registry

The National Unified Registry is a backend data integrator that connects various citizen related governmental registries.



### Historical Background

The Project was successfully implemented by 2019, aimed to set up as a data integrator

The platform was first tested during the implementation of the NAF Cash Transfer program expansion in 2019

In 2019, the cabinet formed a committee from the Ministry of Planning & International Cooperation, Ministry of Digital Economy & Entrepreneurship, and the National Aid Fund to oversee the platform and plan the transition into a social registry



### National Unified Registry Committee

#### National Aid Fund

 Managing the Social Assistance Platform (CBT) Linked with the NUR (NAF MIS) Ministry of Planning & International Cooperation

Committee Chairmanship

Ministry of Digital Economy & Entrepreneurship

- Managing, maintaining & operating the NUR
- Adding new entities and facilitating the data access
- Building electronic portals for different parties to benefit from the system

Planning for a transition to a social registry by 2024



# The Implementation of the National ID in Jordan



### National ID Background

Nationalized use of the unified identifier for all Jordanians (<u>ID use for</u> <u>individuals</u>), given upon birth in the Civil Status Department

For each household, a **family booklet** is issued with a **unique civil record ID**, also registered in the Civil Status Department

All governmental entities in Jordan use the ID and the civil record ID, to document and track registries.

The GoJ uses a unique identifier for non-Jordanians in the country (personal ID)

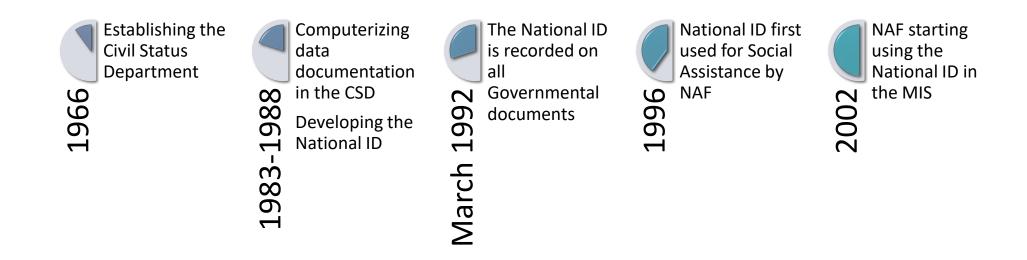


### Identification of Jordanian Citizens

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### Timeline of Implementing the National ID





### The Use of the National ID

### IN THE NATIONAL UNIFIED REGISTRY

#### IN PAYMENTS

Served as a unique identifier for the citizens

All bank accounts have the beneficiary National ID on the record

Served as the key to retrieve information about individuals from all registries All e-Wallets are linked to the beneficiary National ID and the mobile number



## Current Architecture



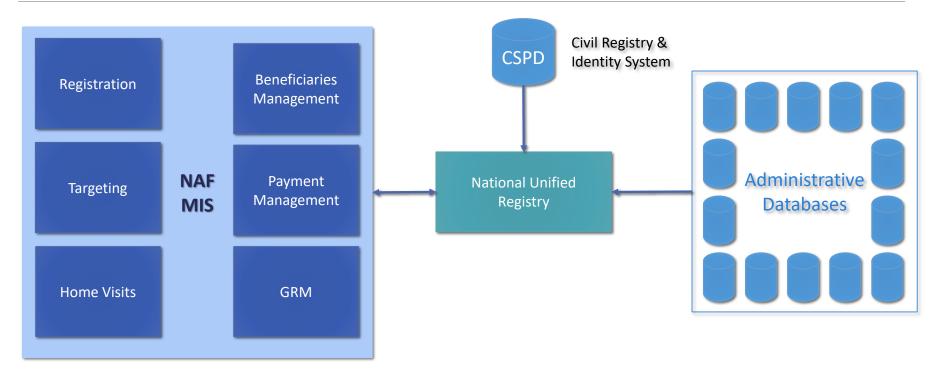
### **Key Success Factors**

The presence of a wellmaintained National ID structure The connectivity of governmental agencies through a secure government network

The presence of a wellbuilt government service bus



### The National Unified Registry & NAF MIS







### Entities & Registries





### Entities & Registries

Businesses' Information	<ul> <li>Registry of Companies (Companies Control Department)</li> <li>Registry of Sole Proprietorships (Ministry of Industry, Trade &amp; Supplies)</li> <li>Vocational Licenses Registry (Greater Amman Municipality)</li> <li>Registry of Bidders (Government Tendering Department)</li> <li>Registry of Importers &amp; Exporters (Jordan Customs)</li> </ul>
Employment & Skills Information	<ul> <li>Registry of Subscribers (Social Security Corporation)</li> <li>National Employment Platform – Sajjil (Ministry of Labour)</li> <li>Registry of Civil Servants (Civil Service Bureau)</li> <li>Registry of Qualified Applicants (Civil Service Bureau)</li> </ul>
Education Information	<ul> <li>Registry of School Students (<i>Ministry of Education</i>)</li> <li>Registry of University Students (<i>Ministry of Higher Education &amp; Scientifc Research</i>)</li> <li>Registry of Vocational Training (<i>Vocational Training Corporation</i>)</li> </ul>



## Entities & Registries

Loan Information	<ul> <li>Registry of Agriculture Loans (Agriculture Credit Corporation)</li> <li>Registry of Development Loans (Development &amp; Employment Fund)</li> <li>Registry of Loans (Orphans Fund Development Corporation)</li> </ul>
Vehicles Information	<ul> <li>Registry of Drivers (<i>Public Security Directorate / Drivers &amp; Vehicles Licensing Department</i>)</li> <li>Registry of Vehicles (<i>Public Security Directorate / Drivers &amp; Vehicles Licensing Department</i>)</li> <li>Registry of Public Transportation Vehicles (<i>Land Transport Regulatory Commission</i>)</li> </ul>
Social Services Information	<ul> <li>Registry of Health Insurance (<i>Ministry of Health / Health Insurance Directorate</i>)</li> <li>Registry of the Monthly Aid Programme Beneficiaries (<i>National Aid Fund</i>)</li> <li>Registry of the Unified Cash Transfer Program (<i>National Aid Fund</i>)</li> </ul>



## Entities & Registries

Other Information • Registry of Financial Claims (*Ministry of Justice*)

- Registry of Bails (*Ministry of Justice*)
- Registry of Foreign Labour (*Ministry of Labour*)
- Registry of Juveniles (*Ministry of Social Development*)
- Registry of Travelers (*Public Security Directorate* / *Residency & Borders Department*)
- Registry of Alimony (*Supreme Judge Department*)



## NUR & Citizens Data

### Data is retrieved based on the National ID

Authority is given by the data custodian to the requester based on the *Minimum Viable Data* concept



## The Way Forward: The National Unified Social Protection Registry



## What is a Social Registry

Social registries are information systems that support outreach, intake, registration, and determination of potential eligibility for one or more social programs



## What does a Social Registry serve as?

### Social Policy Role Inclusion System

• Gateway for individuals and families to be considered for potential inclusion in one or more social programs based on their condition assessment

#### Operational Role Information System

- Support registration and determination of potential eligibility for social programs
- Contain information on all registrants, regardless of their eligibility



# The Vision of the National Unified Social Protection Registry (NUR-SP)

# A unified gateway for citizens to access the social protection services



### Main Elements

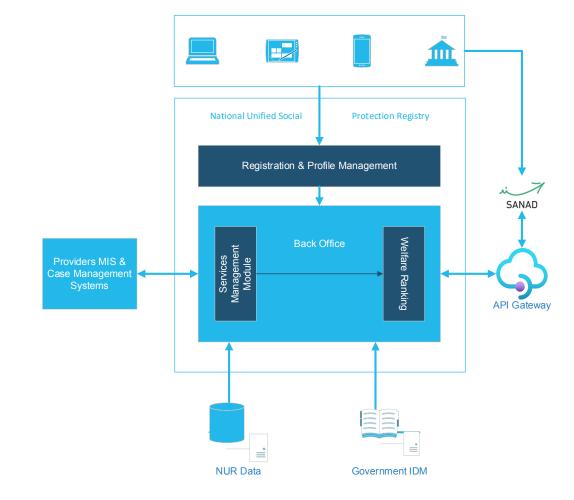
Unified Comprehensive Intake Form

Unified Welfare Ranking Formula Multiple Eligibility Criteria (per program)

Intelligent Targeting

Services Scalability

### Architecture



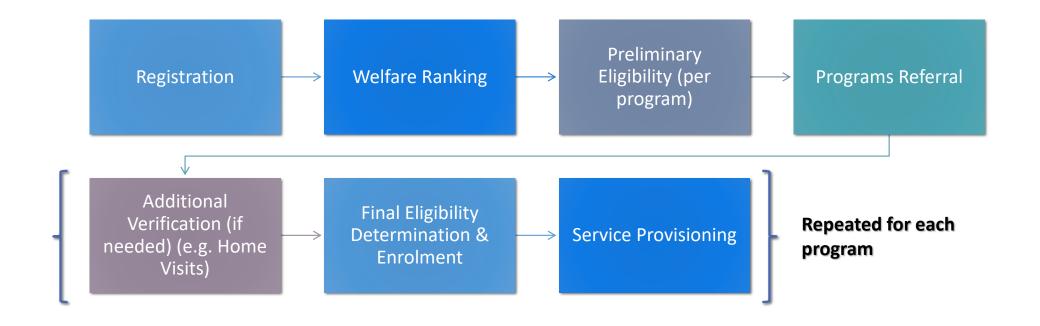


# Current Process (Repeated for Each Program)





## Envisioned Process (Multiple Programs)





### **Pilot Services**

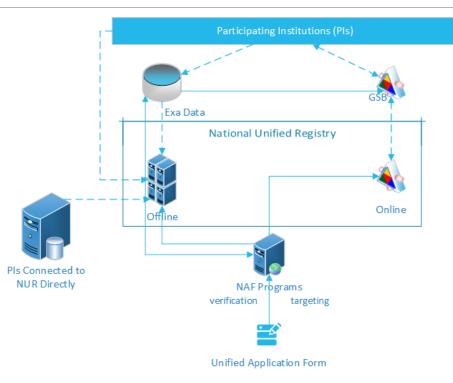
Unified Cash Transfer Program	Health Insurance for Poor Households	Energy Support for Poor Households
Housing for Poor Households	Special Rehabilitation for PWD	In-kind Assistance (through major NGOs)



## NUR Technical Architecture

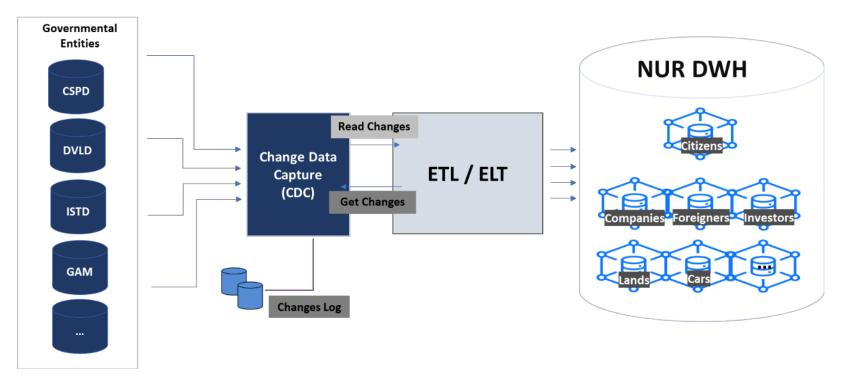


## System Architecture





## Conceptual Architecture







### Data Exchange Protocols & Security

Data is loaded back-to-back using either CDC or ETL methods

Data is loaded into the data warehouse in a star-schema based on the National ID

Data is accessed by consuming agencies through APIs built automatically by the query builder

Access to data is given by the data custodian through defining accessible tables and columns for each consuming agency

NUR is published through a secure government network with no direct access to the internet



## NUR Demonstration



## NUR Authentication

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## NUR Authentication

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## Query Builder

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## Query Builder Results

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## Questions





### Manuel Rodriguez Pumarol

Chief of Social Policy, UNICEF, Jordan



### Support the Initiative

- Support the process of consensus building and harmonization of standards.
- Spread awareness about the initiative
- Promote adoption of standards and other outputs
- Adopt the standards and other outputs in your SP
  projects and share feedback

#### **Participate in working groups**

Group 1 : Payment layer interoperability Group 2 : CRVS layer interoperability Group 3 : Identification layer interoperability

#### Levels of participation

Level 1: Share existing materials Level 2: Review outputs Level 3: Join group discussions and validation workshops Level 4: Drafting standards and guidelines alongside facilitators



### **Connect with Convergence Initiative**











socialprotection-convergence.discourse.group

social-protection-convergence-initiative @sp convergence



@sp\_dci

### **Upcoming Events**



Next sessions Talking Interoperability

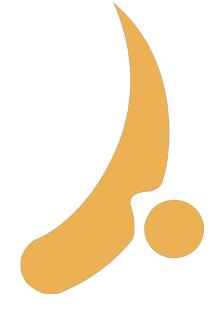
20 July 2022, 12:00-14:00 GMT

#### Next sessions Interoperability in Action

9 June 2023, 12:00 – 14:00 GMT ( Disability Registry) Register: <u>contact@spdci.org</u> or on <u>https://www.spdci.org</u>)

24 August 2023, 12:00 - 14:00 GMT

Register: <u>https://www.socialprotection.org</u>





# Thank you

Make sure to answer our survey which will appear on your browser, and join us for the next sessions!

+ know more and become a member of



social**protection**.org