Talking Interoperability

In Focus | Jordan

Digital Convergence
USP2030

Opening

Ernesto Brodersohn

Coordinator of Technical Commissions on Management and ICT, ISSA

Digital Convergence
USP2030

Digital Convergence
USP2030

Agenda

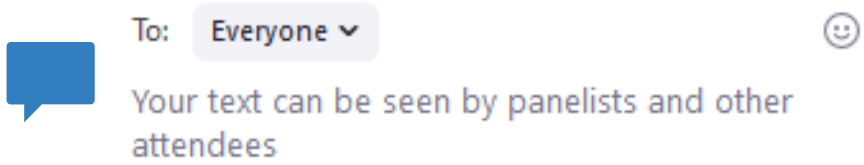
12:00–12:15	**Welcome**
12:15–13:00	**Presentation**
13:00–13:30	**Discussion**
13:30–13:55	**Audience Q&A**
13:55–14:00	**Closing remarks**

Digital Convergence
USP2030

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

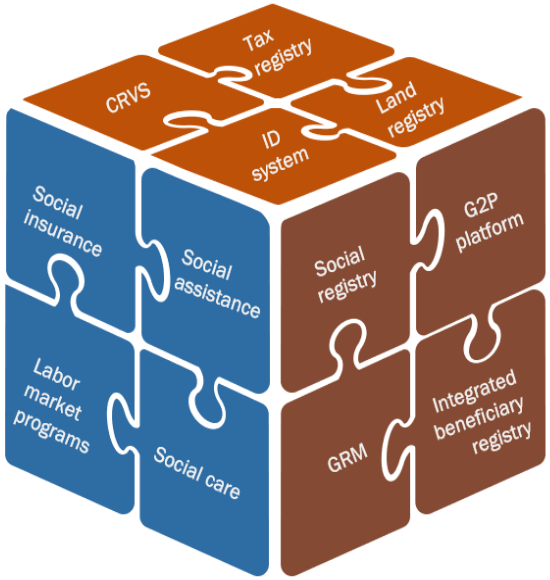
Digital Convergence
USP2030

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



Digital Convergence
USP2030

Talking interoperability

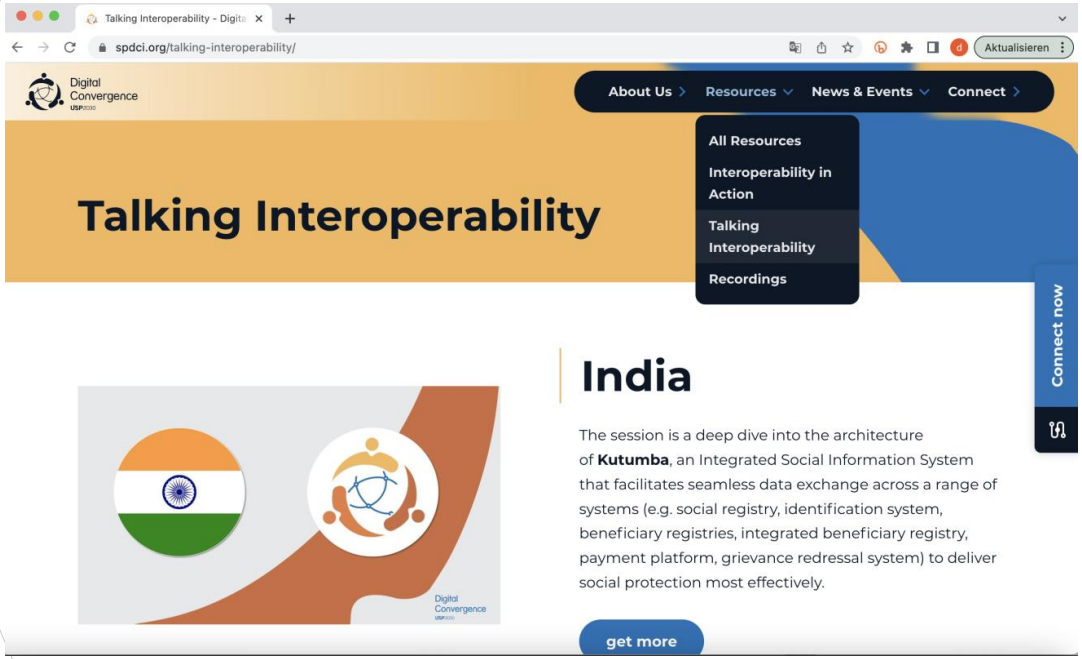
A monthly dialogue series by the DCI to facilitate in-depth technical conversations around integrated and interoperable SP information systems across countries

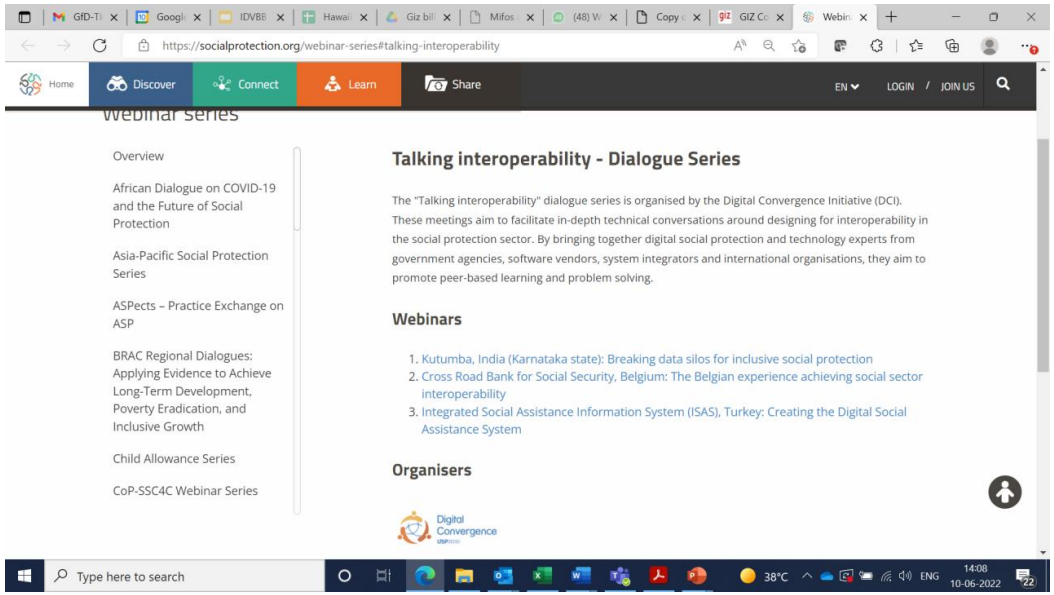
Deep dive into one country-level system per session to...

- 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

Digital Convergence
USP2030

Recordings of past sessions available





[Past Events – Talking Interoperability]

https://socialprotection.org/webinar-series#talking-interoperability

Digital Convergence USP2030

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

Digital Convergence
USP2030

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

Digital Convergence
USP2030

Presenter

Mr. Wael Zatar

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

Digital Convergence
USP2030

Presenter

Mr. Jeries Shahin

World Bank, Senior Social Protection Systems Consultant

Digital Convergence
USP2030

Presenter

Dr. Sabri Al-Zboon

National Aid Fund, Head of National Unified Registry Technical Committee

Digital Convergence
USP2030

Discussant

Ahmet Fatih Ortakaya

Senior Social Protection Specialist, World Bank

Digital Convergence
USP2030

Discussant

Sengchheang Chhun

ICT and Digitalisation Advisor, GIZ Cambodia

Digital Convergence
USP2030

Moderator

Luca Pellerano

Senior Social Protection Specialist, Arab States,
ILO

Digital Convergence
USP2030

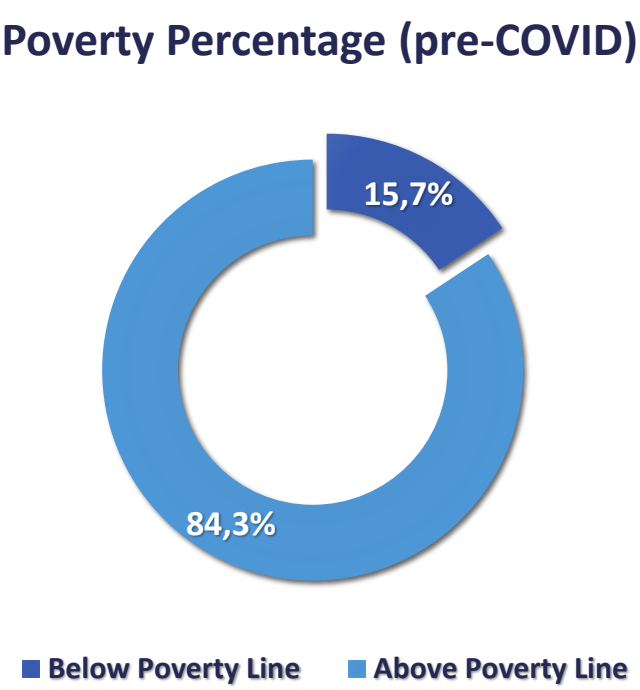
National Unified Registry

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
- Coverage
  - 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.

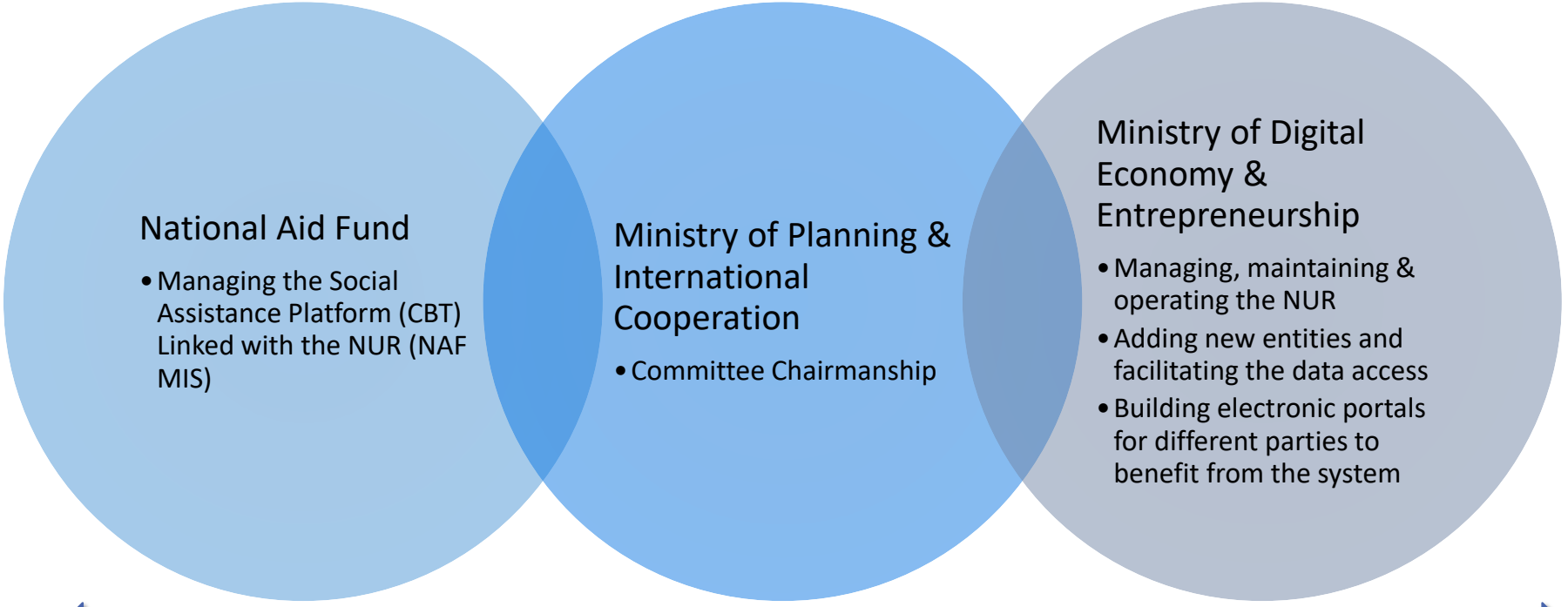
Historical Background

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



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 **(ID use for individuals),** 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

Timeline of Implementing the National ID

1966

Establishing the Civil Status Department

1983-1988

Computerizing data documentation in the CSD

Developing the National ID

March 1992

The National ID is recorded on all Governmental documents

1996

National ID first used for Social Assistance by NAF

2002

NAF starting using the National ID in the MIS

The Use of the National ID

IN THE NATIONAL UNIFIED REGISTRY

- Served as a unique identifier for the citizens
- Served as the key to retrieve information about individuals from all registries

IN PAYMENTS

- All bank accounts have the beneficiary National ID on the record
- All e-Wallets are linked to the beneficiary National ID and the mobile number

Current Architecture

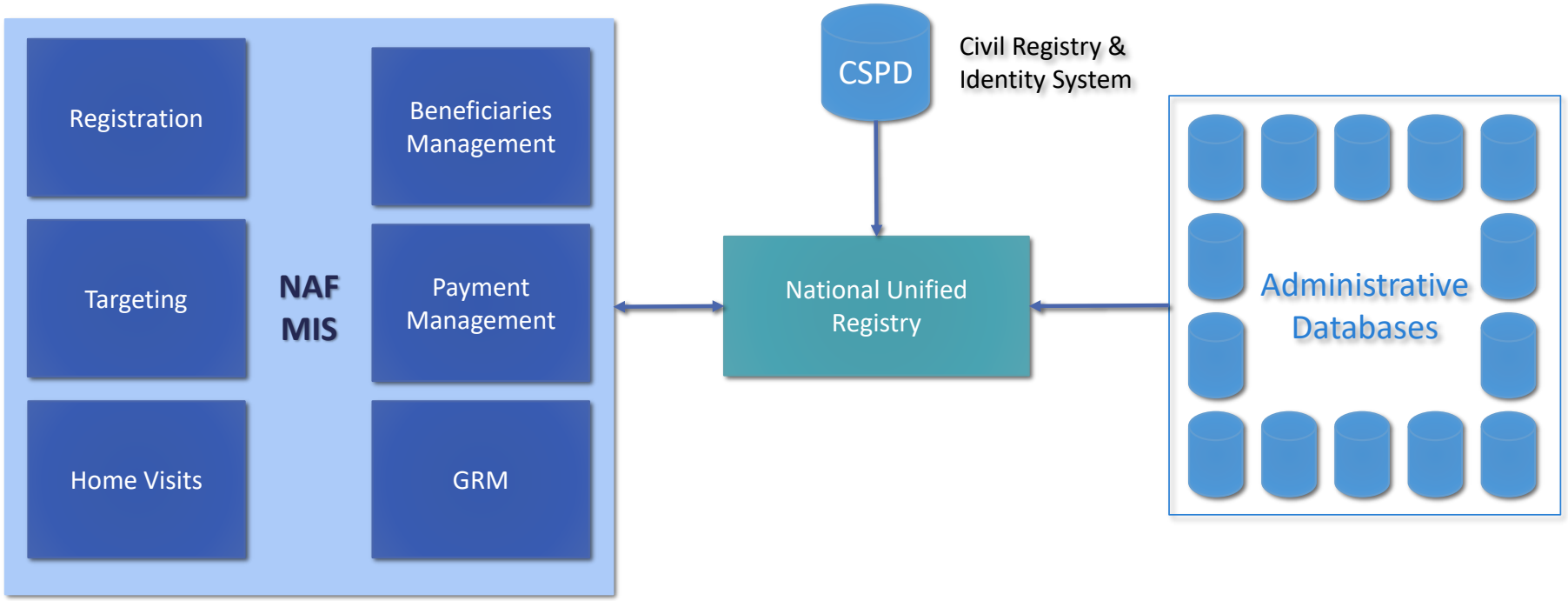
Key Success Factors

The presence of a well-maintained National ID structure

The connectivity of governmental agencies through a secure government network

The presence of a well-built government service bus

The National Unified Registry & NAF MIS



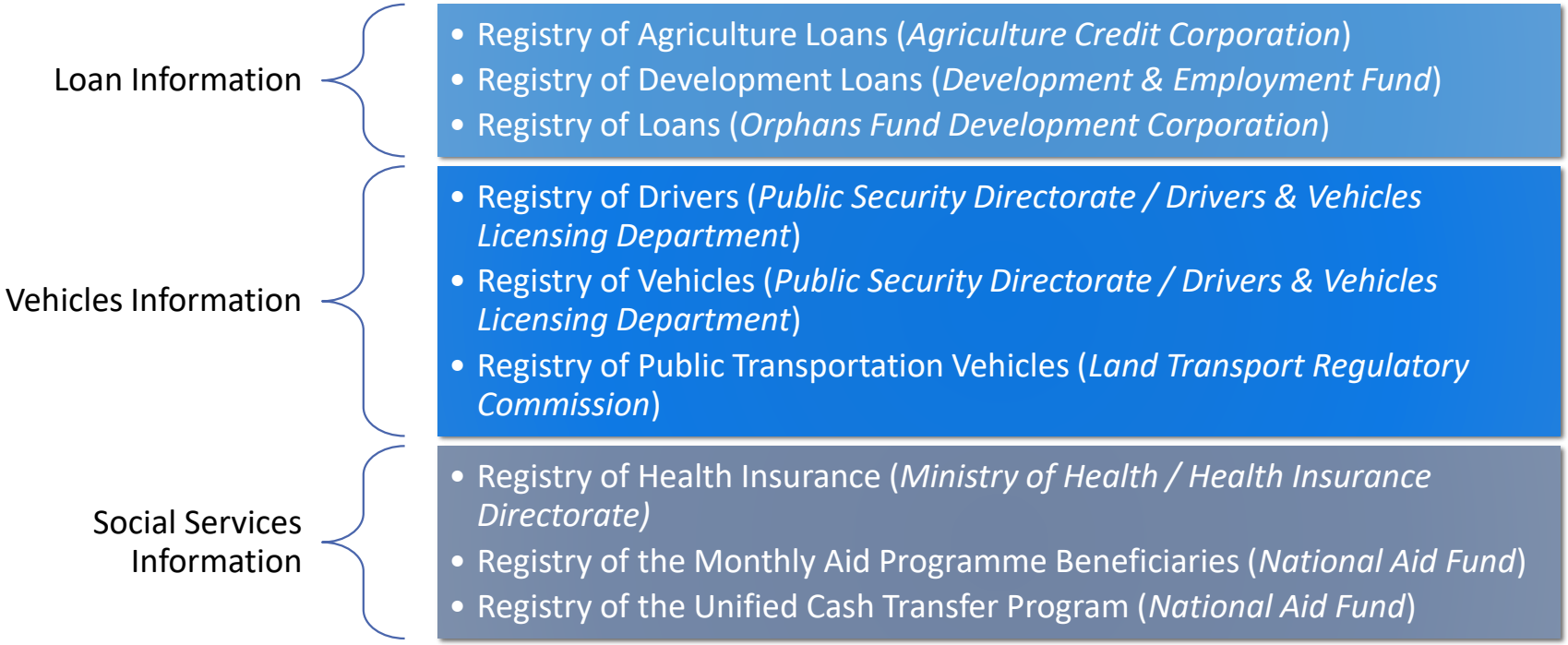
Entities & Registries

Civil Registration	• Civil Registry (*Civil Status & Passport Department*)
Tax Information	• Registry of Taxpayers (*Income & Sales Tax Department*)
Social Security & Retirement Information	• Registry of Retirees (*Social Security Corporation*) • Registry of GAM Retirees (*Greater Amman Municipality*) • Registry of Civil & Military Retirees (*Ministry of Finance / Department of Civil & Military Retirement*)
Land Information	• Registry of Properties (*Department of Land & Survey*) • Registry of Property Tax in Amman (*Greater Amman Municipality*) • Registry of Property Tax in the Municipalities (*Ministry of Local Administration*) • Registry of Properties *(Housing & Urban Development Corporation)*

Entities & Registries

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

Entities & Registries



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

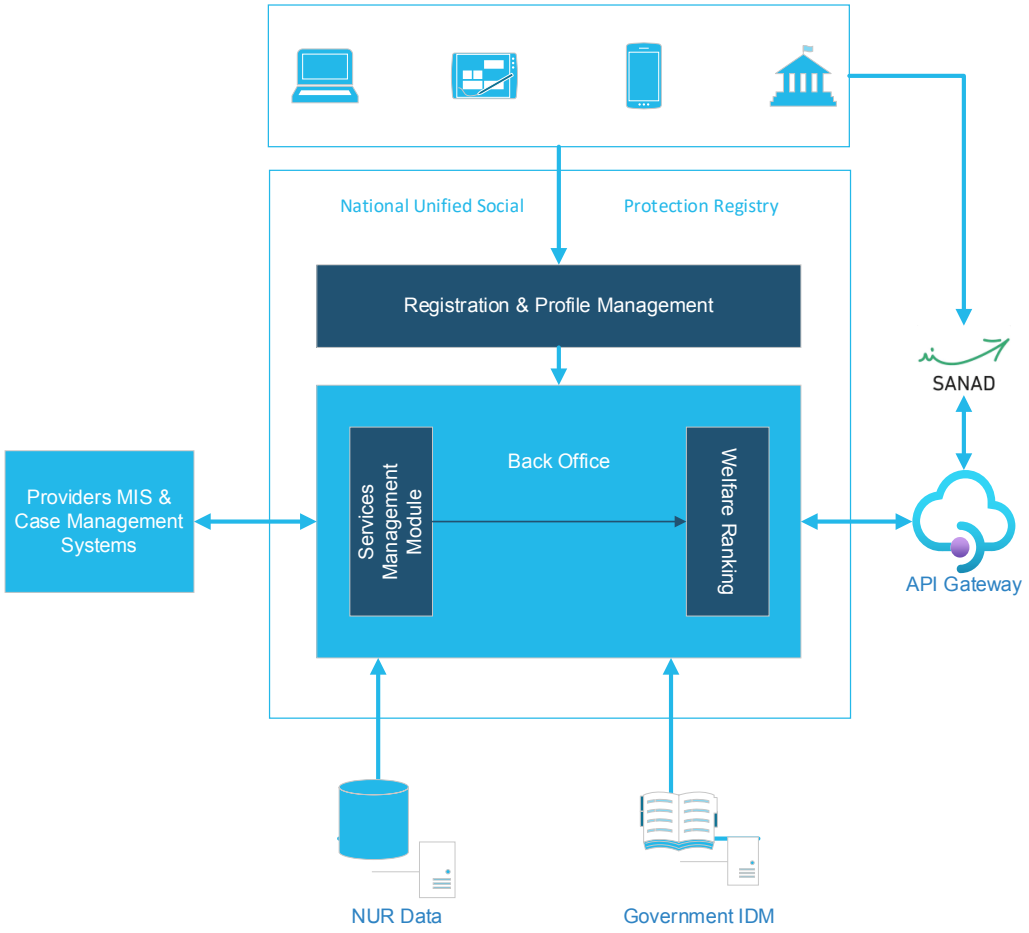
Unified Welfare Ranking Formula

Multiple Eligibility Criteria (per program)

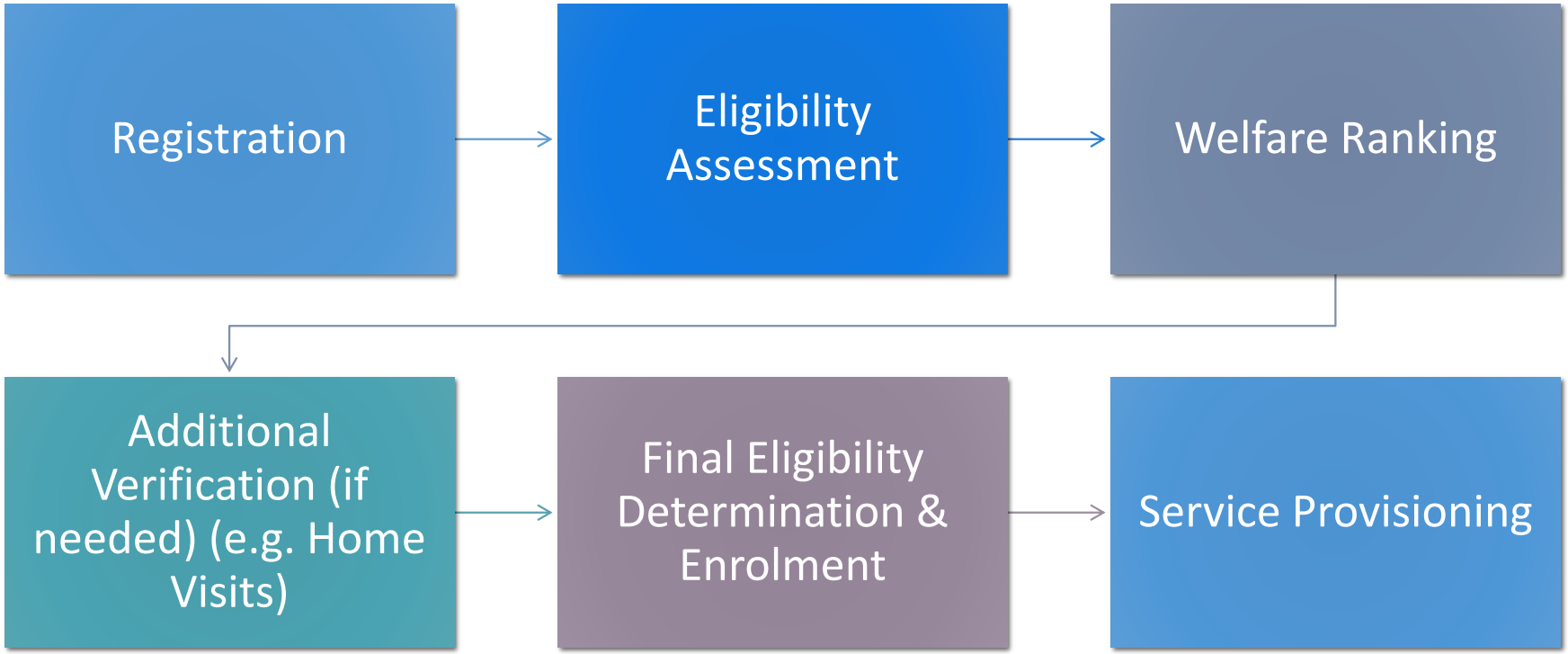
Intelligent Targeting

Services Scalability

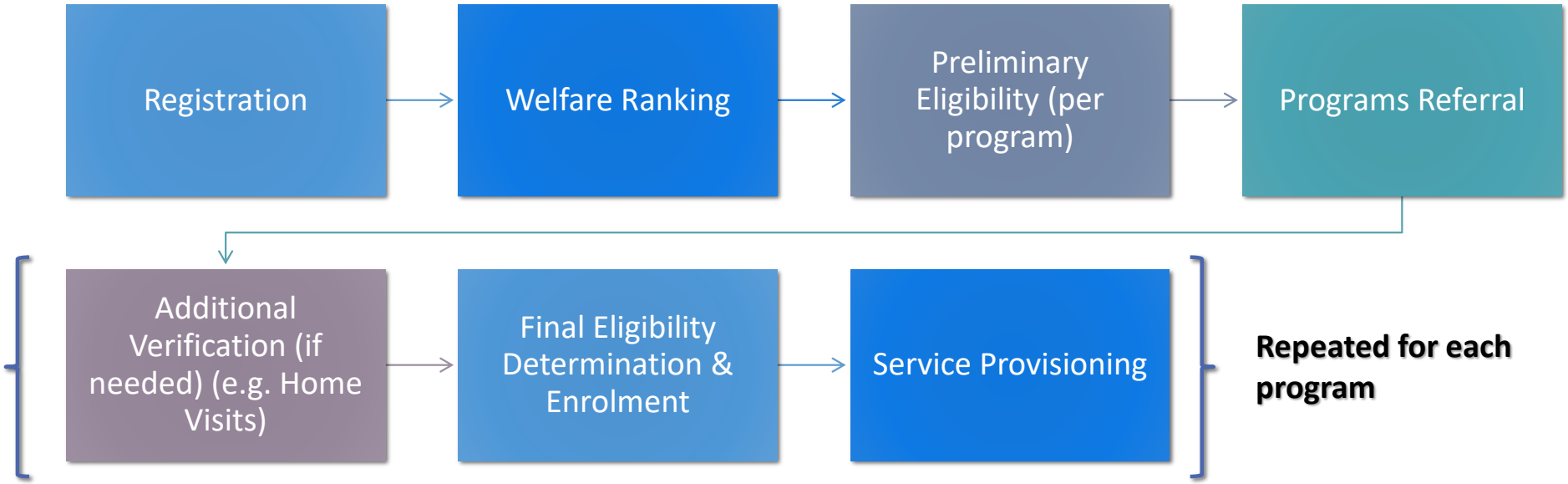
Architecture



Current Process (Repeated for Each Program)



Envisioned Process (Multiple Programs)

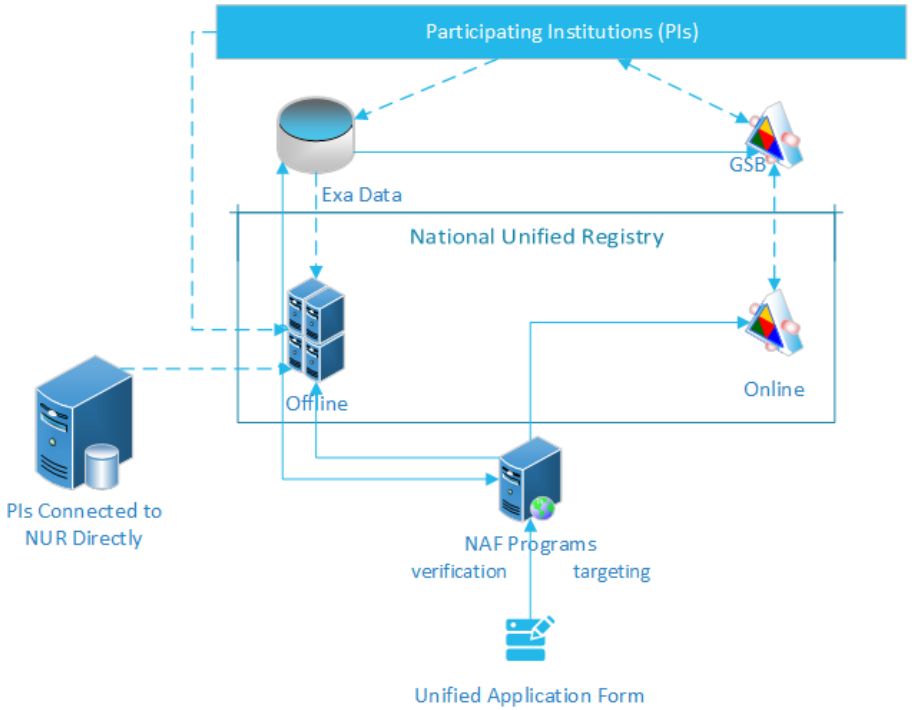


Pilot Services

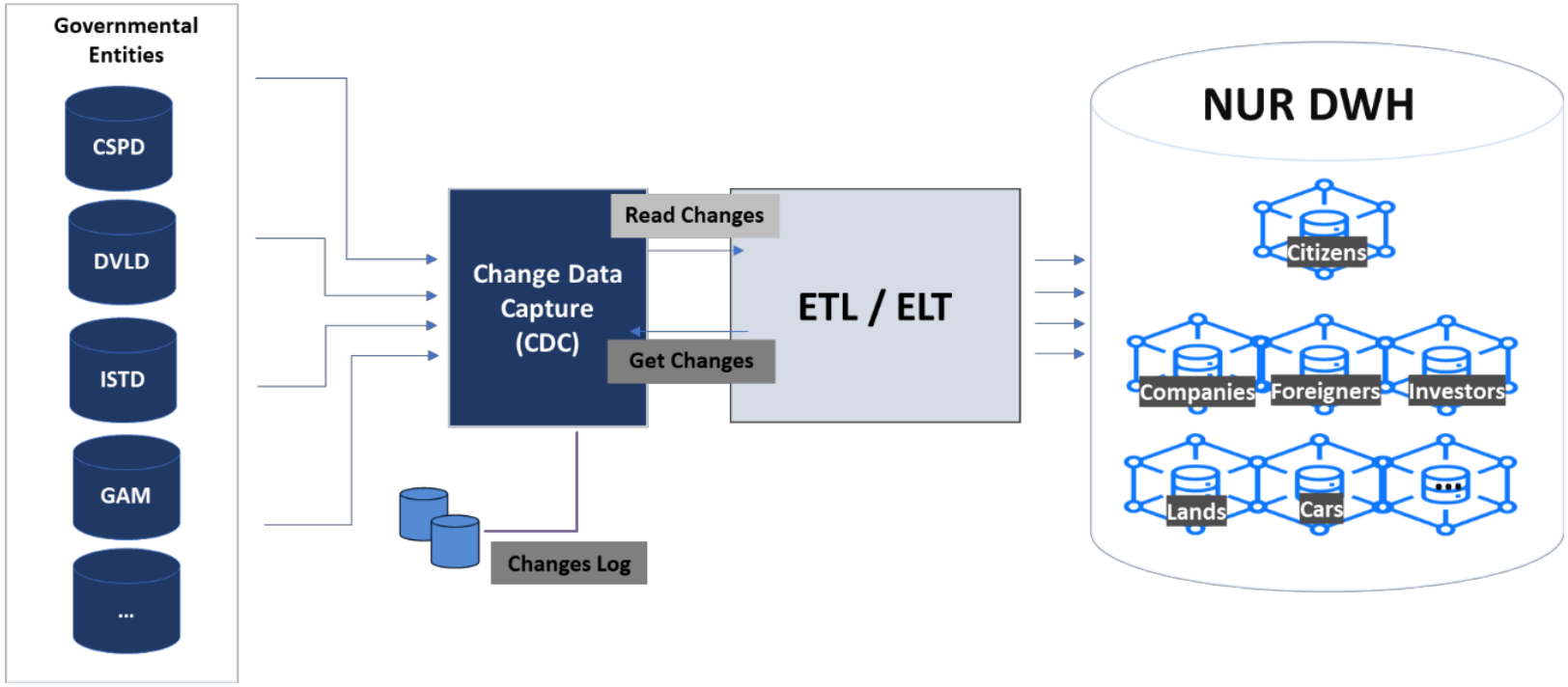
- Unified Cash Transfer Program
- Health Insurance for Poor Households
- Energy Support for Poor Households
- Housing for Poor Households
- Special Rehabilitation for PWD
- In-kind Assistance (through major NGOs)

NUR Technical Architecture

System Architecture



Conceptual Architecture

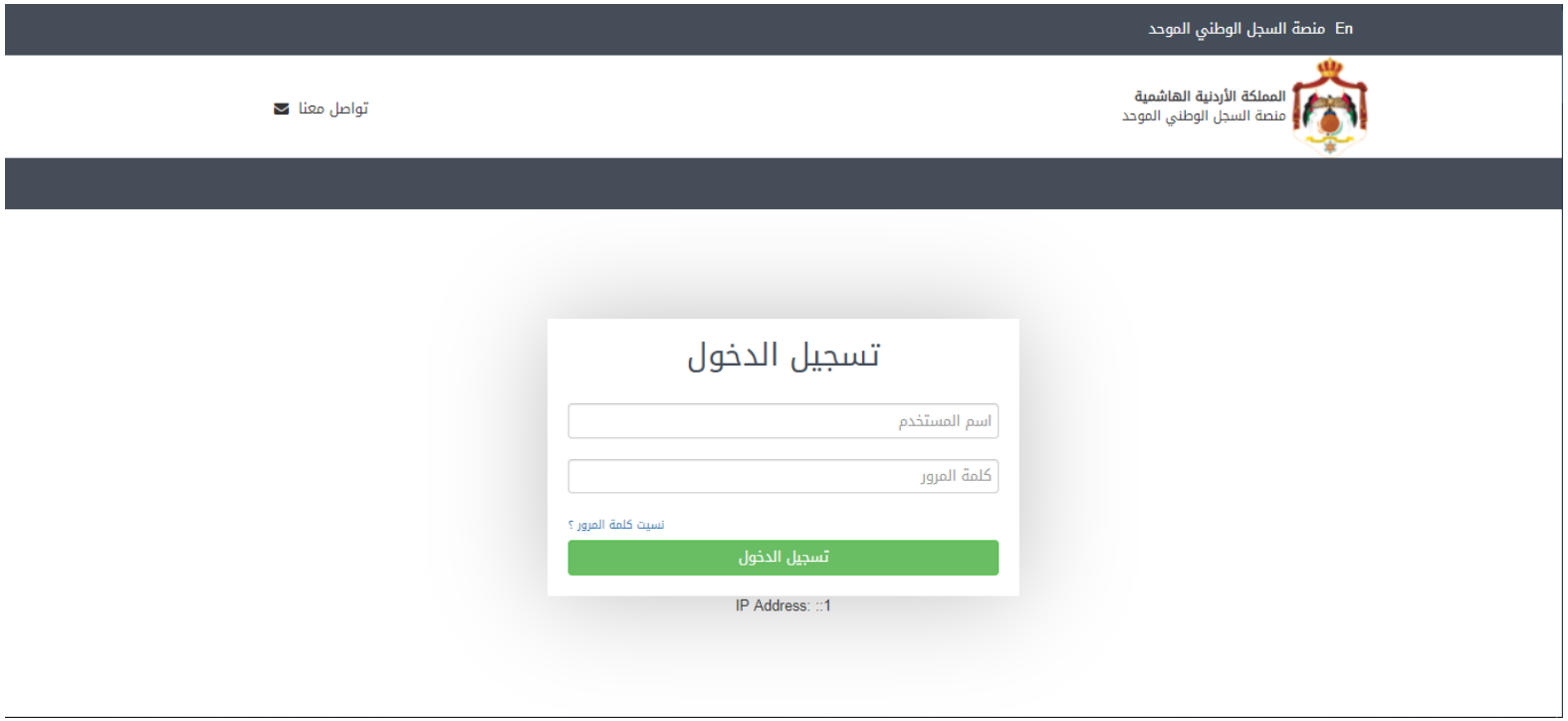


Data Exchange Protocols & Security

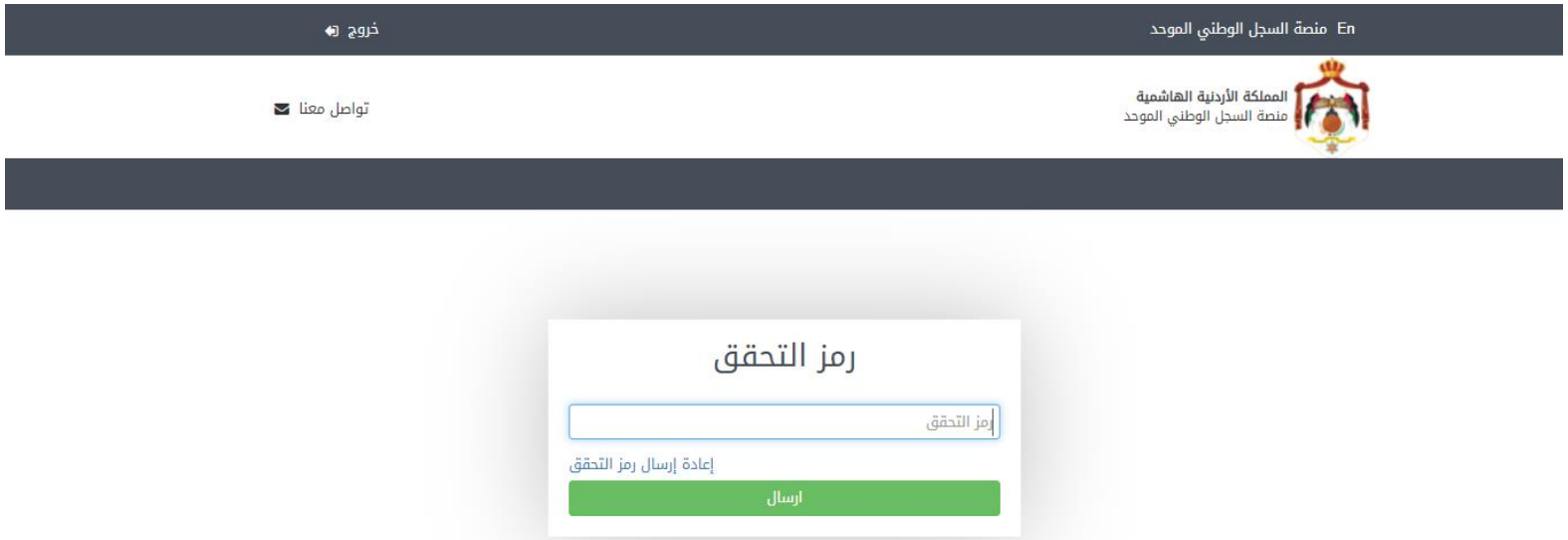
- Data is loaded back-to-back using either CDC or ETL methods
- Data is loaded into the data warehouse in a star-schema based on the National ID
- Data is accessed by consuming agencies through APIs built automatically by the query builder
- Access to data is given by the data custodian through defining 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

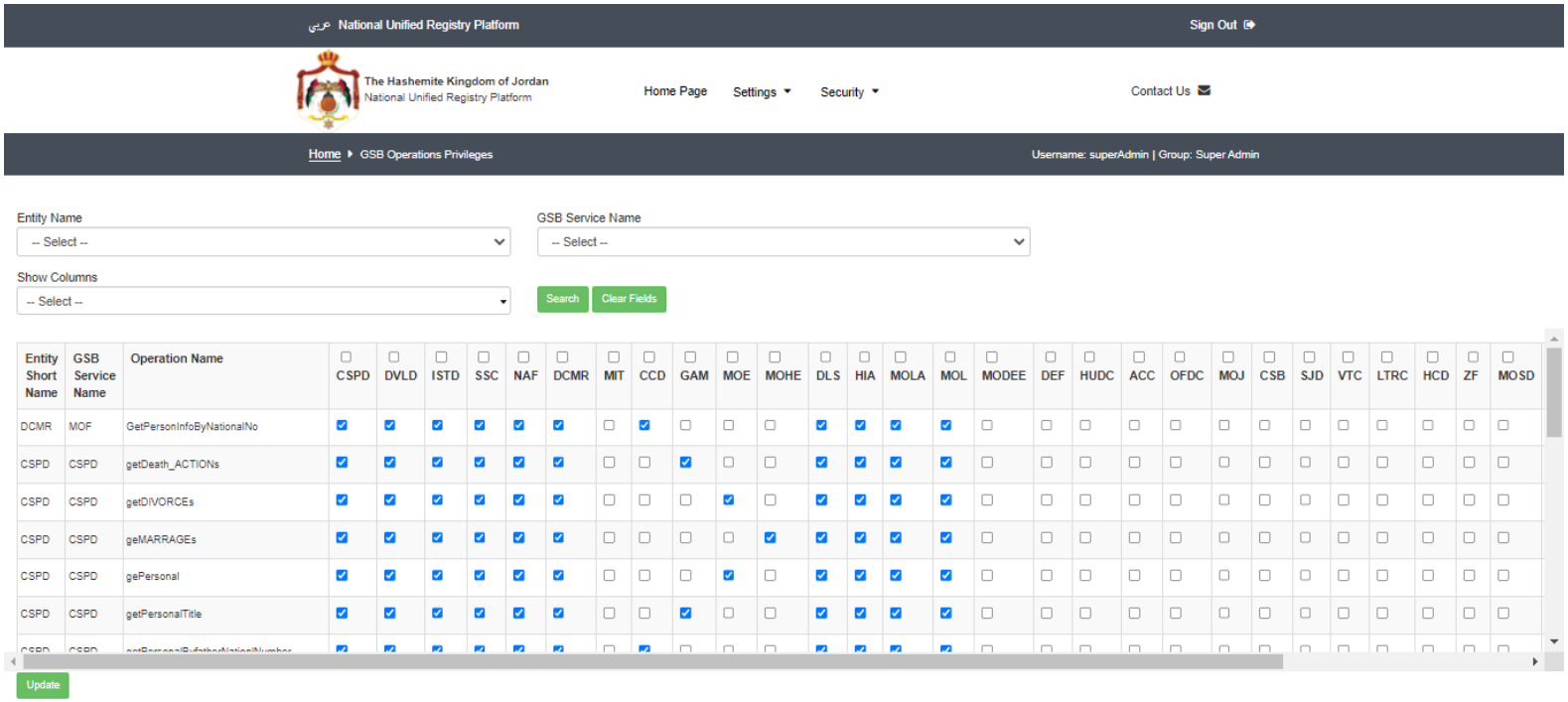
NUR Authentication



NUR Authentication

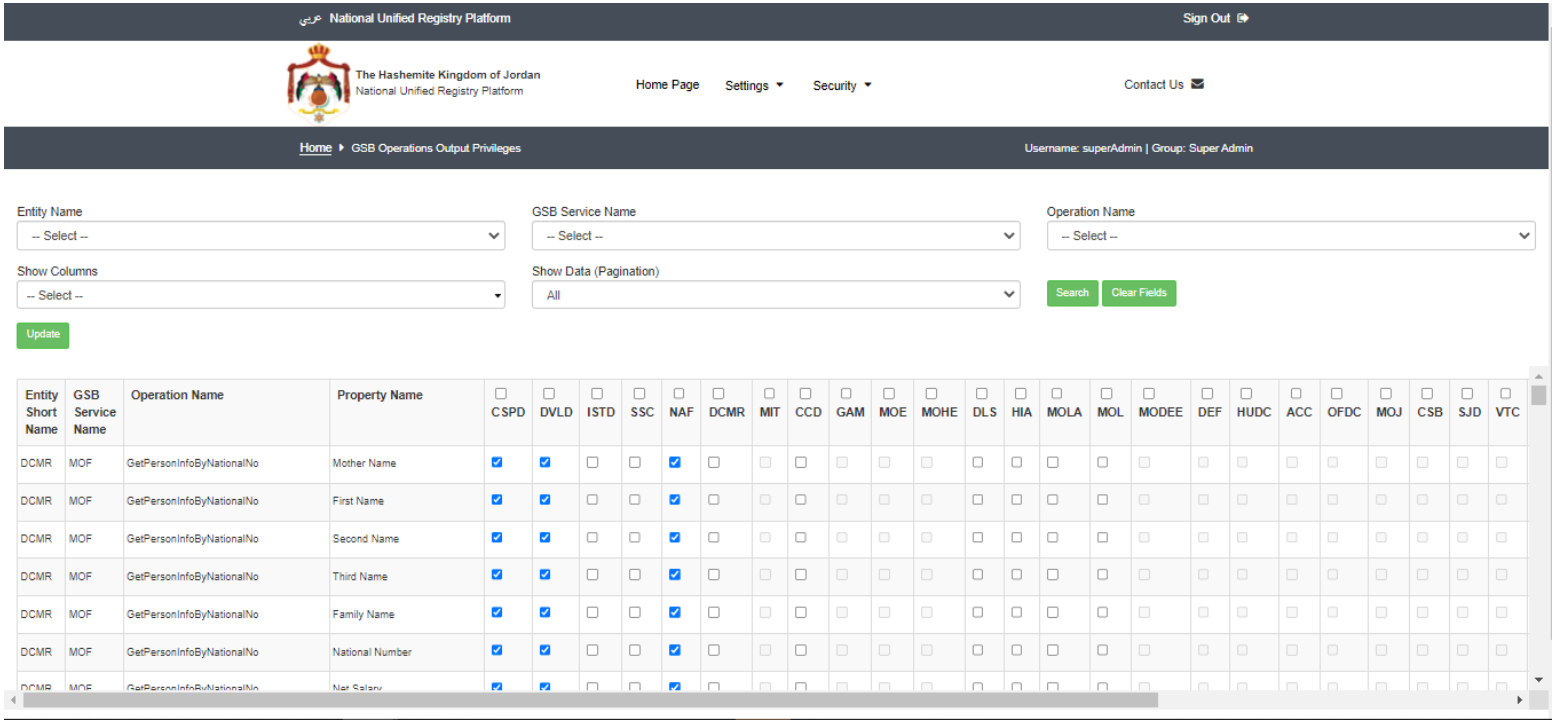


Privileges Administration

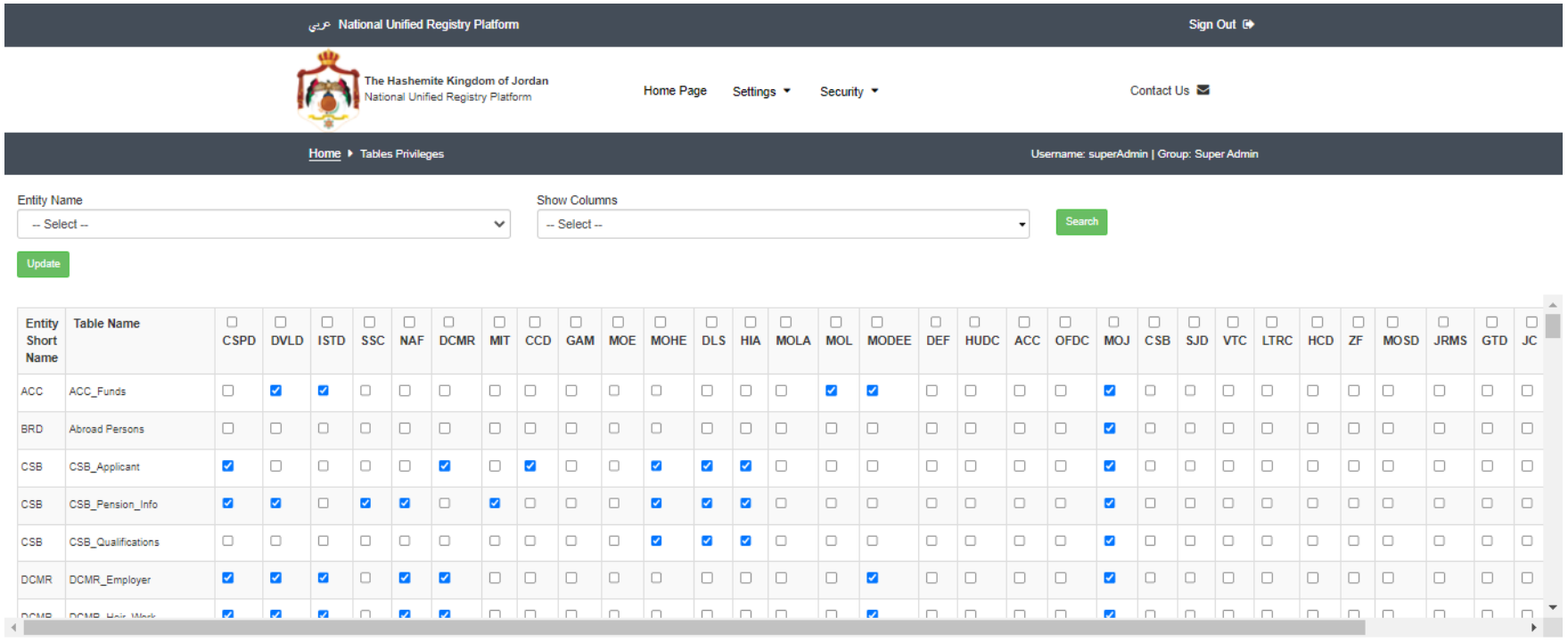


Entity Short Name	GSB Service Name	Operation Name	CSPD	DVLD	ISTD	SSC	NAF	DCMR	MIT	CCD	GAM	MOE	MOHE	DLS	HIA	MOLA	MOL	MODEE	DEF	HUDC	ACC	OFDC	MOJ	CSB	SJD	VTC	LTRC	HCD	ZF	MOSD
DCMR	MOF	GetPersonInfoByNationalNo	☑	☑	☑	☑	☑	☑	☐	☑	☐	☐	☐	☑	☑	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
CSPD	CSPD	getDeath_ACTIONs	☑	☑	☑	☑	☑	☑	☐	☐	☑	☐	☐	☑	☑	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
CSPD	CSPD	getDIVORCEs	☑	☑	☑	☑	☑	☑	☐	☐	☐	☑	☐	☑	☑	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
CSPD	CSPD	geMARRAGEs	☑	☑	☑	☑	☑	☑	☐	☐	☐	☐	☑	☑	☑	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
CSPD	CSPD	gePersonal	☑	☑	☑	☑	☑	☑	☐	☐	☐	☑	☐	☑	☑	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
CSPD	CSPD	getPersonalTitle	☑	☑	☑	☑	☑	☑	☐	☐	☑	☐	☐	☑	☑	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

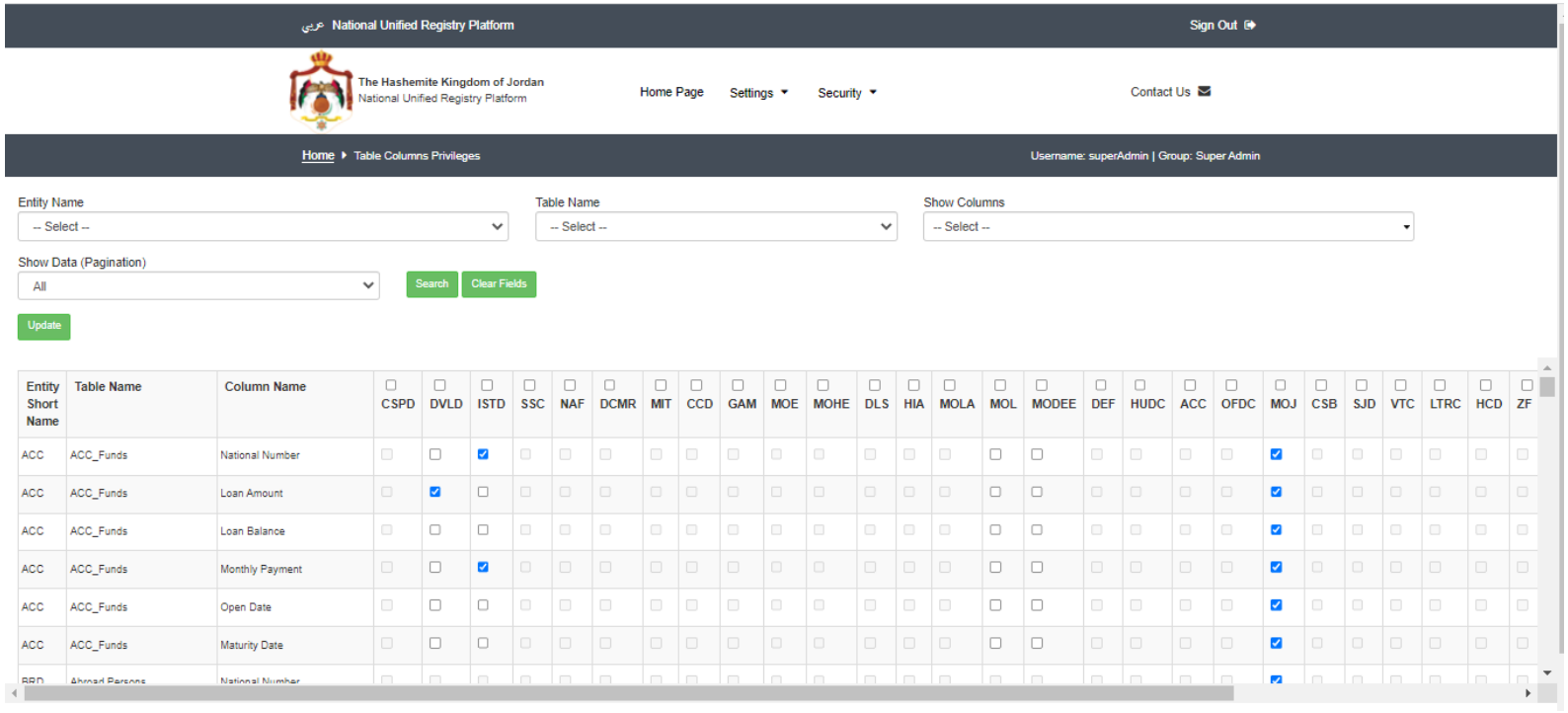
Privileges Administration



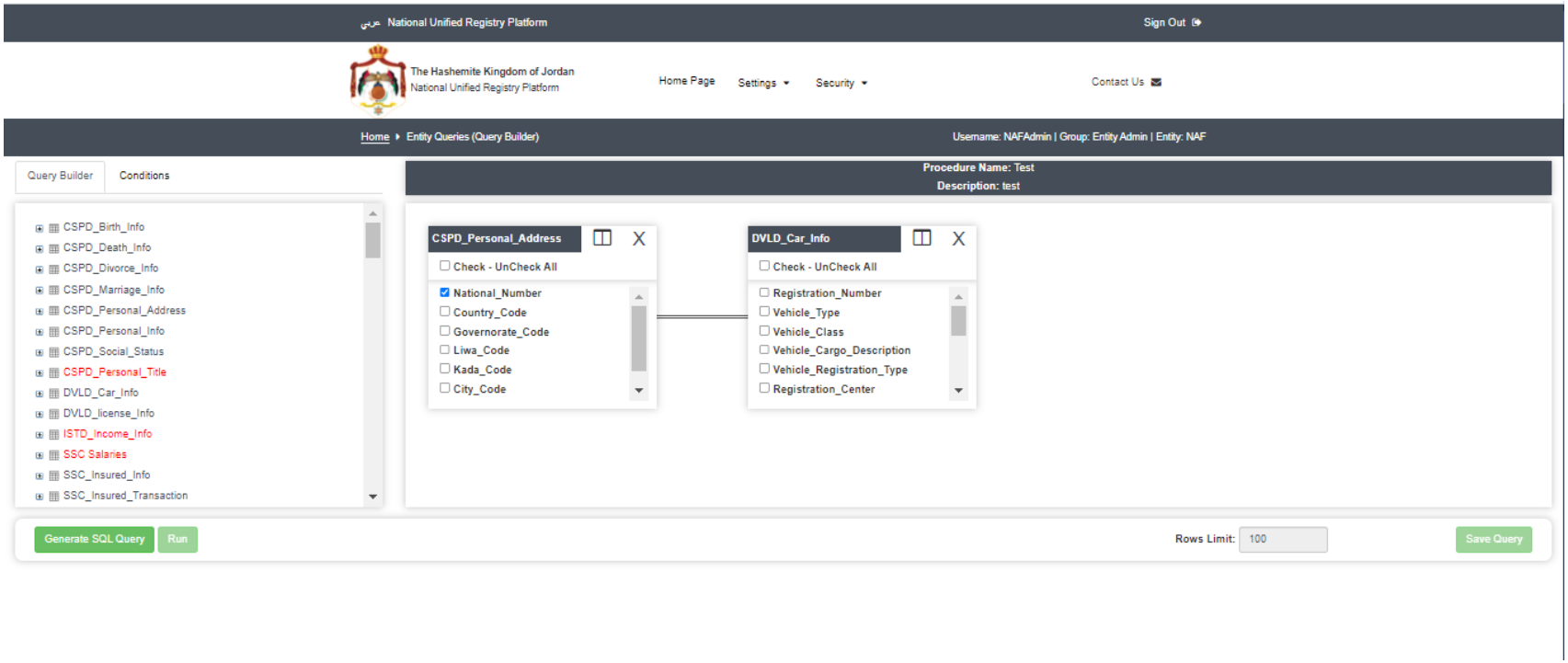
Privileges Administration



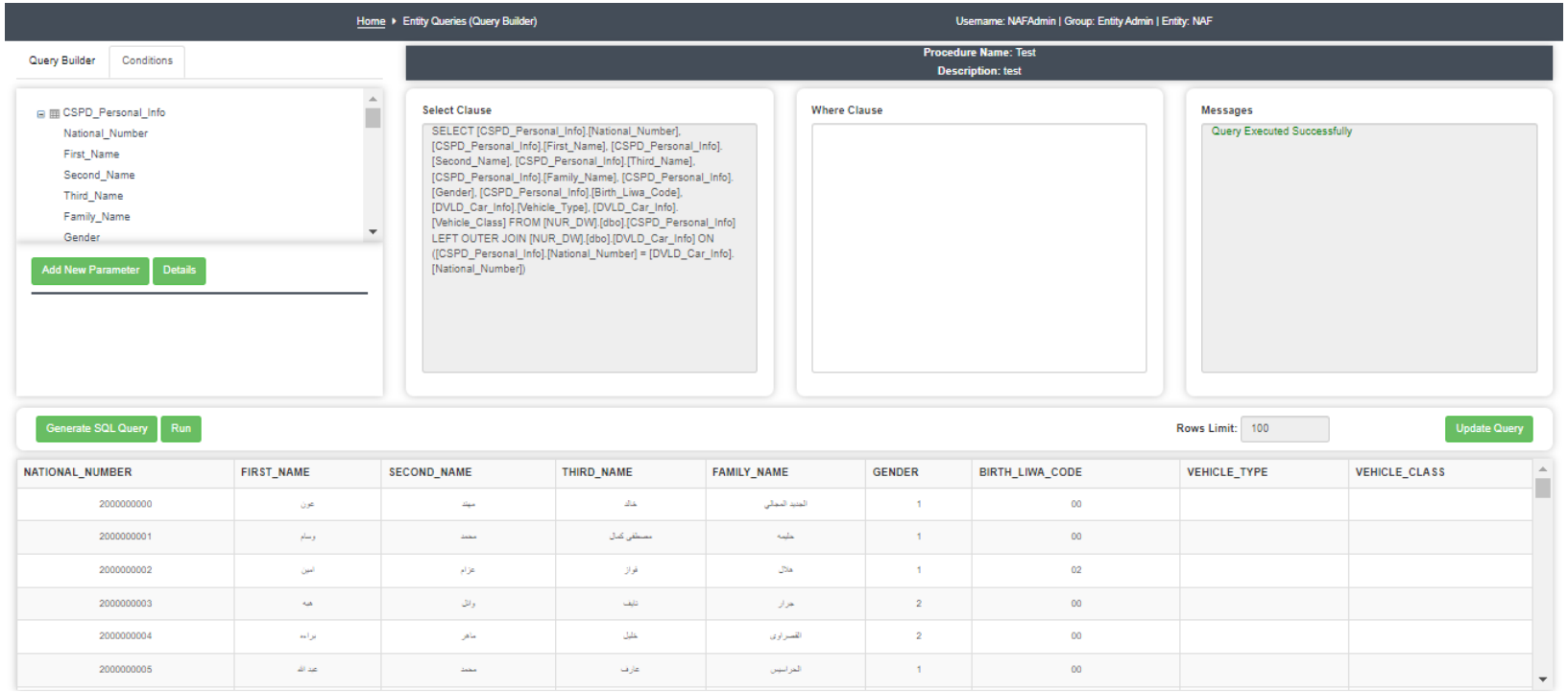
Privileges Administration



Query Builder



Query Builder Results



Questions

Closing

Manuel Rodriguez Pumarol

Chief of Social Policy, UNICEF, Jordan

Digital Convergence
USP2030

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

Digital Convergence
USP2030

Connect with Convergence Initiative

www.spdci.org

socialprotection-convergence.discourse.group

social-protection-convergence-initiative

@sp_convergence

@sp_dci

Digital Convergence
USP2030

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: contact@spdci.org or on https://www.spdci.org)

24 August 2023, 12:00 – 14:00 GMT

Register: https://www.socialprotection.org

Digital Convergence
USP2030

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

socialprotection.org