**Proposed Implementation Strategy for Citizen Information Management System**

**Key Words:** e-Government, citizens, e-Services, public systems, e-Security, process reengineering, transformation

**THREE STEPS APPROACH**

* **Initiate:** Transfer the Available Electronic Information on to the new System.We Can Migrate All basic date available in PRD, Census, Election
* **Create:** Update the Available Electronic Information to 2021 Information.
* **Expand:** Start Collection of detail Information from HH level using Digital form. And Initiate program specific data collection to expand scope of the data collection process.

**Impotent Steps to be considered**

1. Design Data Base structure based on finalized form
2. Identify the Basic data entities that are common for all system
3. Migrate all data that can be used as a key information
4. Start Verification Process (Online, Mobile)
5. Inform Community and Start Media Campaign -We can inform all community to register through online/mobile for vaccination program. This will complete 70% of data in the country. We can set the DS/GN Level Data entry point for Data entry if needed
6. Appoint DSD Level office as an Accountable Officer (Minimum 332-Maximum 14022 from newly recruited graduate scheme)
7. Appoint 25 District Champions for Coordination and Reporting
8. Design target timeline and complete stage one
9. Start second Stage Data collection process to collect detail family information
10. Purchase Tablet Computers
11. Start Data Collection Process using GND Level through Tablets
12. Open application interface for Program Specific data collection
13. Design new or use our Unique HH Number
14. Create Unique Citizen Number

**Design, Development and Implementation Process of System**

1. **Design Data Collection form**
2. Identify Entities
   * Identify Sub Categories and Coding
   * Classify into three categories
     1. Basic
     2. Detail
     3. Program Specific
3. Design Unique Identification Number for Citizen
4. Design Unique HH Identification Number
5. Size of the Data Collection form and Complication will increase time, cost and affected accuracy.
6. According to our experience, data collection point will be HH unit.
   * Detail of information will be collected based the number of members and collect their information accordingly
7. Awareness of the information provider (HH) and the Knowledge of Enumerator is most important part for accuracy and reliability of Data. Therefore, we need to have a communication campaign to inform both parties to get the right outcome and reliable data.
8. Its is more important to test the time taken to complete one form in different geographic region or sectors (Urban, Rural, Estate)

1. **Design the System Architecture**
   1. Identify the Best Architecture
   2. Design the Database Designing
   3. Select the Platform
   4. Identify H/S Requirement
      1. Platform
      2. Hardware Quality
      3. Internet Access
      4. Server Capacity
2. **Data Reliability and Validation** 
   1. We need to identify different data validation points at DSD Level as well.

*-Ex, Basic Data-Grama Niladhari,*

*-Income and Livelihood-Samurdhi Development officer*

*-Social Welfare-SDO*

* 1. Grama Niladhari can validate limited scope in the data we collected
  2. System will provide dimension/theme-based approach to protect the accuracy and keep up to date information.
     1. Basic
     2. Health
     3. Education
     4. Income and Expenditure
     5. Land Information

**3.**    **Mode of Data Collection**

1. According to Our Experience **Digital form** will be the best mode for detail data collection. It reduces time data collection and tabulation. Data accuracy can check from different levels.
2. Considering current situation online form/Mobile app will help us to initiate the program immediately.
3. Electronic Application will reduce the time and cost of the target project. Form can come garbage and out garbage as well.
4. We assume that 70% of data can be collected through digital form if it is available online now and the rest of 30% need to be covered using form-based/Digital form data collection.
5. This challenging situation can convert into Opportunity for us to start the process. We request all people to register for covid vaccination program until get the opportunity.
6. We Proposed three modules to expedite the process and open flexibility for users

                                i.  Web based- Cost Effective

                                  ii.  Mobile Application-Sustainable

                                  iii. Form Based-Accuracy is low

**4.**    **Exiting Data Migration**

1. As explain earlier design basic parameter data table of the system
2. Migrate Family Profile (may be 25 Fields) into new citizen information management system
3. Ask all citizens to verify and update their information through mobile, web-based systems.
4. System will provide OTP for user to create password for access
5. Next step will be validated information through DS Level
6. System will provide user to retrieve available information in to user dice screen and update information.
7. Grama Niladhari will validate the above basic information and confirm
8. DS Level Data Management officer will check the completeness of information
9. EPF 2.2 million

**5.**    **Keeping Up to date information**

1. Design data, entity ownership map with relevant subject areas with officers at DS Level
2. DS will assign calendar for data updating for each officer at DS level
3. Devoted Tab Computer will be available at Data Management Unit to infield verification
4. Being Grama Niladhari as a leading member, it is essential to provide one tablet for Grama Niladhari to keep up to date information.
5. We have to plan a time calender for updating data in the system.
6. We can collect all data within one three months and will obsolete within one month
7. Who is responsible for keeping UpToDate information? Will be addressed after designing update calendar and responsibility Metrix

**6.**    **Establish Institutional Mechanism for Sustainability of DS Level Information management**

1. Establish information Management Unit at DS Level under supervision of ADS
2. Unit will be a responsible arm at DS for coordination and facilitation center for all GN Divisions and officers. And also inspire all officers to collect the data, verify information through system validation, monitor and keep up to date information
3. Appoint one officer as a **Data Management officer** from newly appointed graduates
4. Unit will provide reliable information for management decisions support and act as an information provider for all planning and decision-making events and also it will analyze data and create insight for Divisional secretariat.
5. Unit officer/s will be trained on data management, data analysis and data administration continuously.
6. One District level officer should (25 Assistant Director IT) coordinate district level activities and provide information after analyzing all district data
7. Assign role for DSD level officers (Samurdhi, Elder, Disable, Land, Agriculture) to validate, update his information regularly.
8. **Budget Estimation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **DT** | **QTY** | **Budget (Rs )** |
| Tabs | GNDs | 14,500 | 797,500,000 |
| Data Collection | HH | 5,365,536 | 429,242,880 |
| Training | DSD | 332 | 6,640,000 |
| Design and Development | SYSTEM | 40,000,000 | 40,000,000 |
| Printing forms |  | 1,000,000 | 50,000,000 |
| Marketing Campaign/Materials |  | One Year | 25,000,000 |
| **Total Budget** |  |  | **1,348,382,880** |
| **Average Cost per HH (Rs)** |  |  | **251** |