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Welcome
## Agenda

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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
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#talking-interoperability
Introductions
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
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
Ahmet Fatih Ortakaya
Senior Social Protection Specialist, World Bank
Sengchheang Chhun
ICT and Digitalisation Advisor, GIZ Cambodia
Luca Pellerano
Senior Social Protection Specialist, Arab States, ILO
Manuel Rodriguez Pumarol
Chief of Social Policy, UNICEF, Jordan
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

Poverty Percentage (pre-COVID)

- Below Poverty Line: 15.7%
- Above Poverty Line: 84.3%

Total Population

- 11.3M Individuals
- 2.345M HH

Source: National Social Protection Strategy 2019-2025
### 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

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 (**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 & Scientific Research)
- Registry of Vocational Training (Vocational Training Corporation)
Entities & Registries

Loan Information
- Registry of Agriculture Loans (Agriculture Credit Corporation)
- Registry of Development Loans (Development & Employment Fund)
- Registry of Loans (Orphans Fund Development Corporation)

Vehicles Information
- Registry of Drivers (Public Security Directorate / Drivers & Vehicles Licensing Department)
- Registry of Vehicles (Public Security Directorate / Drivers & Vehicles Licensing Department)
- Registry of Public Transportation Vehicles (Land Transport Regulatory Commission)

Social Services Information
- Registry of Health Insurance (Ministry of Health / Health Insurance Directorate)
- Registry of the Monthly Aid Programme Beneficiaries (National Aid Fund)
- Registry of the Unified Cash Transfer Program (National Aid Fund)
Entities & Registries

- 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)
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)

Registration → Eligibility Assessment → Welfare Ranking

Additional Verification (if needed) (e.g. Home Visits) → Final Eligibility Determination & Enrolment → Service Provisioning
Envisioned Process (Multiple Programs)

Registration → Welfare Ranking → Preliminary Eligibility (per program) → Programs Referral

Additional Verification (if needed) (e.g. Home Visits) → Final Eligibility Determination & Enrolment → Service Provisioning

Repeated for each program
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

[Diagram showing the architecture of a system with participating institutions (Pis) connected to a national unified registry (NUR), with options for online and offline access.]
Conceptual Architecture

Governmental Entities
- CSPD
- DVLD
- ISTD
- GAM
- ...

Change Data Capture (CDC)

ETL / ELT

NUR DWH

- Citizens
- Companies
- Foreigners
- Investors
- Lands
- Cars

Changes Log

Read Changes

Get Changes
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

![Image of a webpage with tables and columns related to privileges administration.](image-url)
Privileges Administration
Privileges Administration

![Image of a website interface](image-url)

The image shows a section of a website interface labeled "Privileges Administration." The interface includes a table with columns labeled "Entity Name," "Table Name," and various checkboxes for different privilege settings. The table lists several entities and their associated tables, with checkboxes indicating the privileges assigned to each.
Privileges Administration

| Entity Short Name | Table Name  | Column Name          | CSFO | DOLD | ISTD | BSC | NAF | DCNR | MBT | CCG | GAIM | MOE | MOHE | DLS | HIA | MOLA | MOL | MODEE | DEF | HUDE | ACC | OFDC | MOU | CSID | SJD | VTD | LTFO | HCID | ZF |
|-------------------|-------------|----------------------|------|------|------|-----|-----|------|-----|-----|------|-----|------|-----|-----|------|-----|--------|-----|------|-----|------|-----|------|-----|-----|------|-----|
| ACC               | ACC_Funds   | National Number      | ☐    | ☐    | ☐    | ☐   | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐      | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   |
| ACC               | ACC_Funds   | Loan Amount          | ☐    | ☐    | ☐    | ☐   | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐      | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   |
| ACC               | ACC_Funds   | Loan Balance         | ☐    | ☐    | ☐    | ☐   | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐      | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   |
| ACC               | ACC_Funds   | Monthly Payment      | ☐    | ☐    | ☐    | ☐   | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐      | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   |
| ACC               | ACC_Funds   | Open Date            | ☐    | ☐    | ☐    | ☐   | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐      | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   |
| ACC               | ACC_Funds   | Maturity Date        | ☐    | ☐    | ☐    | ☐   | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   | ☐    | ☐   | ☐      | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐    | ☐   | ☐   |
Query Builder
Query Builder Results
Questions
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
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
Thank you

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