An integrated approach to identity management

Lessons learned: Namibia

2nd ID4Africa, Kigali

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Purpose of Presentation

The purpose of this presentation is:

• to present the Namibian Approach to integrated identity management through developing a CRVS System, which integrates all civic event under one profile for each citizen and permanent resident.

• to explain the key rationales, which is to avoid data duplication and create a consolidated overview of the civic life cycle of all citizens and permanent residents for administrative and vital statistical purposes.
Country profile

- Gained independence in 1990.
- Land: 823,290 sq km
- Total population: 2 113 077
- in rural and urban
  - Rural 43%
  - Urban 57%
- Population density people per sq.km: 6.2
- Literacy rate 15+: 89%
- Fertility per woman: 3.6

Data Namibia Population & Housing Census 2011
Background

• The Process to integrate the Civil Registration System commenced in 2009.

• The Civil Registration System consisted of multiple fragmented births, deaths registers, and one central marriage register.

• The ID system was established in 1994, on the basis of the South West Africa ID system, which was introduced in 1979.
Key Challenges:
• Data duplications and data inconsistencies
• Incompatible data
• Difficult to manage a persons civil life cycle
Vision

To establish a world class Civil Registration and Management System that will respond to the needs of stakeholders, improve service delivery and produce quality data through timely, accessible and people-centric approaches.
Business requirements

• Create a consolidated view of civil registration processes and data;
• Reduce data duplication;
• Improve the quality of civil registration data and deliverables;
• Improve service delivery by integrating and improving internal civil registration business processes;
• Increase accessibility to civil registration data and services for clients and stakeholders;
• Improve decision making and planning at all levels;
• Digitise of all historical records.
System requirements

The Civil Registration System desired should be:

• Secure (Confidentiality, Integrity and Availability of data);
• Provide acceptable performance;
• Easy to use;
• Improve efficiency;
• Reliable; and
• Usable.
National Population Registration Conceptual View
At the heart of the NPRS lies the profiles of persons that are formed through the different civil registration processes. Profiles represent the civic affairs life cycle which a person will go through during his life (i.e., From Birth to Death).
Identity Structure and System Components Distribution

National Population Registration System
- Chosen identity (Surname, First names)
- Attributes (Eye color, Height)
- Biographical data (Birth Place)

AFIS
- Biometric data (Fingerprints x 10)

Imaging (IMAGO)
- Photos
- Signatures
Current Status

• A Civil Registration System has been developed and implemented by Government (OPM and MHAI)

• Scanned, indexed and quality controlled approximately 4 million historical birth, death and marriages records.

• 38 offices out of 63 offices are having access to the NPRS, and these offices are electronically capturing birth and death in real time.
Current Status

• Dialogue with stakeholders on access to data, in particular the Namibia Statistic Agency for use of data for production of vital statistics.

• Creation of a track and trace system to trace all application forms through all the administrative steps

• Deliberations to establish e-birth notification system with the Ministry of Health and Social Services
ID track and trace system

### 1. As-Is Track and Trace Map

<table>
<thead>
<tr>
<th>Area</th>
<th>Process Steps and Correlating Tools for Traceability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Office (Issuing)</td>
<td>1. Application received and verified at source</td>
</tr>
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<td></td>
<td>11.0 Dispatch Quality Check Manual Dispatch</td>
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### 2. To-Be Track and Trace Map

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*Process A-E: Rejection process*
Birth Notification Process

1. Capture Notification
2. Validate Correctness
3. Verify if duplicate
4. Approve
5. Process and Produce Birth Certificate

- **Start**
- **Capture Notification**
- **Validate Correctness**
  - **T2. Validate Child Data**
  - **Correct?**
    - **Yes**
      - **T3. Capture Mother Data**
      - **Correct?**
        - **Yes**
          - **T4. Validate Mother Data**
          - **Correct?**
            - **Yes**
              - **T8. Process Validation and Registration Message**
            - **No**
              - **End**
        - **No**
          - **End**
    - **No**
      - **T5. Capture Farther Data**
      - **Correct?**
        - **Yes**
          - **T6. Validate Farther Data**
          - **Correct?**
            - **Yes**
              - **T7. Review Data Captured**
              - **Proceed?**
                - **Yes**
                  - **T8. Process Validation and Registration Message**
                - **No**
                  - **End**
            - **No**
              - **End**
        - **No**
          - **End**
  - **No**
    - **T1. Capture Child Data**
    - **Parent**

- **Duplicate?**
  - **Yes**
    - **End**
  - **No**
    - **T9. Physically Verification of supporting documents**
      - **Correct?**
        - **Yes**
          - **T10. Sign-off application form and portal registration data**
          - **MHAI Official**
          - **Proceed?**
            - **Yes**
              - **T11. Create Person Profile**
            - **No**
              - **T12. Register Rejection**
              - **MHAI Official**
              - **Reject**
          - **No**
            - **T11. Create Person Profile**
            - **Reject**
        - **No**
          - **T12. Register Rejection**
          - **MHAI Official**
          - **Reject**

- **End**
Key Principles

**Key principles in place which has led to today’s achievements:**

ICT solutions must be appropriate for the country’s context, and directly support the core functions of the Department, addressing the challenges experienced in the manual system.

CRVS systems must be implemented and deployed in a manner which takes into account the realities and the capacity. This was done through a step-by-step approach.

Clear and appropriate governance roles. The roles between Department of Civil Registration, IT Section and Office of Prime Minister (developer) clearly defined.
THANK YOU