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# **Quick reference guide and checklist for CRVS & ID Systems Improvement Framework**

# Civil Registration and Vital Statistics & ID (CRVS & ID) Systems Improvement Framework

## Preparation

- Undertake advocacy work
- Establish high-level CRVS committee
- Establish technical working group
- Constitute national core team
- Constitute task team (Thematic group)
- Conduct desk review
- Mobilize resources
- Define a vision for the CRVS system

Stage	Tools	Outputs
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### Stage 1: Assessment, analysis, and redesign

#### Assessment

- Identify *key performance indicators* (KPIs)
- Collect *baseline information*
- Set targets
- Develop ‘*As-Is*’ business process maps

#### Analysis

- Identify *performance issues*
- Analyze root causes

#### Redesign

- Develop ‘*As-Desired*’ business process maps
- Develop *redesign ideas*

- CRVS system analysis and redesign tool (*CRVS-SAR*)
- Business process maps
- Field visit
- Workshops

#### Assessment, Analysis, and Redesign report including:

- Process description and process maps for redesign
- Completed CRVS SAR tool

### Stage 2: Costed strategic and action plan

- Planning and costing tool

- National CRVS strategic and action plan

### Stage 3: Implementation and monitoring and evaluation

- M&E tool (Implementation of activities and progress of CRVS improvement)

- Process improvements implemented and CRVS system improvement monitored using KPIs

## Outcomes

I. More efficient business processes for civil registration

II. Improved timeliness, completeness, and quality of civil registration and certification

III. Timely production of quality vital statistics including cause of death

## Principles

Ensure	Implement	Adopt	Build	Establish
Country leadership and ownership	A well coordinated and consultative process	international standards and concept and best practices	More pro-active and client centric CRVS system	inter-operability with other system such as health and population identity register

# Relevant questions

## Questions

## Answers

- 1. Which stages of the framework should the country implement?**

The stages to implement depend on various considerations for example, whether the country already has a strategic and action plan and if it is implementing it – see *Section 1.3 page 12*
- 2. Which governance structures are needed to manage and coordinate a CRVS system?**

Given the inter-ministerial nature of a CRVS system, strong governance structures are needed at all times for the management and coordination of the CRVS system and for its strengthening – see *Section 2.1 page 13*
- 3. What coordination mechanism is required for implementation of CRVS improvement activities?**

An Inter-agency Core Team is recommended specifically for implementing the CRVS Improvement activities – see *Section 2.1 page 13*
- 4. Which preparations are required for the implementation of the Framework?**

Several preparatory steps are recommended before initiating the application of the Framework: for example, **develop a roadmap with timelines for implementation; resource mobilization**, – see *Sections 2.2 to 2.6 pages 14-17 and Annex B*
- 5. How should a country develop the overall mission and vision for the CRVS system?**

A country may already have vision and mission statement in which case the improvement work needs to be aligned to these existing statements. Otherwise a vision and mission statements need to be developed by the core team – see *section 3.2 page 19 and Annex C*
- 6. How are CRVS business processes documented?**

CRVS business processes are documented in written and graphical formats using the business process description template and business process maps respectively. – see *section 3.3 pages 19-23. For examples see Annex E and F*
- 7. How does the Framework enable the assessment and analysis of the CRVS system and the development of redesign ideas?**

The CRVS-Systems Analysis and Redesign (CRVS-SAR) tool is used. The tool systematically assesses the performance of the system through a set of Key Performance Indicators (KPIs), identifies issues and undertakes root cause analysis for those gaps and helps propose redesign ideas for improvement of the system – see *section 3.5 pages 29-32*. For example, a filled CRVS-SAR tool – see *Annex G*
- 8. How is the assessment and analysis of the performance of current CRVS systems undertaken?**

A workshop for the as-is CRVS system assessment and root cause analysis is recommended. In the workshop, as-is process descriptions and maps are reviewed and updated, KPIs and the targets are reviewed and updated, root cause analysis are conducted for CRVS performance gaps – see *section 3.8 pages 34-38*
- 9. Why and how is the field assessment conducted?**

The field assessment is conducted to validate and complete the information collected in the CRVS-SAR tool. It also helps in the process of developing redesign ideas to address the root causes of identified performance issues. The methodology recommended are actual observations, notes, photographs, and videos, and recording of interviews and focus group discussion – see *section 3.9 pages 43-44. For details also see Annex J*
- 10. What does CRVS process redesign entail?**

The CRVS-SAR tool is used to develop potential redesign ideas for root causes identified. The redesign ideas, in addition to recommending as-desired business processes, proposes changes in organizational capabilities that would be required to be made to build and implement the new process; for example, legal framework, ICT, human resources. The process of the final selection of redesign ideas also entails prioritization of redesign ideas and testing – see *section 3.10 pages 44-52*
- 11. How is a strategic action plan developed?**

Development of a strategic plan is Stage 2 of the Framework. The first step in developing the strategic action plan is to set strategic goals and outcomes and formulate strategic objectives. The next step is to develop a detailed action plan is to identify activities that would deliver the goals, outcomes and objectives – see *Table 15-20 page 54-64*
- 12. What does monitoring and evaluation of the CRVS system and its strengthening entail?**

The monitoring and evaluation system entails (i) monitoring and evaluating the performance of the CRVS systems and (ii) monitoring and measuring the progress of implementing the CRVS strategic action plan. Monitoring and evaluation guides implementation and provides an important feedback loop for continuous improvement – see *section 5.2 pages, Page- 68-69*

# ● Checklist

## Steps

## Check

### Preparation

1. Has a national core team (NCT) been constituted?
2. Have the consultants been engaged- national and international (if required)?
3. Have the NCT members been oriented on each stage/step of the CRVS systems improvement framework?
4. Has the NCT members/technical working team/ thematic groups been oriented on business process mapping (BPM)?
5. Has the NCT finalized the vision & mission statements and core values for the CRVS system?
6. Has the NCT completed the desk review?
7. Has the NCT informed/engaged the local development partners?

### Stage 1

#### Assessment, analysis, and redesign.

##### 1. Has the NCT team started the assessment of the current system?

2. Has the filling up of the CRVS-SAR tool been initiated?
3. Have the KPIs been developed by the NCT?
4. Have baseline information been collected?
5. Have the targets been set for each KPI?
6. Have the process descriptions for all the relevant CRVS processes been drafted?
7. Have the as-is BPMs been developed for all the relevant CRVS processes?
8. Have the field visits and consultation workshops to validate the filled in CRVS-SAR tool and BPMs been completed?

##### 9. Has the NCT team started the analysis of the current system?

10. Have the performance issues been identified?
11. Have the root causes for performance issues been identified in the CRVS-SAR tool?
12. Have the root causes been categorised into root cause categories in the CRVS-SAR tool?
13. Have the process bottlenecks been identified from the as-is BPMs?

##### 14. Has the NCT team developed redesign ideas?

15. Have the as-desired business process descriptions been developed for all relevant CRVS partners?
16. Have the as-desired business process maps for all the CRVS processes been developed?
17. Have the redesign ideas been incorporated in the CRVS-SAR tool?

##### 18. Has the AAR report been drafted?

19. Has the stakeholder's consultation workshop been held for review of the AAR report?
20. Has the AAR report revised based on inputs from the consultation workshop?
21. Has the final draft of the AAR report been submitted to the Technical Working Group and High-Level Committee for approval?

##### 22. Has the AAR report been approved by the High-Level Committee?

### Stage 2

#### Development of strategic and action plan.

1. Has a draft costed strategic and action plan been developed by the NCT?
2. Has the final draft costed strategic & action plan been submitted to the Technical Working Group and High-Level Committee?
3. Has the costed strategic and action plan been approved by the High-Level Committee?

### Stage 3

#### Implementation and progress monitoring.

1. Has the M&E framework been developed?
2. Has the implementation of the action plan been initiated?