CRVS course prospectus
Enterprise architecture process mapping for strengthening CRVS design

For more information about this course, contact the Bloomberg Philanthropies Data for Health Initiative at the University of Melbourne (**crvs-info@unimelb.edu.au**)

Background

Process mapping has been shown to be extremely useful to systematise the analysis of civil registration and vital statistics (CRVS) systems; to capture the complexity of CRVS processes across multiple ministries and agencies; and to generate a sense of unity among CRVS stakeholders in the country.

The application of this methodology in 16 countries and cities has had the following benefits so far:

- For the first time in many cases, CRVS stakeholders have a visually accessible end-to-end description of their processes across departments within an organisation, and across different organisations

- CRVS stakeholders have different perspectives on how the CRVS system operates. Process mapping offers the opportunity to display in one single diagram all these different views and to align stakeholders' understanding of how CRVS systems operate

- The systematic analysis of CRVS processes exposes sub-processes or CRVS milestones not properly designed or even non-existent (e.g. notification of births and deaths occurring in the community)

- Mapping processes across departmental or ministerial administrative boundaries helps to identify inefficiencies in CRVS systems such as parallel information flows, duplications or information silos

- For countries trying to implement new interventions to strengthen CRVS systems, process maps have been essential to design the integration of these interventions in the routine system and to avoid 'project type' actions

- Standardisation procedures and assigning functions and responsibilities within and across institutions.

Aim

To introduce the basic principles of enterprise architecture (EA) business process mapping (BPM) and to help participants develop the skills needed to apply this system analysis approach to CRVS systems. This training also aims to facilitate understanding and usage of EA products and outputs in strategic planning processes.

Participants will learn the skills required to not only understand business process maps, but to create, modify and use them with standard software applications.

Learning objectives

By the end of the training, participants should be able to:

- Demonstrate an understanding of basic EA concepts, principles and methods

- Describe and document CRVS system's vision and goals and identify relevant actors and resources of the CRVS ecosystem in the country including all sub-systems

- Describe and document the workflow and core CRVS processes at macro level

- Organise and lead a participatory system-wide analysis of the CRVS system in collaboration with relevant stakeholders in-country as part of the CRVS system assessment

- Identify major flaws in the design of CRVS systems and propose strategies for overcoming them

- Use the output from an EA analysis of the CRVS system to consider integrating new processes such as VA, or optimise existing CRVS processes, including deep rethinking of the whole system or the introduction of new technologies

- Develop their own CRVS process maps in EA software applications.
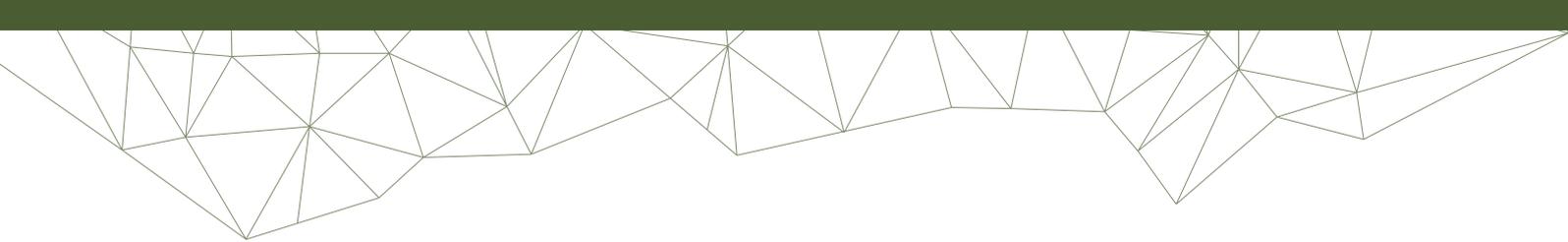
Intended audience

Officials from institutions related to CRVS systems with a deep knowledge of CRVS processes in the country are the primary audience for this training. They are usually part of the national civil registration office, the national statistics office and the headquarters of the Ministry of Health (mainly for cause of death data). Officials from bilateral and multilateral organisations working on CRVS in the countries could also benefit from this training as it will help them identify the system's priorities to allocate investments.

Teaching and learning methods

A participatory approach is used with a combination of lectures, guidance documents, demonstrations, practical seminars, facilitated group work, group work feedback, and private study. It is expected that participants' knowledge of the CRVS systems in their countries will be used to examine the different phases of EA analysis using a real world, practical exercise.

The maximum number of participants is between 20 to 25 persons. For regional training, this would include three to four persons from each participating country.

Participants must bring their own laptop (or computing facilities should be available) and they should be able to install the following applications which are freely available on applications that run on Windows:

- Bizagi Modeler:
  http://www.bizagi.com/en/products/bpm-suite/modeler
- Xmind:
  www.xmind.net

Course materials

Supplied by participants:

- Laptop with Microsoft Windows, Bizagi Modeler and Xmind installed

- Any reference documents describing their country's CRVS procedures

- Pre-discussed draft country process maps

Supplied during the workshop:

- Summary of BPM symbols and their meaning

- CRVS business process mapping booklet template to give as a hand-out in meetings or presentations

Session content

The full training is structured in 13 sessions across three days:

DAY 1		
MORNING: INTRODUCTION AND GENERAL APPROACH		
Session 1: (1 hour)	Introduction: EA applied to CRVS systems	Presentation
Session 2: (1 hour)	Steps to develop BPM: 10 'CRVS milestones'	Presentation
Session 3: (30 min)	Standard BPM notation	Presentation
AFTERNOON: STAKEHOLDERS ANALYSIS AND BIZAGI PRACTICAL		
Session 4: (1 hour)	Stakeholder mapping	Presentation and group work
Session 5: (2.5 hours)	Bizagi installation, demonstration and first steps	Presentation and group work

DAY 2		
MORNING: CRVS PROCESSES FOR BIRTH		
Session 6: (2 hours)	Birth in a health facility	Group work
Session 7: (2 hours)	Birth in the community	Group work
AFTERNOON: CRVS PROCESSES FOR DEATH		
Session 8: (2 hours)	Death in a health facility	Group work
Session 9: (2 hours)	Death in the community	Group work

DAY 3		
MORNING: ANALYSIS OF CRVS PROCESSES		
Session 10: (1 hour)	Potential design flaws in CRVS processes	Presentation
Session 11: (2 hours)	Analysis of business process maps	Group work
AFTERNOON: POTENTIAL USES OF BPM		
Session 12: (2.5 hours)	Preparing the 'national stakeholder workshop'	Presentation and group work
Session 13: (1 hour)	Way forward and closing remarks	Presentation panel

The program partners on this initiative include: The University of Melbourne, Australia; CDC Foundation, USA; Vital Strategies, USA; Johns Hopkins Bloomberg School of Public Health, USA; World Health Organization, Switzerland.

Civil Registration and Vital Statistics partners:

For more information contact:

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