

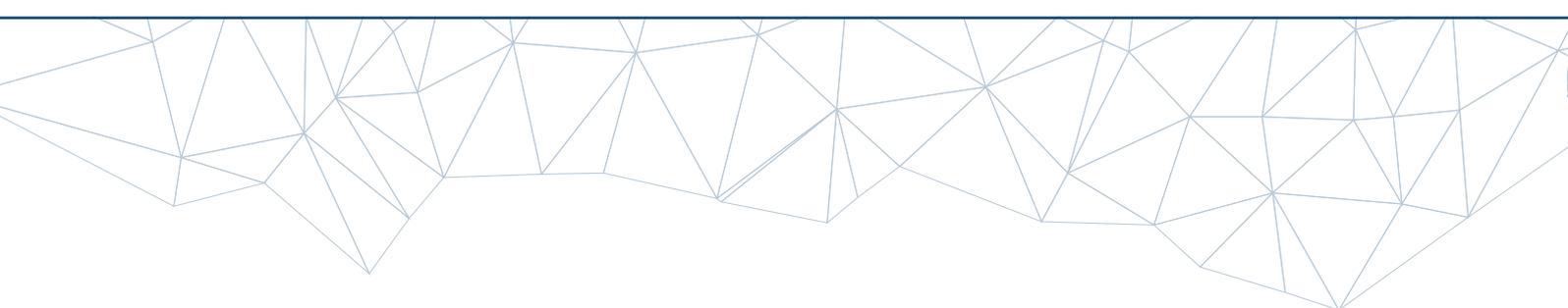


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DATA FOR
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Enterprise architecture process mapping for strengthening CRVS design



Background

Process mapping has been shown to be extremely useful to systematize 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 operates
- The systematic analysis of CRVS processes exposes sub-processes or CRVS milestones not properly designed or even non-existent (eg notification of births and deaths occurring in the community)
- Mapping processes across departmental or ministerial administrative boundaries helped 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

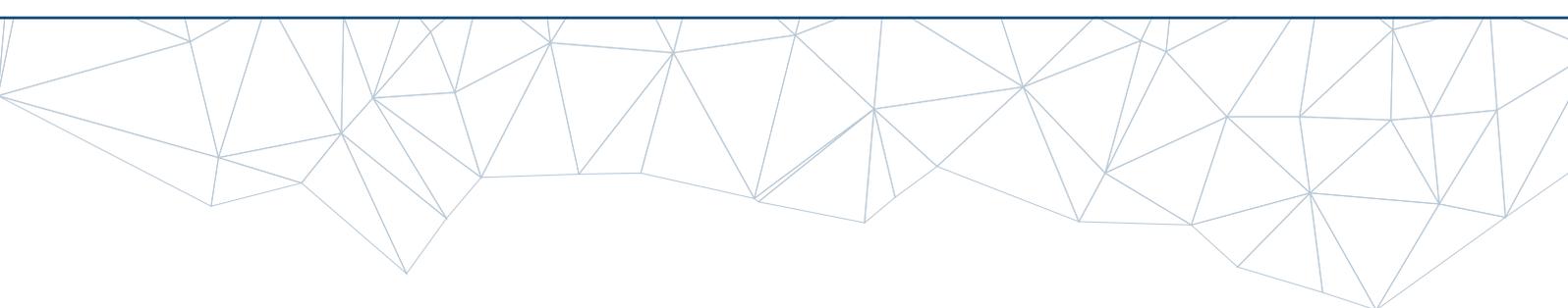
To introduce the basic principles of enterprise architecture business process mapping and to help participants develop the skills needed to apply this system analysis approach to CRVS systems. This training also aims to facilitate understanding and usage of enterprise architecture (EA) products and outputs 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 systems vision and goals and identify relevant actors and resources of the CRVS ecosystem in the country including all subsystems
- 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.

Session content

The training will be structured in 13 sessions distributed across 3 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 & 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

Teaching and learning methods

A participatory approach must be used with a combination of lectures, guidance documents, demonstrations, practical seminars, facilitated group work, group work feedback, and private study. It's 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 would be between 20-25 persons with 3-4 persons from each 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 (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 provided by SwissTPH

Supplied during the workshop:

Summary of BPMN symbols and their meaning

- Power point template that countries could use to present their process maps
- CRVS business process mapping booklet template to give as a hand-out in meetings or presentations
- Links to relevant guidebooks and videos

The University of Melbourne recognises the Swiss Tropical and Public Health Institute for their partnership and contribution

Swiss TPH 

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