

Open-Source CORE-MIS

Improving Social Protection Program Management and Delivery > Q&A session

from Mohan Gopalakrishnan (internal) to everyone: 9:41 AM

Can the client eventually own the source code?

from Melis Guven to everyone: 9:43 AM

@ Mohan --our objective is to eventually transfer the source code. Andrea is just explaining this aspect

from Mohan Gopalakrishnan (internal) to everyone: 9:44 AM

Thanks

from Upamanyu Datta (internal) to everyone: 9:42 AM

What kind of technical background would you ideally need in a client team to customize and maintain the system? Thanks.

from Ubah Thomas Ubah (internal) to everyone: 9:47 AM

In terms of technical background, ideally you would want a team with software development and deployment background. A programmer with Java knowledge preferably one (or several) with understanding of web based application development.

from Upamanyu Datta (internal) to everyone: 9:47 AM

Cheers

from Mohan Gopalakrishnan (internal) to everyone: 9:50 AM

Would you also need domain experts who understand individual program process flows

from Andrea Martin to everyone: 9:52 AM

Hi Mohan, yes that would be important to ensure the system is consistent with the actual implementation flow. Currently we work with the client to understand their processes and configure the platform accordingly

from Mohamed El Aziz Ben Ghachem (internal) to everyone: 9:51 AM

hi, are there an instance for demo for example?

from Andrea Martin to everyone: 9:53 AM

Hi Mohamed, yes we can share a link to a demo version after the presentation, in case people would like to further explore it

from Mohamed El Aziz Ben Ghachem (internal) to everyone: 9:55 AM

thank you andrea it would be great

from Shalika Subasinghe (internal) to everyone: 9:54 AM

can our clients access the software online to get a feel for the current version? Then, the client can get JAVA programmers to customize?

from Andrea Martin to everyone: 10:01 AM

Hi Shalika, currently we are offering this service only to a limited number of pilot countries, but yes that should be the standard approach

from Mohan Gopalakrishnan (internal) to everyone: 9:55 AM

for payments module is there a facility for pre-validation of the bank accounts to avoid returns or alternatively penny drop method?

from Mohan Gopalakrishnan (internal) to everyone: 9:59 AM

are there features for self service by beneficiaries i.e submit a request (self apply) for inclusion in a program or view the program eligibilities / documentation requirements

from Andrea Martin to everyone: 10:02 AM

Hi Mohan, yes there are features to allow self-service application to programs (eg. using ussd codes). Access to the system under current deployment is limited to internal users, but could be opened to the public if needed

from Ubah Thomas Ubah (internal) to everyone: 10:15 AM

@Mohan, pre-validation for bank accounts is dependent on availability of that feature within service providers in the country, or if there is a payment gateway that offers this service, the CORE MIS can integrate to this feature

from Mohamed El Aziz Ben Ghachem (internal) to everyone: 9:58 AM

is it already available in github (public repository) or it would be done after?

from Andrea Martin to everyone: 10:01 AM

Hi Mohamed, the code is not yet publicly available but we are planning to make it public soon

from Mongolmaa Norjinkham (internal) to everyone: 9:59 AM

Thanks for this presentation. Can we get recording of this webinar? Many thanks!

from Yuko Okamura to everyone: 9:59 AM

Besides open source, what would you highlight as main strengths and weakness of this Core MIS, compared to other MIS (ex. those developed by the government, those being used by Give Directly, developed by Segovia)?

from Andrea Martin to everyone: 10:05 AM

Hi Yuko, in terms of strengths we think our experience and knowledge of implementation really helped developing a tool that follows the field processes and reality

from Yuko Okamura to everyone: 10:07 AM

Andreas, thank you for your answer. Would like to learn more about this, thanks again.

from Sumita to everyone: 10:01 AM

Hi, amazing work. A dream come true for many of us who have been struggling with getting such systems set up

from Sumita to everyone: 10:02 AM

My query is, can we have the specifications of the Core MIS online where we could go thru them... nt the technical specs but functional ones

from Mohamed El Aziz Ben Ghachem (internal) to everyone: 10:05 AM

I join Sumita to have the functional spec too please

from Andrea Martin to everyone: 10:03 AM

Thank you Sumita, yes we can share the functional specs.

from Sumita to everyone: 10:07 AM

Thanks Andrea, will look forward to it. Please let me know in case I need to put in a request

from Alex Kamurase (internal) to everyone: 10:05 AM

Many thanks to the team and co-hosts for an excellent initiative that is solution oriented. looking forward to learn more about it. A few qns - 1] is interoperability possible with country systems such as national ID agencies and social registries and are there experiences with it so far including on reception by clients and related political economy issues, and 2] to which extent can user countries make own modifications , for example to include sub-modules to the ones they have been enabled to access.

from Andrea Martin to everyone: 10:09 AM

Thank you Alex, 1) yes it is possible to link/integrate with external systems eg. civil registry 2) during the pilot we are directly supporting the changes, but once code is handed over and code made public, clients will be able to independently make changes (using the developing team they prefer)

from Mohamed El Aziz Ben Ghachem (internal) to everyone: 10:05 AM

Is it supporting arabic or non latin languages?

from Andrea Martin to everyone: 10:11 AM

Hi Mohamed, yes the system can be translated in other languages

from Andrea Martin to everyone: 10:06 AM

The TTL will tell more about the experience in Zambia

from gul najam jamy to everyone: 10:09 AM

Can this be expanded to manage huge amounts of data for countries like Pakistan with 32 million households and 220 million people of which about 90% are in the national social registry but is not being accessed by provinces via an interface due to lack of technical capacity and a reliable application?

from Andrea Martin to everyone: 10:12 AM

Hi Gul, yes the system is designed to work with large datasets

from gul najam jamy to everyone: 10:14 AM

Thanks Andrea. This is very reassuring

from Ines Arevalo Sanchez (internal) to everyone: 10:11 AM

Can the system be used in offline mode as well?

from Andrea Martin to everyone: 10:14 AM

Hi Ines, currently the system is web based (online) but there are some offline functionalities (e.g. payments)

from Ines Arevalo Sanchez (internal) to everyone: 10:25 AM

Thanks Andrea

from gul najam jamy to everyone: 10:16 AM

Maybe others have asked the same question but does this need some modification to talk to a national social registry or is it plug and play?

from Andrea Martin to everyone: 10:20 AM

@Gul it will require integration with API on their side. But the foundation is there to reduce the work required

from Kendeh Lewis Malike to everyone: 10:20 AM

Hello Gul, it's not plug and play. It has the foundation to reduce the work required but it will definitely will require some work to integrate the API from the national social registry.

from gul najam jamy to everyone: 10:22 AM

Thanks but national registries have ego issues and may require this application to speak language of the national system. In such an unfortunate eventuality can this be modified or is it difficult?

from Ubah Thomas Ubah (internal) to everyone: 10:25 AM

@Gul API's solve this problem, and integrating to an external API such as that of an NSR is very doable. It may also interest you to know that the team is looking into the development of a social registry tool as part of the suite

from gul najam jamy to everyone: 10:26 AM

@ubah this is music to ears of many in this meeting

from Mohamed El Aziz Ben Ghachem (internal) to everyone: 10:17 AM

very interesting thank you for this session . looking forward to getting the ppt, demo URL and functional specifications. congrats to all the team and this amazing work

from Sumita to everyone: 10:26 AM

If specifications can be released to country teams in advance, feedback may be useful for the development and also for the country teams to use in projects

from Sumita to everyone: 10:28 AM

extremely beneficial and I would like to learn more about it

from Ubah Thomas Ubah (internal) to everyone: 10:28 AM

Sure Sumita

from Sumita to everyone: 10:30 AM

thanks so much to the team