

Ministry of social development of Kyrgyz Republic

Corporate Information System for
Social Assistance
(CISSA)

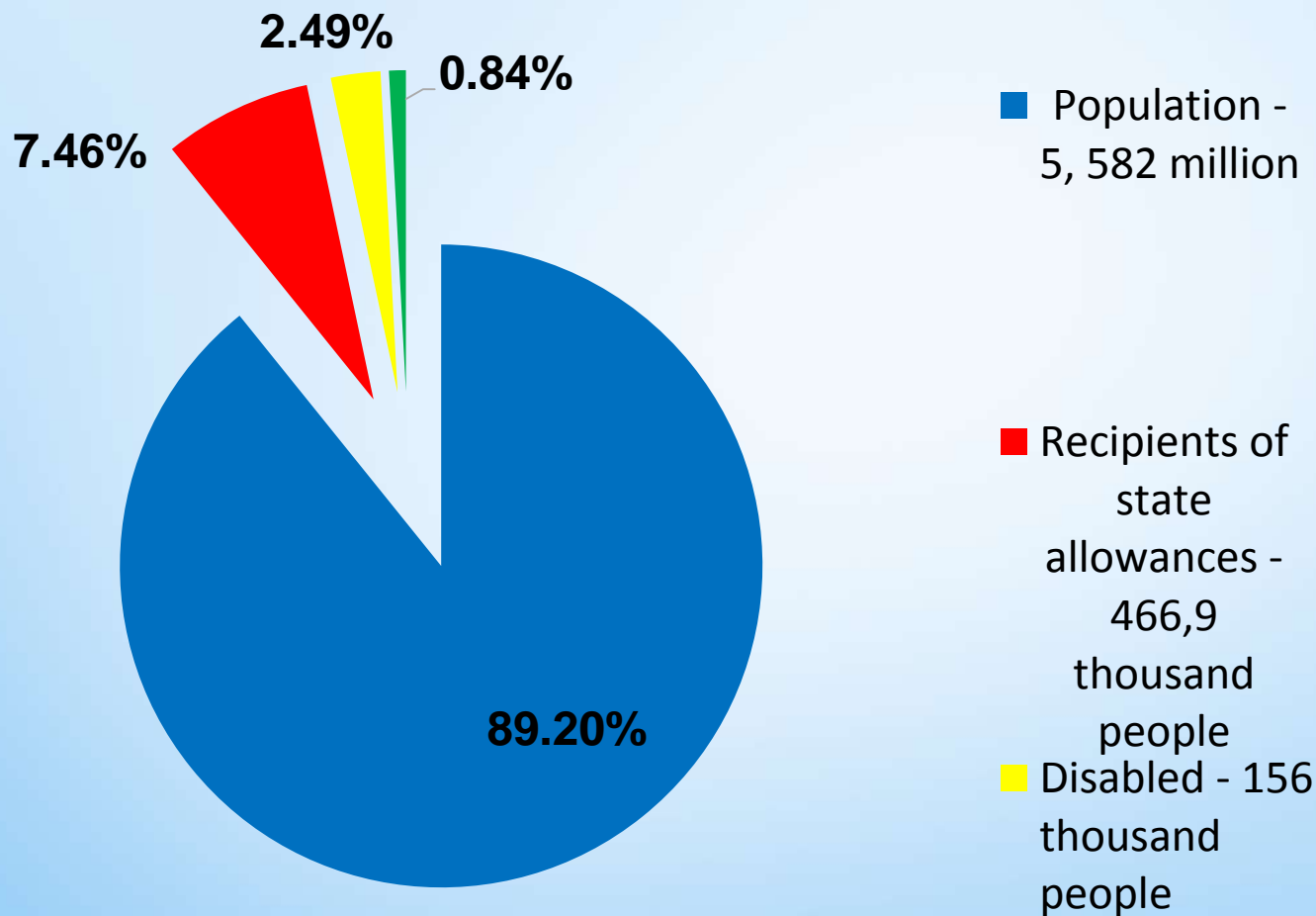
Functions of the Ministry of Social Development of Kyrgyz Republic

- Ensuring sustainability and stability of the public system of social protection of vulnerable categories of citizens (provision of quality services to the population and guarantee of equal opportunities).
- Targeted approach to the most vulnerable groups and timely payments to eligible citizens.

Today social protection is implemented using instruments:

- Monthly allowance for low-income families with children (MALF);
- Monthly social allowance for disabled people (MSA);
- Cash compensation in lieu of benefits;
- Social services provided to vulnerable groups of citizens;
- Social security payments for employed citizens.

Recipients of social services



Main goals of CISSA creation are:

1. Formation and development of a single public information resource – a national database of social assistance
2. Provision of a single environment for all employees of the Ministry of information, as well as common standards and procedures that provide for the delivery of social assistance, implementation and evaluation of social programs, reforms and their practical approval
3. Ensuring openness and transparency of social policy, assignment and payment of allowances, as well as the overall distribution of public funds
4. Ensuring interoperability and information exchange between the Ministry and other government agencies to improve public administration

Tasks solved by CISSA:

1. Control and standardization of procedures for customer registration, determining of eligibility, assignment and payment of allowances and benefits for social assistance
2. Control and planning of funds and resources
3. Formation of statistical, administrative and financial reports at each level of administration
4. Approbation of new types of allowances and benefits, means-testing methods, payments, etc.
5. Financial audit by the Internal Audit Department of the Ministry
6. Monitoring and analysis of social programs and social protection measures

Model of business process integrated in CISSA

Payment of allowances and compensations

ST
Sanatorium treatment

Rehabilitation center for EPD

National Institution of Prosthetic Appliances

Nursing homes

MSA



CISSA

Business-process modules of the Ministry:



Payment of allowances and compensations



Examination of persons with disabilities
(EPD)



Sanatorium Treatment (ST)



Rehabilitation of EPD



Social service in nursery homes



Manufacturing of prosthetic appliances

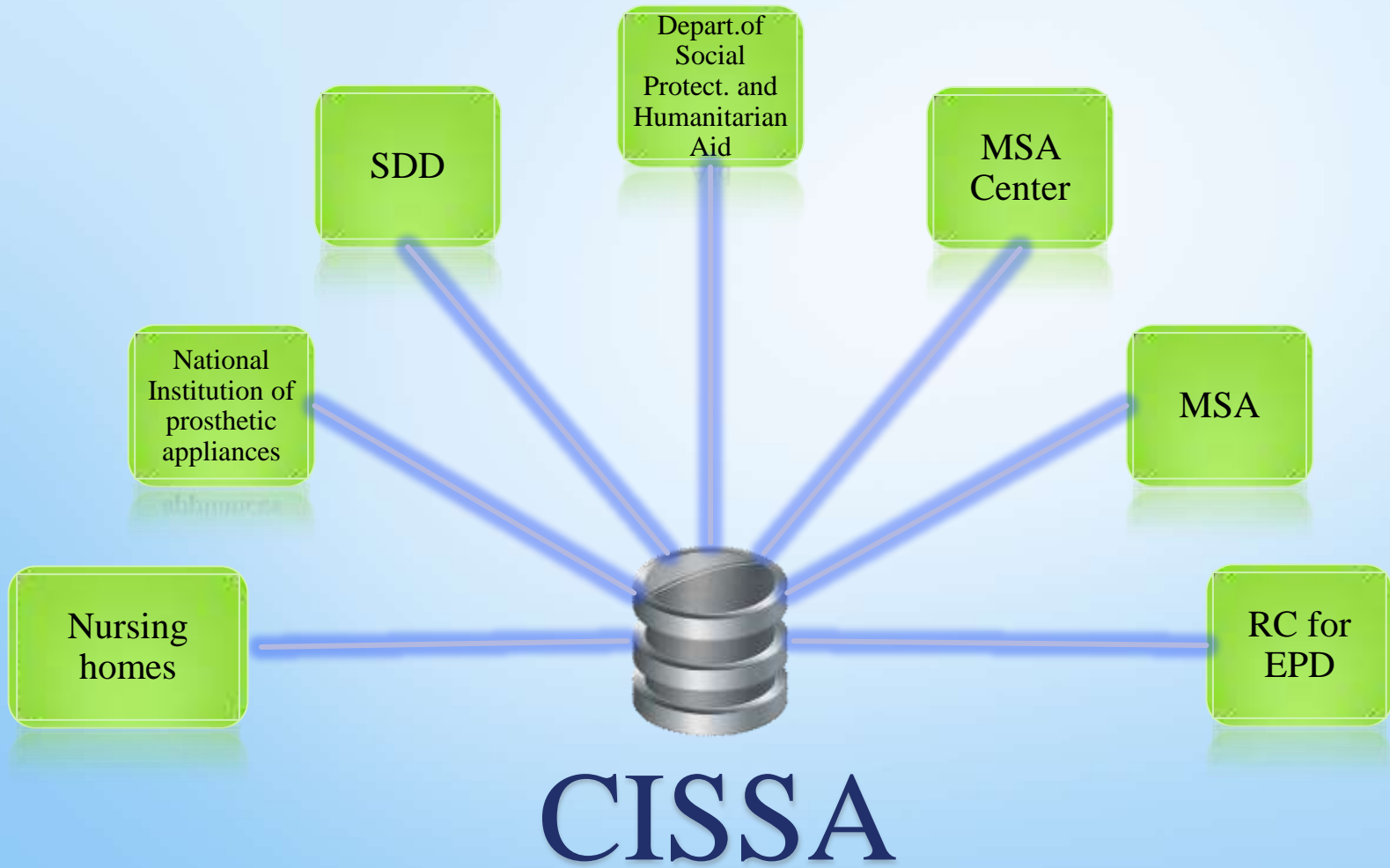
Levels of cooperation

I. Central Office of the
Ministry

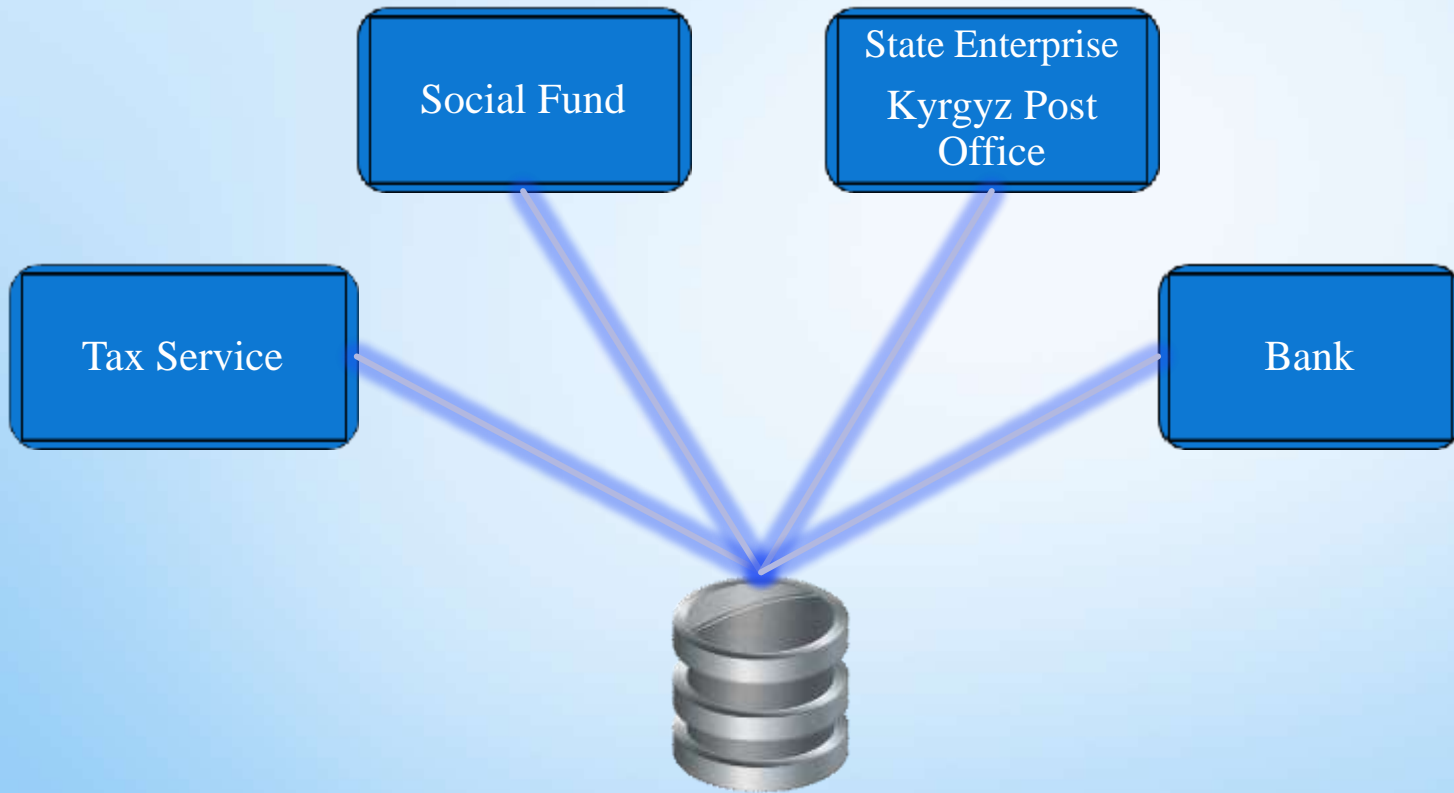
II. Territorial
subdivisions- 105

III. Ayil -okmotu -
452

Subdivisions covered by the system



Perspective areas of cooperation



CISSA

Information system infrastructure of the Ministry

Virtual Server on VM Ware platform

Virtual Servers

SQL-Server

BIZ-Server

WEB-Server

VPN Concentrator
Firewall

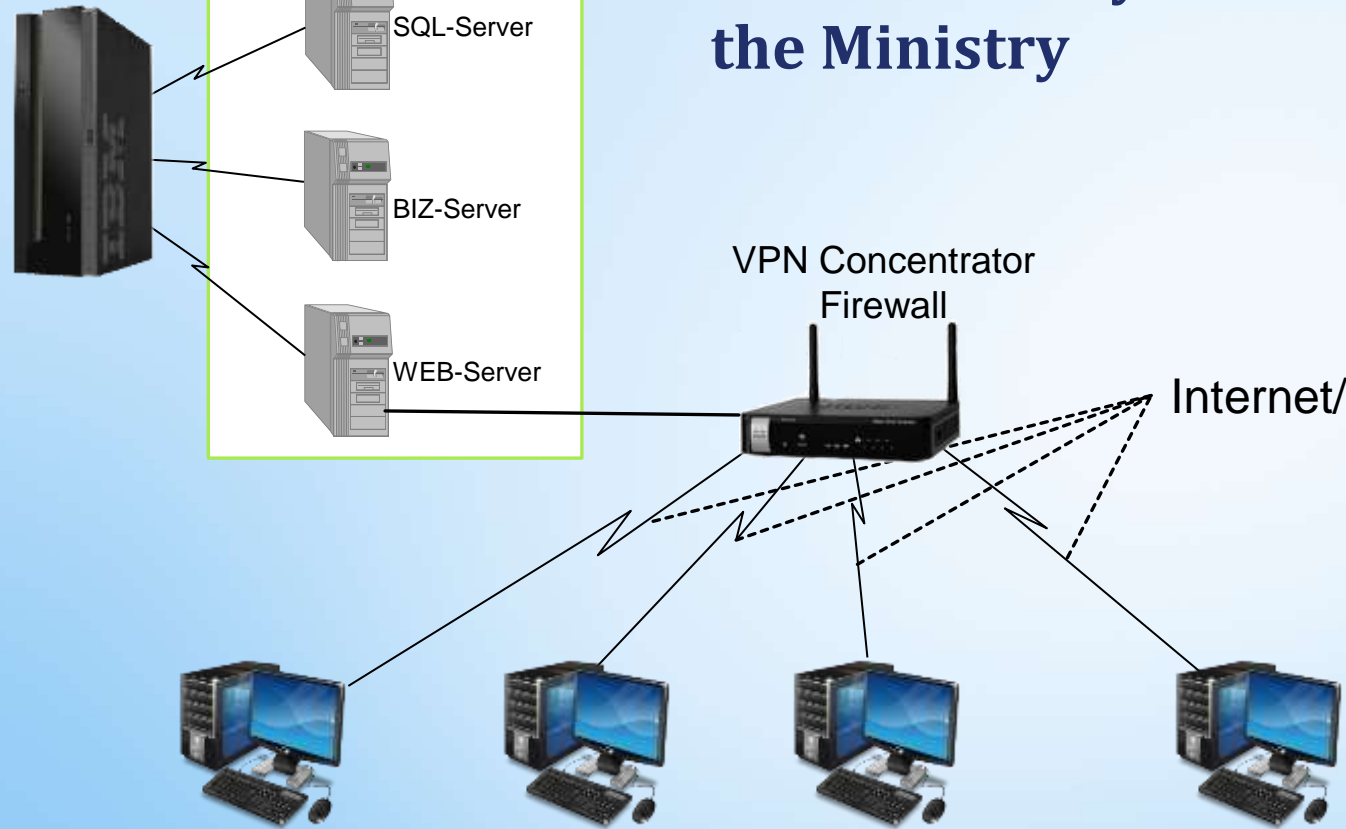
Internet/ VPN

Social development departments

Medical and social assessment

Nursing homes

EPDs Rehabilitation center



Implementation challenges

1. Insufficient level of staff's IT literacy
2. Poor funding of users training
3. Problems with the quality of telecommunication services in remote areas
4. Lack of a clear understanding of the objectives and benefits of the information system
5. Problems with system's sustainability - maintenance and servicing of computer equipment and local area networks, lack of skilled administrative and technical support staff

Achieved results

1. Electronic entry and data storage.
2. Automatic determination of eligibility and payment assignment
3. Operational search, receipt and processing of information
4. Automatic generation of reporting forms.
5. Electronic coordination and approval of documents
6. Electronic delivery and exchange of information between MSD departments
7. A mechanism created for exchange of information with other agencies

Obstacles

1. Lack of a coherent policy for promoting departmental information systems
2. Low level of integration EDS (electronic digital signature) mechanisms in the work of public authorities
3. Lack of quality provision of telecommunications services in some regions
4. Lack of IT infrastructure at ayil okmotu (settlements)

Development perspectives

1. Expansion of the system's functionality
2. Building human resource capacity
3. Closer integration with other agencies to improve data accuracy and simplifying procedures for payment assignment
4. Investment in technical equipment (expansion of jobs)
5. Investments in telecommunications
6. Introduction of electronic signature and electronic document flow

**Thank you for your
attention!**