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

Population - 5, 582 million

- Recipients of state allowances - 466,9 thousand people
- Disabled - 156 thousand people
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
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

CISSA

- SDD
- Dep. of Social Protect. and Humanitarian Aid
- MSA Center
- Depart. of Social Protect. and Humanitarian Aid
- National Institution of prosthetic appliances
- Nursing homes
- MSA
- RC for EPD
Perspective areas of cooperation

CISSA

- Social Fund
- State Enterprise Kyrgyz Post Office
- Tax Service
- Bank
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
Thank you for your attention!