Comment on the design of management information systems adapted to the country context
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As we have seen through the different presentations we have had this morning, MIS can be a very useful tool. Particularly, as it impacts the case process of a SP programme. It can be used to target the beneficiaries, for the production of payment slips, monitoring and evaluation. You have to decide first of all what you want to do and then tailor it to the IT systems.

Cross-program MIS are important to ensure inter-operability of different MIS in a country. Unique ID assists with this. MIS can achieve economic efficiency and improve quality of service being delivered. SP involves a combination of different schemes that propose to deliver both benefits and services. This is something very complicated. Coordination is very important and very difficult to achieve, and should be one of the key goals when designing MIS for SP.

Process of a SP Programme:
- Identification of applicants
- Targeting and registration
- Compliance with conditions if any
- Management of appeals and grievance processes
- Exit and graduation of beneficiaries
- Product of payment lists
- Reconciliation of payments
- M2E

Moreover, MIS has to be thought as Programme tool. A unique MIS is not possible for all the countries, but good examples could be the 13 digits in Thailand to have a unique identification number. What is important is to improve integration between separate social protection MIS and gain efficiencies from that.

Nevertheless, during the past 2 days, we have seen the importance of coordination and the accuracy of integrated packages of services and transfers, for instance the Long Term Care in Thailand.

The ability to tailor MIS to SP can provide ability for a range of skills as well as to report to policy makers. You are not only reporting on a single scheme but for all the SP schemes throughout the country.

Integration and ability to communicate of all the different MIS, what one can expect is:
- Oversight of schemes
- Reporting to policy makers
- Optimization of the indirect costs (common payment system)
- Efficiency of the SP system (avoiding double clipping)
- Enabling the movement of beneficiaries between schemes -> Vertical extension of SP for people graduating out of poverty life cycle approach
- Move effective emergencies responses

Ability to report on multiple schemes ensures efficiency of SP system e.g. communication between different stakeholders and different schemes avoids duplication, targeting errors.

Need to ensure capacity of beneficiaries to move from one scheme to others depending on their personal evolution during life cycle e.g. from formal sector to informal or vice versa, to retirement. It is important to try to get information through all stages of life cycle to ensure appropriate services at each stage of life.

In all cases 3 dimensional design of MIS is key to ensure it is adapted to country context and capacity:

1) Database structure and logical framework.
    a. Existing database/Unique ID: Look at what already exists in a country, existing data, the level of empowerment of sub-national level that is possible, how to ensure movement from one scheme to another, how to ensure software is compatible, technology is available;
2) Governance
    a. Remind the principle of R202
    b. Awareness of political manipulation: very important to be aware that MIS is a powerful tool to improve SP mechanism but there is a risk of political manipulation – design of governance of MIS must take into account ability to mitigate this risk as much as possible.
    c. Preparation of quality checks for Programmes.
    d. Ability to produce reports and evaluation regularly based on MIS database is important to ensure participation of all stakeholders, not only government, in evaluation of SP mechanism;
3) Complexity:
    a. MIS has to be used every day, in coherence with:
        i. Capacities
        ii. Time and Cost constraints
        iii. Identified Risks
        iv. Must be a simple tool that can be used every day, maintained and updated. It is better to have a simple tool that is up to date than a very comprehensive MIS that cannot be used by people.