**Use case prioritization exercise**

**OBJECTIVE OF THE ASSESSMENT\***

Mapping services and transactions across different sectors/agencies in Nepal and analyze how they would benefit from DPI-based service architecture by leveraging digital identity, payments, data sharing, and Nagarik app.

Step 1: Use case mapping: Map services and transactions across different sectors and agencies in Nepal that would benefit most from a DPI-based service architecture.

Step 2: Use case prioritization: Prioritize use cases based on feasibility and impact. This involves evaluating each use case to identify those that are high priority, strategically aligned, and offer potential for early success.

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| **Sector**  **(***Name of sector, e.g. ‘Tax’)* | **Primary use case(s) and specific service(s)**  *(List use case, and the specific service(s), e.g., use case could be driving license with specific services that include applying for a new license, applying for renewal, applying for replacement of lost license, applying for adding additional vehicle to the license document)* | **Owner**  **(***Name of govt. entity (ministry/department) responsible for use case)* |
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**For the services identified above, please complete one (1) worksheet per service:**

##### Mapping out the as-is state

Describe in a few sentences the purpose of this use case and the core processes involved, e.g.:

[People / business owners / etc.] need to register for [use case] in order to access [service].

The registration process typically involves [describe steps—e.g., is it online or in person].

If in person [describe steps to visit an office]. If online [describe steps to fill the online form].

Number of data fields collected [list mandatory as well as optional].

List the documents submitted [mandatory documents and total #].

The process concludes with [e.g., issuance of a certificate, approval notice, digital credential].

The typical processing time is [immediate / X days / weeks].

The cost to the organization is [X NPR], and the cost to the user is [X NPR].

The service or credential is delivered via [e.g., email, in-person collection, postal mail].

##### Digital Identity

Identify which use case(s) require the verification of personal data (e.g., DOB, address, etc.)? Do any of these services require authentication/verification of identity credentials? And what are pain points with reference to identification?

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| Type of credentials required for identification during registration/application | Primary credentials required for this use case.  For e.g. *List the type of identification document required (national ID, citizenship certificate, election ID, driving license etc.)* |  |
| What type of data is (primarily) processed by this use case? | Primary data required and processed by this use case:  For e.g. *List the additional data/documents that are core to this use case, e.g., name, DOB, birth certificate, PAN card, license X, permit Y, etc.* |  |
| Assuring uniqueness | Do you need to check if the person is a unique individual and does not have another entry in the service database when delivering the service?  *For e.g. two licenses issued to the same person due to two different records in the license database (due to minor spelling differences in name or address) or two citizenship certificates issued to same person from two different offices, or person registered twice for cash transfer program* |  |
| Are citizens authenticated when using this service? And how? | Is any biographic or biometric data collected, or ID document checked during service delivery?  *For e.g. verifying identity when applicant takes the driving test? Authenticating person when person casts his vote, when collecting passport or national ID card* |  |
| Can you share more about the assurance level needed for this service? | Indicate High or Low (what is the confidence level required to be sure of the claimed identity of the person).  *For e.g., the required level of assurance will differ depending on the context, verifying identity for routine service access may require lower assurance, while transactions involving large sums of money or the issuance of sensitive documents, such as during immigration, demand a higher level of assurance. These assurance levels can involve: Biographic information, one-time password (OTP), two-factor authentication (e.g., OTP plus card/PIN), biometric verification, physical presence* |  |
| How long does it typically take to authenticate a user or citizen for a service using the National ID (NID)? |  |  |
| Does this service require the use of (e)signatures? | Does the user/citizen or the official need to provide signatures during the delivery of the service? |  |
| Are there any regulations or standards that your sector must comply with when it comes to identity verification? | For example, Know Your Customer (KYC) directives, or something specific to sector) |  |

##### Data sharing

What type of data is processed for this service? Is the system already exchanging data with other systems, or could it benefit from access to additional information about individuals held by other entities? If so, what type of data?

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| What type of data is (primarily) used by this service? | For e.g., does the service rely on attributes provided by other systems or does it use data to verify information for decision-making in service delivery? |  |
| Is the database digitized? | Is there an existing digital database and/or MIS that this service uses to record transactions? |  |
| How is the data accessed and shared across other databases/information systems? | Does the system currently exchange data with other systems, e.g., through existing APIs , or file-based transfers |  |
| Access to which additional databases/systems could help improve the delivery of this use case? | Consider any data that could enhance accuracy, confirm eligibility, or autofill attributes such as disability status, birth date, or marital status. |  |
| Legal or regulatory barriers | Are there legal or regulatory barriers to integration with other systems, including digital ID? Please specify if certain laws restrict data sharing or system interoperability. |  |
| Are there any data standards defined or planned to be defined? | This includes technical standards, data formats, or governance frameworks that guide how data is exchanged or managed. |  |

##### Payments

What types of payments are involved in this case? Are digital payments already being used, or could the case benefit from enabling digital real-time payment options? If so, what types of payments and through which channels?

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| Does this use case involve any payment? | Explain if it is G2P, P2G/B, P2P, B2B (G – Government, B – Business, P – Person) |  |
| Payment in local currency | What is the amount of payment involved, and does it occur one-time or recurring? |  |
| Digital payments | What share of the payments (if any) is made digitally? What is the channel of payment delivery? |  |
| Use of fast payment system | Is there a real-time payment system that is used for these payments? Are the payments instantaneous (within a minute or so) |  |

##### Integration with Nagarik app

This section assesses the digital readiness of the information system used to deliver this use case. It helps determine the timeline and feasibility of integrating the system with digital identity, payment platforms, the Nagarik app, and data exchange with other systems via APIs.

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| Is the service integrated with Nagarik app, or are there any plans | For e.g. Already integrated/planned/no plans |  |
| If this use case service integrated with Nagarik app, and if yes, please specify for which of the following purposes it can use Nagarik app: a) Application of Service  b) Verification of document/data submitted  c) Consent  d) Revenue Payment  e) Issuance of Document/Credential in digital format f) Sharing of credentials | Please write Yes or no for each of the following and any additional remarks. |  |
| Do you capture real-time service performance data from digital transactions with users (e.g., completion time, drop-off rate, complaints monitoring, success rate,)? | List what analytics is captured to monitor service levels provided in delivering use case and if there is improvement or dissatisfaction with service delivery from the citizens |  |

##### Service delivery readiness

This section assesses the digital readiness of the information system used to deliver this use case. It helps determine the timeline and feasibility of integrating the system with digital identity, payment platforms, the Nagarik app, and data exchange with other systems via APIs.

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| Number of users | What is the total number of users in a typical year?  *(in year 2024)* |  |
| Usage frequency | How many times does the user need to use the service?  *(daily, monthly, yearly, once in their lives)* |  |
| User type | Who are the (primary) users?   *(citizens, foreign residents, people above age [X], vulnerable populations, business owners, etc.)* |  |
| Existing access points | How many physical access points currently exist, and at what administrative levels?  *(national, provincial, district)* |  |
| Are these physical touchpoints or is the service also available online? |  |
| Can the service be accessed through  a) Laptop/ Desktop  b) Mobile (Smart)  c) Service centers |  |  |
| What percentage of your transactions, if any, are conducted online? |  |  |
| What parts of the service delivery process are online? | For e.g.  a) Online application, offline processing,  b) Document verification is digital or not  c) Online application, online processing, offline/physical credential issuance  d) end to end online service delivery  e) end to end manual, paper based/excel based |  |
| If not online, what is the mode of service delivery?  a) Private device  b) Any office of respective department  c) Any government offices  d) Trusted third party private entity |  |  |
| What types of hardware are used by staff or beneficiaries/customers (e.g., computers, kiosks, tablets)? |  |  |
| Is the system hosted in a data center?  (Government Cloud/ Collocation/Managed Service)  Does it have a disaster recovery site? (Where and How?)  Is the system under a maintenance contract (outsourced or inhouse team) | Maintained by vendor, or by inhouse team, or no active maintenance contract |  |
| Is there any Standard Operating Procedures (SoP) for operations of system? |  |  |
| Is there any business continuity plan or approach? Explain |  |  |

##### Service-level qualitative questions for focus groups

**[Please save these for an open-ended discussion]**

How much does the current identity verification process cost, per use and monthly or annually? Who bears this cost (e.g., government agency, business, or individual?) (can provide cost to verify identity in terms of effort, time or third-party services used for the verification process risk/cost of not being able to verify identity with high level of assurance/accuracy)

Is [the Sector] subject to identity-related fraud or data inaccuracies (i.e., (a) duplicated records or enrollments, (b) fraudulent or “ghost” records or enrollments, (c) identity impersonation during transactions? How frequent are they and how are they mitigated?

Are there any geographic challenges? Do certain regions have greater readiness than others?

What is the effort /time delays required to verify data provided by other departments e.g. verification of birth details, license details. What is the risk accepted by the department by not having the ability to verify data from the authoritative source?

What data can this use case information system share with other services to streamline their delivery (e.g. birth registry system can provide data on birth details to various other service providers avoiding the need for people to submit birth certificates for accessing those services. Same for ID document).

What are the current pain points and challenges with identification? Explain in the light of how digitalization gaps can be a challenge for your service delivery?