Digital X finds proven, innovative digital solutions and offers them the chance to partner with UNDP’s 170 Country Offices and receive funding up to $100,000.

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# Links

UNDP Digital X Challenge: <https://digitalx.undp.org/apply.html>

FAQ: <https://digitalx.undp.org/documents/Digital_X-QA.pdf>

# (done) Page 1: Overview

# Page 2: The problem, the solution, and your target beneficiaries

## (done) What's the problem you are solving, and for whom?

Please help us understand the problem you are addressing, the target group you are serving, and how it is relevant to UNDP or the Digital X Global Challenge. How deep do you understand the needs of the population you are trying to serve? What have you done in the past to show you understand their pain points?

Answer:

The success of social protection schemes depends on highly efficient implementation of multiple, complex business processes. Scheme operators (Health Insurance, Social Protection) in low- and middle-income countries struggle to achieve efficiencies in these schemes when they lack access to appropriate digital technologies. openIMIS aims to solve this problem by providing the social protection institutions with a flexible, open-source solution that they can use to manage their schemes, increase efficiency and help increase the reach of Universal Health Coverage (UHC) and universal social protection (USP) to their beneficiaries.

The openIMIS initiative has been working with scheme operators of various scheme types – from health insurance, accident insurance, to unconditional cash transfers since 2016. With implementations in 8 countries, serving close to 10 million beneficiaries, we have demonstrated that we understand the needs of the scheme operators and provide a solution catered to that need.

## (done) How focused are you on bridging the digital divide?

Does your digital solution support target populations who may be more likely to be left behind digitally? Such as digitally illiterate, people with disabilities, people with limited connectivity?

Answer: openIMIS was designed in countries with connectivity issues under the conditions found there. Though the main software is running on a server hosted by the scheme operator, access is possible through a mobile app even from remote places with intermittent connectivity. Additional features integrate the use of paper-based tools, e.g. pre-printed insurance cards with QR-codes to allow for unique identifiers even in offline mode.

## (done) Tell us about your user journey in 4-7 steps

Example: Step 1: We work with governments to agree on a mobile money relief (cash transfer) programme for vulnerable populations during climate disasters or economic hardship. Step 2: The cash transfer programme is announced via radio in selected areas. Step 3: Potential recipients call an automated phone number. Step 4: After the call, we use a combination of satellite data, mobile phone data, and AI to confirm whether or not they are eligible for a cash transfer. Step 5: Cash is automatically sent to an eligible individual’s mobile money account.

Answer:

Step 1 - We work with the scheme operators (public or private) to deploy openIMIS to manage the scheme.

Step 2 – openIMIS provides various ways of enrolling people into the scheme – digitally for those having access, or through door-to-door visits in which enrollment assistants go to rural households to collect information required for enrollment.

Step 3 – Once enrolled, access to digital tools is not required for the beneficiaries to receive benefits under the scheme managed by openIMIS – beneficiaries provide their identification, which is verified by the service provider after which a service (health, cash transfer or other) is provided. The cost for the services is reimbursed to the provider based on a claim submitted by the provider through openIMIS.

Step 4 – Important details regarding the scheme and benefits are announced over various channels – Social Media, TV, Radio etc.

## (done) What makes your digital solution innovative?

How is your digital solution different or better than what exists? What are the current key features of your digital solution that most contribute to helping your users? How does it make life easier, better, faster for them etc.?

Answer:

On top of the long list of technical features for the management of various different schemes, openIMIS puts the users of the software (the social protection scheme operators) in the driving seat – we provide a proven, well-tested tool that they can use, customize, and maintain – all on their own. Without any lock-in to providers or vendors. This makes the life of such organizations easier, better, and more efficient.

This combination of functionality and versatility makes openIMIS one-of-a-kind, and better than any of its competition.

## Please attach a pitch deck presentation focusing on the problem, solution, and traction (results).

Please include screenshots of the digital solution. You may use old slides if you have already done a similar exercise. Note: Pitches will remain confidential and only reviewed by UNDP unless you permit to share with others outside of UNDP.

Answer:

[2022.05.30.UNDP.DigitalX.Pitch.pptx](https://gizonline.sharepoint.com/:p:/t/OpenIMISGlobalTeam/ESkutwcAu-NKkh_EmygLHxMBqpgPdLnbKVsyXXKufnGWYQ?email=uwe.wahser%40giz.de&e=m7Fu8H)

If you have an existing video of someone from your team pitching your solution or would like to record a new video of you pitching your solution with slides using Zoom or screen capture, please post a link here.

If you record a new pitch, please try not to go over 2 minutes.

Answer: <https://www.youtube.com/watch?v=s6zq30CpYr4>

# Page 3: Maturity and impact of your solution

## (done) Write your Impact Statement using the following formula: If (Vision) + By (Solution) + Then (Result) + And Ultimately (Impact).

Example: If we support the vulnerable youth of Country A aged 18-25 by replicating our e-education platform there, then we will help 5,000 youth by giving them new job skills, and ultimately will contribute to the upskilled labor of vulnerable youth in Country A.

Answer: If we effectively manage the health financing and social protection mechanisms which contribute to Universal Health Coverage and Universal Social Protection by providing a free, easily accessible digital solution their process management) then scheme operators will be able to provide more and better services in health and social protection, ultimately increasing Universal Health Coverage and Universal Social Protection to all.

## (done) What are your quantifiable results so far with your target populations (split by country)? Please use the most important indicator(s) that you are capable of measuring and have enough data.

Examples: 1. We've helped 5,602 vulnerable youth get jobs in A country and 10,300 in B country. 2. We've increased 20,300 farmers’ income on average by 230% in X country.

Answer: We’ve helped the Government of Nepal manage the health insurance of over 5 million beneficiaries and the Government of Tanzania to over 3 million beneficiaries. In addition to these large health insurance schemes, openIMIS is being used in 9 other schemes, that range from accident insurance to unconditional cash transfer schemes. More impact details can be found at: https://openimis.atlassian.net/wiki/spaces/OP/pages/40665130/Implementations

## (done) What impact do you expect to achieve through your project in 3-5 years?

List the key impact targets you aim for.

Answer: In the current project phase we would like to support at least another 4 social protection organizations to use openIMIS in order to provide better services to their beneficiaries. However, we are currently actively reaching out to and working with other global organizations (e.g. ISSA, ILO) and networks (e.g. SPIAC-B, DCI, GovStack) to expand the market to other sectors, especially social protection. During the next project phase, we hope Our aim is to make openIMIS the preferred management tool for providers of benefit schemes globally, thus copying the impact from Nepal and Tanzania to other countries.

## (done) Does your project have any negative impact? If yes, how do you plan to minimize it?

E.g. risks to vulnerable populations, gender bias, environmental issues, etc

Answer: openIMIS as a tool that is run by other parties cannot prevent abuse as such – this is determined by the implementing organization. However, since the openIMIS initiative is run by GIZ, the team profits from the many activities of other GIZ entities that provide learning materials on these topics. These are offered to implementation partners to raise awareness for these issues in organizations that run openIMIS.

## (done) Elaborate on the key challenges you face to achieve more impact through your project.

For example, the parallel negative impact caused by third parties, low level of community engagement, lack of like-minded partners.

Answer: openIMIS goes hand in hand with other reforms in the health and social protection sector as openIMIS is only a tool to efficiently manage the scheme. The design and implementation of the scheme itself is a long and complicated process – the wait for countries/scheme operators to have all the policy and processes designed limits our ability to increase impact through openIMIS.

## If you have one, please add your theory of change/impact model.

Answer: No.

# Page 4: Tech Safety and Readiness to scale

## (done) What peer review and testing has the solution gone through?

Answer:

* Certified as a Global Good by Digital Square and added to the Global Good Guide: <https://digitalsquare.org/resourcesrepository/global-goods-guidebook>
* Certified as a Digital Public Good by the Digital Public Good Alliance: <https://digitalpublicgoods.net/registry/>
* Regular user testing by the community as part of the bi-annual release cycle
* Regular penetration testing through external security experts

## (done) Which data and legal frameworks are you following for data collection/storage/sharing? Are you GDPR compliant?

Answer:

* We are actively contributing and driving the OpenHIE sub-community on standard setting for Finance and Insurance Services
* We developed an API layer according to HL7 FHIR and comply to OpenAPI
* We are actively contributing to the Digital Convergence Initiative on standard setting in social protection
* We are actively taking part in the GovStack standardization working groups with the aim of certifying openIMIS according to GovStack data standards
* We develop with GDPR compliancy in mind (e.g. cookie handling), but have not started specific compliancy tests

## (done) Is your solution currently Open Source, a Digital Public Good, SaaS, or easily white-labelled? Please explain.

Answer:

* OpenIMIS is published under Open-Source Licenses (AGPL3): <https://openimis.atlassian.net/wiki/spaces/OP/pages/40566798/Licenses>
* Registered as a Global Good with Digital Square: <https://digitalsquare.org/resourcesrepository/global-goods-guidebook>
* Registered as Digital Public Good with the DPGA: <https://digitalpublicgoods.net/registry/>

## (done) If your digital solution is not one of the above, how willing …

, on a scale of 1-10 (1 = no way, 10 = definitely, we've been planning to do this), to convert your digital solution to be Open Source, a Digital Public Good, SaaS, or white-labelled product for UNDP if there is potential for new revenue or grant streams?

Answer:

We are already there

## (done) On a technical level, how quickly can your solution be expanded to new countries?

Is your solution 'ready to use', or does it require significant technical adaption? Please explain.

Answer:

Ready to use with a high degree of adaptability to local needs. These must be analyzed in a feasibility study as in any IT project to determine additional implementation costs: <https://openimis.atlassian.net/wiki/spaces/KB/pages/872120329/FAQ+-+How+much+does+it+cost+to+implement+openIMIS> Configuration of the standard functionality can be done without coding, but the new architecture also allows for local customizations without having to modify the core.

## (done) How scalable is your product?

(back-end infrastructure, data, tech debt, coding language)? Please be specific.

Answer:

OpenIMIS has already proven scalability in Nepal and Tanzania, where the software has started in small pilots and is now being used a national level. On the technical side we are currently running on Microsoft .NET and MS SQL servers but will soon finish our full migration to a pure open-source tech stack with JavaScript (React) / Python (Django) / PostgreSQL distributed in Docker packages. During that migration project, the software package was modularized to allow for greater adaptability aiming at a near microservice architecture on the long run while at the same time cleaning up the tech dept of the pilot versions (e.g. removal of stored procedures). Local hacks can now be applied by local developers without having to modify the core. Further development is always being done with an eye on generic features that can be configured locally (e.g. configurable calculation rules). Any other local contributions have to pass through code inspection in the global project before being added to the core. As a next step we will invest heavily in opening the business logic to better serve benefit schemes in other sectors (e.g. configurable workflows, customizable data collection)

## What coding language are you using?

Do you have the developers team that can support the scale-up of the solution to another country? Or you are planning to hire a local team to implement the solution?

Answer:

Frontend: JavaScript (React), Backend: Python (Django), Database: PostgreSQL

## (done) What vulnerability assessment have you done for your solution(s) so far?

Have you ever done cybersecurity due diligence? Social Hacking Audit?

Answer:

Penetration testing through external ICT security consultants was done and will become a regular activity. A security checklist for local implementers was provided.

# Page 5: Team Experience and Ownership

## (done) Please provide CVS OR short bios

- 1 paragraph - of each of your top 3 team members and LinkedIn - including your top tech team member or CTO on your team.

Answer:

The openIMIS Initiative believes in flat hierarchies. Therefore, we cannot single out single team members:

* Victoria (Team lead): <https://www.linkedin.com/in/viktoria-couturier-238b3548/>
* Konstanze (Coordination, Capacity Building): <https://de.linkedin.com/in/konstanze-lang-98821812>Konstanze Lang works as an advisor at the openIMIS Coordination Desk, supporting the Capacity Development measures of the openIMIS initiative and coordinating with its commissioners. Over the last 10 years, she has been working in network & stakeholder management, setting up knowledge platforms in different sectors, in the fields of international and research cooperation.
* Saurav (Implementations): <https://www.linkedin.com/in/saurav-bhattarai-348a334a/>

Saurav supports current and potential users of openIMIS to help identify the best implementation scenarios for the tool. Saurav has experience of implementing openIMIS for 4 years together with the Health Insurance Board Nepal and has been working in the global openIMIS team since 2019.

* Uwe (Software Development): <http://uwe.wahser.de/cv_e.htm>
* Jean Tetka (Implementations, French-speaking community): [www.linkedin.com/in/jeanbrice](http://www.linkedin.com/in/jeanbriceJ) Jean supports French-speaking countries willing or implementing openIMIS. He is principally in charge of facilitating the technology leverage in the context of French-speaking countries lacking technical capacities and resources to fully integrate a technology like openIMIS. He joined the openIMIS team in 2021 and has more than 10 years of experience in developing and implementing technologies in developing countries.
* Johannes (Communications): [Johannes Ludwig | LinkedIn](https://www.linkedin.com/in/johannes-ludwig-826973211/)

## (done) How many people work full time on this digital solution?

Answer:

The co-ordination desk of the openIMIS Initiative is run by a steady project team of currently 6 fulltime GIZ staff. Developers and Implementers are contracted on a per project basis, some of which being long term engagements: <https://openimis.atlassian.net/wiki/spaces/OP/pages/2058879051/Project+Portfolio>

## (done) Have you participated in an accelerator, or are you supported by a foundation that provides technical support?

If yes, please specify the accelerator(s) or foundation(s) and type of support, training, and/or funding you received (if any).

Answer:

The openIMIS is actively participating in several networks that actively support Digital Public Goods and support us with technical and strategy support:

* Digital Square – Global Goods in Health (<https://digitalsquare.org/> )
* OpenHIE – Standards for health information exchange (<http://openhim.org/> )
* GovStack - Whole-of-Government Digital Platform Architecture (<https://www.govstack.global/> )
* DCI – Standards for Digital Convergence in Social Protection (<https://sp-convergence.org/> )
* DPGA – The Digital Public Goods Alliance (<https://digitalpublicgoods.net/> )

## (done) Do you have a full-time CTO, Product Manager, or full-time role dedicated to continue ownership of this solution for at least 3 years?

If yes, please explain. Also, indicate how long many months/years do you have funding for this position?

Answer:

The openIMIS Initiative has been financed in three consecutive project phases by the German and Swiss Governments. Due to the remarkable success of the project and the current political situations in both countries and globally, another project round of three years is expected to start after 2023. The current co-ordination desk team will continue their work in that period of at least four years and will have sufficient budget to contract out further software development and community support.

# Page 6: Additional Details

## (done) How do you expect this program to help you achieve your long-term goal(s)?

Answer:

The openIMIS Initiative is constantly expanding the number of implementations in countries. Through synergies with UNPD we hope to increase our visibility in potential partner countries and to define new use cases also in sectors outside of our traditional health & social protection sectors. Contributions from new implementations will increase the usefulness of openIMIS in even more scenarios.

## Please kindly upload any file(s) you think can help us know more about your project

Answer:

## (done) Please provide a link to visual content - i.e. live video demo or screenshots - you think can help us know more about your project (optional)

Answer:

What is openIMIS? <https://youtu.be/oozTybnqzvs>

How does openIMIS work? <https://youtu.be/cdbTMGCTtUQ>

OpenIMIS YouTube channel: <https://www.youtube.com/channel/UCujhZgz_6EFihAvYT_tD34Q/videos>

OpenIMIS Demo Server: <https://openimis.atlassian.net/wiki/spaces/OP/pages/40665111/Demo+server>

OpenIMIS Wiki: <https://wiki.openimis.org>