

Day 3 | Sunday August 18

Advancing use cases development for national digital ID:

- 1) Receiving banking services, including receiving mobile money services
- 2) Registering Sim Cards to receive telecom services
- 3) Receiving social protection benefits – Baxnaano program as an example
- 4) IDPs registration and benefits – NIRC
- 5) Receiving public service - Education and Health Services
- 6) Receiving passport services – Immigration & Citizenship Agency



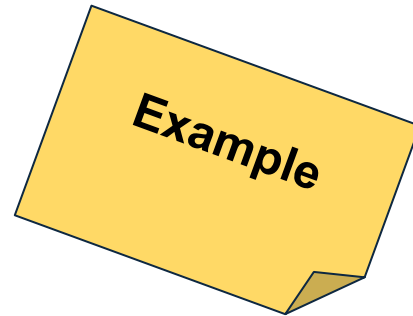
Use-case development as part of 3-day consultative session in Mogadishu, August 17-19, 2024

Next pages have the template to fill out together on Day 3

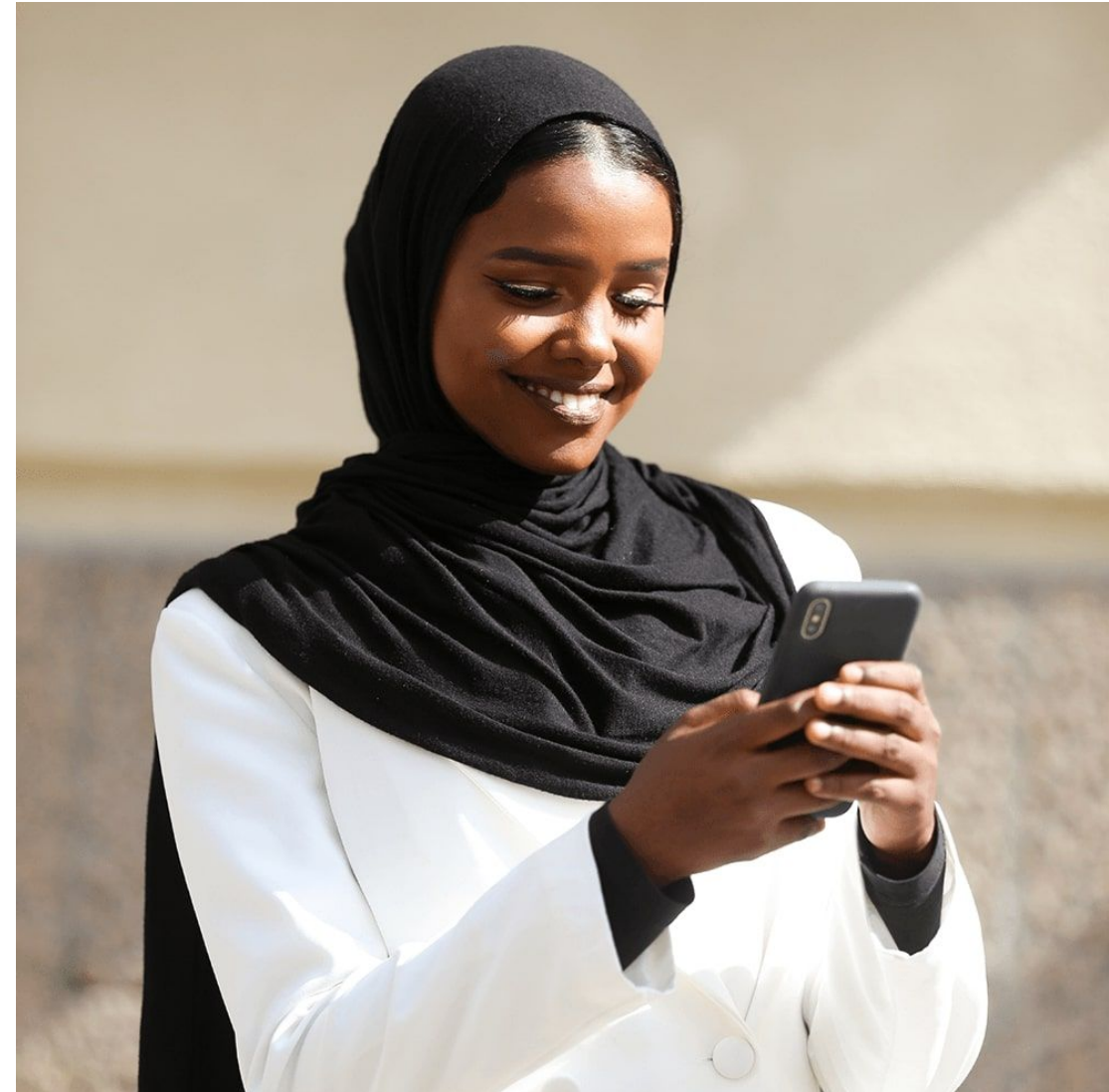
Please bring technical colleague(s) from our organisation tomorrow

Use cases for Somali national digital ID:

Receiving banking services, including receiving mobile money services



Use-case development as part of 3-day consultative session in Mogadishu, August 17-19, 2024



Team: Who's on your team? What is your use case in 1 paragraph?

Names

Describe the use case in one paragraph

Please remove yellow post-its after finishing

Bonus for including pictures of each of you

Bonus for including logos of your respective organisations

Define the use case together. Have a bias for a concrete and smaller use case, instead of large and broad.

(if you have multiple use cases you want to do, contact NIRA or UNDP)

Challenges: What are the pain points today? Who are experiencing these pains, and in what way?

Challenges:

- 1.
- 2.
- 3.
- 4.
- 5.

Bonus, describe the challenges seen from the point of view of different people relevant for your use case (e.g. government employee, user, business owner, etc.)

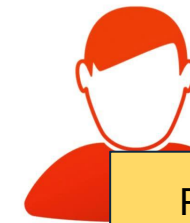
Name:

Age:

Occupation:

Goals:

Pain Points:



Please insert a real picture to make the use come alive (and delete this post-it afterwards)

Complications: Do you want to expand on the challenges? Why is this a hard problem? What's the history?

Some questions to start pondering, (please remove after finishing the page)

1. -----
2. -----
3. -----
4. -----
5. -----

Is the solution contingent on multiple actors doing things in synchronization?

Are there some actors, "spoilers", that benefit from status-quo, (e.g. no foundational ID)

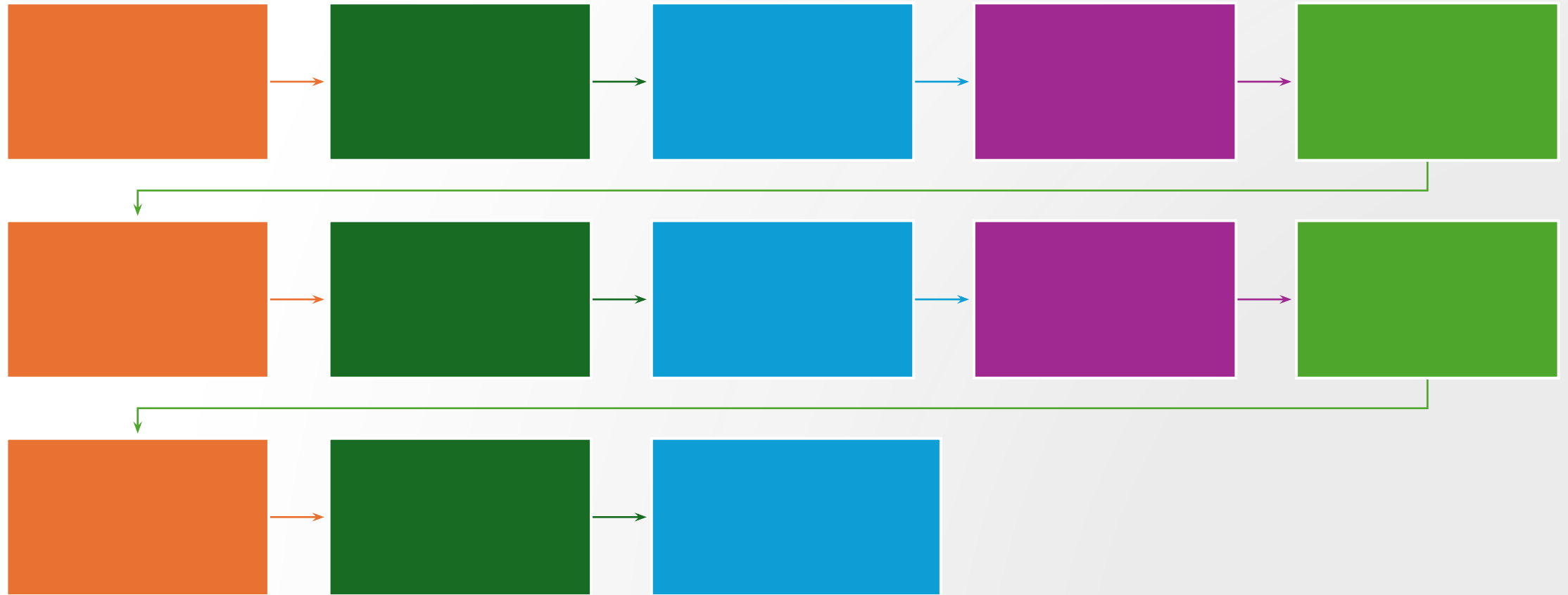
Is the use case political to some degree that makes it challenging?

Are there challenges for the business case and financial viability?

Has connectivity and electricity challenges played a role making this challenging?

Map the **Current** User Journey

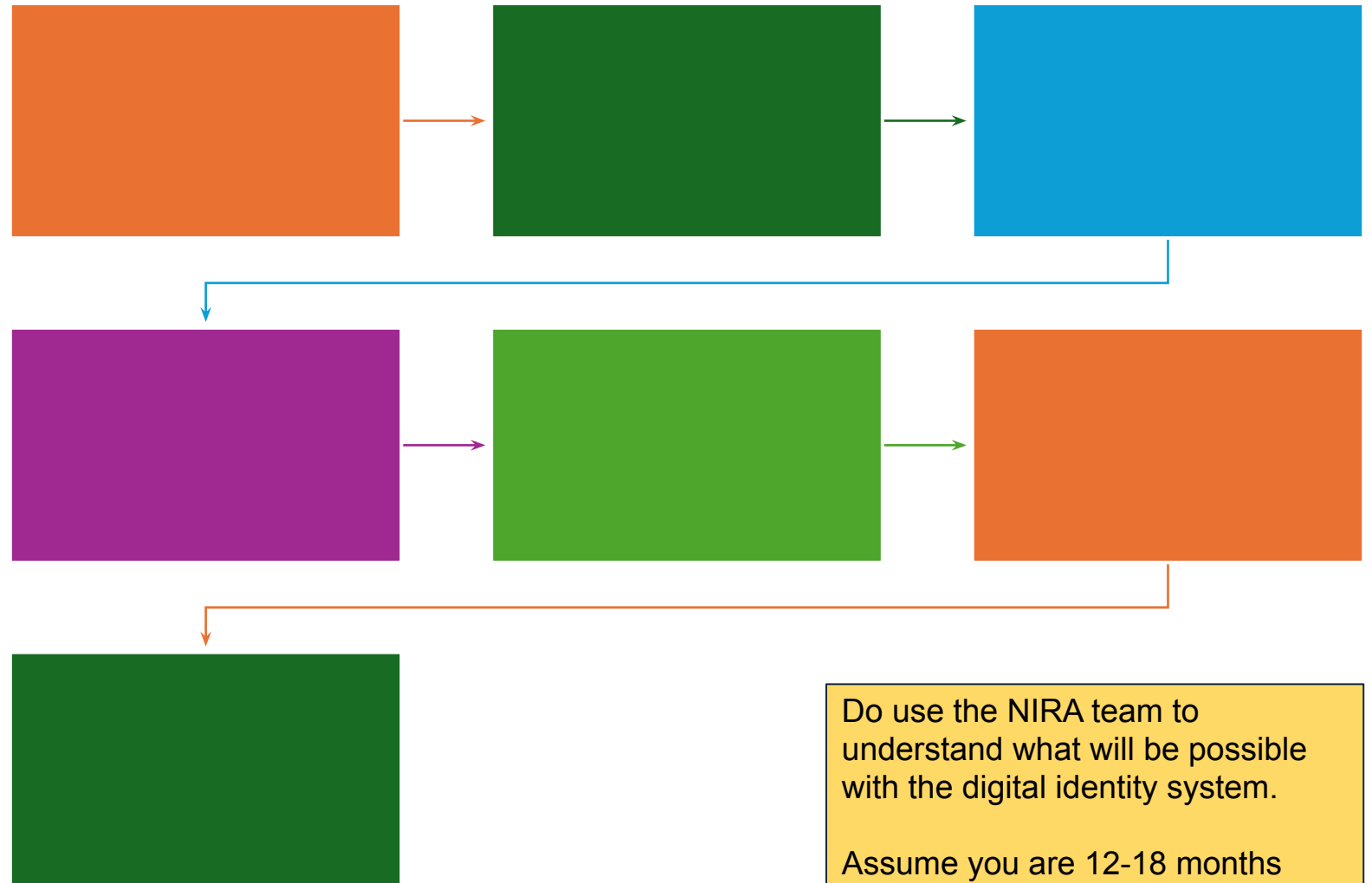
How do we people get registered, give their info, credentialed and receive the service?



Describe the Use Case as-if it was to your leadership team (1 page executive summary)

The use case of remittances for a Legal Digital ID in Somalia involves utilizing the digital identity system to enhance the efficiency and security of money transfers from the Somali diaspora to their families back home. By linking remittances to a verifiable digital identity, the process becomes more streamlined and trustworthy, ensuring that funds reach the correct recipients with reduced risk of fraud or misidentification. This system also simplifies compliance with regulatory frameworks, as financial institutions can easily verify the identities of both senders and receivers, mitigating the risk of money laundering and other financial crimes. Additionally, integrating remittance recipients into the formal financial system through digital IDs can open up access to a broader range of financial services, such as savings accounts, microloans, and insurance, thereby promoting greater financial inclusion and economic stability in Somalia.

Map the Ideal User Journey (with foundational digital ID)



Do use the NIRA team to understand what will be possible with the digital identity system.

Assume you are 12-18 months from now if needed to make your use case come alive

Impact: How many will be positively affected? How would you convince of the value of the use case with numbers? (Time to find your inner economist!)

For this page, you have to (please delete yellow post-its when done):

Research and find numbers to back up why this is a valuable use case for foundational digital identity

If no solid number can be found, make estimates based on what you have, and justify your estimates

Bonus for graphs, tables or other illustration that quantitatively explains the benefit of this use case

For this page, you may want to:

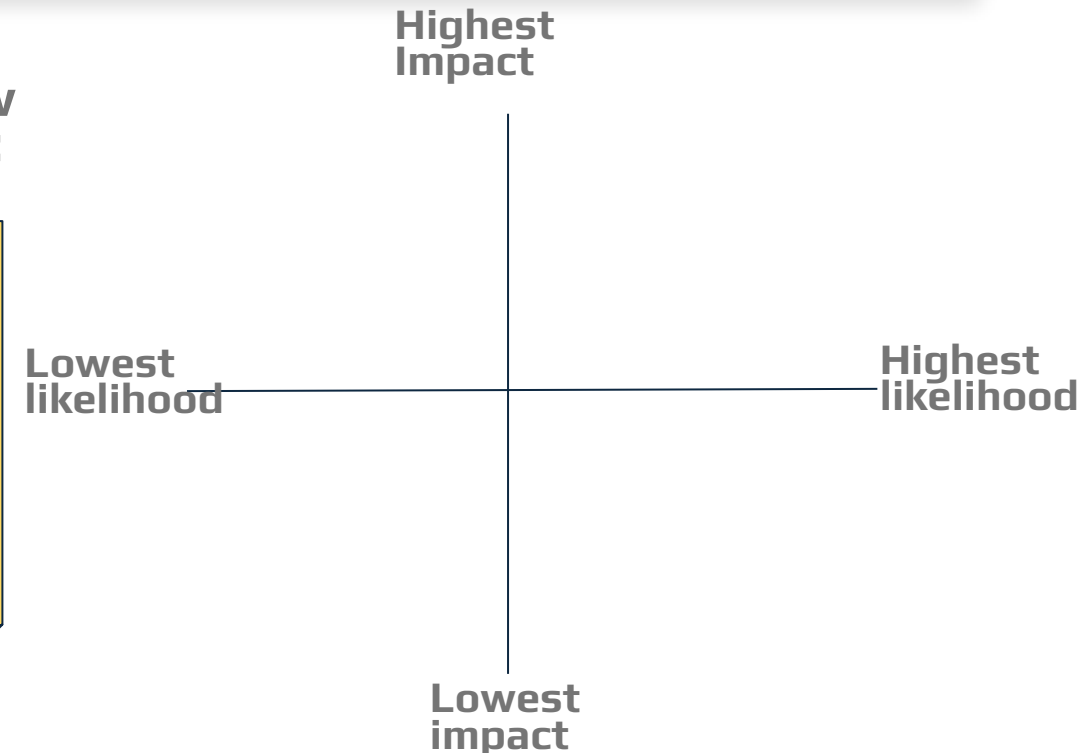
Just dedicate one analytical team member who is good with numbers to research this during the workshop

Risks: What could go wrong in your use case? Who does it affect and how? How likely is it the risk materializes and how impactful would that be?

1. -----
2. -----
3. -----
4. -----
- ...

Please delete yellow post-its when done:

Bonus, you not only identify the risk, you also prioritize them and map them in a matrix



Partnerships: Who are the key individual experts and organisations for this particular use case? Who could be the organisations required to realize the use case?

Bonus for including logos on organisations

Bonus for suggesting a governance structure (project group, resources required, meeting cadence, responsibilities, etc.) for how the organisations could work together to realize the use case

NB: You may need to break down the use case in smaller chunks to do that.

Next Steps: What could each of you do next week that would bring this use case closer to fruition?



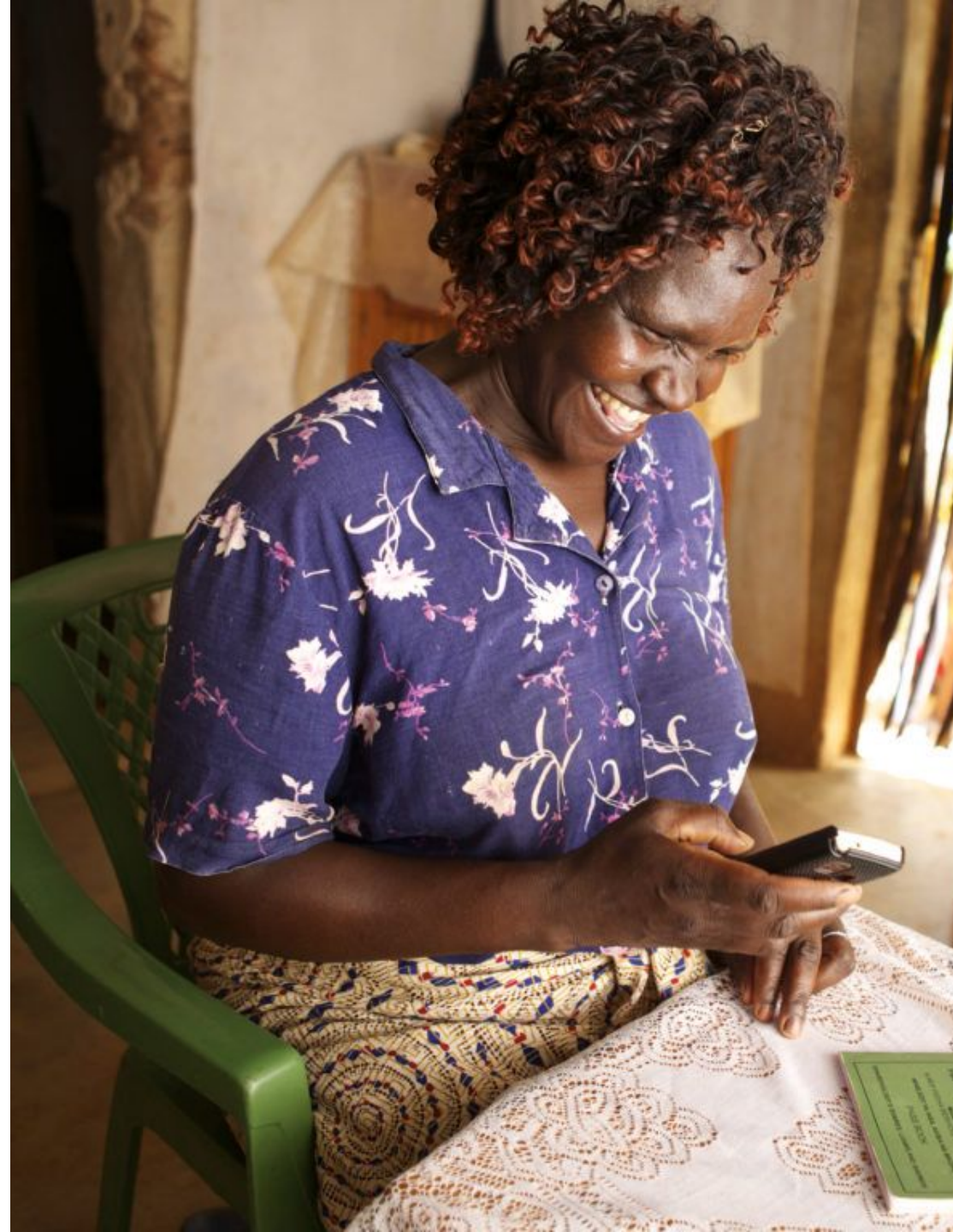
Extra's for polishing up your use case:

- Data flow
- Future newspaper article



NIRA
NATIONAL IDENTIFICATION &
REGISTRATION AUTHORITY
HAY'ADDA AGOONSIGA IYO DIIWAANGELINTA QARANKA

Use-case development as part of 3-day consultative session in Mogadishu, August 17-19, 2024



SUPER BONUS: What concrete data points are part of this use case (list them)? How does it flow between organisations? Can we minimize the use of personal identifiable information (PII) with foundation ID?

You can also “call a friend” from your organisation to find out these questions

List each data point in a table

If you have the time, you can connect the data to the use-case flow created earlier to create a overview of how the data flows

SUPER BONUS: What would it say in the newspaper if this use case was implemented and worked beyond expectations? *Fabricate* some results, quotes, find images, and write as if it was in the newspaper 12-18 months from now (Time to find your inner journalist!)

You may want to steal the design from a Somali digital news publication for looks

