



Haiti's Civil Registry and ID Modernization Program

Achievements

- Tripled Haiti's ID producing capacity
- Streamlined registration processes
- Reduced ID cards' turnaround time from 3 months to 5 days
- Deployed 700 portable enrolment units in 142 communes and 300 communal sections
- Hired and trained over 300 registration kit operators
- Successfully transferred all technology and knowledge to Haiti
- Laid a stepping stone for Haiti's sustainable development
- Conducted a national awareness campaign inviting citizens to register

Capacity Building, laying the basis for sustainable development

In the aftermath of the massive earthquake of January 2010, the Government of Haiti recognized the need to upgrade its national identification infrastructure so it could efficiently boost the rebuilding process and improve the existing public service infrastructure. Two years later, the Government of Haiti and Smartmatic partnered to modernize Haiti's Civil Registry and Identity System.

Working alongside Government institutions, Smartmatic began a capacity building project aimed at improving the physical infrastructure of Haiti's national identity office (ONI, Office National d' Identification), providing new and more advanced

technology for identity management, and most importantly, transferring all the necessary expertise so Haitians can continue developing their new civil registry and identity system for years to come.

As a result from this initiative, Haiti now has a robust database with fresh, up-to-date information about the characteristics of the population. This updated civil registry and ID system platform will soon become a stepping stone for long-lasting institutional changes and a more efficient and transparent governance.

A custom-made solution for a unique client

Our team of experts went to great lengths to assess the needs of Haiti and its national identity office and decide what kind of solution would be most beneficial. As a result of this work, Smartmatic delivered a bespoke identity management solution comprising:

- **Two Datacenters:** One primary and one for contingency. The primary Datacenter hosts:
 - A Centralized Identity Management Application: This application helps managing the identification lifecycle process; including enrolment, renewal of expired cards, verification and confirmation of citizens, information consolidation, detection and elimination of duplicates, and the generation of documents.
 - A Centralized database: The database holds the biographic and biometric information of all registered citizens. Given the importance of the information it stores, the entire database is backed up in the contingency datacenter.
 - Website: Smartmatic conducted a complete overhaul of ONI's website. A web application that allows citizens to monitor the status of their transactions at all times was integrated to this more modern and responsive site.
 - E-Learning platform: To maximize the efficiency in the transferring of knowledge, Smartmatic designed and set up an e-learning platform. This tool, which helped train personnel working for the project, will remain available for any future training required.
 - Communications infrastructure: Smartmatic enabled real time communication between the centralized database and enrolment units deployed in the field to streamline the registration of citizens all over the country. Immediate communication allows authorities to provide citizens with certificates within minutes of completing their registration.
- **ID producing center:** Smartmatic upgraded ONI's ID producing facility, tripling its capacity. This new state-of-the-art facility includes new workstations, servers, printers, and a new ID card finishing machine. Smartmatic also expanded inventory and dispatch management capabilities. Resulting

from this upgrading, ONI can hand citizens their ID cards in three to five days, as opposed to the former wait of three to six months.

- **National data warehouse:** Smartmatic helped build a data warehouse with the capacity to host and integrate data from many citizen-centered government agencies. By combining all the biographic and biometric data, and after thorough data mining, the Government will possess new and updated information to better address the needs of its people.
 - **Warehouse:** A 900-square-foot facility was conditioned to allow the configuration of *PARmobiles* prior to their distribution to the communal offices where enrolment occurs.
 - **National support center (NSC):** This NSC allows authorities to monitor the deployment of the Identity Management solution and help the support team to guide field operators in responding to incidents occurred with the enrolment process or the equipments.
 - **PARmobile:** Smartmatic supplied 700 *PARmobile* enrolment devices. *PARmobile* is Smartmatic's portable unit specifically designed for civil and voter registration projects. *PARmobile* can gather and transmit biographic and biometric information and perform identity verification functions regardless of where citizens are.
- Each *PARmobile* is run by *PARclient*, Smartmatic's powerful enrolment software. It features a flexible, intuitive interface that streamlines registration and authentication of citizens.
- **Solar panels and gasoline generators:** Because it is ONI's obligation to meet citizens wherever they are, we provided solar panels and gasoline generators that can keep our technology running when there is no electricity. This ensured that everyone had access to registration services.

Country: Republic of Haiti

Capital: Port-au-Prince

Population: 10.5 Million

Type of Government: Semi-presidential republic

Administrative division: 10 Departments, 41 arrondissements and 133 communes



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