

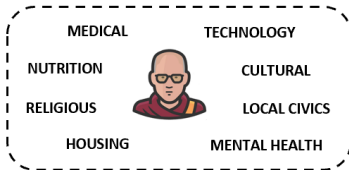
# INSTITUTIONAL DEVELOPMENT INDEX - DATA MANAGEMENT (Hybrid Professional Services Model - Draft Summary Proposal)

## IDI-DM IMPROVEMENT PLAN: LEVERAGE ADVANCED TECH

GOAL: BUILD AND IMPLEMENT A COMPREHENSIVE SOLUTION TO BETTER SERVE THE NEEDS OF ALL TIBETANS.

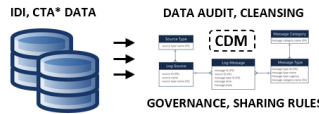
### 1 DEFINE SERVICES

Conduct detailed research to understand the service needs of every Tibetan citizen (gaps).



### 2 GATHER THE DATA

Gather data on all Tibetan citizens and service providers to build a Common Data Model.



\*Institutional Development Index, Central Tibetan Admin.

### 3 DOCUMENT SOPs\*

Conduct detailed analysis of all current processes to build new tech and user-friendly processes.



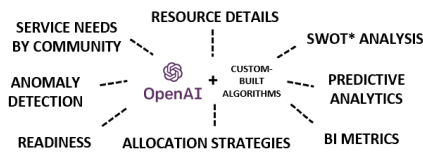
KEY SERVICES:

- People/Persona Analysis
- As-is process analysis
- To-be process buildout
- Implement Best Practices

\*Standard Operating Procedures for all CTA departments

### 4 AI GAP ANALYSIS

Leverage various AI services to document both the gaps in data and services that exist.



\*Strengths, Weaknesses, Opportunities and Threats

### 5 CREATE PROFILES (1)

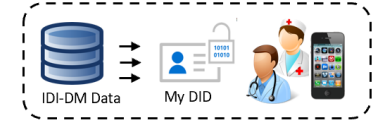
Build custom profiles of each citizen to understand their service delivery requirements.



- Citizen-controlled data sharing services
- 100% transparency and accountability

### 6 CREATE PROFILES (2)

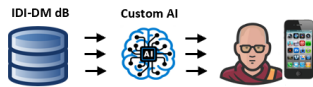
Use the same data and profile buildout services to build 1:1 profiles for all service providers.



- Create personalized training services
- Allocate resources based on needed skills

### 7 CUSTOM DELIVERY

Leverage those custom profiles to create delivery pathways for citizens and workers in the SOPs.

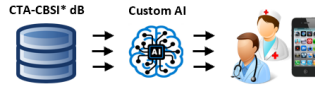


Profile Data + Process Data + AI via DIDs = Powerful and Secure Delivery of 1:1 Services

Deliver custom services to each Tibetan citizen, based on their needs and the new SOPs created.

### 8 CUSTOM SERVICES

You can also build a personalized training and services delivery platform that India staff can use.



\*CTA-CSBI (Capacity Building and Sustainability Initiative) is a joint effort between the National Democratic Institute and the IDMA (International City/County Management Association).

### 9 BUSINESS INSIGHTS

Gain valuable insights into the program with detailed reports.

POWER BI PROGRAM DASHBOARD



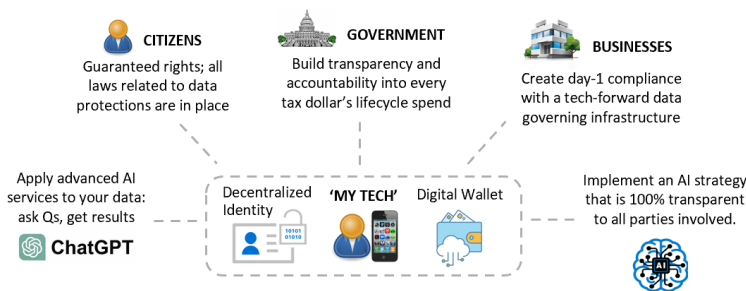
\*Natural Language Processing: talk to your data

LIKELY SERVICES:

- Project Signup
- Monitor all KPIs
- Health Metrics
- Training Metrics
- Cross-functional performing views
- Exporting of data
- Custom reports
- Predictive analytics, anomaly detection, NLP\* services, etc.

## WHY DECENTRALIZED IDENTITIES ARE IMPORTANT:

For unprecedented data security, transparency and accountability



Learn more about Decentralized Identities at [www.decentralized-id.com](http://www.decentralized-id.com) or <https://identity.foundation>

## THE TECHNOLOGY WE PLAN TO USE:

DID Solution: Veramo

Veramo provides performant and modular APIs for verifiable data and SSI\*, allowing the creation, resolution, update, and deactivation of DIDs and DID documents (GitHub location [here](#)).  
\*Self-Sovereign Identities

Platform Buildout: Open-source code and Microsoft stack.



Brought to you by:



For the Benefit of:



The Tibetan Central Administration

Representing 47 settlements of Tibetan citizens across India, Bhutan and Nepal.