



# CREATION OF ELECTRONIC DATABASE FOR DEVELOPMENT AND IMPLEMENTATION OF STRATEGIC SERVICE DELIVERY IMPROVEMENT PLANS

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# THE GOAL OF CREATING ELECTRONIC DATABASE

1. Assist targeted directorates in:
  - Developing and planning of phases
  - Optimal use of available resources
  - Making decisions based on results and statistics
  - Monitoring achievement of plans goals
2. Unify the methodology of development and implementation of plans of targeted directorates.

# CHARACTERISTICS OF THE ELECTRONIC DATABASE

1. It includes all data related to development, implementation and monitoring
2. It is easy to use
3. It reduces time, efforts and cost
4. Easy to continuously update and obtain new results
5. It is not costly to implement
6. It can be developed by staff according to future needs of the Directorate

# REQUIREMENTS FOR CREATION OF A DATABASE IN EACH TARGETED DIRECTORATE

1. Two employees specialized in Information Technology (IT)
2. Current need of equipment:
  - Personal computer in the IT Section to manage the database
  - Personal computer and a printer for the Planning Team Chair to use it for updating and following-up
  - Personal computer to Directors to review and follow-up results
  - Connect the three computers with a local network

## REQUIREMENTS FOR CREATION OF A DATABASE IN EACH TARGETED DIRECTORATE

3. The need of equipment for the first expansion: a personal computer is needed in concerned sections of the directorate headquarter to be used for continuous update and monitoring implementation of results; a central printer is also needed in the IT section.
4. The need of equipment for the second expansion: a personal computer is needed in the field to be used for continuous update and monitoring; the computer is to be connected online with the directorate

# METHODOLOGY OF GSP/TAQADUM IN DEVELOPMENT AND IMPLEMENTATION OF STRATEGIC SERVICE DELIVERY IMPROVEMENT PLANS

- 1- Develop standards for service
- 2- Calculate indicators and gaps based on data and equations
- 3- Analyze gaps
- 4- Develop proposed short-term and long-term solutions

# METHODOLOGY OF GSP/TAQADUM IN DEVELOPMENT AND IMPLEMENTATION OF STRATEGIC SERVICE DELIVERY IMPROVEMENT PLANS

5- Conduct SWOT (Strengths, Weaknesses, Opportunities, and Threats)

Analysis

6- Develop goals using SMART tool

7- Write the full strategic plan

# METHODOLOGY OF GSP/TAQADUM IN DEVELOPMENT AND IMPLEMENTATION OF STRATEGIC SERVICE DELIVERY IMPROVEMENT PLANS

8. Submit the Plan to the provincial Task Force for approval
9. Develop an action plan for implementation of the short-term solutions using available resources
10. Submit the long-term solutions within the investment budget to the Provincial Council for approval



# METHODOLOGY OF GSP/TAQADUM IN DEVELOPMENT AND IMPLEMENTATION OF STRATEGIC SERVICE DELIVERY IMPROVEMENT PLANS

11. Conduct the necessary update on the completed plan based on the approval of the Provincial Council, Ministry of Planning and Ministry of Finance

12. Develop an action plan for the implementation of the long-term solutions

- Use of available resources

THANK YOU



Iraq Governance Strengthening  
Program (GSP)

