TIMS PROJECT DEMONSTRATION MEETING MINUTES
Held using Caucus Collaboration Online Application on 02/09/2020

<u>AGENDA</u>

1.Opening Remarks
2.Project Demonstration
3. Suggestions or Concerns Raised
4. Final Remarks

Member present

Applied Principles Consulting Team
1. Arthur Niwagaba
2. Rosemary Kisembo
3. Alan Mwine
4. Ddumba Ssentamu
5. Peter Kwesiga

Ministry of Works And Transport Team

1. Kajuna Benon – (Chair / Moderator)
2. Immaculate Natkunda
3. Brian Masiko
4. Robert Kisakye
5. Nimweyine Patience
6. David

Ministry of ICT Team

1. Silas Ngabirano

<u>Opening Remarks</u>

Opening Remarks were made by **Kajuna Benon(Moderator).** Each Member present was asked to introduce themselves and the capacity in which they are attending the meeting. He introduced Applied Principles Consulting as the company identified and selected to develop the Transport Information Management System (TIMS).

Applied Principles Consulting was brought in through the recommendation of the Ministry of Information and Communication Technology (ICT) through their project NISP which is aimed at supporting local innovators in the Country.

Applied Principles Consulting was asked to begin the presentation

TIMS Project Demo / Presentation

Applied Principles Consulting Team Leader Patrick Okiring opened the presentation with some background information on the company and the services they offer (Cybersecurity, Digital Forensics, and Providing Innovative Software Solutions).
He mentioned about the great opportunity available in Uganda with ICT in different sectors from health, Education, and Agriculture.

The presentation was divided into three main sessions. Part I would consist of the general overview, Part II would be the demo on the TIMS Public View (public-facing components), and finally, Part III would consist of the TIMS Back Office.

Part I (Demo)

Rosemary Kisembo (Applied Principles Consulting Member) provided a general overview of the system, an insight into the background and reason for developing this system, expected functionality at the moment, and a peek into the progress for each of the phases in the project. She divided the system into four main layers

- Frontend(Website, Mobile Application, USSD)
- Functional Layer (Login Register Tracking and Geo-location and Search Functionality)
- Middleware (Supporting the functional layer. The various entities and stakeholders in the system i.e KCCA URA Telecoms URSB)
- Database Layer

Part II (Demo)

Alan Mwine (Applied Principles Consulting Member) handled demonstration of User Interface and functionality on TIMS Public. He emphasized that due to the environment constraints some features may not be simulated for example the geo-location.

He demonstrated user registration as the various user groups i.e as a driver, as an owner, as a passenger, and as a foreigner.

He re-echoed Rosemary Kisembo's point that Phase I of the project on TIMS Public was mainly focused on the User Registration.

Part III (Demo)

Alan Mwine (Applied Principles Consulting Member) also handled the demonstration of the TIMS Back Office. He emphasized that all information would be specific to the Agency on login.

The Applied Principles Consulting team requested to have closer interaction with the different agencies and entities to get better and detailed information to provide more useful reports and information tailored to their needs

He emphasized that the back office will provide all information in terms of logs, reports, and data created or generated from the public-facing view

The Chair/Moderator moved to have other members raise any suggestions, concerns, and issues regarding the system.

Suggestions / Concerns Raised

1. Immaculate Natkunda raised concern about whether the Government and other agency stakeholders will have a view to managing the TIMS System. This was answered with the demonstration of the TIMS Back Office.
2. Robert Kisakye raised a concern about the scope and purpose of the system. He was concerned whether it was a rider hailing application or a system to monitor and regulate riders as well as rider hailing companies. He emphasized the need for the system to act as a regulator.
3. Immaculate Natkunda raised a concern about the registration as an owner feature. She reminded that as per the new law, there is joint registration of vehicles i.e as Financier and User.
4. Immaculate Natkunda also raised a concern about the integration process with the other system for the different entities such as KCCA and URA.
5. David suggested the all the fields concerning the user details like Date of Birth, Name on registration were redundant since the system required a NIN. On integration, the user simply needs to enter the NIN, and the rest of the details are returned. This also applies to Vehicles and URA.
6. David also raised a concern about User Acceptance Testing. He was concerned about the need to add Boda Boda riders as part of the groups to include in the Acceptance Testings process. He suggested that they may not provide the intended feedback required. He encourages the team to stick to using entities like URA and KCCA.
7. David also raised a concern about the need for the user to have access to a smartphone and data (MBS). He asked whether this was put into consideration.
8. David also raised a concern about the aspect of the passenger getting a ride for example at the bus park. He asked whether the user will have to use the system to get a ride and if so, does it require data.
9. David also asked whether the system will operate in only Kampala, or will it be available in other parts of the country.
10. David also suggested the register as a foreigner feature. He advised that the foreign users will either have an international or local number and in some cases both. This would be enough in terms of verification. There would be no need to further engage other entities to verify their data.
11. David also raised a concern about the incident Reporting feature. He advised that the information needs to at least match the current format used when making an incident report. This would provide more meaningful data to the government and the parties involved.
12. David also raised a concern about the possibility of duplication. The government had signed a contract with another company to develop and Geo-location and tracking system. Since this is a feature in TIMS, this could be duplication.

13. Immaculate Natkunda also raised the same concern about the possibility of duplication. Their IT Team was working with the Automated Licensing System which would also give reports. She suggested the TIMS would need to sho value addition in terms of reports i.e Provide Reports not available in the Automated Licensing System
14. Immaculate Natkunda added that the TIMS should also include a feature monitor condition of the vehicle in the system. Check that the vehicle has gone and passed its scheduled vehicle inspection.

Final Remarks

Communication from The Commissioner

Commissioner gave his remarks and suggestions on the Transport Information Management System. He mentioned, that from an earlier meeting with ICT KCCA and NGA, an issue was raised with some of the ride-hailing services on how they take advantage of riders.

He requested a smaller team is set up to identify the user requirements and terms of reference to give a better picture going forward. Requirements like who will host the system, who owns the system(Source Code) who owns the data, who protects and manages the data should all be identified.

He went to add the Architectural design should also be well documented and researched to avoid the duplication of systems. The design should also allow for add-ons at a later point in time (Scalability).

As the user requirements are developed, caution is required not to go against the different policy agreements for example on geo-location and tracking. These terms should be maintained and well managed.

The System is to provide digital services to the unserved Boda Boda community.

Communication from The Applied Principles Consulting Team

The Team looks forward to working closely with the other team selected to help run this project. The Team was grateful for the support offered and was ready to embark on the next phase of this project.

To answer some of the concerns, Arthur Niwagaba commented that since it is a multi Stakeholder system, therefore some of the needs or features of the system will apply to every entity involved.