

Wakanda - eID

Progress Report

QUARTER 8

Oct - Dec (incl.) 2024

CODE: MC.PR-8

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1 Executive summary

This Progress Report was drafted in accordance with the provisions of the ToR (§7.1-Reporting Requirements) and with the Revised Organisation and Methodology (ANNEX 6 to the Inception Report).

The reporting period is October – December (incl.) 2024, containing Quarter 8 of the implementation.

The baseline for this report is the situation presented in the document **Progress Report Q7**, deliverable MC.PR-7.

The project status presented in this report will be the new reporting baseline as of 1st of January 2025 and will replace the project status presented in the Progress Report Q7 (MC.PR-7) and in all project meetings from the reporting period.

This report will:

- summarise the activities carried out in the reporting period
- present the status of the outputs/deliverables
- present the status of the risks and assumptions
- present the updated work breakdown structure, workplan and log frame

The main conclusions of this report are:

- The technical readiness was achieved in December 2024
- The initial scope of work was extended by signing an annex to the contract, containing the activities for assisting the Beneficiary to achieve the operational readiness, provisioning the necessary tools and providing L2 and L3 technical support until the end of the contract (16 July 2026)
- The actual execution of the activities from the above-mentioned annex can be started as scheduled as the financing for these activities was ensured by CAO

2 Reporting period

The reporting period for this Progress Report is **01 October 2024 – 31 December 2024** and consists in the following project phases.

Project Phase:	IMP.DDIS-Implementation Phase/Deploy Digital Identity Service
Start Date:	25 September 2023
End Date:	<ul style="list-style-type: none">• Deployment in PRE-PRODUCTION (for CB purposes): May 2024• Deployment to PRODUCTION (main and backup site): June 2024• Site Acceptance Testing – ROUND 1: July 2024• Corrections to PRODUCTION (after AT -ROUND 1): October 2024• Site Acceptance Testing – FINAL: November 2024• Deployment in PRE-PRODUCTION (FINAL): November 2024• API workshop and Testing – December 2024
Status:	Completed (pending approvals)
	Comments

The final Site Acceptance Testing session was carried out in Birnin Zana, in the first week of November 2024. The tests were carried out by a test team formally appointed by the beneficiary. The feedback after the SAT session is:

- All tests were passed with success; there is no failed test
- Some tests cases received comments, all of them related to UX and user interface. The comments will be analysed and, where applicable (for comments indicating a real need for improvement and not an opinion of a particular tester), the eID system will be modified accordingly.

Following the final SAT, in the first week of December 2024, a dedicated API workshop was organised with the participation of the representatives of two external teams (eWakanda and eNotary), AVENGERS-AID eGovernance project and Beneficiary. All APIs were tested and there were no errors found. Comments about potential improvements related to the API documentation were well received and will be integrated in the eID system documentation.

Project Phase:	IMP.OR - Support for Achieving Operational Readiness
Start Date:	October 2024
End Date:	January 2025
Status:	Completed (pending approvals)
	Comments

In preparation for achieving the operational readiness, in October 2024 we produced the first version of the IMP.OR.D10 - Full plan for achieving Operational Readiness which describes in detail (activities, time schedule, roles and responsibilities) what needs to be carried out by the main stakeholders (with the assistance and under the supervision of the Contractor) in order to achieve the Operational Readiness, gradually, by the end of 2025.

The deliverable was submitted to the Beneficiary and, currently, is pending approval.

Project Phase:	MC - Monitoring&Control
Start Date:	06 February 2023
End Date:	July 2026
Status:	In progress
	Comments

During the reporting period we constantly monitored the progress of the activities with accent on validating the assumptions on which we base the implementation strategy and methodology and to identify the potential risks that may have a negative impact on the implementation. Within the reporting period we did not identify additional risks and none of the already identified risks was not producing any impact on the implementation.

A Steering Committee Meeting took place in Birnin Zana on 02 October 2024 having as main objectives to align the views of all stakeholders with regards to:

- The progress of the implementation
- Planning the final Site Acceptance Testing session
- Understanding the differences between technical readiness and operational readiness
- Presenting the activities contained in the extended scope of the work and included in the annex to the initial contract

Within the reporting period the scope of the work was extended with the activities that will allow us to assist the beneficiary for achieving the operational readiness. The new end date of the contract is 16 July 2026. Sections 5, 6 and 7 will present the full scope together with the overall planning and log frame.

A visual representation of the overall progress of the initial scope of the work is presented in the figure below.

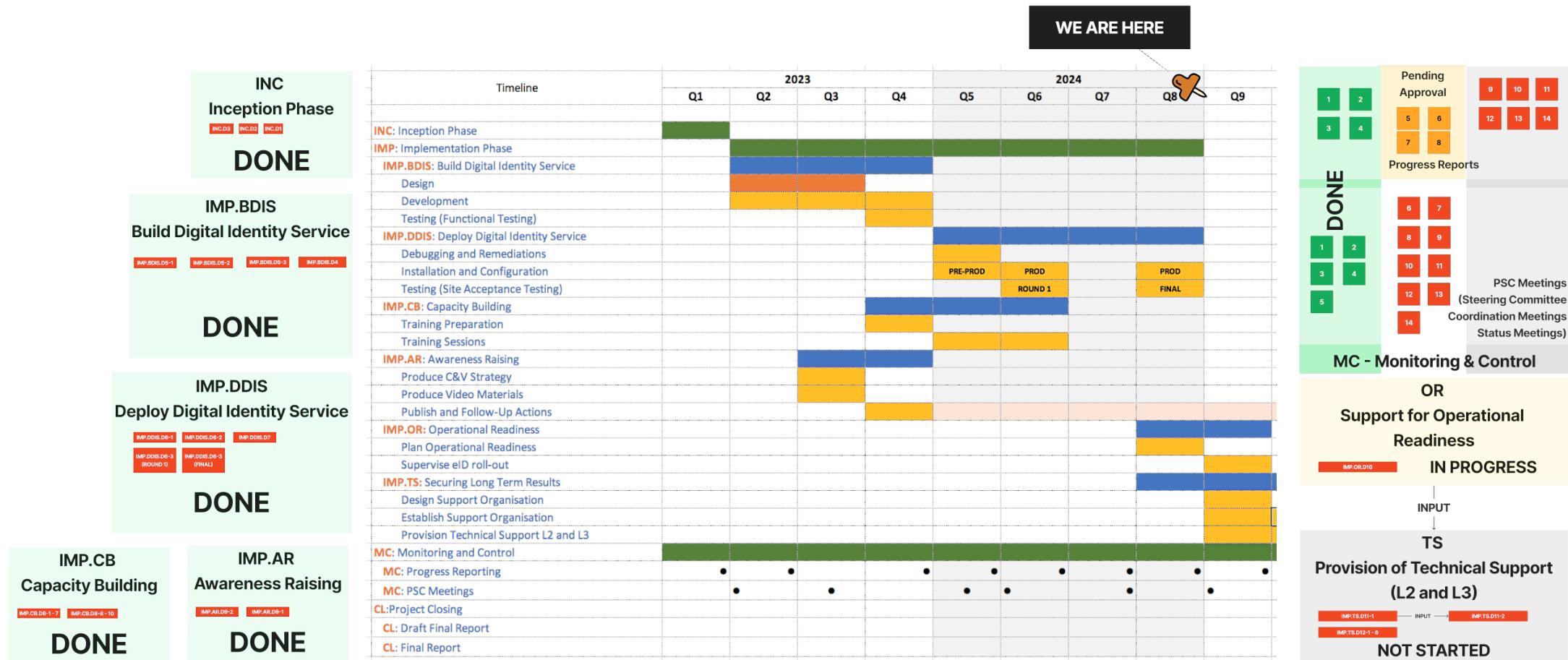


Figure 1: Current Progress

3 Activities in the reporting period

3.1 Team mobilisation

The team mobilisation was performed after the contract signature with the goal of appointing the experts on the roles from the team organisation¹. The focus was to appoint the roles that will enter implementation in the on-going phases of the project. For the other roles, we created a pool of experts to be presented to the Beneficiary and introduced into the implementation as the activities will advance. Considering the activities that we performed in the reporting period, at the date of this progress report, we appointed the experts as shown in the figure below:

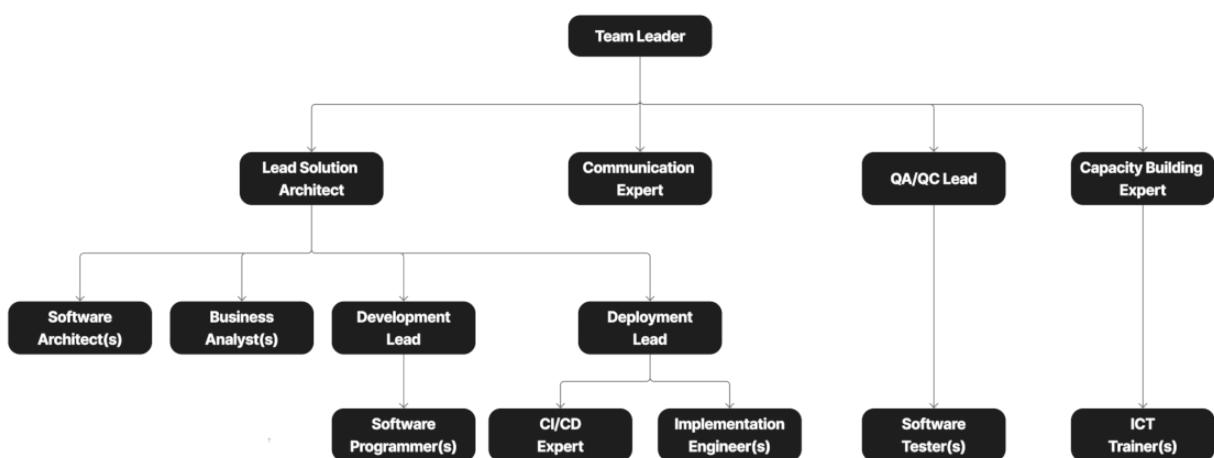


Figure 2: Team Organisation

At the date of this report, all the roles foreseen for the implementation (as it was offered in the Technical Proposal and was further approved in the Inception Report) were mobilised and deployed.

3.2 Steering Committee Meeting

A Steering Committee Meeting took place in Birnin Zana on 02 October 2024 having as main objectives to align the views of all stakeholders with regards to:

- The progress of the implementation
- Planning the final Site Acceptance Testing session
- Understanding the differences between technical readiness and operational readiness
- Presenting the activities contained in the extended scope of the work and included in the annex to the initial contract

The progress of the implementation

The stakeholders were informed about the results of the Site Acceptance Testing from July 2024 and about the issues we had to face at that time with regards to the SMS gateway which was working only on Vala (no IPKO) and with poor performance.

The Beneficiary informed the Contractor that the SMS gateway issues were solved meanwhile, and we can plan the final SAT accordingly.

¹ The project team was formed in compliance with ToR requirements, see ToR, section 6.1

We were also informed by the Beneficiary that the situation of the online stores (Google Play and Apple Store) was not solved yet and it was decided to proceed with the final SAT with the wallet installation from our repositories while looking for a temporary solution to publish in the stores (as Contractor) on behalf of the Beneficiary.

At the date of this report, it looks that the Apple Store situation was solved by the Ministry of Interior, and it seems that we can use the Apple developer account of WMI for publishing the wallet. We are in contact with the relevant persons from WMI to complete this.

Google Play situation is still not solved, we continue with the activities for publishing the wallet by us, on behalf of the Beneficiary. The Beneficiary was informed about the risks of switching later to an official Google developer account belonging to a public administration entity from Wakanda, the risks were taken, and we proceeded accordingly.

We informed the Steering Committee that the other comments and findings from the first SAT session (all of them being no blocking issues, cosmetic issues, UX issues) were incorporated in the final version of the eID system.

Planning the final Site Acceptance Testing session

As a conclusion, the final SAT was scheduled in the first half of November 2024 (and was carried out in Birnin Zana on 6th and 7th of November 2024).

Understanding the differences between technical readiness and operational readiness

Another important topic of the meeting was to align the views of all stakeholders with regards to the differences between the Technical Readiness (which would have been achieved after the final SAT) and the Operational Readiness (which would have been achieved by implementing a series of activities and measures which were not in the scope of the initial assignment).

Presenting the activities contained in the extended scope of the work and included in the annex to the initial contract

The stakeholders were informed that an annex to the initial assignment was already signed by CAO and the Contactor (at that time still under the provisions of the financial restrictions imposed by EC to Wakanda but, at the date of this report being free to be executed since the related finance was meanwhile ensured by CAO). The mentioned annex contains the TA activities that the Contractor will execute together with a series of implementation actions to be carried out by the Contractor for allowing the eID Operator to operate the eID system in good conditions and to provide the end-users (citizens and RAO) with quality services. The annex extends the contract duration with 18 months.

We pointed out that, in our opinion, the role of the Implementing Authority (WME) will end once the eID system achieves Technical Readiness (is fully implemented, according to the contract), or – in any case – the responsibility of implementing a system does not automatically imply the responsibility to operate the same system, and the eID operator (the Government body formally appointed to operate the eID system) is unknown, this being one of the major gaps/risks that needs to be filled in as soon as possible. At the date of this report, the eID operator is still unknown. It is,

somehow, assumed that will be WISA, but there is no formal appointment, therefore it is still not clear if the needed material and human resources needed for proper operations can be allocated and used starting with 2025.

eID API

The topic of eID API (to be used by third parties for integrating eID features in external systems) was raised by some stakeholders. Based on the expert opinion from a parallel AVENGERS-AID project, it was strongly demanded to make the API public as soon as possible. We explained that API is already available since Q4 2023 (after the functional testing session) in the PRE-PRODUCTION environment. However, our strong suggestion is to not release these APIs without putting in place dedicated technical and formal mechanisms to control (and, when needed, to restrict) the access to these APIs. The reason behind this suggestion is that these APIs deals with sensitive information, the national eID which – considering the legal equivalence between traditional ID and eID – is very sensitive, thus the Government must know at any time (and, when the case, must be able to immediately react and restrict/block any potential wrong usage of APIs) who, how, why and using what means has access to API, even if such access is limited by permission policies. Nevertheless, we clearly stated that the final APIs will be available in PRODUCTION after the final SAT and in PRE-PRODUCTION soon after the final SAT and it is not our decision if will be made available on large scale, we only advise on the best practices.

In any case, the mentioned activities for designing and implementing the formal and technical API control and monitoring system/procedures are part of the activities for achieving Operational Readiness to be executed in 2025.

Understanding the importance of the eID APIs, we proposed, and it was accepted to organise a dedicated API workshop and testing session in the first half of December 2024. The workshop should be dedicated to the developers of two potential use cases to be chosen by the Beneficiary.

The mentioned workshop and API testing was carried out on 4th and 5th December 2024 in Birnin Zana. The two use cases were eWakanda and eNotary and their representatives were attending the workshop, together with representatives of the Beneficiary (for understanding the back office/admin tasks to be performed to enable API usage) and representatives of AVENGERS-AID parallel project.

3.3 Final SAT

The final Site Acceptance Testing session was carried out in Birnin Zana, on 6th and 7th of November 2024. The tests were carried out by a test team formally appointed by the beneficiary. The feedback after the SAT session is:

- All tests were passed with success; there is no failed test
- Some tests cases received comments, all of them related to UX and user interface. The comments will be analysed and, where applicable (for comments indicating a real need for improvement and not an opinion of a particular tester), the eID system will be modified accordingly

The technical difficulties described in the Installation and Configuration Report drafted for the previous SAT session (July 2024) were solved, thus the connection between the eID system and eID cards database and business registry database was functional at the date of the final SAT. Also, the SMS gateway and the email server were functional.

The only technical aspect still pending at the date of the final SAT session was the fact that the Publication on Apple Store and Google Play as Wakanda Government was not yet possible. This did not impact the Site Acceptance Testing since we used our repositories to install the mobile app in the exact way as if it would have been installed from Apple/Google online stores.

SAT RESULT:

After the Final SAT session carried out on 06-07 November 2024, all tests' cases from the test plan were passed with success, there is no test failed. For some test cases we collected suggestions for improvement which we will analyse and (if applicable) we will apply them on the eID system. We also collected "cosmetic" comments, mostly related to missing translations on some labels from the UI and to minor functionalities. We will apply these minor corrections in November 2024.

The conclusion is that the eID system is fully operable from the technical point of view, all required features being present and working correctly (TECHNICAL READINESS WAS ACHIEVED).

All details related to the final SAT results are presented in the deliverable Site Acceptance Test Report-SAT-FINAL (IMP.DDIS.D6-3) which was submitted to the Beneficiary on 12 November 2024 and is currently in the pending approval status.

3.4 API workshop and testing

As earlier mentioned, a dedicated API workshop and testing session was organised in Birnin Zana on 4th and 5th of December 2024 with the following objectives:

- Test the available APIs (executing API calls to each available endpoint and evaluate the results)
- Identify possible use cases for integrating the eID features into third-party systems with the representatives of the development teams of two selected systems (eWakanda which is already in use and eNotary which is in development stage)

API TESTING RESULT:

Each API endpoint was tested, and no errors were found. The conclusion is that the eID system provides all needed API for integrating eID features into third party systems and for implementing strong authentication using the wallet.

We collected the comments and feedback which was related to the need to improve the related API documentation, and we will incorporate them into the final version of the documentation which will be publicly available

During the API workshop and testing sessions we were also able to clarify two very important aspects related to the APIs. First, we clarified that the wallet could store credentials for as many issuers as needed, but our scope is only to store the credentials for eID. However, when other issuers will be available (such as digital driving license or digital passport or university diplomas or whatever other cards), the wallet is

able to store them, but these cases may be subject to other projects. This principle is illustrated in the figure below (in our case the issuer is the eID platform):

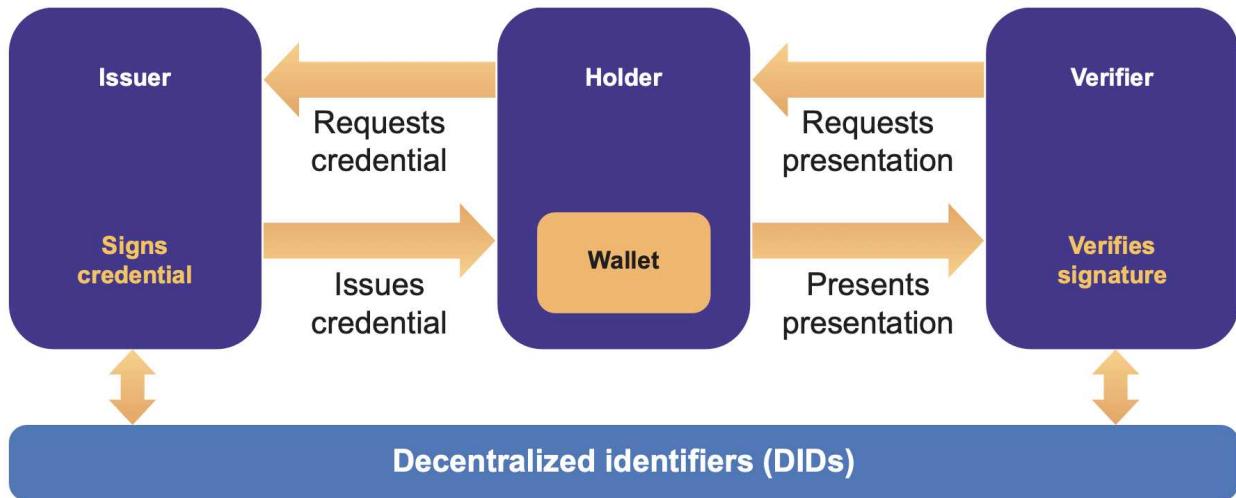


Figure 3: Wakanda Wallet Capabilities

WALLET API CONCLUSION:

The conclusion of the above is that Wakanda received through this project a fully featured electronic wallet together with the possibility to use it for the use cases related to eID.

Any other use case is possible but must be subject of other projects (coming both from the public administration area or from private sector) which needs to be separately financed. However, is not necessary to generate a new project for implementing an EU compliant digital wallet since this was achieved within this project.

The second important aspect clarified during the API session was related to the API release to market (issue raised mostly by the AVENGERS-AID parallel project). It was clear that, considering the features made available through APIs, a well-defined formal and technical API control and monitoring framework must be put in place to provide, at any time, the information about who, why, how and when uses the APIs and to be able to enforce immediate restrictions if needed.

Besides the representatives of the WME and AVENGERS-AID, the workshop was attended by the representatives of the development teams of eWakanda and eNotary systems. It was useful to brainstorm and to identify the most probable integration use cases (strong authentication for eWakanda or strong authentication and moving the whole public notary document signing flow into eNotary by implementing digital signature API).

eID API CONCLUSION:

The conclusion of the above is that eID features (authentication, signature, seal) are all supported by the APIs and allow the implementation of a wide range of use cases, from the simple use case of strong authentication to the very complex cases when a third-party can act also as Registration Authority and manage the whole life cycle of its own users and certificates.

3.5 Support for Operational Readiness

In preparation for achieving the operational readiness, in October 2024 we produced the first version of the IMP.OR.D10 - Full plan for achieving Operational Readiness which describes in detail (activities, time schedule, roles and responsibilities) what needs to be carried out by the main stakeholders (with the assistance and under the supervision of the Contractor) in order to achieve the Operational Readiness, gradually, by the end of 2025.

The above-mentioned output is consistent with and based on the observations made during the technical implementation of the eID system, discussed with the Beneficiary and other stakeholders, reflected in related project reports and presented in several Steering Committee Meetings, as follows:

- Steering Committee Meeting no. 1, 05/06/2023
- Inception report (section related to Technical Support), April 2023
- Progress Report Q1, April 2023
- Progress Report Q2, July 2023
- Steering Committee Meeting (Stakeholder Coordination Meeting), 01/02/2024
- Training Report (for Registration Officers trainings), March 2024
- Progress Report Q5, July 2024
- Steering Committee Meeting (Stakeholder Coordination Meeting), 02/10/2024

The Full plan for achieving Operational Readiness (IMP.OR.D10) identifies the gaps between the situation at the end of the technical implementation (technical readiness) and the TO-BE situation now when the operational readiness will be achieved.

These gaps are related to the following categories:

- **Ownership**
The implementation authority appointed for the technical implementation of the eID system is Ministry of Economy (WME). The eID system is hosted by the Agency for Informational Society (WISA) which activates under the Ministry of Interior (WMI). The main internal users are the Registration Officers who belongs to the Civil Registration Agency (WKCA) for issuing the digital certificates for citizens and to the Business Registry (WKBR) for issuing the digital certificates for companies. The root Certification Authority is the Department for Production of Documents, inside WKCA, under WMI. There is no single body to coordinate all these stakeholders and to properly maintain the eID system.
- **Service organisation**
As it was mentioned in the training report for registration officers, many WKCA offices across the country (more than 50%) appointed a single person for eID trainings. This is a serious risk that can have a negative impact when the actual certificates issuing services will start. Moreover, for WKBR employees, issuing digital certificates (eSeal) is a new task and their offices across the country are not equipped to provide such services
- **Support Organisation**
The needed resources (human and material) necessary for providing the support services to the end-users (citizens and RAO) are not identified (sized) and provisioned and the necessary procedures and tools are not in place

Following the gap analysis, Full plan for achieving Operational Readiness (IMP.OR.D10) describes the activities that needs to be carried out for filling-in the gaps, identifies the roles and responsibilities of each stakeholder for the mentioned activities and sets a timetable for gradually achieving operational readiness (in 3 levels: minimal, fair and full) by the end of 2025. In summary, the following table illustrates the timetable of activities and the roles and responsibilities.

Table 1 - Plan for achieving Operational Readiness in 2025

Thread	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Service and Support Organisation												
Design Support Organisation												
Implement Support Organisation												
Establish Minimal Help Desk												
Deploy Help Desk Ticketing Tool												
Establish full Help Desk												
Design L2 procedures												
Implement L2 procedures												
Deploy L2 Tools												
Design L3 procedures												
Implement L3 procedures												
Deploy L3 Integration Tools												
Plan for Roll Out eID (Service Organisation)												
Establish Back Office Team and Processes												
Produce Online Documentation												
Deploy eID portal												
Digital Signature												
Roll Out eID for CRA												
Digital Seal												
Roll Out eID for ARBK												
Third-Party Integrations												
API usage blocked on pre-prod												
API usage blocked on prod												
Design API management procedures												
Implement API procedures on pre-prod												
Implement API procedures on prod												

Minimal Operational Readiness



Fair Operational Readiness



Full Operational Readiness



Contractor



eID Operator

3.6 Monitoring and Control

Monitoring and Control is a constant ongoing activity started in the first day of the implementation. For the reporting period, the main output of this activity is this report which covers Quarter 8 (MC.PR-8).

This activity is in progress and will be completed at the end of the implementation (est. July 2026).

4 Risks and Assumptions

Even from the Steering Committee Meeting held in Birnin Zana we raised the issue of eID “ownership” which means the formal appointment of the eID operator. At that moment we emphasized that this issue may turn into a serious problem when the eID system will be close to the moment when will be released for operations. Advancing through the implementation we raised several times the same issue with reference to the material and human resources necessary for operating the eID system in good conditions. We will define these resources within some of the activities that will be executed in the first part of 2025, as illustrated in Table 1 - Plan for achieving Operational Readiness in 2025.

It is illustrated in the above-mentioned table that we will carry out some design activities in the first quarter of 2025. These activities don't necessarily require the appointment of the eID operator since we can refer to it as we already did, naming it “eID operator”. However, very soon in 2025, the implementation actions must start (such as implementing the support organisation) which would need the material and huma resources of the eID operator to be allocated on regular basis and not based on our needs for assistance as it was during the implementation and until the achievement of the technical readiness. Mostly the human resources involved must understand that eID will be part of their day-by-day duties when speaking about providing certificate issuing services or providing technical support to the end-users or executing technical maintenance of the eID system or acquiring the capabilities for becoming able to handle usual technical issues than can happen during operations.

At the date of this report, the eID operator is still not formally appointed, thus we consider that the issue which was raised by us even from June 2023 turned into a risk having a negative impact on the achievement of the operational readiness. At the date if this report we can estimate that the risk probability is still M (medium) since there is still one quarter available for appointing the eID operator and making resources available. However, if the situation will be the same at the beginning of March 2025, the probability will rase to H (high). In any case, the risk impact on achieving the Operational Readiness is H (high), even blocking for some activities.

5 Work Breakdown Structure

During the reporting period the scope of the work was extended and this generated modifications of the Work Breakdown Structure in the sense of adding phases/implementation chapters/deliverables. The new WBS is presented in this section.

For the updated Work Breakdown Structure, we used the following colour convention:

Deliverable/Output completed and approved	
Deliverable/Output in progress	
Deliverable/Output pending approval	
Project phase implementation chapter pending approval(s)	
Project phase implementation chapter in progress	
Project phase implementation chapter or deliverable not started	

For easier understanding of the codes used for the elements of the Work Breakdown Structure, we include below the coding convention:

WBS Codes for Project Phases and Implementation Chapters

- **INC** = Inception Phase
- **IMP** = Implementation Phase
 - **IMP.BDIS** = Build Digital Identity Service Implementation Chapter (design, development, Factory Acceptance Testing)
 - **IMP.DDIS** = Deploy Digital Identity Service Implementation Chapter (installation, configuration, acceptance testing)
 - **IMP.AR** = Awareness Raising Implementation Chapter
 - **IMP.CB** = Capacity Building Implementation Chapter
 - **IMP.OR** = Support for Operational Readiness
 - **IMP.TS** = Provision of Technical Support and related tools
- **MC** = Monitoring and Control Phase
- **CL** = Project Closing Phase

WBS Codes for Project Deliverables

- Where the direct link with the **deliverables listed in the ToR** is evident, the related project deliverables contain the code **D(1-12)**.
- **Additional project deliverables** added by us to cover the required scope of the work does not contain the code **D(1-12)**. **Their codes** are derived from the deliverable name (**PR** = Progress Report; **ORR** = On-Request Report; **MOM** = Minutes of Meeting; **DFR** = Draft Final Report; **FR** = Final Report)
- In the case when there is a need to have multiple different instances of the same deliverable (such as 10 Training Reports – one for each training session; 8 Progress Reports – one for each quarter) or a complex deliverable must be split in several distinct parts (such as Deliverable 9 – D9), the WBS code contains also a **numeric identifier**

Considering the above, the logic of the WBS codes used for deliverables is:

<phase WBS Code>[.implementation chapter WBS Code].D(1-9)/NameCode[-NumericID]

Table 2: Project WBS

Phase WBS Code	Phase Name		
INC	Inception Phase		
Deliverable WBS Code	Description	Deliverable WBS Code	Description
INC.D1	Inception Report	INC.D3	Updated Technical Specifications for the related Supply tender of IT equipment
INC.D2	Revised Organisation & Methodology		
Phase WBS Code	Phase Name	Implementation Chapter WBS Code	Implementation Chapter Name
IMP	Implementation Phase	BDIS	Build Digital Identity Service
Deliverable WBS Code	Description	Deliverable WBS Code	Description
IMP.BDIS.D5-1	Detailed design of the technical solution	IMP.BDIS.D5-3	Test Report (FAT)
IMP.BDIS.D5-2	Test plan	IMP.BDIS.D4	Basic algorithm
Phase WBS Code	Phase Name	Implementation Chapter WBS Code	Implementation Chapter Name
IMP	Implementation Phase	DDIS	Deploy Digital Identity Service
Deliverable WBS Code	Description	Deliverable WBS Code	Description
IMP.DDIS.D6-1	Correction Report (Functional Test Report)	IMP.DDIS.D6-3	Acceptance Report (Site Acceptance Test Report) – SAT1 Acceptance Report (Site Acceptance Test Report) – SAT FINAL
IMP.DDIS.D6-2	Installation and Configuration Report	IMP.DDIS.D7	Product Documentation (User Manuals)

Phase WBS Code	Phase Name	Implementation Chapter WBS Code	Implementation Chapter Name
IMP	Implementation Phase	OR	Support for Achieving Operational Readiness
Deliverable WBS Code	Description	Deliverable WBS Code	Description
IMP.OR.D10	Full plan for achieving Operational Readiness		

Phase WBS Code	Phase Name	Implementation Chapter WBS Code	Implementation Chapter Name
IMP	Implementation Phase	TS	Provision of Technical Support (L2 and L3)
Deliverable WBS Code	Description	Deliverable WBS Code	Description
IMP.TS.D11-1	Design of the Support Organisation	IMP.TS.D11-2	Tools for Technical Support
IMP.TS.D12-1 - 6	Quarterly Technical Support Report (to be included as dedicated section in the quarterly Progress Report)		

Phase WBS Code	Phase Name	Implementation Chapter WBS Code	Implementation Chapter Name
IMP	Implementation Phase	CB	Capacity Building
Deliverable WBS Code	Description	Deliverable WBS Code	Description
IMP.CB.D8-1	Training Report - Session1	IMP.CB.D8-6	Training Report – Session6
IMP.CB.D8-2	Training Report – Session2	IMP.CB.D8-7	Training Report – Session7
IMP.CB.D8-3	Training Report – Session3	IMP.CB.D8-8	Training Report – Session8
IMP.CB.D8-4	Training Report – Session4	IMP.CB.D8-9	Training Report – Session9
IMP.CB.D8-5	Training Report – Session5	IMP.CB.D8-10	Training Report – Session10

Phase WBS Code	Phase Name	Implementation Chapter WBS Code	Implementation Chapter Name
IMP	Implementation Phase	AR	Awareness Raising
Deliverable WBS Code	Description	Deliverable WBS Code	Description
IMP.AR.D9-1	Awareness Video(s)	IMP.AR.D9-2	C&V Strategy
Phase WBS Code	Phase Name	Deliverable WBS Code	Description
MC	Monitoring&Control ²		
Deliverable WBS Code	Description	Deliverable WBS Code	Description
MC.PR-1	Progress Report Q1	MC.PR-9	Progress Report Q9
MC.PR-2	Progress Report Q2	MC.PR-10	Progress Report Q10
MC.PR-3	Progress Report Q3	MC.PR-11	Progress Report Q11
MC.PR-4	Progress Report Q4	MC.PR-12	Progress Report Q12
MC.PR-5	Progress Report Q5	MC.PR-13	Progress Report Q13
MC.PR-6	Progress Report Q6	MC.PR-14	Progress Report Q14
MC.PR-7	Progress Report Q7	MC.PR-15	Progress Report Q15
MC.PR-8	Progress Report Q8		
MC.MOM	Minutes of Meeting (may be also part of other reports such as Progress Reports)	MC.ORR	On-Request Reports (if needed or requested by Contacting Authority or Implementing Authority)
Phase WBS Code	Phase Name	Deliverable WBS Code	Description
CL	Closing		
Deliverable WBS Code	Description	Deliverable WBS Code	Description
CL.DFR	Draft Final Report	CL.FR	Final Report

² Q1 and Q15 are incomplete (only 2Mo duration) Q1=Feb, Mar 2023 and Q15=Jul 2026

6 Log Frame

For the updated status of indicators/means of verification on the Log Frame we use the following colour convention to highlight the progress:

Completed	
Pending approval(s)	

For the different log frame components (objectives, outputs activities), we use the following colour convention to mark the vertical bars for identifying the mentioned components:

Main objective	
Specific Objectives	
Outputs	
Activities	

The summary of the log frame progress is:

- **Output a) - Revision and update of documents, development of basic algorithm** is completed.
- **Output b)**
 - **Activity 1 – Build Digital Identity Service** is completed
 - **Activity 2 – Deploy Digital Identity Service** is completed.
- **Output c) – Capacity Building** is completed
- **Output d) – Awareness Raising** is completed.
- **Output e) – Support for Operational readiness** is started
- **Output f) - Technical Support Level 2 and Level 3** is not started

Outputs e and f were added by the extended scope of the work described in the annex to the initial assignment.

At the date of this report, the progress on the log frame is shown in the table below:

Table 3: Log frame

Project description (objective, phase, implementation chapter)		Indicators	Means of Verification	Assumptions
<u>Overall objective</u> To increase efficiency and productivity of the private sector through increased use of ICT, create proper e-business/e-commerce ecosystem, and improve electronic service delivery for citizens and businesses.		<ul style="list-style-type: none"> • Specific Objective 1 achieved • Specific Objective 2 achieved 	CL.FR approved	N/A
<u>Specific Objectives</u> <ul style="list-style-type: none"> • Specific Objective 1: To contribute to Wakanda government efforts to digitalise and increase competitiveness and profitability of Wakanda businesses • Specific Objective 2: To improve performance of businesses by increased ICT usage 		<ul style="list-style-type: none"> • Indicators for Output a) • Indicators for Output b) • Indicators for Output c) • Indicators for Output d) • Indicators for Output e) • Indicators for Output f) • Final Report 	CL.FR approved	N/A
Output a) ToR, §2.3, point a)		<ul style="list-style-type: none"> • The inventory of existing information systems that will be integrated with the eID system approved by IAUT • The supply tender for IT equipment can be launched by the CAUT • The Inception Report and Revised O&M reflects the findings from the Inception Phase and provides a detailed image of the next activities 	<ul style="list-style-type: none"> • INC.D1 approved • INC.D2 approved • INC.D3 approved • IMP.BDIS.D4 approved 	<ul style="list-style-type: none"> • Availability of relevant information about existing Information Systems • Availability of relevant information needed for reviewing the technical specs for the equipment • Necessary institutional ICT resources exist • Readiness of Wakanda institutions to collaborate for the implementation
Activity for Output a) Inception Phase		Same as above	Same as above	Same as above

Project description (objective, phase, implementation chapter)	Indicators	Means of Verification	Assumptions
<p>Output b) ToR, §2.3, point b)</p>	<p>Deployment of the Digital Identity Service is approved The Acceptance Report resulted after the Site Acceptance Testing</p>	<p>IMP.DDIS.D6-3 approved</p>	<ul style="list-style-type: none"> Adequate and sufficient beneficiary resources allocated to the project implementation Beneficiary staff can perform testing (Functional Testing and Site Acceptance Testing)
<p>Activity1 for Output b) Build Digital Identity Service Implementation Chapter</p>	<ul style="list-style-type: none"> All use cases are covered in the design of the final eID solution The technical design covers business requirements -> functional and non-functional requirements -> design specifications -> development tasks and full traceability is in place to ensure the coverage of the required scope FAT testing <ul style="list-style-type: none"> All tests for blocking functionality passed All functional tests passed All performance tests passed UX tests may have comments The Contractor has enough relevant information about the corrections that shall be made 	<p>IMP.BDIS.D5-2 approved</p>	<ul style="list-style-type: none"> Adequate and sufficient beneficiary resources allocated to the project implementation Beneficiary staff can perform Functional Testing under the supervision of the Contractor

Project description (objective, phase, implementation chapter)	Indicators	Means of Verification	Assumptions
<p>Activity2 for Output b) Deploy Digital Identity Service Implementation-Chapter</p>	<p>PRE-PRODUCTION</p> <ul style="list-style-type: none"> • All potential non-conformities (from FAT testing) were corrected <ul style="list-style-type: none"> ◦ Functional testing ◦ All functional tests passed ◦ All performance tests passed ◦ All UX tests passed • The system documentation covers the whole scope of the system (use cases, regular users, CA users, RA users, administration, maintenance) • The system is installed and configured in the pre-production environment <p>PRODUCTION</p> <ul style="list-style-type: none"> • All potential non-conformities (from Functional Testing testing) were corrected • Site Acceptance Testing <ul style="list-style-type: none"> ◦ All functional tests passed ◦ All performance tests passed ◦ All UX tests passed • The product documentation is complete and delivered to the relevant stakeholders • The system is installed and configured in the production environment 	<ul style="list-style-type: none"> • IMP.DDIS.D6-1 approved • IMP.DDIS.D6-2 approved • IMP.DDIS.D6-3 approved • IMP.DDIS.D7 approved 	<ul style="list-style-type: none"> • Adequate and sufficient beneficiary resources allocated to the project implementation • Beneficiary staff can perform Site Acceptance Testing
<p>Output c) ToR, §2.3, point c)</p>	<ul style="list-style-type: none"> • The planning of the training sessions is completed and approved before the installation/configuration on the production environment • Number of training sessions organised – at least 10 sessions for 2 days/ each. • All training sessions are completed by the end of the deployment to production 	IMP.CB.D8-1 – 10 delivered	<ul style="list-style-type: none"> • Adequate and sufficient beneficiary resources allocated to the project implementation • Timely allocation of the staff to attend the training sessions

Project description (objective, phase, implementation chapter)		Indicators	Means of Verification	Assumptions
	Activity for Output c) Capacity Building Implementation-Chapter	Same as above	Same as above	Same as above
	Output d) ToR, §2.3, point d)	<ul style="list-style-type: none"> • C&V strategy delivered before the start of the testing phase • Video materials produced, discussed and delivered before the approval of the C&V Strategy • Distribution channels (YouTube, Social Media, Websites, etc.) established before the approval of the Video materials 	IMP.AR.D9-2 approved	<ul style="list-style-type: none"> • Efficient institutional capacities for the implementation and operation of the Digital Identity Service • Institutional commitment for pushing the usage of eID in the private sector through ICT remains high • Interest of the private sector in using eID remains high
	Activity for Output d) Awareness Raising Implementation-Chapter	Same as above	Same as above	Same as above
	Output e) Support for Achieving Operational readiness	<p>Deliverable IMP.OR.D10 contains:</p> <ul style="list-style-type: none"> • Description of all activities necessary to be implemented for achieving operational readiness • Clear indication of the role and responsibility of each stakeholder involved • Realistic time schedule of activities for achieving Operational Readiness, gradually, by end of 2025 	IMP.OR.D10 approved	<ul style="list-style-type: none"> • Efficient institutional capacities for the operation of eID platform by WKCA and WKBR • Institutional commitment from Civil Registration Agency (WKCA) and Business Register (WKBR) remains high
	Activity for Output e) Support for Achieving Operational readiness	Same as above	Same as above	Same as above

Project description (objective, phase, implementation chapter)		Indicators	Means of Verification	Assumptions
	Output f) Securing long term results	<ul style="list-style-type: none"> Design of the support organisation and Proposed work procedures and instructions to be followed by the Registration Officers during the process of first issuance of the certificates All blocking support issues (tickets) raised until the end of contract and escalated to L2 and L3 are solved All non-blocking support issues (tickets) raised until the end of contract and escalated to L2 and L3 are solved, or workaround is implemented 	<ul style="list-style-type: none"> IMP.TS.D11-1 approved IMP.TS.D11-2 approved IMP.TS.D12 approved 	<ul style="list-style-type: none"> Efficient institutional capacities for the operation of eID platform by Ministry of Economy (WME) Institutional commitment from WME remains high Support Organisation is established and capable to manage the Technical Support Process
	Activity 1 for Output f) Organisational Design	Deliverable IMP.OR.D11 contains: <ul style="list-style-type: none"> Organisational design and sizing Procedures Job descriptions Description and potential requirements for the tools necessary for the management of the support process 	IMP.TS.D11-1 approved	Same as above
	Activity 2 for Output f) Assistance for the Establishment of the Support Organisation	<ul style="list-style-type: none"> Tools are implemented Needed resources are in place and prepared to take over the execution of L1-Technical Support (help desk) and management of the whole Technical Support process 	IMP.TS.D11-2 approved	<ul style="list-style-type: none"> WME appoints the human resources as per IMP.TS.D11-1 WME makes available the material resources (ICT infrastructure, office, logistics) are per IMP.TS.D11-1
	Activity 3 for Output f) Provision of L2 and L3 technical support	<ul style="list-style-type: none"> All blocking support issues (tickets) raised until the end of contract and escalated to L2 and L3 are solved All non-blocking support issues (tickets) raised until the end of contract and escalated to L2 and L3 are solved, or workaround is implemented 	IMP.TS.D12 approved	Same as above

7 Workplan

The summary of the workplan is:

- Technical readiness was achieved in December 2024
- The contract was extended until July 2026
- L2 and L3 support will be provided to the Beneficiary by the end of the contract
- Operational readiness will be achieved in 2025 and the eID operator will be able to operate the eID system under all aspects and will be able to provide the end users with quality services

The outputs/deliverables of the new activities were included in the project WBS (see section 5), and the log frame was also modified accordingly (see section 6). This section is also updated to illustrate the new activities.

Table 4: Workplan

Timeline	2023				2024				2025				2026			
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	
INC: Inception Phase	■															
IMP: Implementation Phase		■	■	■	■	■	■	■								
IMP.BDIS: Build Digital Identity Service		■	■	■												
Design		■	■	■												
Development		■	■	■												
Testing (Functional Testing)				■												
IMP.DDIS: Deploy Digital Identity Service					■	■	■	■								
Debugging and Remediations					■											
Installation and Configuration						■	■		■							
Testing (Site Acceptance Testing)							■	■	■		■					
IMP.CB: Capacity Building					■	■	■	■								
Training Preparation					■											
Training Sessions						■	■	■								
IMP.AR: Awareness Raising					■	■										
Produce C&V Strategy				■												
Produce Video Materials				■												
Publish and Follow-Up Actions				■												
IMP.OR: Operational Readiness									■	■						
Plan Operational Readiness									■							
Supervise eID roll-out										■	■					
IMP.TS: Securing Long Term Results									■	■	■	■	■	■	■	■
Design Support Organisation										■						
Establish Support Organisation										■						

Timeline	2023				2024				2025				2026		
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15
Provision Technical Support L2 and L3															
MC: Monitoring and Control															
MC: Progress Reporting	●	●		●	●	●	●	●	●	●	●	●	●	●	●
MC: PSC Meetings		●	●		●	●	●		●	●	●	●	●	●	●
CL: Project Closing															
CL: Draft Final Report															●
CL: Final Report															●

8 Next steps

The next reporting period is Q9 (January, February, March 2025). The next reporting period will include also the period necessary for drafting the next Progress Report (MC.PR-9).

At the end of the next reporting period, the expected new deliverables will be:

- Design of the Support Organisation (IMP.TS.D11-1)
- Full design of the Tools for Technical Support (as part of IMP.TS.D11-2)
- Quarterly Technical Support Report as dedicated section in the Progress report for Q9 MC.PR-9 (IMP.TS.D12-1)

At the end of the next reporting period, the expected work in progress will be:

- Establish Support Organisation needed by the eID operator to provide technical support to the end-users (citizens and RAO)
- Provision Technical Support L2 and L3 by the Contractor to the eID operator
- Implementation of the tools needed by the eID operator to provide technical support to the end-users (citizens and RAO)

At the end of the next reporting period, the achieved outputs/main results will be:

- Output a) - Revision and update of documents, development of basic algorithm
- Output b) – Activity 1 – Build Digital Identity Service
- Output c) – Capacity Building
- Output d) – Awareness Raising
- Output e) - Support for Achieving Operational readiness