End User Guide

DIVOC

Contents

Chapter 1: What is DIVOC? 3

1.1 Background 3

1.2 Purpose 3

1.3 Value proposition 3

Chapter 2: Core Modules 5

2.1 Orchestration Module 5

a. Features 5

b. Users 5

c. User Journey 5

2.2 Vaccination Module 13

a. Features 13

b. Users 13

c. User Journey 13

2.3 Certificate Module 16

a. Features 16

b. Users 16

c. User Journey 16

2.4 Feedback Module 22

a. Features 22

b. Users 22

c. User Journey 22

2.5 Dashboard 25

a. Features 25

b. Users 25

c. User Journey 25

Version Control

Version	Date of Revision	Description for Change	Author	Reviewer	Approved By
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Chapter 1: What is DIVOC?

1.1 Background

DIVOC stands for "Digital Infrastructure for Verifiable Open Credentialing". It is a flexible and extendable open source software that helps countries to digitally orchestrate large scale vaccination efforts – through configuration of facilities, workers, vaccines etc. – as well as generate a digitally verifiable certificate. In order to drive global participation for adoption and usage, DIVOC uses open source technologies and a scalable, data driven architecture to be able to deal with diverse vaccination country-specific scenarios.

1.2 Purpose

DIVOC is a community-effort led by a team working under the guidance of Mr. Nandan Nilekani (former chairman of UIDAI) and Co-founder of Infosys, and Dr Pramod Varma (former Chief Architect of UIDAI, India).

The DIVOC initiative aims to support countries in achieving the following goals;

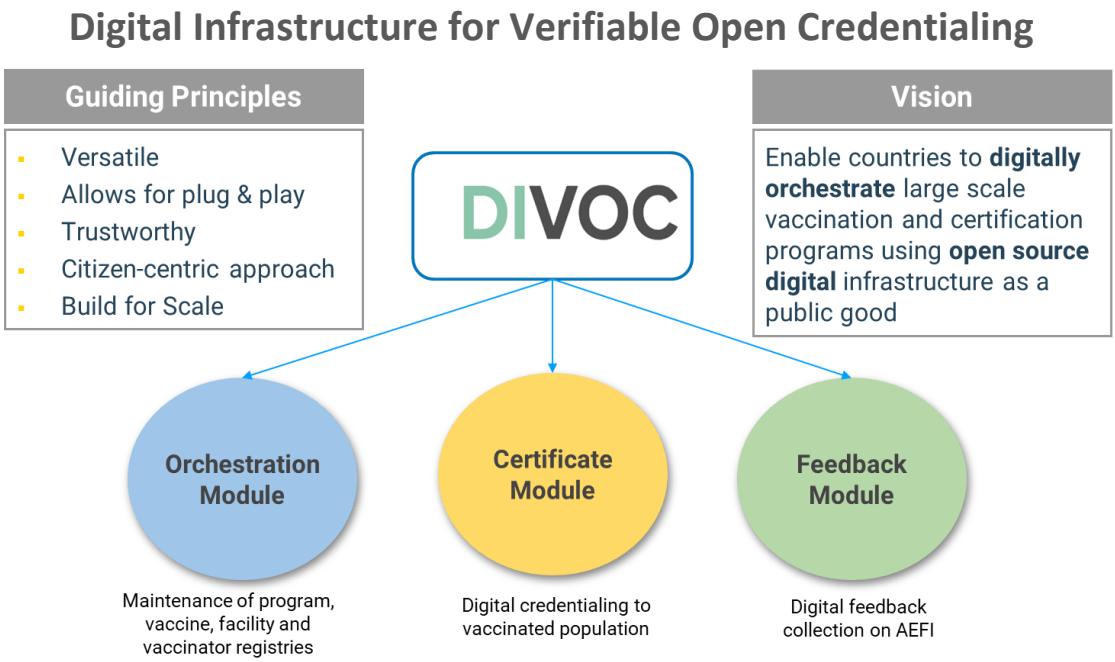
i. Ability to vaccinate and certify citizens at speed and scale starting from prioritized personnel (frontline workers) to the whole country in a controlled manner.

ii. Ability to manage the entire vaccination and certification process in a dynamic manner using near real time data.

iii. Ability to control and manage the approved vaccine, facilities, daily rates, and vaccinators in a systematic manner across various geographies as per the availability of vaccines and other country priorities.

iv. Issue a portable digitally verifiable certificate as per international standard to people in both digital and physical form so that they can get back to work.

v. Ability to integrate and leverage with other systems such as vaccine supply, hospital management, ID systems, payment systems, etc.



1.3 Value proposition

The key highlights of the DIVOC software are:

i. Designed to cater to the diversity of use cases in terms of choice of facility (Government to private facilities) at various geographies within the country, choice of payment (Govt is paying, employers and other funds paying, and individuals paying), choice of IDs (digital IDs, mobile numbers, no IDs), etc.

ii. Provides plug and play with various valid ID and payment systems and be flexible to configure the flows.

iii. Provides individuals with a portable and verifiable digital certificate (verifiable credential based on W3C open specification and can easily be aligned to IHR standards) that they can use online and offline.

iv. Designed to plug and play with various certificate distribution schemes (printed with QR code, digital using smartphones, sms/email attachments, digital lockers, blockchain based apps, etc).

v. Provides high trust by design and ensure security and privacy aspects. It provides non-repudiable audits and ensures various potential frauds are eliminated by design.

vi. Fully built as a set of microservices exposed via APIs allowing easy integration with existing systems.

vii. Can be used fully or specific microservices (such as certificate microservice or feedback microservice) can be deployed and used independently.

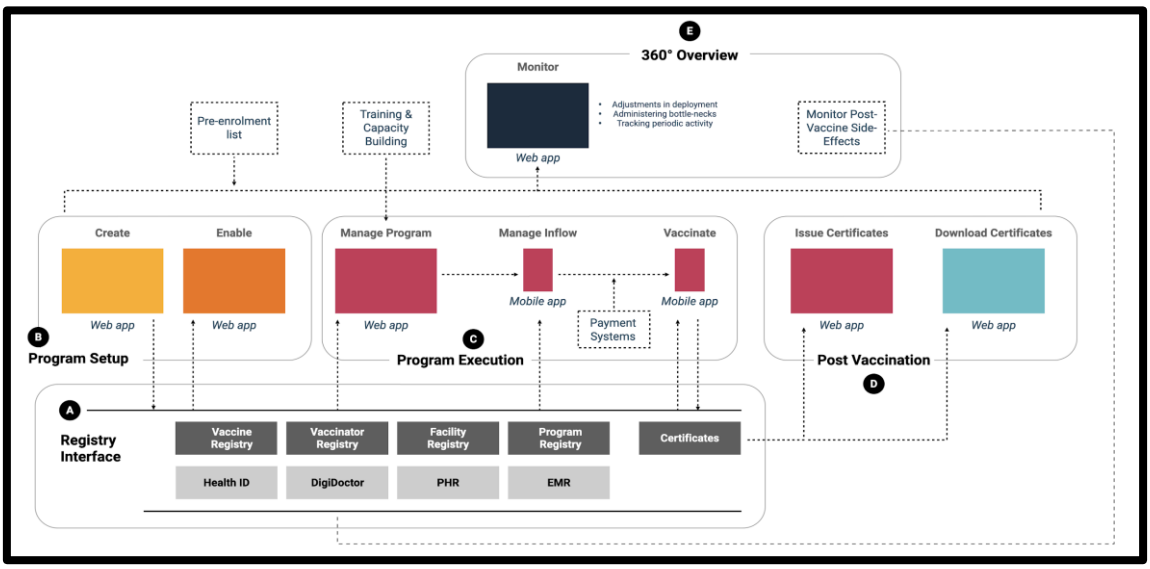
viii. Designed to work at a scale of 10 million vaccinations a day with an event driven telemetry model allowing agencies running DIVOC software to observe the entire rollout using data to make dynamic policy and operational adjustments.

ix. Highly "configurable" (vaccines, vaccination frequency, approved facilities, trained vaccinators, certificate template, authentication mechanisms, etc.) and also "extensible" (there are many parts of software that can be extended, replaced with country specific components without having to customize (allows easy upgradability).

x. Entire DIVOC software is made available as open source as digital public goods for any country to adopt, extend, customize, and use the way they need.

The DIVOC software has been designed to accommodate the various events occurring during the last-mile vaccine administration and certification lifecycle, as illustrated below;

DIVOC software architecture



Chapter 2: Core Modules

The plug-n-play nature of DIVOC allows countries to choose either the complete package or any specific module(s), basis their need.

DIVOC offers three key modules;

i. An **"Orchestration" module**
ii. A **"Certificate" module**
iii. A **"Feedback" module**

2.1 Orchestration Module

a. Features

Orchestration module is a web-based application which covers the registration and setup of the administrative functions necessary for a country, before initiating the vaccine rollout program. This module entails the registration and setup of various administrative functions necessary for a country, before initiating the vaccine rollout program. This module is available via a web based DIVOC portal application (referred to as "Management Portal").

b. Users

The following user roles can access the orchestration module:

i. System Admin - a person authorized by the Government who would be entrusted with the responsibility of addressing the data management needs of the system.
ii. Controller - an authorised person responsible for setting up the facility activation/deactivation and assigning daily vaccination rate to each facility.
iii. Facility Admin - an authorised professional responsible for the management of the vaccination facility. Their role would be to set up internal roles for operations, authorise vaccinators, review vaccination program details and manage facility details.

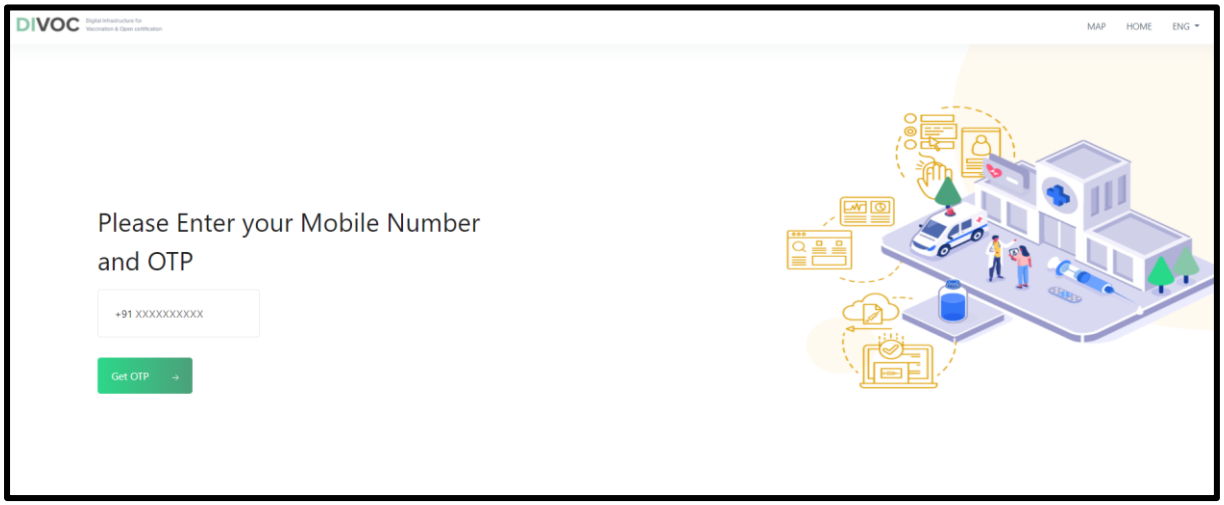
c. User Journey

The stepwise user journey and purpose and role for each of the users has been explained in this section.

1. LOGIN

Users can log into the DIVOC Management portal, via a simple mobile-based authentication process. The user can provide his/her mobile number, upon which a one-time password (OTP) will be generated and sent to his/her mobile. The user can enter this OTP to successfully log into the DIVOC Management portal.

DIVOC Orchestration module login page



2. Create a Facility Registry

Facilities are the centres where COVID-19 vaccine will be administered to the recipients. While setting up the facilities registry, the following details will be fed.

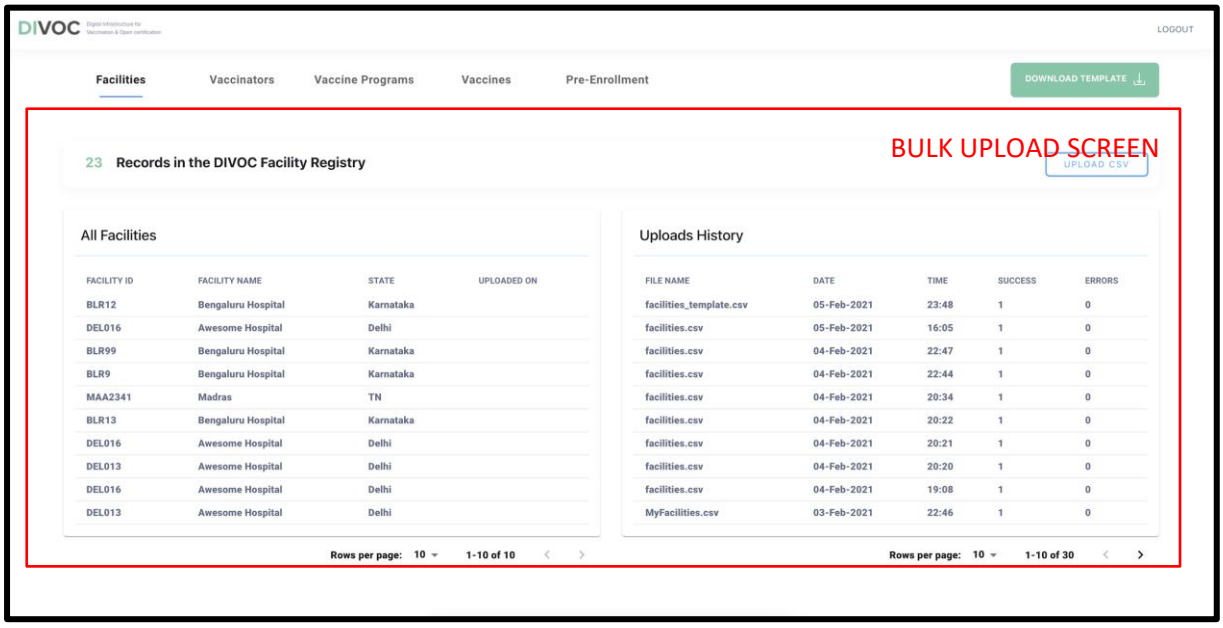
- Approved facilities – Centres like clinics, public hospitals, medical facilities etc. approved by the Government Authorities to conduct vaccination drive
- Location - state, district and postal code of the facility
- Active Status – Active or inactive status of the facility depending on whether it is being used for vaccination or not
- Vaccination daily rate – Daily rates of number of vaccinations in a day to be done in a facility

System Admin can perform the following actions;

a. System Admin functions

- System Admin can perform a bulk-upload of facility data, via CSV files. DIVOC provides predefined templates for Users to populate their facility data, which can then be uploaded (in bulk-mode).
- DIVOC can integrate with a country's existing eHealth systems or registries (if available) via APIs, to source the facility data available in the country
- Error Files in the process of Bulk Upload of data can be downloaded by the users. In case of any errors in the template, the system throws an error which can be easily identified and rectified.
- DIVOC also displays the total number of records for the facility registry.

Bulk upload screen for DIVOC facilities registry

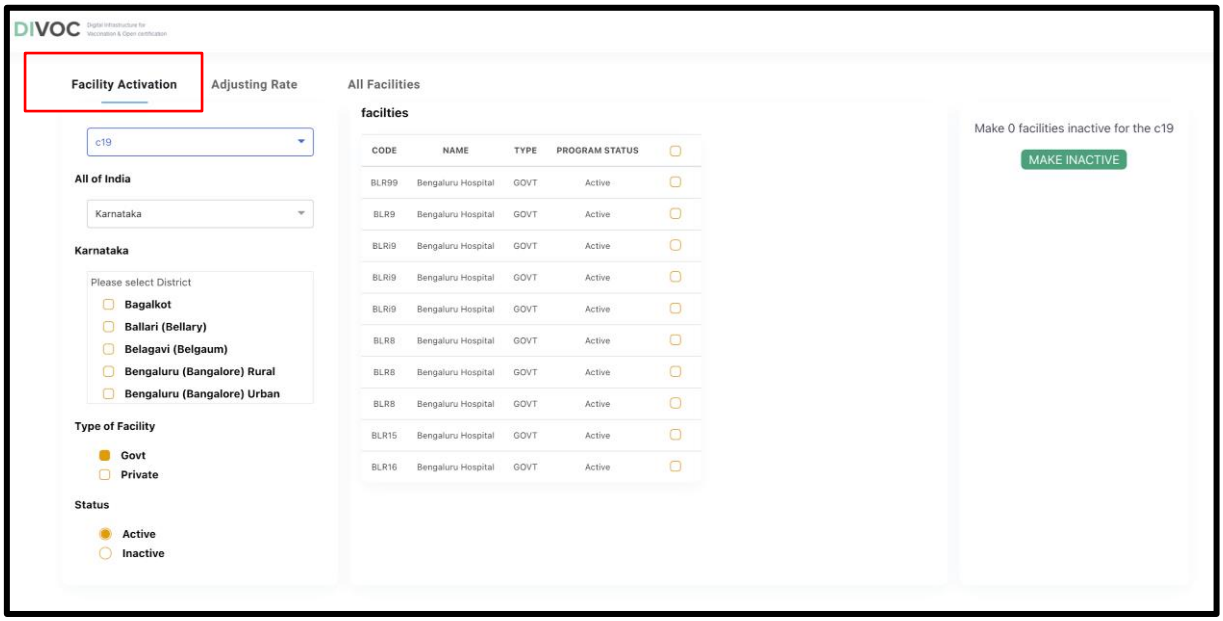


Controller can perform the following actions;

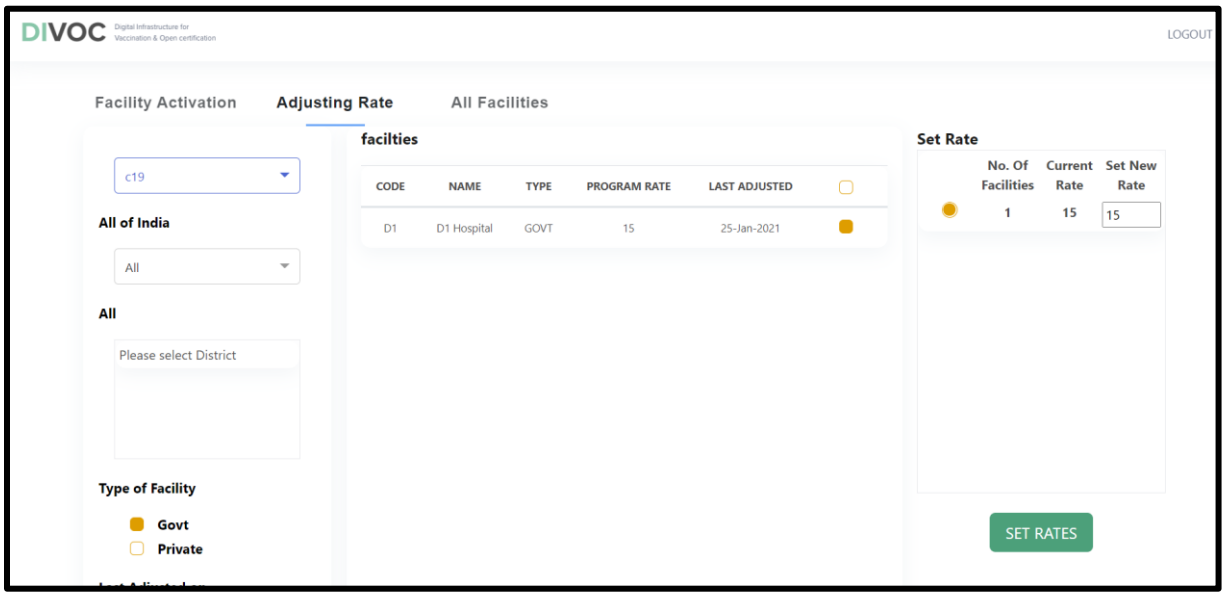
b. Controller functions

- Controller can use the “Filter” option and extract list of facilities by region and their type (public/private).
- Controller can Activate or Deactivate a Facility by choosing facilities of a particular region and making them active or inactive of the system.
- Controller can Set/Edit daily Vaccination Rate for the facilities. This vaccination rate defines the number of vaccinations that will happen in the said facility in a day.
- Changes made by the users on facility registry will be intimated through Email / SMS trigger to the Facility Admin.

DIVOC facility activation screen



DIVOC rate adjustment at facilities by the Controller



3. Create a Vaccinator Registry

Vaccinators would be the trained medical professionals authorised by the Government to administer vaccination to the recipients. In the vaccinator registry, the following details will be saved.

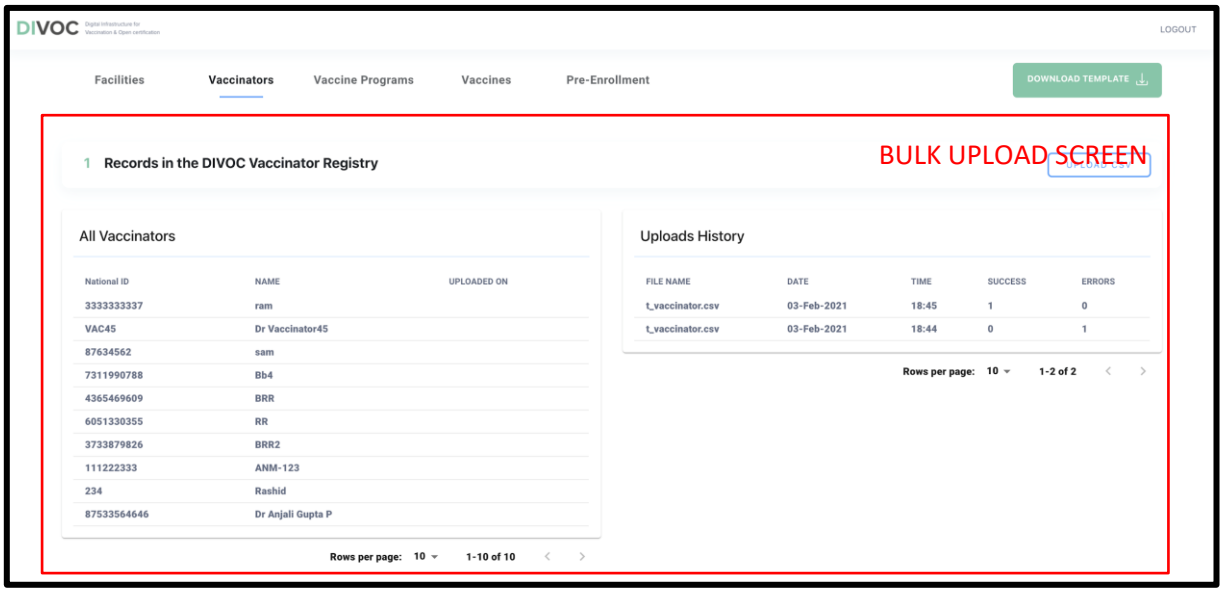
- Trained vaccinators – The registry will have details on the trained medical professionals approved for the vaccination program by Government authorities.
- Active Status – Users can give an active/inactive status to the vaccinators. This helps identify the vaccinators active in the vaccination program.
- Training certificate – Details of the training certificate need to be added to make sure that only trained medical professionals are added to the vaccination program.
- Associated facilities – Details of vaccination facilities which the vaccinator has been assigned to needs to be added to the system by the user.

System Admin can perform the following actions;

a. System Admin functions

- System Admin can perform a bulk-upload of vaccinator data, via CSV files. DIVOC provides predefined templates for Users to populate their vaccinator data, which can then be uploaded (in bulk-mode).
- DIVOC can integrate with a country's existing eHealth systems or registries (if available) via APIs, to source the facility data available in the country.
- System Admin can Activate or Deactivate Vaccinator from the system.
- Error Files in the process of Bulk Upload of data can be downloaded by the users. In case of any errors in the template, the system throws an error which can be easily identified and rectified.
- DIVOC also displays the total number of records for the record count on the vaccinator registry.
- The software sends Email / SMS triggers to the vaccinator to add associated facilities / modify any personal details / add certificates etc.

DIVOC bulk upload screen for vaccinators registry

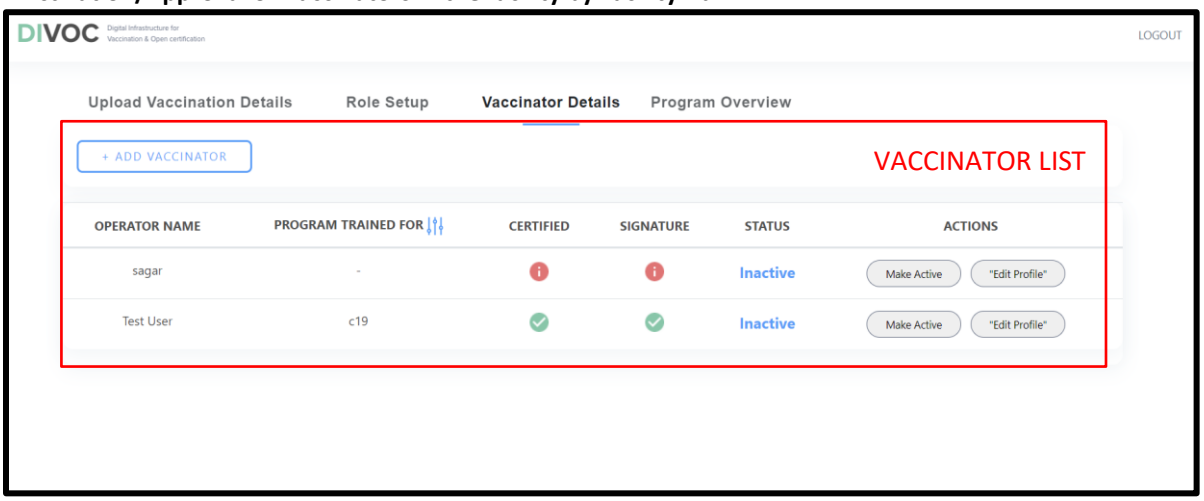


Facility Admin can perform the following actions;

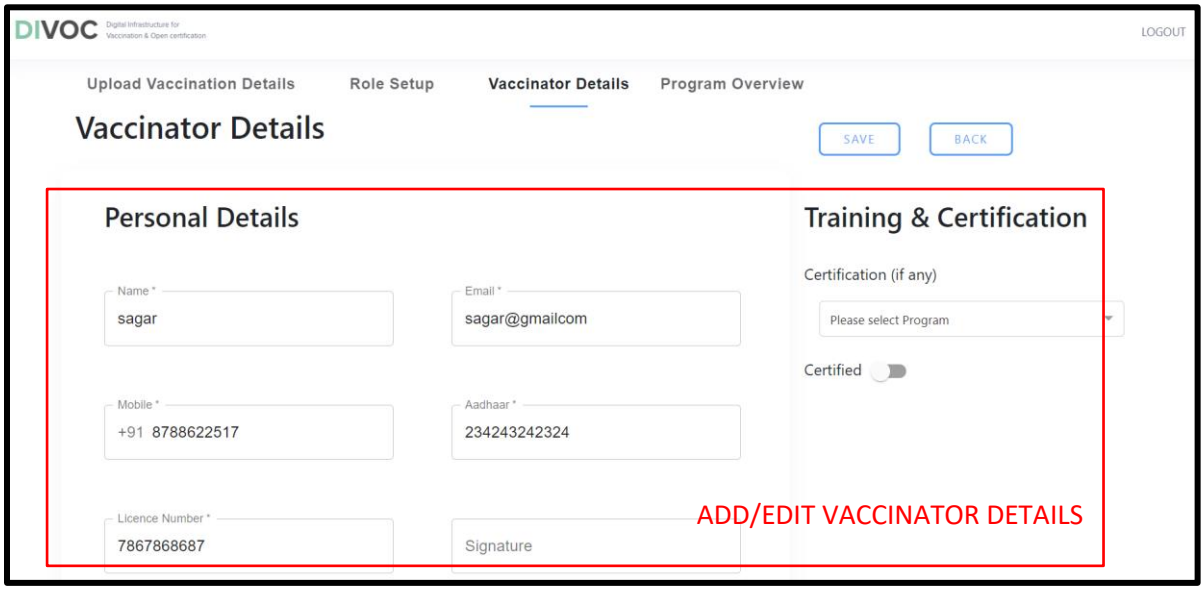
b. Facility Admin functions

- It will be the responsibility of the Facility Admin to add/remove vaccinator details. If the country has a national registry for medical professionals, details like name, gender, age, qualifications, signatures etc can be fetched using those IDs. Admin can also add new vaccinators, provide approval to them, activate/deactivate, and manually add/edit details. Manual Add / Edit Vaccinator details with certificate
- Facility Admin can provide approval to vaccinators who will be engaged in the particular facility for vaccination.
- Facility Admin can also Search & Activate / Deactivate Vaccinator from the system.
- DIVOC Vaccinator Registry can be integrated with LMS for verification of training/certificates of the vaccinators.
- Facility Admin will be responsible for setting up the roles for each staff member in the facility. There would be front office staff, clinical staff and non-clinical staff in the facility and each of those will need to be registered by the Facility Admin and assigned specific roles in the facility. Details of staff name, role type, mobile number and employee ID will be saved in the portal.

Activation/Approval of Vaccinators in the facility by Facility Admin

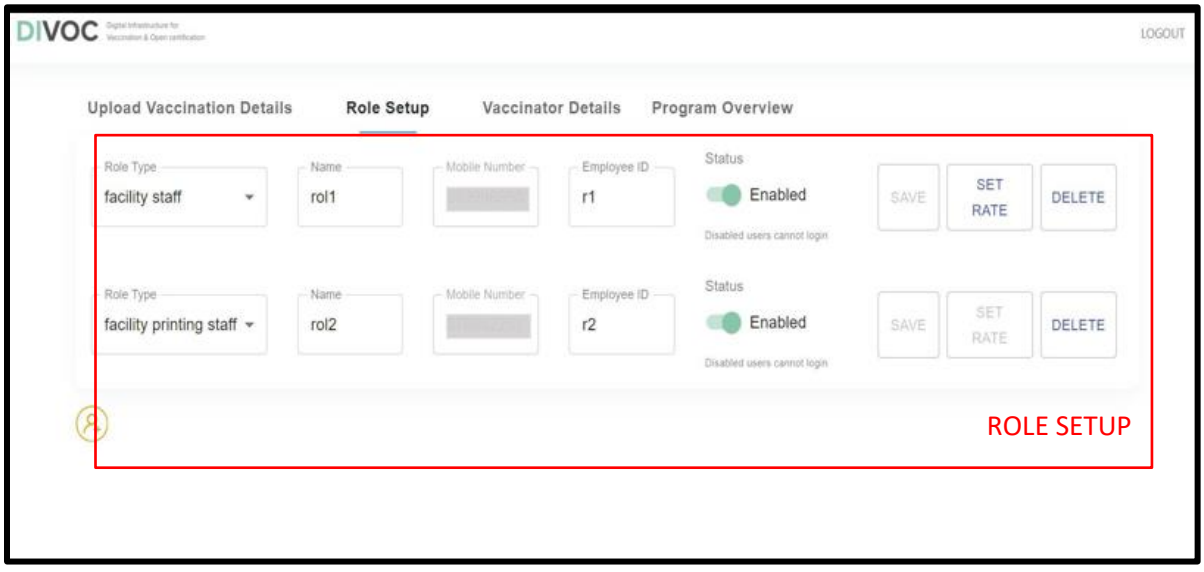


Add/Edit feature for Vaccinator Details by Facility admin*



*Input screen

Setting up of roles in the facility by Facility Admin



4. Create a Vaccine Program Registry

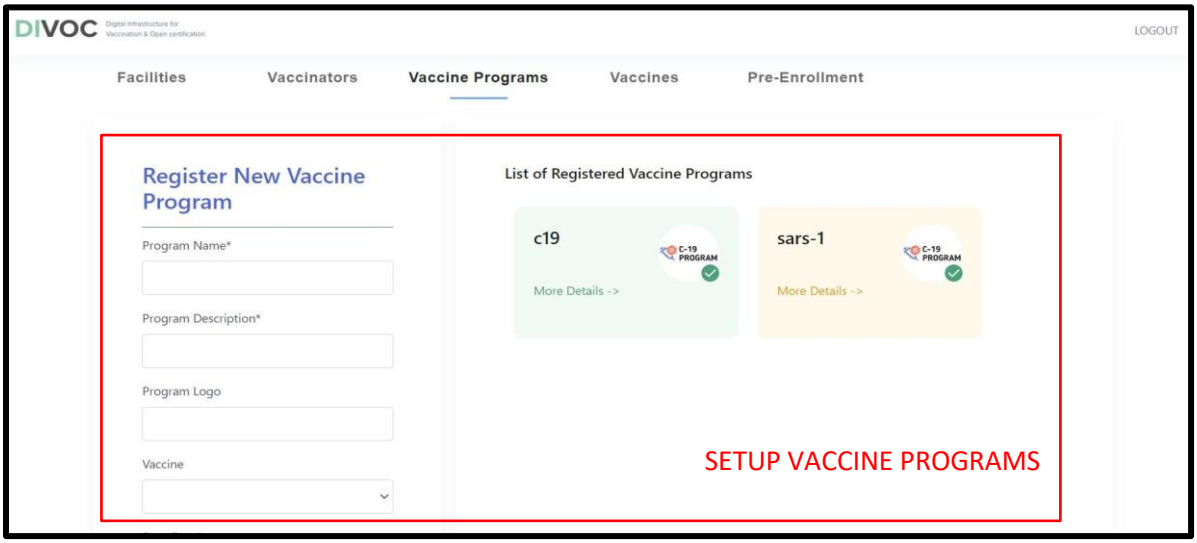
The DIVOC software offers the flexibility of accommodating any vaccine program like COVID-19, measles, influenza etc. The system admin just needs to register details of the vaccine program. The following details are to be fed in the system to add a vaccine program to the registry:

- Programs that are being rolled out – The software is not limited merely to COVID-19 vaccination programs and the user may add other vaccination programs on the portal.
- Active Status – Status for each of the programs can be set as active/inactive based on their running status.
- Allowed vaccines – User needs to add details of Vaccines approved for the vaccination program.
- Start and end dates – Start date and end date for each of the vaccine programs need to be mentioned by the user.

System Admin can perform the following actions;

- Create a New Vaccine/Immunisation Program by adding details like name, description of the program, adding a program logo, setting start and end date and adding approved vaccines.
- View and have the option of Editing Program Details which have already been added to the system in cases of any changes to the programs.
- Activate or Deactivate Vaccination Programs by changing their status while editing program details.

Setting up of Vaccination Programs by System Admin



5. Create a Vaccine Registry

In the vaccine registry, details of various vaccines which have been approved by the country's Government authority will be saved. The vaccine registry includes the following details:

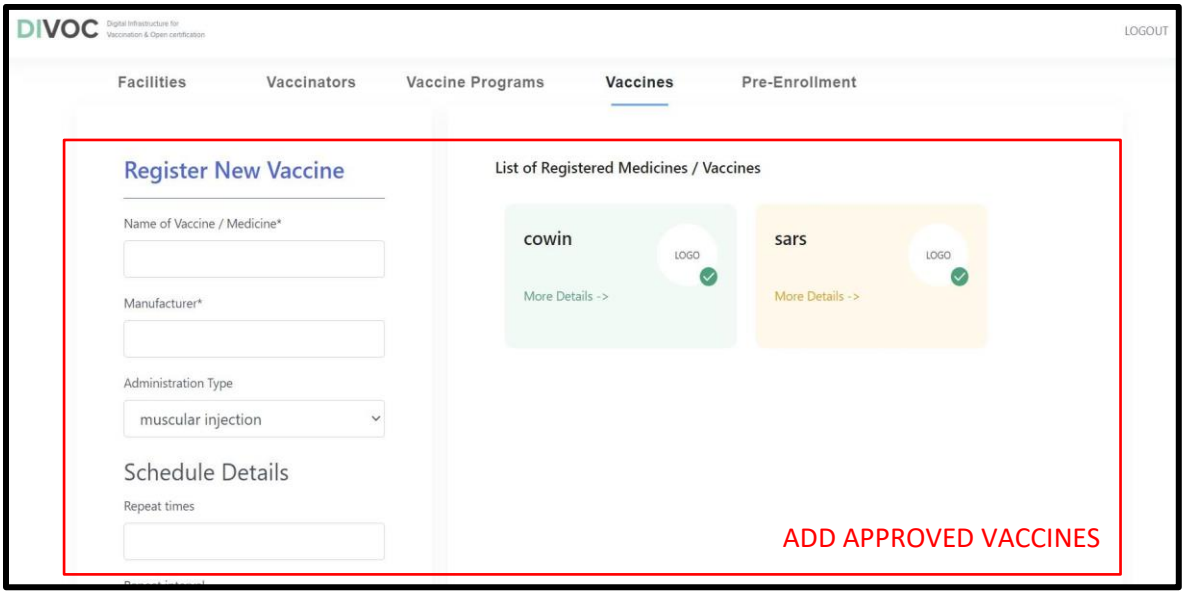
- Approved vaccines – Details of only the approved vaccines that can be administered to the recipients will be added to the system.
- Status – User has to choose from the options of active/inactive/blocked status for each of the vaccines that they add to the system for a vaccination program.
- Vaccination Method – User has to choose from the list of vaccine administration methods. Vaccines may be administered in many ways including oral, nasal, muscular and the user should define that for each vaccine.
- Vaccination schedule – User should define the total number of doses and schedule for each subsequent dose in the system
- Max retail price – Price for each vaccine can also be defined on the system. This will help fetch data in case of on-spot registrations and payment made by the recipients in walk-in cases.

System Admin can perform the following actions;

- Add New Vaccine by adding details like name, manufacturer, administration method etc.

- View and have the option of Editing Vaccine Details which have already been added to the system.
- Activate or Deactivate vaccinates by changing their status while editing vaccine details.

Addition of approved Vaccines by System Admin



5. Beneficiary Pre-enrolment

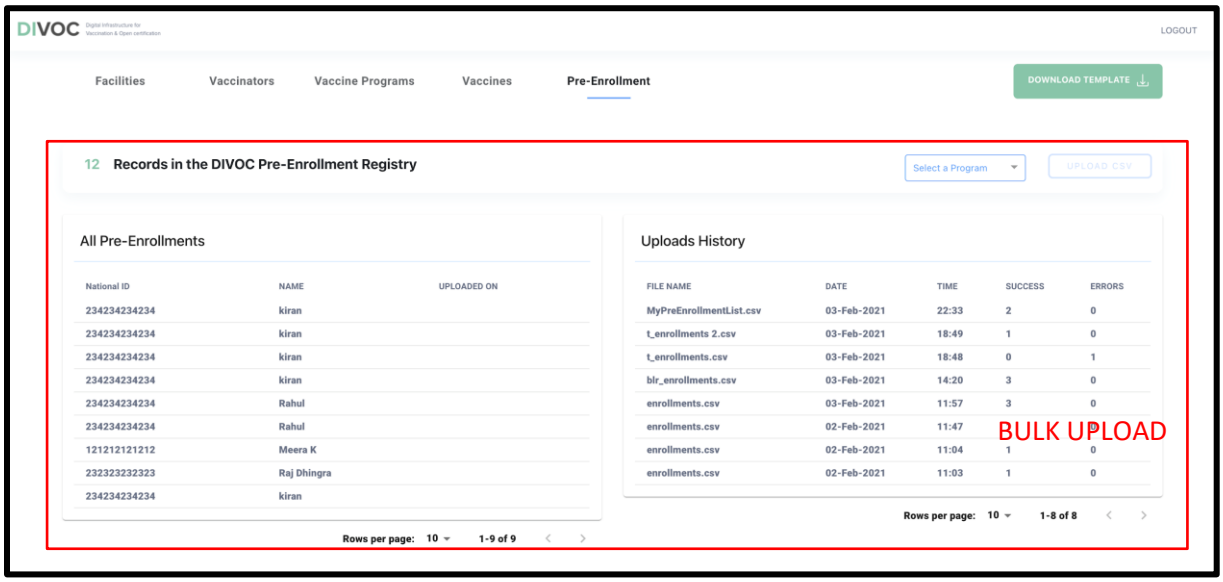
In order to carry out phase-wise vaccination within the country, if the Government has identified a group of priority beneficiaries for COVID 19 vaccination, such data of beneficiaries can be uploaded in the pre enrolment registry. This list will have the following details:

- Identified population group – Details of the pre-defined population group can be added by the user on the system. This helps in easy identification and enrolment of recipients for phase wise vaccination program, eg. data on front line workers, medical professionals etc.
- National ID – Users must add national identification proof of the recipients for authentication and verification at the time of vaccination.
- Secondary identifiers – Other identifiers like DOB, age, gender and phone number of the recipients are added in details for unique identification.

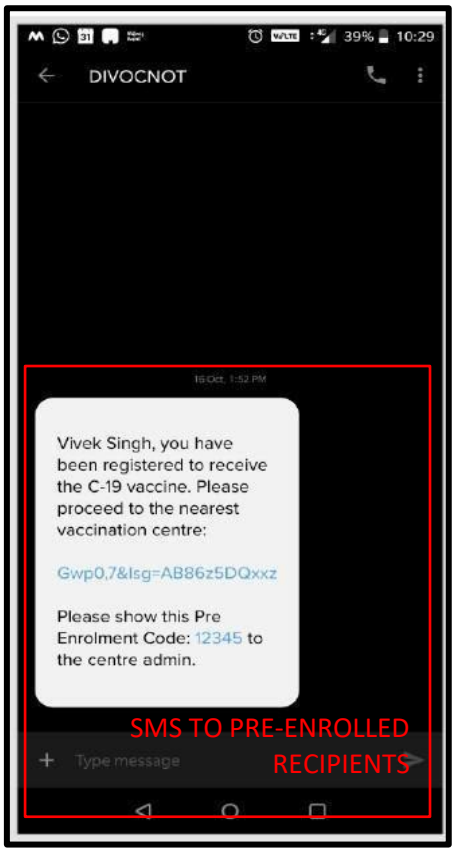
System Admin can perform the following actions:

- Bulk-upload of vaccinator data, via CSV files. DIVOC provides predefined templates
- Bulk-upload of citizen data, via CSV files. DIVOC provides predefined templates for System Admin to populate their citizen data, which can then be uploaded (in bulk-mode).
- Integrate with a country's existing eHealth systems or registries (if available) via APIs, to source the facility data available in the country.
- Add Citizens to the registry by manually entering their details on the system. The system also provides the feature of editing citizen details.
- Error Files in the process of Bulk Upload of data can be downloaded by the System Admin. In case of any errors in the template, the system throws an error which can be easily identified and rectified.
- Email / SMS trigger to the beneficiary - Once they are registered, an SMS can be sent to those pre-enrolled beneficiaries along with pre enrolment code, facility and vaccination details.

Bulk upload of pre-enrolment list by System Admin



SMS notification sent to pre-enrolled recipients



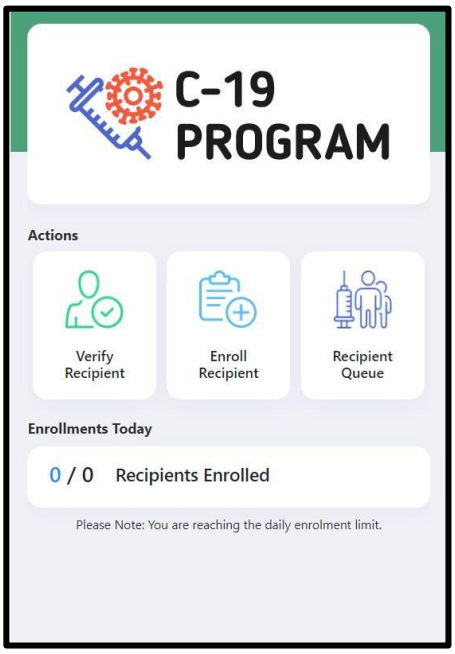
2.2 Vaccination Module

a. Features

Vaccination module is an application-based module to be used by facility staff to carry out day-to-day tasks in the facility. This is a multilingual application and the staff can choose the language as per their comfort and convenience. The vaccination module has the following features:

- Verification of beneficiaries which were pre enrolled in the system at the time of registry set up by System Admin.
- Enrolment of beneficiaries who walk into the facilities for on the spot registration and vaccination.
- Recipient queue to view and manage the list of beneficiaries enrolled into the system.
- Multilingual application to choose the language by the user.

Vaccination Module landing page



b. Users

Vaccination module will be used by Facility Staff. Facility Staff can be authorized professionals responsible for managing the vaccination process in the facilities. The role of Facility Staff would be to manage inflow of recipients and issuance of digital certificates post vaccine administration.

c. User Journey

1. Login

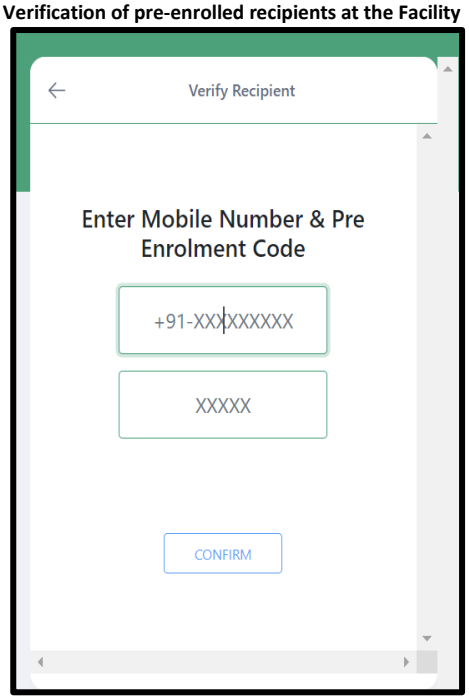
Facility Staff can log into the DIVOC vaccination module, via a simple mobile-based authentication process. Facility Staff can provide his/her mobile number, upon which a one-time password (OTP) will be generated and sent to his/her mobile. Facility Staff can enter this OTP to successfully log into the DIVOC Facility application.

Facility Staff can perform the following actions on the Facility app:

2. Verify recipient

The authorised Facility Staff, which was assigned roles in the facility admin module, will have to verify each of those entries in the pre enrolment list as uploaded earlier by system admins. The verification process includes the following steps in the vaccination application:

Verification of pre-enrolled recipients at the Facility



i. For verification of pre-enrolled recipients that come to facilities for vaccination, Facility Staff can use their pre-enrolment code. This code will help fetch matching recipient records (name, dob, gender etc) from the database.

ii. Next step is to register the recipient using recipient's National ID:

- The staff has two options to verify the national id– scanning QR code on the ID card or manually input the ID number.
- Once the number has been input/scanned, only in case mobile number is seeded with the national ID, an additional step of verifying the OTP received on the mobile number would be done.
- If the country does not have a national ID database seeded with mobile number, other provisions should be enabled. Some examples could include:

i. Use of any secondary identifier mechanism which has been approved by the govt as proof of id document and can be electronically verified.
ii. Physical copy of valid identity proof (national or secondary identifier) attested by a local government official can also be used. E.g. DL card, Voter's ID etc.

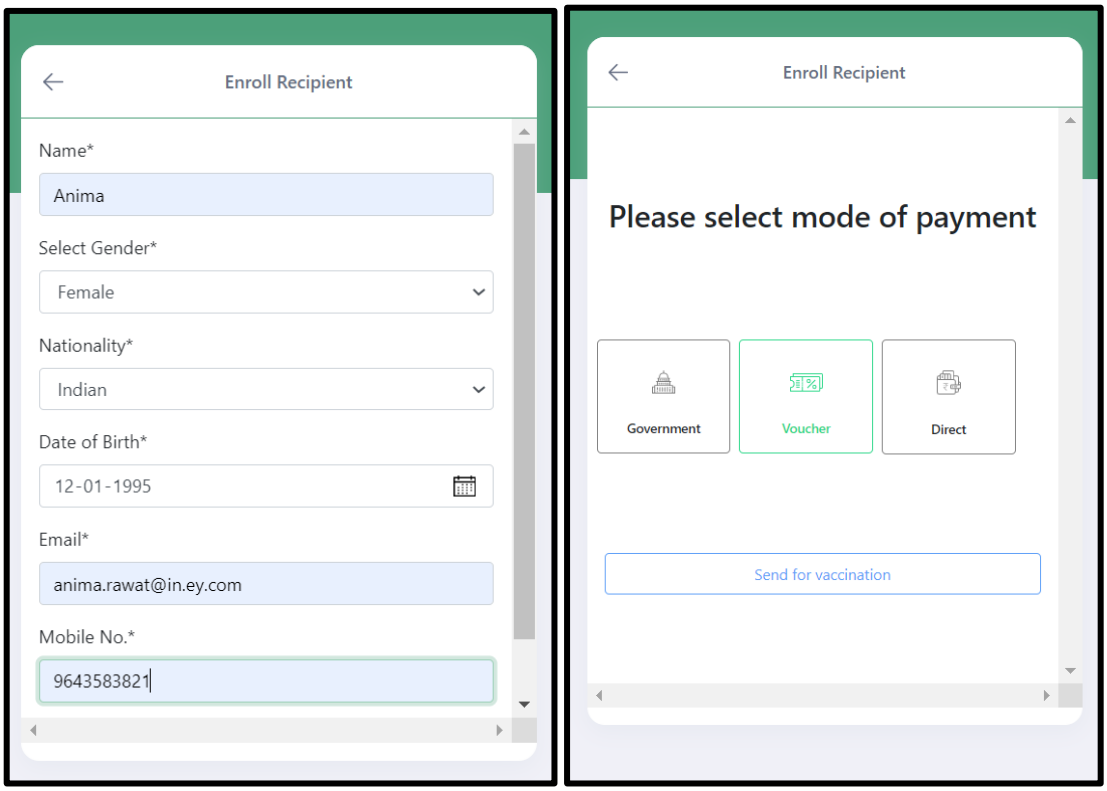
- If necessary, an additional approver workflow for higher authorities to provide consent may be considered.
- Once the recipient is successfully verified and registered, they are visible in the recipient queue.

3. Enrol recipient

Besides the pre-enrolled recipients, other recipients can walk-in to facilities and get manually registered. Facility Staff can use the enrol recipient tab and enter recipient details like name, gender, DOB, National ID, contact details and register them for vaccination. Software will provide features to integrate with payment gateway for walk-in recipients to make on the spot payment. It can be configured based on country specific requirements.

- Here also, for identity verification, the same flow as pre enrolment verification will be followed.
- Recipients are then directed to the vaccinator assigned to them based on their turn in the recipient queue.

Enrolment of walk-in recipients by Facility Staff*



*Input screen

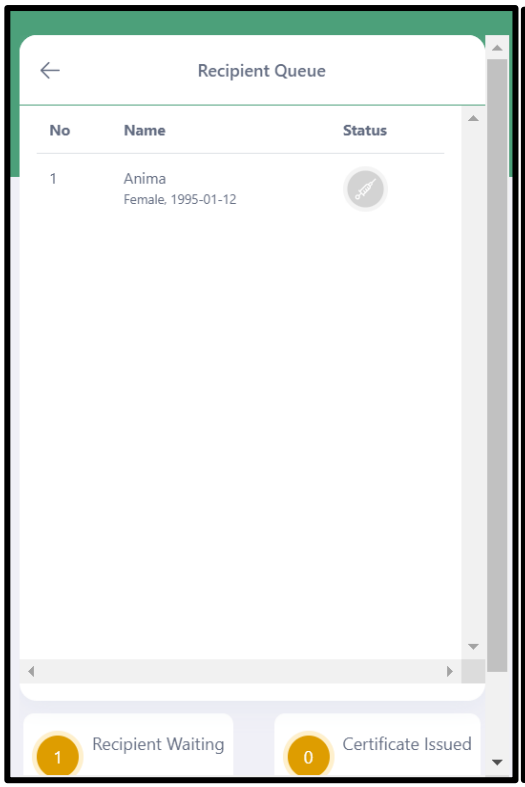
4. Manage Recipient Queue

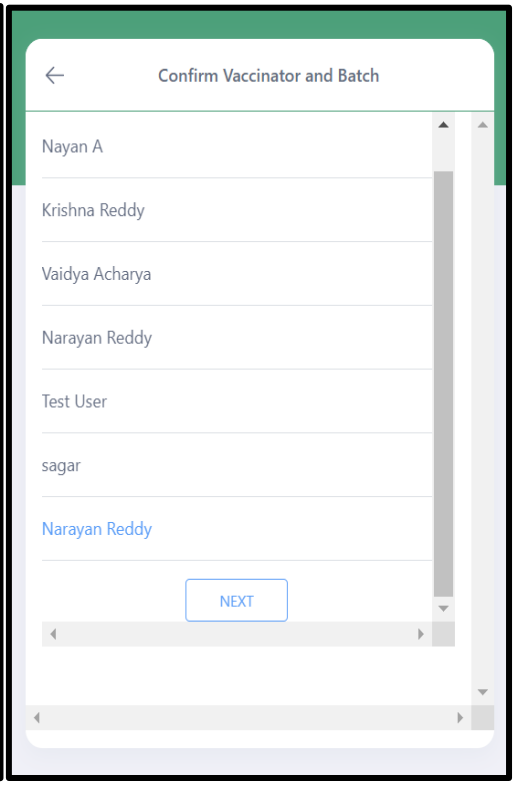
Once the recipients have been verified and enrolled, they get added to the Vaccination Queue. Facility Staff can access this queue and select amongst the list of recipients to send them for vaccination.

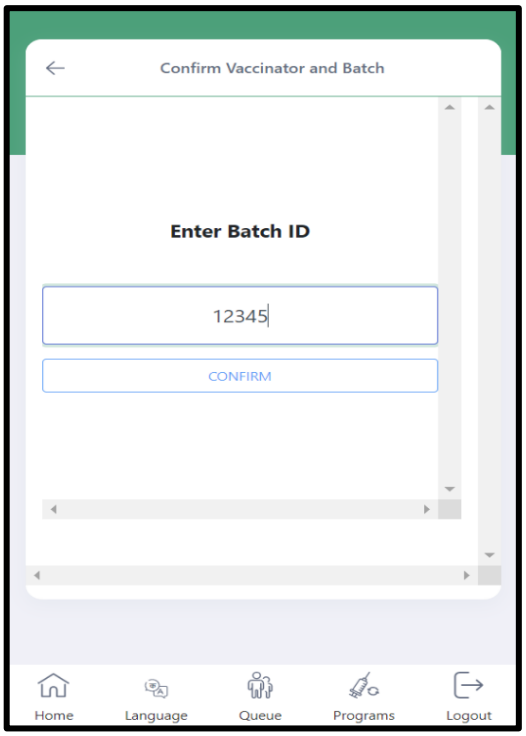
Facility Staff performs the following actions for vaccination of recipients:

- Facility staff access the recipient queue and chooses the recipient from the list
- Facility Staff assigns a vaccinator to the recipient
- Facility Staff enters batch ID and confirms
- Recipient is then sent for vaccination and removed from the queue

Assigning Vaccinator and Batch to recipients in the Recipient Queue







2.3 Certificate Module

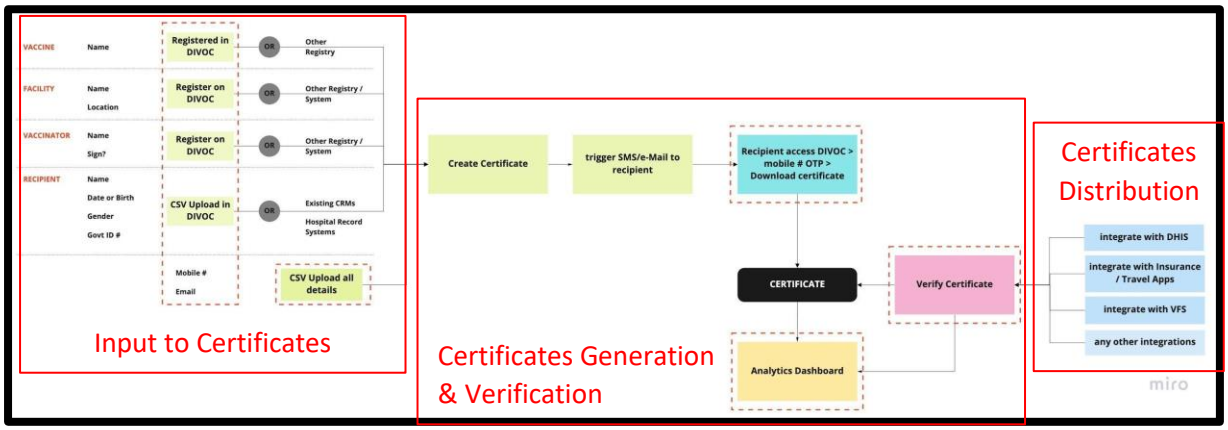
a. Features

DIVOC certificate module has the ability to generate WHO and W3C verifiable credentials compliant digital vaccination certificates, for every resident after successful inoculation. This certificate will be a simple QR code that can be easily accessed/scanned from an individual's mobile phone, and which can be used by country authorities to independently verify the individual's current COVID-vaccination status.

Features of the digital vaccination certificate are:

- Conforming to WHO/IHR guidelines based on W3C verifiable credential specifications
- Accommodates syntax and semantic codifications
- Authenticity verifiable via digitally signed QR code
- Available digitally on smartphone with QR code
- Printable for non-smartphone users
- Multilingual templates (for data and layout)
- Ability for users to download/print after vaccination either at facility or from home in self/assisted modes
- Integrable to health Lockers and certificate lockers
- Easy integration with immunization e-registry

Credential Module Overview



b. Users

Following users can access the DIVOC certificate module:

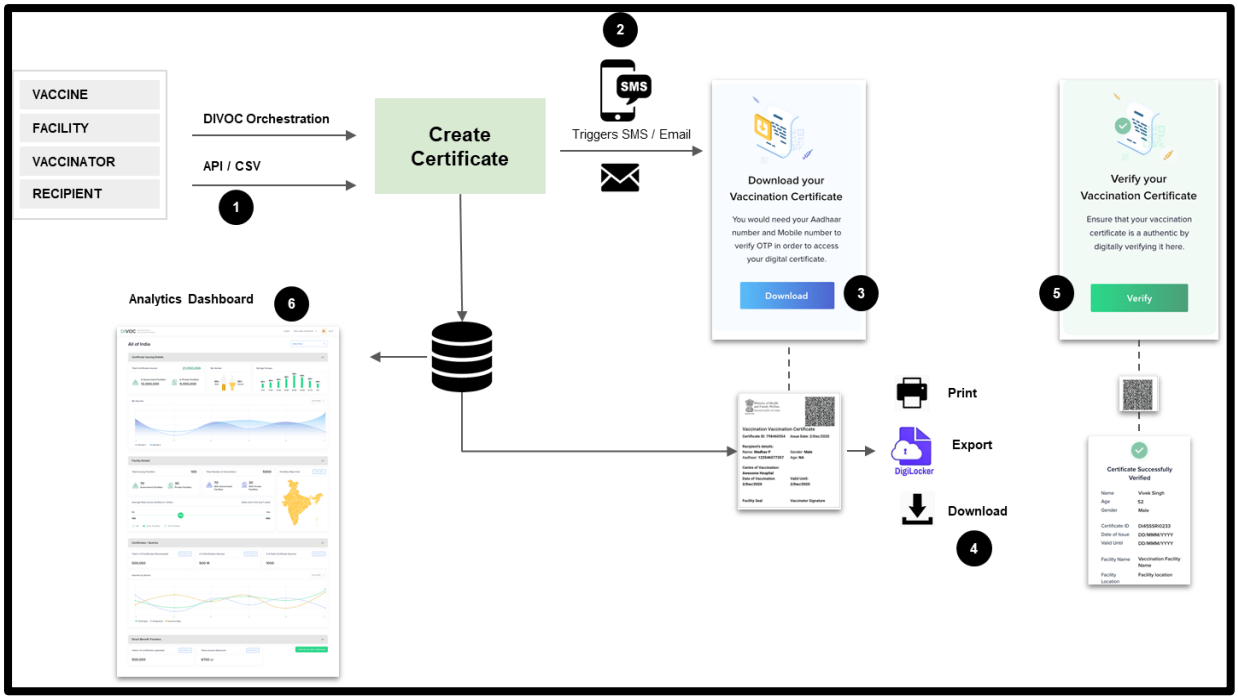
- Facility Print Staff can access the Certificate module to generate certificate post vaccination.
- Vaccinated recipients can access the certificate module through DIVOC public portal for download and verification of digital certificate issued post vaccination.

c. User Journey

System Flow

This section covers following user flow of Credential module:

Certificate Input and Generation by Facility Staff



Facility Print Staff can perform the following actions:

1. **Login**

Facility Print Staff can log into the DIVOC certificate module, via a simple mobile-based authentication process. The Staff can provide his/her mobile number, upon which a one-time password (OTP) will be generated and sent to his/her mobile. The Staff can enter this OTP to successfully log into the DIVOC Facility application.

Certificate module login page

2. **Certificate Input**

i. Input for the certificate can be provided in four separate methods:
- Fetching data from DIVOC Orchestration Module once the vaccination has been completed
- Using API Call from any other parallel application
- Manual CSV upload of beneficiary data who have been administered the vaccine
- Manual Form Entry of each beneficiary who have received vaccination

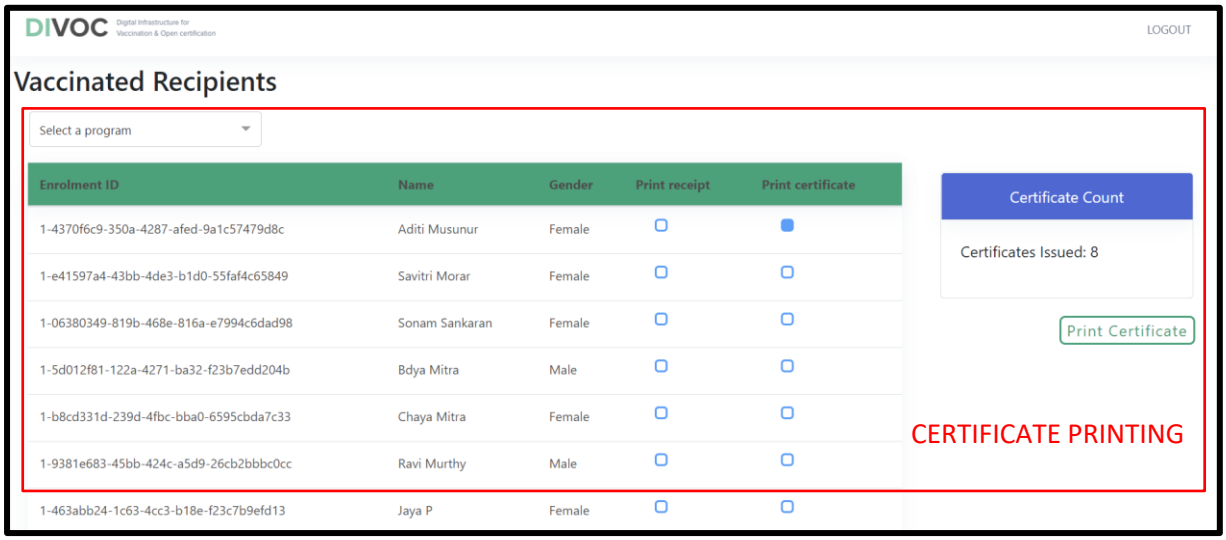
ii. The Certificates templates are configurable (logo, language etc.)

iii. Following are the Sample Inputs for Certificate generation
- Recipient Details (Name, Gender, Age, Aadhaar (or any National ID))
- Centre of Vaccination with Facility Seal
- Vaccinator Details with Signature
- Date of Vaccination
- Validity of Certificate

3. Generate certificate

On generation of Certificate based on provided inputs, facility staff can access the list of vaccinated recipients and print certificate

List of vaccinated recipients and certificates issued



Recipient can perform the following actions:

i. Download Vaccination Certificate

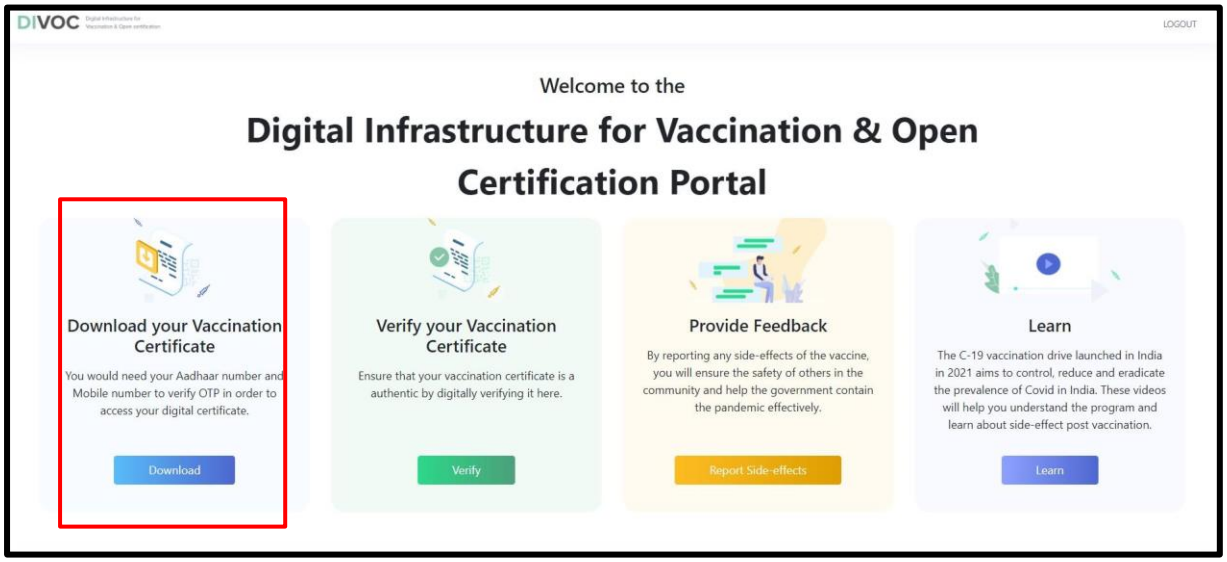
DIVOC provides a public portal that allows vaccination recipients to view and download their certificate. Recipients can access the DIVOC public portal and download vaccination certificates in image, SVG and verifiable certificate formats. The certificate can also be exported to platforms like national document repositories or personal health records for hassle free travelling. The recipients also have an option of printing the certificate.

Following is the user flow for recipients to access their digital vaccination certificate:

- On generation of Certificate based on provided inputs, system will trigger and send Email/SMS to recipient to Print / Export / Download it
- The Generated certificate will have QR code for its verification and confirmation

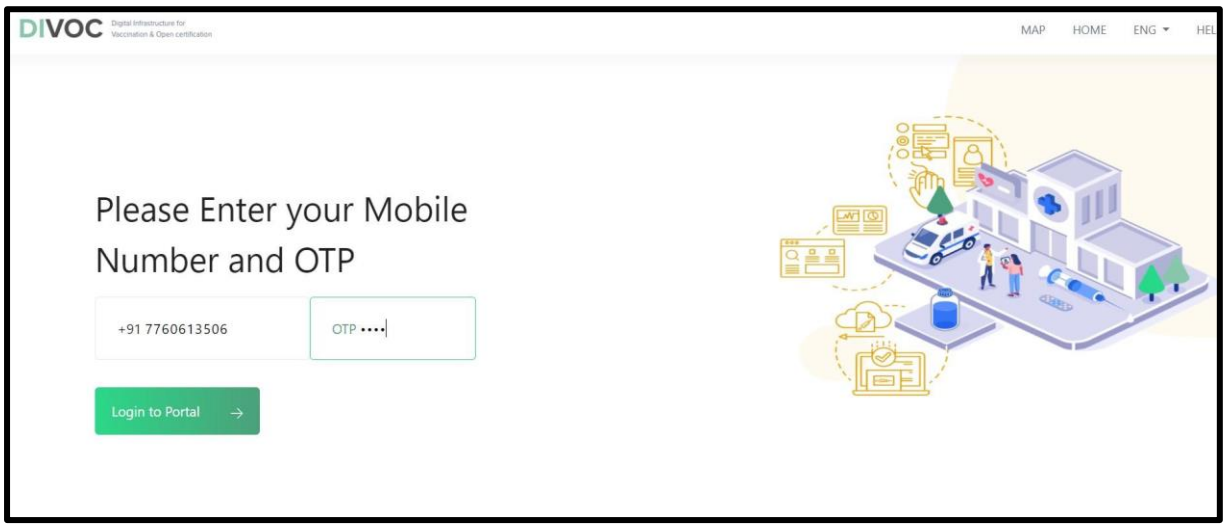
1. Recipients can access DIVOC public portal
2. Click on Download Certificate

Public portal landing page for certificate download



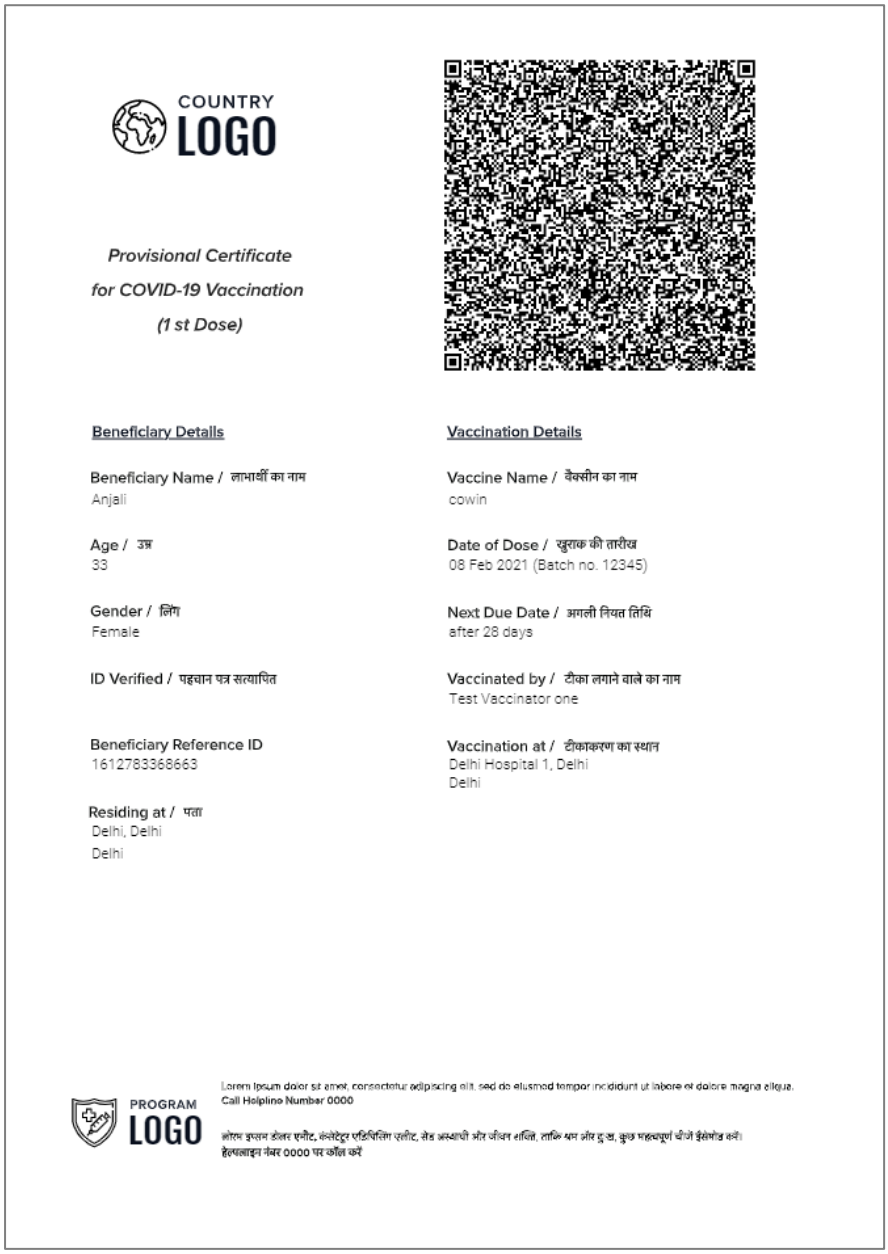
3. Enter Mobile Number and OTP

Mobile number login page for vaccinated recipients accessing vaccination certificate



4. Click on Print or Download Certificate
5. On Click, Certificate will be available to Download/ Upload to Document repository/Print

Sample Covid-19 vaccination certificate



COUNTRY LOGO

Provisional Certificate
for COVID-19 Vaccination
(1 st Dose)

Beneficiary Details

Beneficiary Name / लाभार्थी का नाम
Anjali

Age / उम्र
33

Gender / लिंग
Female

ID Verified / पहचान पत्र सत्यापित

Beneficiary Reference ID
1612783368663

Residing at / पता
Delhi, Delhi
Delhi

Vaccination Details

Vaccine Name / वैक्सीन का नाम
cowin

Date of Dose / खुराक की तारीख
08 Feb 2021 (Batch no. 12345)

Next Due Date / अगली नियत तिथि
after 28 days

Vaccinated by / टीका लगाने वाले का नाम
Test Vaccinator one

Vaccination at / टीकाकरण का स्थान
Delhi Hospital 1, Delhi
Delhi

PROGRAM LOGO

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
Call Helpline Number 0000

लोरम इप्सम डोलर एमीट, कंसेटेटुर एडिपिसिंग एलीट, सेड अस्थायी और जीवन शक्ति, ताकि श्रम और दुःख, कुछ महत्वपूर्ण चीजें ईसेमोड करें।
हेल्पलाइन नंबर 0000 पर कॉल करें

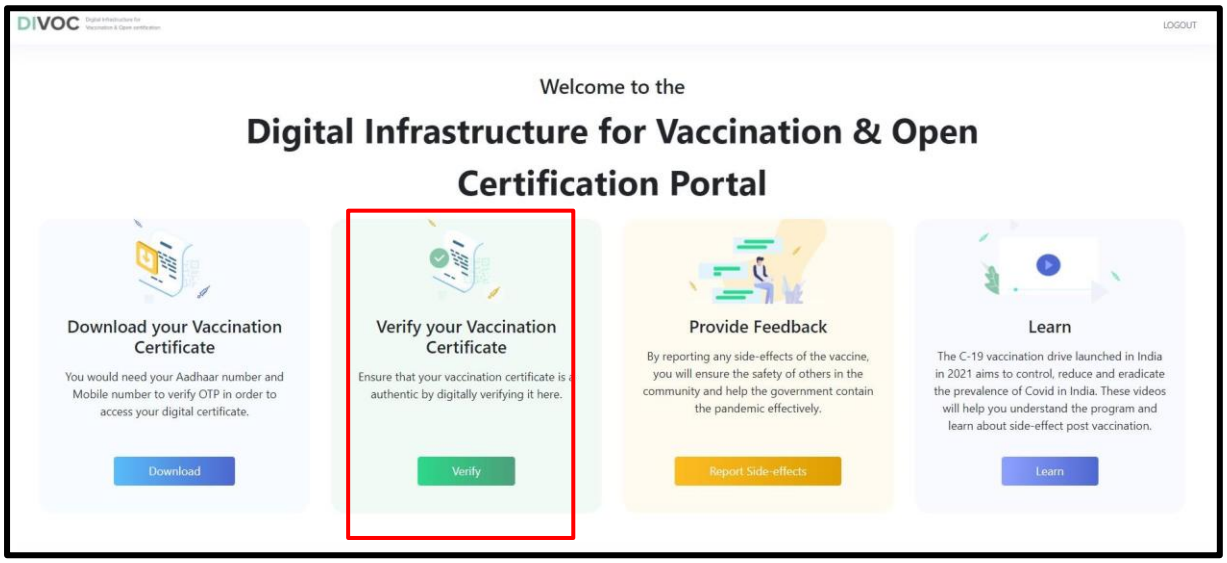
ii. Verification of Vaccination Certificate

Recipients with no mobile number can provide feedback to the nearest facility where the staff would verify the recipient's identity using the verify feature and scanning the QR code provided on the certificate. On successful verification, recipient details will be displayed on the screen and in case of unsuccessful verification, a message will be shown as “Certificate invalid”.

Recipients can verify downloaded/printed certificate using QR code on the certificate by performing the following actions:

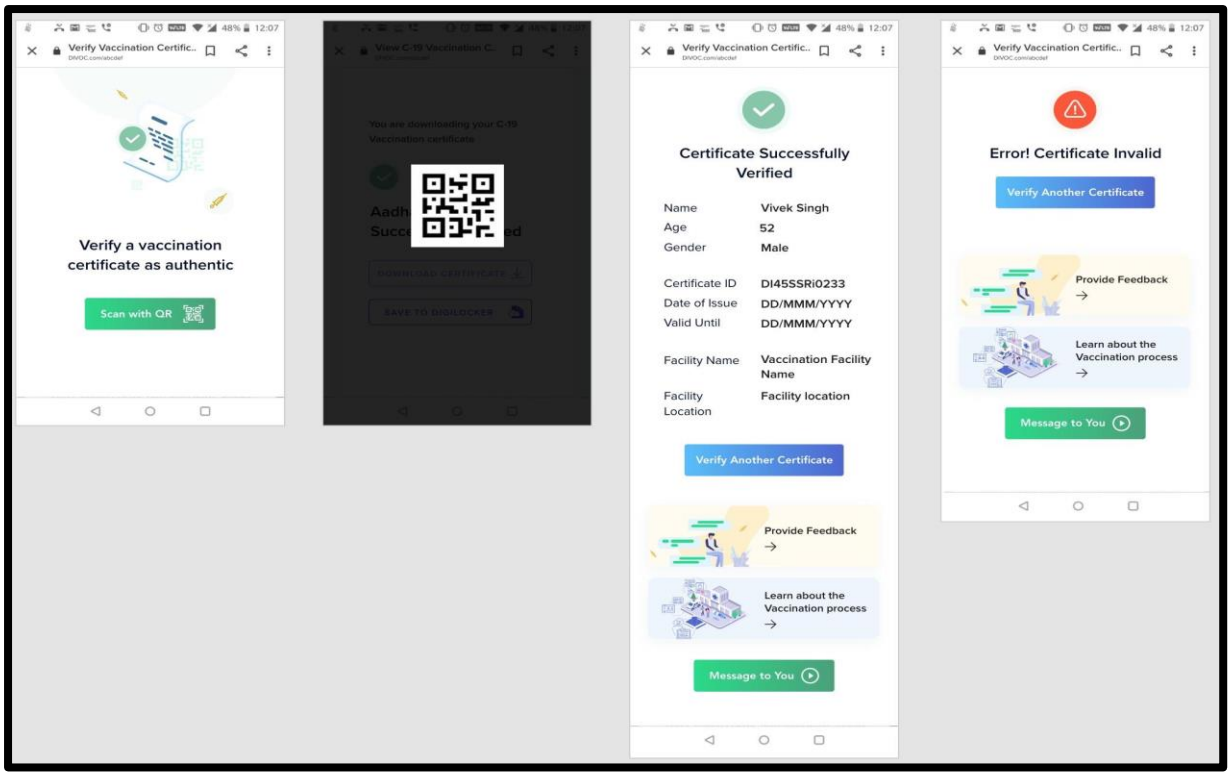
- Recipient can access DIVOC public portal
- Click on Verify Certificate

Public portal landing page for certificate verification



- Scan the QR Code
- On Successful verification, Certificate details will be shown on screen
- On Un successful verification, message will be shown as “Certificate Invalid”

Certificate Verification process followed by vaccinated recipients

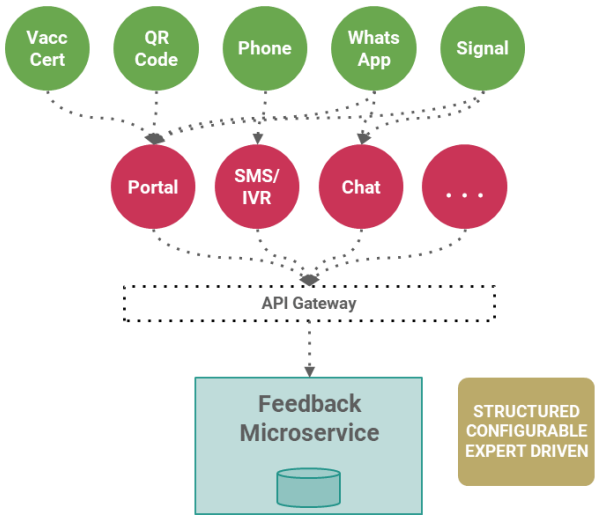


- Verification of the Certificate can be done by other 3rd party systems, by consuming the Verification API.

2.4 Feedback Module

a. Features

Feedback module offers a resident-reporting portal for a country's population to self-report feedback on the vaccination episode. This will entail choices for a resident to report feedback on the vaccinator who performed the inoculation, the facility where the inoculation was performed, whether there are any side effects from the vaccination, and so forth. In future, this module is also planned to be upgraded, to accommodate in-facility reporting of feedback by the vaccinator (i.e. whether there are any side effects on the resident when he/she is still in the facility). This module will also have open interfaces to integrate with a country's existing AEFI reporting systems.



Key features of the feedback module are:

- Structured feedback
  - Configurable and expert driven
- Feedback Types
  - Vaccination response feedback
  - Facility/Vaccinator rating & feedback
- Multi-channel and multi-lingual
  - Public portal, inbound SMS, IVR, WhatsApp, other apps via API
  - Multiple languages
- Self-service and assisted modes
- Integrable with AEFI systems and processes

b. Users

Feedback module can be accessed by recipients who have received vaccination. This will help health authorities in tracking the adverse reactions of the vaccine based on the feedback provided by vaccine recipients.

c. User Journey

The module works Independently and can integrate with other modules of DIVOC or any external application/portal/system.

Post vaccine administration, recipients might experience unforeseeable side effects from the vaccines. In order to monitor such cases, the feedback module can be used to track symptoms faced by recipients. They can choose amongst a list of commonly known symptoms configured in the system or add any additional ones and confirm the symptoms. Recipients can log in to the portal using mobile number and OTP and submit their details so that the nearest healthcare facility can be notified of the recipient's details for further steps. In case the recipient needs to contact the facility, such contact details can also be provided to the recipient on the same portal.

The steps to be followed by the vaccinated recipients while accessing the feedback module are as follow:

1. **Log in**

Recipients can log into the DIVOC feedback module, via a simple mobile-based authentication process. The recipient can provide their mobile number, upon which a one-time password (OTP) will be generated and sent to the mobile. The user can enter this OTP to successfully log into the DIVOC Facility application.

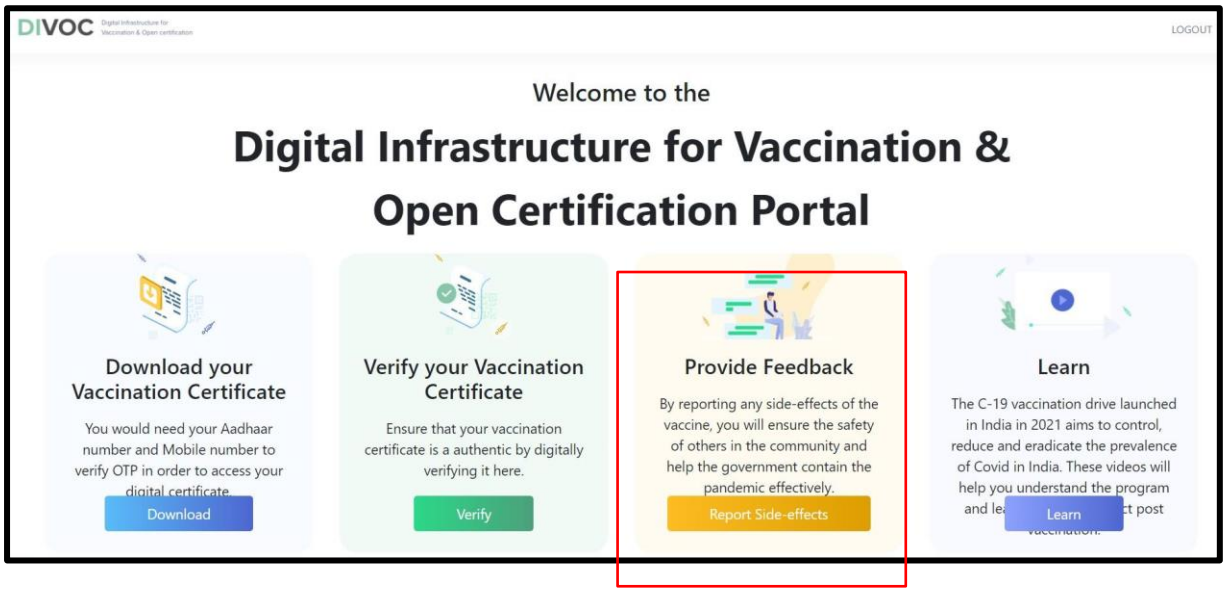
2. **Provide feedback**

In order to provide feedback on the vaccination experience, the Recipients can perform the following actions:

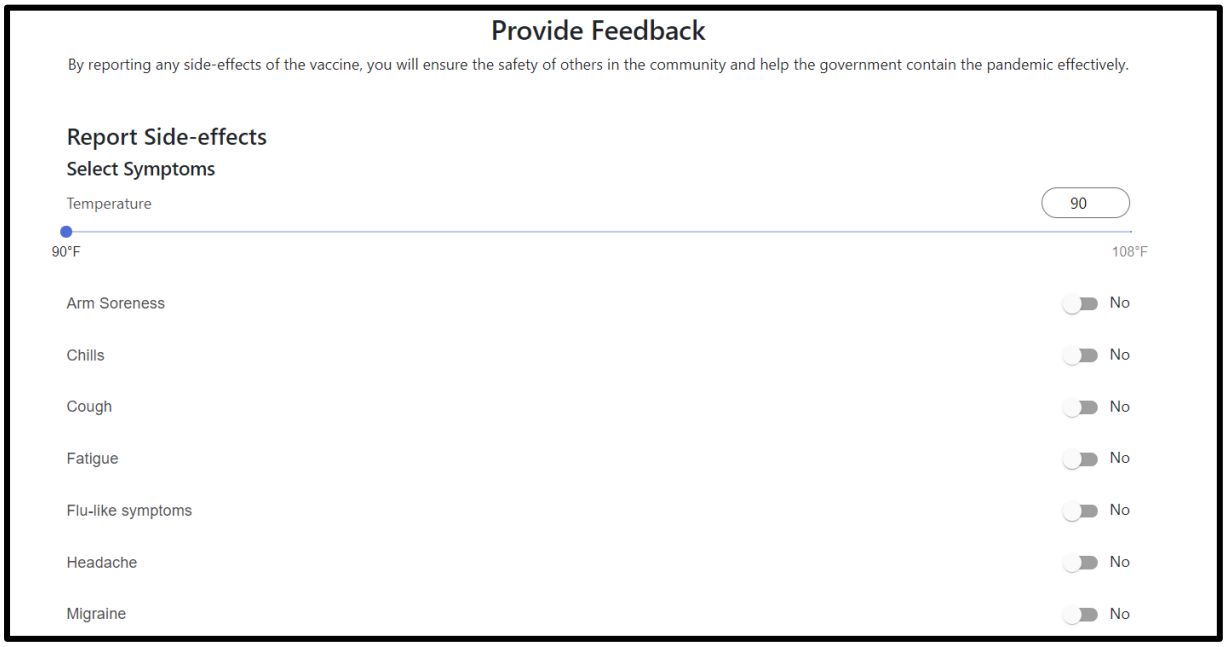
- Choose Provide feedback on DIVOC homepage
- Click on Report side effects

- A page will be displayed with a list of symptoms like fever, cough, fatigue etc. that users can choose from. Once the symptoms have been selected, press “confirm”

Public portal landing page for feedback on vaccination

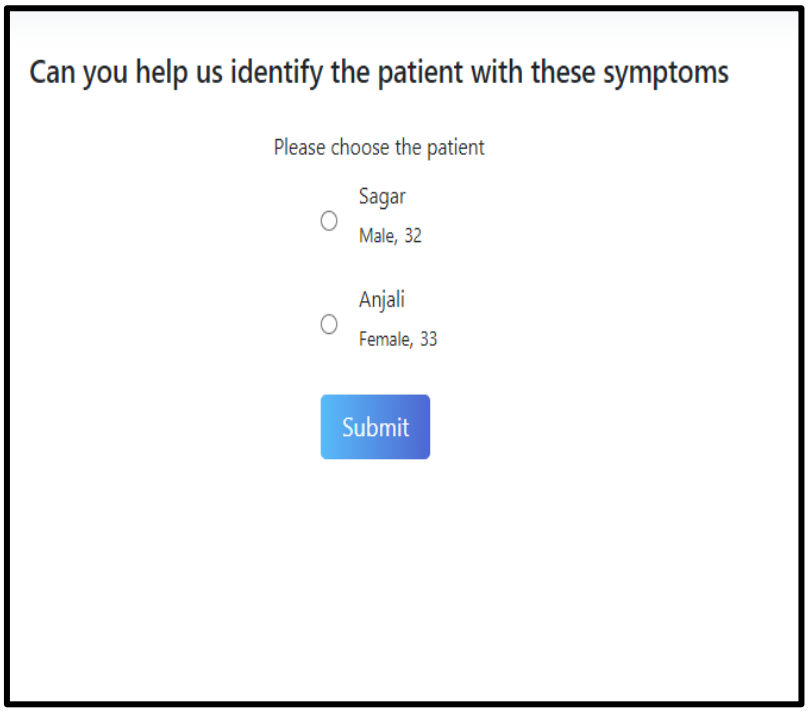


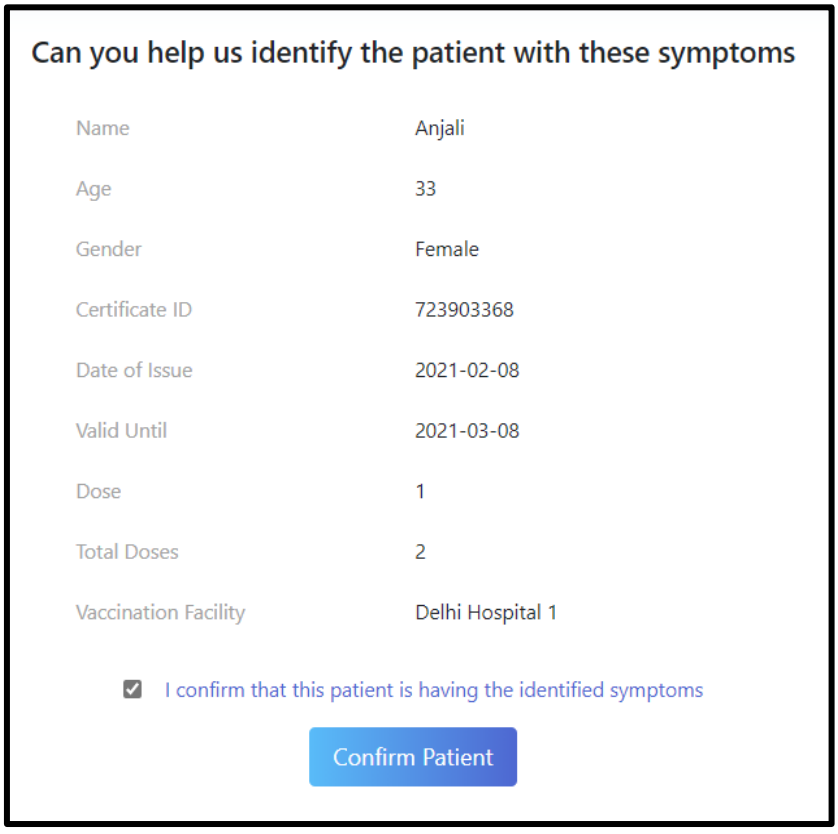
Reporting of side-effects post vaccination by vaccinated recipients



- On confirmation of symptoms, a login page will be displayed where users can login using their mobile number and OTP.
- On successful login, a patient verification page will be displayed, and users can choose amongst list of patients and confirm submission after verifying details
- Once the patient has submitted the feedback, a notification to the healthcare facility where the patient was vaccinated will be sent. The screen displays details of the nearest health facility that the patient can visit in cases of emergency and extreme symptoms.

Patient identification on feedback module





2.5 Dashboard

a. Features

DIVOC Dashboard is a performance monitoring dashboard giving details on day to day vaccination. The dashboard gives details at National level, State level and Facility level. The dashboard has the following features:

- Heat Map showing the number of vaccinations happening across the country with state and district-wise drill down features.
- Number of certificates generated on a daily basis
- Performance Monitoring through various reports on vaccination by state, gender and vaccine type
- Highlights Vaccination Rate based on each hour each day
- Feedback tracker with feedback received from the recipients

b. Users

Dashboard can be accessed by the Management users and Government authorities at various levels (National level, State level and Facility level) who can make decisions based on dashboard analysis.

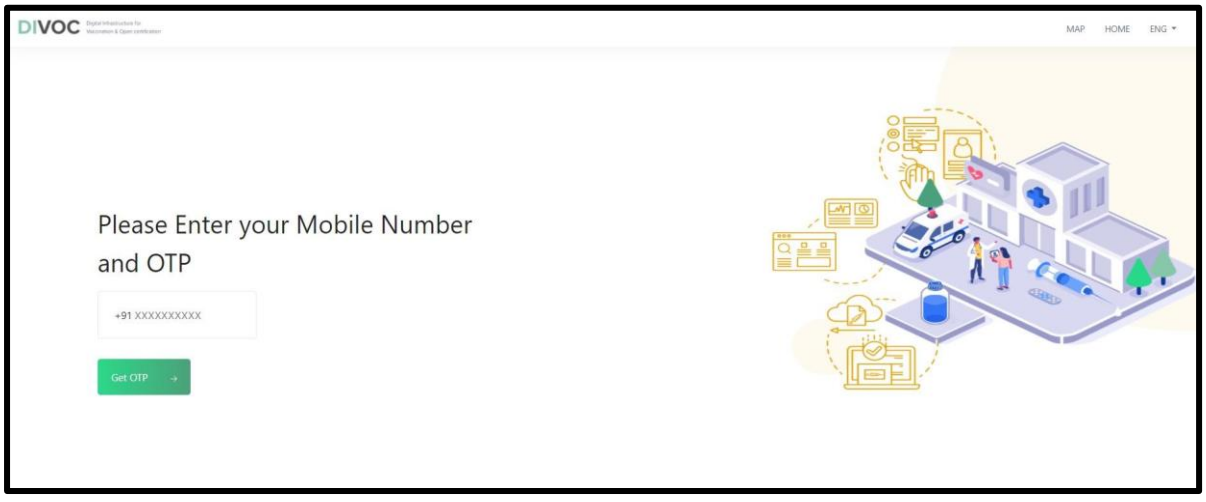
Dashboard is also available to be viewed by citizens for information on vaccination numbers in the country.

c. User Journey

This module gives a dashboard on vaccination details which can be drilled down and based on user level dashboard will be visible to the users.

Users can log into the DIVOC dashboard using the management portal, via a simple mobile-based authentication process. The user can provide his/her mobile number, upon which a one-time password (OTP) will be generated and sent to his/her mobile. The user can enter this OTP to successfully log into the DIVOC Facility application.

Login page for DIVOC dashboard

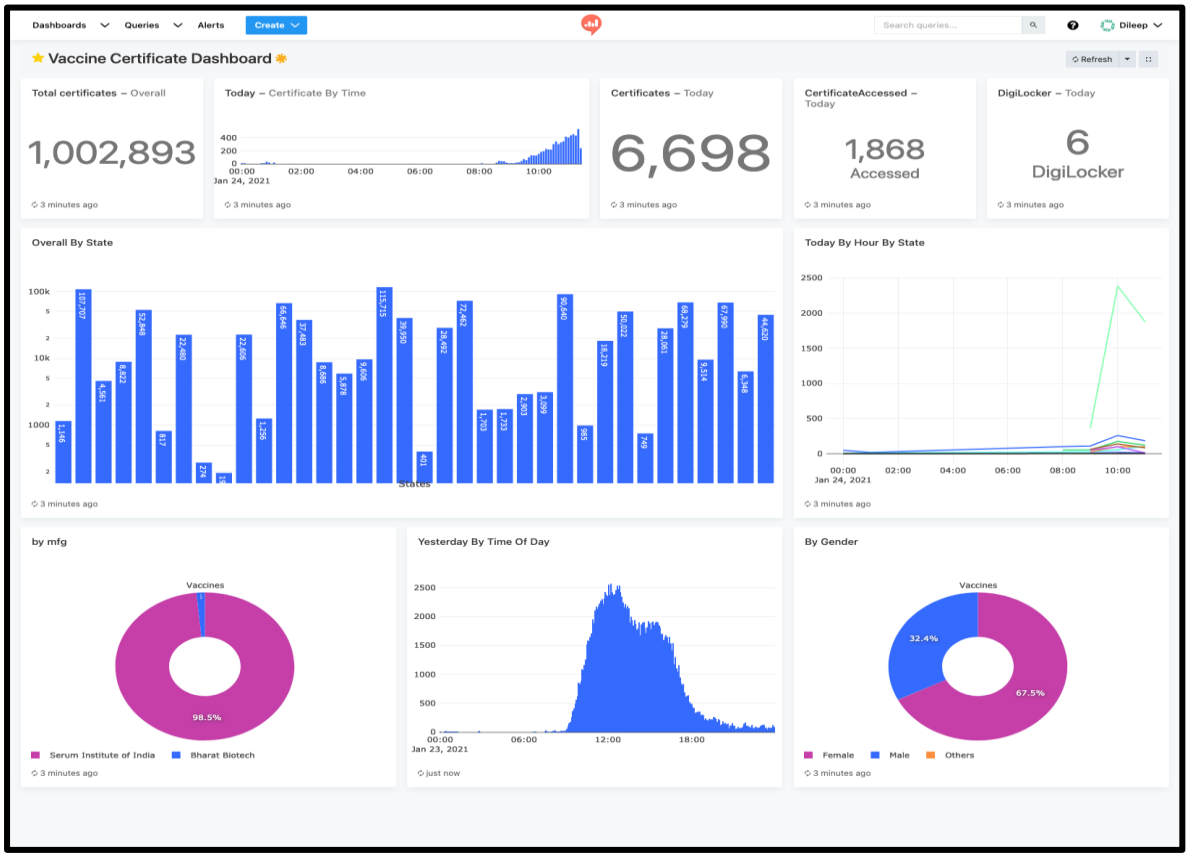


The dashboard gives reports on the following:

1. Certificate issuing details – gender, age group, date, region
2. Certificate download details – date-wise download, verification and invalid verification
3. Facility details – total issuing facilities, total number of vaccinators and average rate across facilities

It helps the authorities in Planning Immunisation Drive, determining fund utilisation and carrying out real time monitoring of Vaccines efficacy.

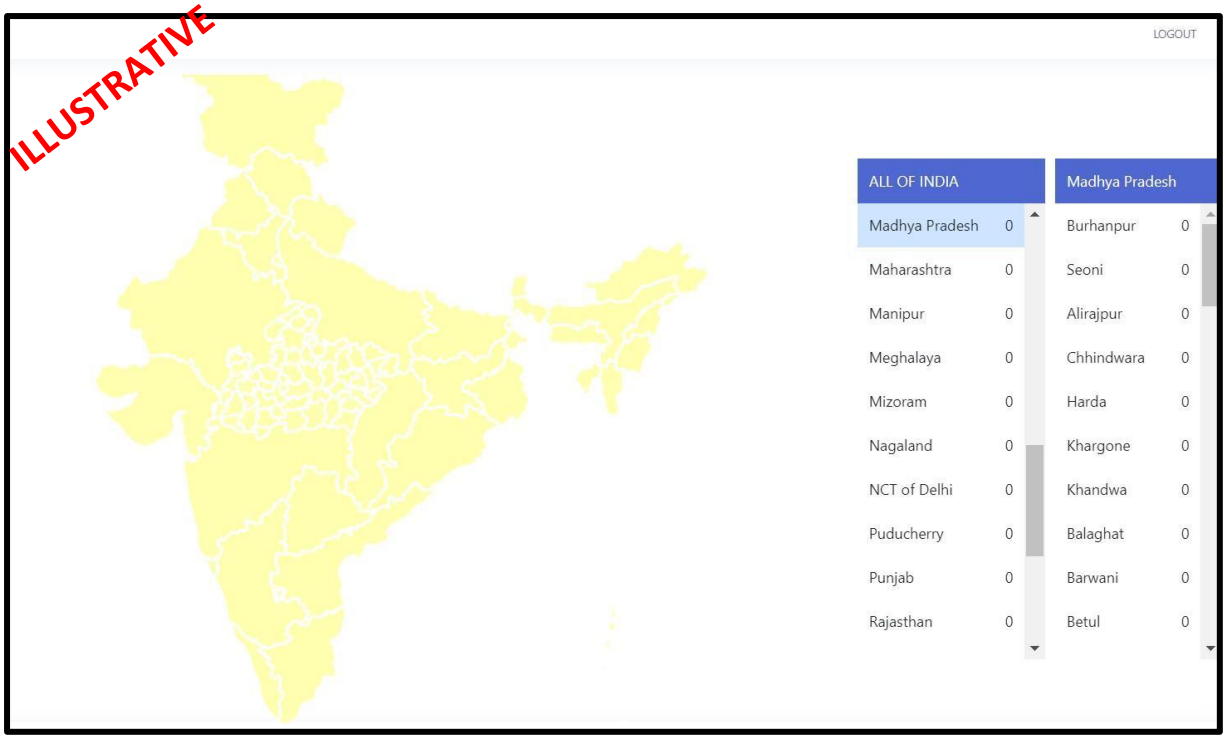
DIVOC dashboard



Analytical Dashboards on Generated Certificates:

- DIVOC provides details on Certificate generation and its distribution for further analysis on following indicators
    a. Region (Geographical)
    b. Gender / Age
    c. Type of Facility
    d. Fund Type
    e. Other
- Users can Drill Down and based on User level dashboard will be visible for detailed analysis of certification generation across the country. An illustrated use case for India has been depicted below.

Illustrative geographic drill down feature on DIVOC dashboard


ILLUSTRATIVE
LOGOUT
ALL OF INDIA
Madhya Pradesh 0
Maharashtra 0
Manipur 0
Meghalaya 0
Mizoram 0
Nagaland 0
NCT of Delhi 0
Puducherry 0
Punjab 0
Rajasthan 0
Madhya Pradesh
Burhanpur 0
Seoni 0
Alirajpur 0
Chhindwara 0
Harda 0
Khargone 0
Khandwa 0
Balaghat 0
Barwani 0
Betul 0