TERMS OF REFERENCE

Employment of Individual Consultant (Business Analyst) for Health Information & Quality Improvement Project

ICTA/GOSL/CON/IC/2023/01

1. BACKGROUND

The Ministry of Health (MoH) intends to formulate a digital health architecture blueprint, an interoperability operational plan, and a capacity development & technical assistance plan. The objective is to integrate a system of health care for patients, improve the health of the population, and improve control over health care costs by promoting health maintenance, prevention, and care coordination. In collaboration with the Global Fund, MoH has initiated the 'Health Information and Quality Improvement Project' and intends to develop resilient and sustainable systems for the health domain.

2. OBJECTIVE OF THE ASSIGNMENT

ICTA, as the apex ICT institution of the government, intends to facilitate MoH for the above project and its implementation activities while continuing to provide technical and other consultancy services related to ongoing initiatives. ICTA is inviting expression of interest from qualified Business Analyst to engage in the Health Information and Quality Improvement Project.

3. SCOPE OF SERVICE AND TASKS TO BE PERFORMED

The scope of work of the consultant shall include, but not limited to followings.

- Create and own the roadmap and process of building end-to-end Digital Health solutions bringing new products and services to life, partnering directly with our internal engineering teams and line-of-business organization.
- Conduct stakeholder interviews, requirements gathering, and elicitation.
- Make field visits to get first-hand insight from users and citizens to design products and solutions better.
- Negotiate with project sponsors (clients) to prioritize functionalities to deliver working software solutions iteratively.
- Plan, consult and perform Business Process Re-engineering (BPR).
- Manage change in close collaboration with the Project Managers to manage the triple constraints (scope, time, and cost).
- Ensure proper adoption of software solutions post-release. Keep track of KPIs, and perform course corrections as required.
- Review vendor-developed/proposed Software requirements, specifications and provide the necessary feedback and guidance to achieve quality outcomes.
- Represent ICTA in project/product status meetings and regularly participate in technical and project committees.
- Develop and maintain product documentation and critical artifacts.
- Participate in UATs and user training as required.

4. QUALIFICATION AND EXPERIENCE REQUIREMENTS

- A Bachelor's Degree in Computer Science, Software Engineering, Business Management, Economics, Electronics Engineering, IT, or equivalent qualifications related to the field from a recognized university/institution.
- Minimum 3 years of relevant professional experience as a Business Analyst.
- Certification in Business Analysis will be an added advantage.
- Experience on writing documentation such as System Requirement Specifications, reports and procedural materials for multiple audiences
- Proficiency in project/Agile management tools (JIRA, Redmine, etc.)
- Understanding of cloud-based product development practices and the entire software development lifecycle (SDLC)
- Sound understanding and experience in utilizing UML diagrams
- Experience in, but not limited to, Microsoft office tools ,Visio or any diagramming tools
- Client and Citizen-focused attitude, with a high level of professionalism and discretion.
- Ability to maintain strict confidentiality, establish trust and credibility, and act with complete integrity.
- Experience in government projects will be an advantage
- Strong time management, organizational and problem-solving skills.
- Excellent written and verbal communication skills.
- Be proactive with the ability to work with minimum supervision.
- Ability to prioritize tasks and manage multiple priorities simultaneously.

5. LANGUAGE REQUIREMENTS

Fluency in English and Sinhala or Tamil

6. OTHER TERMS AND CONDITIONS

- Consultant should be able to work remotely and report to respective Senior Manager who oversees the Digital Health Project.
- Duration of the assignment will be 12 months on part time basis. (Approximately 80 hours per month).
- Payment will be made based on No. of actual working hours (admin work and traveling will not be counted) on monthly basis upon the submission and acceptance of monthly advance work plan and the task achievement report.
- Traveling cost will be borne by the consultant and ICTA will not pay or reimburse any expenses.
- Consultant should participate meetings at ICTA/ Ministry of Health on request.
- Consultant's fee will be subjected to applicable taxes in Sri Lanka.

6. DELIVERABLES

The following are the proposed high level deliverables expected from this individual consultancy assignment.

No	Deliverables	Due Date (from the Commencement Date)
1	Monthly advance work plan	First working day of the month
2	Monthly task achievement report	Last working day of the month
3	Any other reports requested by the ICTA based on the requirement	In an agreed period