THE BIG STORY

INTERNAL ERRORS, A PART OF PROCESSING AN ENROLMENT

CHRISTMAS MEATBALL RECEIPE

INGRIDIENTS

1 Lb lean ground beef

½ cup bread crumbs

¼ cup milk

½ teaspoon salt

½ teaspoon Worcestershire sauce

¼ teaspoon pepper, 1 small onion, finely chopped (1/4 cup)

1 egg

Add Seasoning, Chopped garlic and Parsley

STEPS

- Heat oven to 400°F. Line 13x9-inch pan with foil; spray with cooking spray.

-In large bowl, mix all ingredients. Shape mixture into 24 (1 1/2-inch) meatballs. Place 1 inch apart in pan.

-Bake uncovered 20 to 25 minutes or until temperature reaches 160°F and no longer pink in center.

Principal Manager, Database Unit- IT/IDD, Shereef Balogun

With almost two decades experience both in the public and private sector in information technology, Principal Manager, Database Unit- IT/IDD, Shereef Balogun, has emphatically stated that the term "internal error" that is commonly said, is part of the enrolment status before a NIN is issued to a registered individual.

Speaking to the Corporate Communications media team in a recent interview, Mr. Shereef explained that, "internal error" is a message the system gives at the frontend about an enrolment transaction. "When an enrolment comes in, if it does not have an existing match, after running through the system to see if there is an existing registration, a NIN is generated immediately or after sometime, depending on the number of enrolment in the queue. On the other hand, if there is a slight match or suspicion of match due to the sensi-

tive threshold put in place to ensure there is no duplicate, the system suspends processing and a NIN will not be issued yet" he explained.

He identified that, it is at this stage that the registration will be presented to the Biometrics Unit to carry out human/manual approval/adjudication for the system to either generate a NIN or otherwise. "While a NIN is yet to be issued to the registered individual, the frontend sees "internal error" which is a known generic message for an enrolment that does not have a NIN. It is important to note that internal error which has now become a household name among staff is part of the process of an enrolment that is expected" he disclosed.

While speaking to the team, he further disclosed that, although there are over two thousand enrolment systems sending enrolments with only a few manual hands for adjudication and approval for clearing the internal errors. "The management of the Commission are putting plans in place to increase the number of staff at the backend and to review the system to further decrease level of pressure".

Regardless of this, there is a management approved process which is championed by the IT helpdesk and this is the communication tool used in the process of reporting internal er-

ror issues. This tool is used to report all enrolment with internal errors, raise ticket and monitor the resolution of the issue. Other features of the reporting tool are used efficiently to monitor the channel of communication and ensuring there is feedback.

As part of efforts to reduce the high volume of internal error cases, the Commission according to him, is migrating to a new Automated Biometric Identification System (ABIS). The new system will fuse both biometrics and the facial features of a registration together and a decision will be taken at once during de-duplication. Additionally, the Unit is working towards remodeling the system to pass to enrolment officers/*frontend* users the correct status message that is more descriptive of the kind of status an enrolment transaction has, as well as introducing a tracking portal to the frontend that will enable them to track enrolment and carry out manual adujdication without having to wait on the head office.

Mr. Shereef advised staff to have a good understanding of the process, if there is a good understanding of the process there will be no cause for alarm and he urged the management of the Commission to train and retrain staff to refresh their memory regularly for proper understanding, adequate knowledge and skill to handle the system/process better.

INTERNAL ERROR

1. IT IS A GENERIC MESSAGE THE SYSTEM GENERATES AT THE FRONTEND ON AN ENROLMENT TRANSACTION THAT DOES NOT HAVE A NIN YET.

2. ALL ENROLMENT OFFICERS ARE TO DIRECT ALL TECHNICAL OR IT SERVICE REQUEST/INCIDENTS TO THE HELP DESK

3. CHANNEL OF COMMUNICATIONS ARE AS FOLLOWS:

-EMAIL: ITHELPDESK@NIMC.GOV.NG

-PORTAL ADDRESS: HTTP://10.18.18;8022 BY USING AD CREDENTIALS TO LOG ON

-CUG LINE: 08157691137, 08157691138

-EXT: 2333, 2258 (8:00AM- 5:00PM)