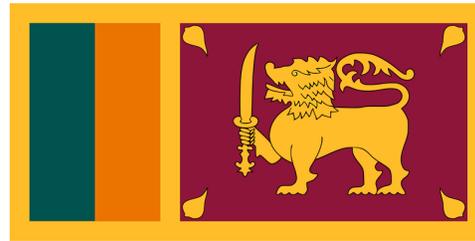# SRI LANKA:

ECMS Fact Sheet I

- System Overview -

System Title

Labor Information System Application (LISA)

ECMS Status

Still accessible on the DOL network, but the DOL reported that LISA was only used in a few sub-offices as of January/February 2021

Principal Institutional Owner

Department of Labor (DOL), Ministry of Labor

Implementation Stage Reached

Full Deployment

Secondary Institutional Users

N/A

Components Currently Used

- Inspection module
- Complaints & Disputes Management

Use was reported as limited, even for these modules. Users reported having reverted to manual systems and/or Microsoft Office tools like Excel.

Geographic Extent of Deployment

11 zonal offices, 40 district offices, 17 sub-offices and 10 engineering offices which employ approximately 300 labor officers.

Number of Enterprises Registered

9,000 of 30,000 factories

Sector Focus

N/A

Description of Main Components/Modules

- Inspections and Follow-up Inspections
- Complaints and Disputes Management
- Legal/Prosecution Management
- Work Planning/Scheduling
- Digital Documentation Library
- Statistical Module
- OSH Module
- Child Labor Module
- Dedicated Windows/Android tablet application for field use (no internet connectivity required)
- Management Oversight Module

SRI LANKA: ECMS Fact Sheet II

- Key Software Features and Gaps -

Functionality	Sri Lanka	Comments
1. Stores data in centralized database accessible in real-time to all authorized users	✓	
2. Includes online/offline data collection capability	✓	
3. Aggregates labor law violation data by geographic area or type of violation	Yes, but not currently functional	The DOL reported that the statistical module was not functioning and to get data out of the system, the entire dataset needed to be extracted and then filtered in Excel.
4. Tracks key performance indicators such as number of inspections carried out	Yes, but not currently functional	The DOL reported the statistical module was not functioning and to get data out of the system, the entire dataset needed to be extracted and then filtered in Excel.
5. Integrates data visualization tools such as dashboards	Yes, but not currently functional	The DOL reported there was a dashboard feature, but it used only "dummy" data.
6. Forms and workflow reflect current labor administration procedural requirement	✗	When LISA was first developed, it reflected procedural requirements but has not been updated to match current regulations and checklists. DOL reported that their inability to modify forms was an important challenge of using the system.
7. Registers worker complaints, industrial accidents	Yes, partially functional	LISA has a dedicated module for complaints management and OSH, but the DOL reported that it is only partially in use. Users reported specific challenges with the case transfer function.
8. Tracks the status labor violation cases through hearings and sanctioning stages	Yes, partially functional	LISA has a dedicated module for complaints management that includes tracking features, but the DOL reported that it is only partially in use; most offices have reverted to manual systems.
9. Sends alerts to inspectors when follow-up actions are required	Yes, partially functional	LISA includes tracking and scheduling features with alerts, but the DOL reported that it is only partially in use; most offices have reverted to manual systems.
10. Generates the inspection report as well as letters and notices used at different stages of the inspection process	Yes, partially functional	DOL officials reported that the letters are part in English and part in Sinhalese, which they found problematic.
11. Assigns inspection duties to individual and/or groups of inspectors	Yes, partially functional	LISA includes tracking and scheduling features with alerts, but the DOL reported that it is only partially in use; most offices have reverted to manual systems.
12. Role-based security features that restrict access to some kinds of data/ECMS module	✓	Labor officials reported it was not possible to remove users from the system.
13. Data modifications controlled or traced to users	✓	
14. Data sharing with other information systems	✗	
15. Advanced data analytics for predicting labor violations	✗	

SRI LANKA: ECMS Fact Sheet III

- Technical Characteristics and Overall Assessment -

Software Type

Opensource, Microsoft SQL server

User Categories

- Labor Administration Officials
- Labor Inspectors
- OSH Engineers
- Child Labor Officers
- Field Office and Regional Office Directors

- Senior Officials of the Department of Labor
- Prosecution Unit Personnel
- Industrial Relations Unit Personnel
- System Administrator(s)
- Clerical Personnel

When fully deployed, LISA was operating in 82 locations staffed by 300 labor officers.

System Maintenance

In 2016, the Department of Labor established a 5-member team for the management and day-to-day operations of LISA: 1 Labor Officer and 4 IT graduates. In February 2021, evaluation stakeholders reported the team was 3-4 members. BWC does not currently have a support contract with the IT service provider.

System Hosting

Hosted on Ministry network. DOL described problems with server and bandwidth capacity, resulting in slow response time, inadequate back-up systems, and back-up data was not encrypted.

Hardware Used for Data Entry

Labor inspectors were issued with tablets but refused to use them for data entry.
OSH engineers also received tablets, which they used.

Approximate ECMS Implementation Costs

Software development, training, and launch: US$ 282,554
Government reported contributing over US$ 300,000 for tablets, other hardware and Internet connections

Evaluation Team Assessment of ECMS (based on February 2021 status)

Framework Area	Evaluation Criteria	Rating
Technology	Extent software is fully developed, the number of types of features, level of adaption to ICT enabling environment	★ [i]
People	Extent the labor administration is effectively addressing the constraints affecting user ECMS adoption through training, support, other capacity building activities	★
Processes	Extent software has been adapted to the labor administration's legal framework and procedures and facilitates inspection systems workflow	★

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[i] The software design is relatively advanced but is still in the early development stages.