

VIETNAM:
ECMS Fact Sheet I
- System Overview -



System Title

Not yet named. Currently called "ECMS"

ECMS Status

Not Operational

Principal Institutional Owner

Ministry of Labor, Invalids and Social Affairs (MOLISA)

Implementation Stage Reached

- Software design completed
- Software development still in progress
- User training and deployment not yet started

Secondary Institutional Users

N/A

Components Currently Used

First module was in test phase as of February 2021

Geographic Extent of Deployment

Not yet deployed.
Will be piloted in three provinces: Hanoi, Dong Nai, and Ho Chi Minh City

Number of Enterprises Registered

N/A

Sector Focus

N/A

Description of Main Components/Modules

- System Administration Module
- Enterprise Management Module
- Inspection Management Module
- Labor Inspection Campaign Module
- Violations and Sanctions Management Module
- Data Analytics and Reporting Module

VIETNAM: ECMS Fact Sheet II

- Key Software Features and Gaps -

Functionality	Vietnam (planned features)	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	✓	
4. Tracks key performance indicators such as number of inspections carried out	✓	
5. Integrates data visualization tools such as dashboards	✓	
6. Forms and workflow reflect current labor administration procedural requirement	✓	
7. Registers worker complaints, industrial accidents	✓	
8. Tracks the status labor violation cases through hearings and sanctioning stages	✓	
9. Sends alerts to inspectors when follow-up actions are required	✓	
10. Generates the inspection report as well as letters and notices used at different stages of the inspection process	✓	
11. Assigns inspection duties to individual and/or groups of inspectors	✓	
12. Role-based security features that restrict access to some kinds of data/ECMS module	✓	
13. Data modifications controlled or traced to users	✓	
14. Data sharing with other information systems	✗	
15. Advanced data analytics for predicting labor violations	✗	

VIETNAM: ECMS Fact Sheet III

- Technical Characteristics and Overall Assessment -

Software Type

Opensource, Microsoft SQL server

Planned User Categories

- Labor Inspectors
- Provincial Office Directors
- Senior Labor Administration Officials

Planned System Maintenance

System will be maintained by MOLISA IT department known as LASIK or the “IT Center”
Two staff will be assigned to the project: a Software and an IT Engineer

Planned System Hosting

To be hosted on MOLISA Network

Hardware Used for Data Entry

To Be Determined

ECMS Costs (Grantee Expenditures, self-reported)

IT service provider contract: US\$ 138,092

Includes software development and testing, user training, support during pilot phase, development of an ECMS scale-up plan and six months software warranty

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	★
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	★