

## **ISSA Technical Seminar on information and communication technologies in the new world of work and social security services**

Rio de Janeiro, Brazil, 25–26 October 2018

### **PROVISIONAL AGENDA**

#### **Wednesday, 24 October 2018**

15:00–18:00      **Registration of participants**

#### **Thursday, 25 October 2018**

08:00–09:00      **Registration of participants (continued)**

09:15–10:00      **Opening ceremony**

10:00–10:30      *Coffee break*

10:30–12:30      **Shaping the future of social security**

Technical presentations (overview and trends)

New technologies have an important impact on the world of work, even generating new forms of employment. New technology tools allow social security institutions to reduce transaction costs and facilitate coverage. Technological innovation also enables employers and workers to meet their obligations and stay informed.

Moreover, in a context of rapid change, it is essential to anticipate the evolution of social policies in order to ensure the institutional preparedness needed to implement new social security programmes and services.

This session will provide an overview of the situation and highlight the opportunities and challenges that will be discussed.

12:30–14:30      *Lunch*

14:30–17:30\*      **Experiences and regulatory frameworks of new forms of technology-based employment**

This session will present case studies of digital platforms (covering “face-to-face” services (e.g. delivery, transport, repairs, etc.) and “virtual” services (e.g. freelancers for translations, data entry, etc.) that may involve international aspects, together with concrete experiences from countries that have developed

regulatory frameworks for digital platforms based on new technologies and their impact on the world of work.

*\* Coffee break during the afternoon*

## **Friday, 26 October 2018**

### **09:00–12:30\*      Emerging technologies in service delivery: Experiences**

This session will address how emerging technologies can be used by social security administrations to improve their services to difficult to cover groups of workers, in order to include them effectively in social security systems.

In particular, experiences in the areas of registration (extension of coverage), contribution collection, payment of benefits and fight against evasion and fraud will be presented.

Among others, the interconnection between the digital platforms of employers and the systems of social security institutions, as well as the implications for the protection of personal data, will be discussed.

*\* Coffee break during the morning*

### **12:30–13:00      Final remarks and closing ceremony**