



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

PROGRAMME

15th ISSA International Conference on Information and Communication Technology in Social Security

ICT2018

Casablanca, Morocco
18–20 April 2018

Hosted by the
National Social Security Fund of Morocco



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This event has been organized in Casablanca by the National Social Security Fund with the collaboration of the ISSA member institutions of Morocco:

- Collective Scheme for Retirement Allowances
- Deposit and Management Fund
- Interprofessional Retirement Fund
- National Sickness Insurance Agency
- Pension Fund of Morocco

15th ISSA International Conference on Information and Communication Technology in Social Security Casablanca, Morocco, 18–20 April 2018

TUESDAY, 17 APRIL 2018

16:00–20:00 REGISTRATION OF PARTICIPANTS

WEDNESDAY, 18 APRIL 2018

08:00–09:00 REGISTRATION OF PARTICIPANTS

09:15–10:00 OPENING CEREMONY

10:00–10:30 NATIONAL PRESENTATION – ICT: A KEY ENABLER OF SOCIAL SECURITY IN MOROCCO

10:30–11:00 COFFEE BREAK

11:00–12:30 SHAPING THE FUTURE OF SOCIAL SECURITY: THE KEY ROLE OF ICT

The implementation of the political commitment to develop and extend social security systems is often enabled by unprecedented improvements in administrative processes. Information and Communication Technology (ICT) now regularly makes the difference between what can or cannot be done in terms of policies and services. Taking a policy and strategic perspective, this session will highlight the main societal challenges and potential ICT-based responses for social security institutions in facilitating and adapting to trends in social policy and programme design.

Moderator

Faiçal Tadlaoui

Journalist and professional moderator, Morocco

Speakers

Dominique La Salle

Director, Social Security Development, International Social Security Association

Sergio Velasco

Senior Social Protection Specialist, International Labour Office

Robert Palacios

Lead Specialist Pensions and Social Insurance, Social Protection and Labour Global Practice,
The World Bank

12:30–14:30 LUNCH

At the invitation of the Deposit and Management Fund and the Collective Scheme for Retirement Allowances of Morocco

14:30–15:30

ICT GOVERNANCE: THE KEY ROLE OF CEOs AND LEADERSHIP

Good ICT governance ensures the effective and efficient use of the ICT investment in the achievement of social security goals. This session will address key issues on ICT governance in social security institutions focusing on the importance of leadership for ICT and based on the experiences of social security institutions. In particular, the crucial role of CEOs in fostering innovation and successful application of ICT will be discussed through a leadership round table.

Moderator

Said Ahmidouch

Director General, National Social Security Fund, Morocco

Speakers

Rodrigo Ortiz D'Avila Assumpção

Independent Expert, Brazil

Benoît Long

Senior Assistant Deputy Minister, Employment and Social Development Canada, Canada

Kari-Pekka Mäki-Lohiluoma

Deputy Director General, Social Insurance Institution, Finland

15:30–16:00

COFFEE BREAK

16:00–17:30

ICT GOVERNANCE: CEOs AND LEADERSHIP ROUND TABLE

Moderator

Said Ahmidouch

Director General, National Social Security Fund, Morocco

Panellists

Huaibin Jia

Director General, Social Insurance Administration, Ministry of Human Resources and Social Security, China

Matin Karimli

Deputy Minister, Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan, Azerbaijan

Benoît Long

Senior Assistant Deputy Minister, Employment and Social Development Canada, Canada

Kari-Pekka Mäki-Lohiluoma

Deputy Director General, Social Insurance Institution, Finland

Noël Alain Olivier Mekulu Mvondo Akame

Director General, National Social Insurance Fund, Cameroon

Paula María Roch Heredia

Director General, National Social Security Institute, Federation of Administrative Bodies of Spanish Social Security, Spain

Francisco Paulo Soares Lopes

President, National Social Security Institute, Brazil

Agus Susanto

President Director, National Social Security Administering Body for Employment, Indonesia

19:00 BUS DEPARTURE FOR THE GALA DINNER

20:00 GALA DINNER

*At the invitation of the National Sickness Insurance Agency of Morocco
Palace Layali, Bouskoura*

THURSDAY, 19 APRIL 2018

Advanced application of ICT – Success factors to overcome priority challenges

ICT has led to a complete transformation of operations and services and enabled social security institutions to move towards comprehensive, 24/7 systems. This session will address the application of cutting-edge technologies with a high impact in social security such as analytics, advanced e-services, and cybersecurity.

09:00–10:00 **PLENARY SESSION: CUTTING-EDGE TECHNOLOGIES IMPACTING SOCIAL SECURITY**

Moderator

Dewitt vonBallmoos

Director General, National Social Security and Welfare Corporation, Liberia

Speakers

Technical and partnership trends in digital identity management and public service delivery

Morten Meyerhoff Nielsen

Researcher, Electronic Governance Unit (UNU-EGOV) and Tallinn University of Technology, United Nations University, Portugal

Cybersecurity – Protecting critical information infrastructures

Anders Norsker

Chief of the Information Services Department, International Telecommunication Union

Panellists

Egon Veermäe

Director General, Estonian National Social Insurance Board, Estonia

Youssef Baz

ICT Manager, Interprofessional Retirement Fund, Morocco

10:00–10:30 **COFFEE BREAK**

10:30–12:00 **PARALLEL SESSIONS: CASE EXPERIENCES**

Parallel session 1 (Multilingual):

Applying analytics to enhance compliance and service quality

Plenary Room Farah (2nd floor)

Moderator

Khadija El Houdaigui

Advisor, Sector for Organization and Information Systems, Pension Fund of Morocco, Morocco

Speakers

Keywords: service quality, family benefits, fighting fraud

Annie Prévot

Information Systems Manager, National Family Allowances Fund, France

Keywords: service quality, health, fighting fraud

Pedro Valencia Santiago

Director, Innovation and Technological Development, Mexican Social Security Institute, Mexico

Keyword: social insurance

Alya Weni Al-Weheibi

Head, Programming and Development, Public Authority for Social Insurance, Oman

Parallel session 2 (English):

E-services as a gateway to comprehensive social security systems

Ménara Room (2nd floor)

Moderator

Ali Moayeri

General Director, ICT Department, Iranian Social Security Organization, Islamic Republic of Iran

Speakers

Keywords: mobile payment, accident insurance

Agus Susanto

President Director, National Social Security Administering Body for Employment, Indonesia

Keywords: inter-institutional, health, social protection

Orkhan Salahov

Chief of Unit for Call Centre, Information Technology Department, State Social Protection Fund under the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan, Azerbaijan

Keywords: dual smart cards, inter-institutional

Zhifei Wang

Senior Engineer, Ministry of Human Resources and Social Security, China

Parallel session 3 (English):

Cybersecurity approaches to protect social security data and services

Koutoubia Room (2nd floor)

Moderator

Kwabena Osei-Boaten

General Manager, Social Security and National Insurance Trust, Ghana

Speakers

Keyword: institutional strategy

Il Ho Joung

Director General; and

Jung Soo Byun

Director, National Pension Service, Republic of Korea

Keyword: core to mantle approach

Mike Brett

Chief Technology Officer, Department of Human Services, Australia

Keyword: institutional strategy

Egon Veermäe

Director General, Estonian National Social Insurance Board, Estonia

Parallel session 4 (French):

ICT-based social security processes and e-services covering health insurance

Oudayas Room (2nd floor)

Moderator

Brahim Faqih

ICT Manager, National Sickness Insurance Agency, Morocco

Speakers

Keywords: e-services, digital transformation

Omar Souabni

Director of Studies, Communication and Development, National Social Security Fund, Morocco

Keywords: e-services, health insurance, customer services, services to health staff

Catherine Leroy

Manager, Department of Digital and Multichannel Customer Relations Management; and

Catherine Duyck-Bagot

Manager, Department of Digital and Multichannel Customer Relations Management; and

Jean-François Girod

Project Manager, Department of Digital and Multichannel Customer Relations Management,

National Sickness Insurance Fund for Employees, France

Keywords: smart cards, health

Nadir Kouadria

Information System Director, National Social Insurance Fund for Employees, Algeria

Keywords: e-services, customer services

Youssef Guessous

Information Systems Manager, Collective Scheme for Retirement Allowances, Morocco

Keyword: customer services

Salah Eddine Bahji

Project Manager Digitalization, Pension Fund of Morocco, Morocco

12:00–14:00

LUNCH

At the invitation of the Pension Fund of Morocco

14:00–16:30 **EMERGING TECHNOLOGIES: EXPERIENCES AND DEMONSTRATIONS**
New service delivery possibilities that seemed futuristic only a few years ago are now within reach. The application of big data, analytics, cognitive computing, artificial intelligence and Blockchain are transforming how social security institutions do business.

14:00–15:15 **PLENARY SESSION: EMERGING TECHNOLOGIES**

Moderator

Sandy Kyriakatos

Chief Data Officer, Employment and Social Development Canada, Canada

Speakers

Digital Transformation of social services enabled by emerging technologies

Gaurav Gujral

Global Managing Director, Industry Consulting, Accenture Social Services, Accenture, United Kingdom

Emerging technologies enabling data-driven policy and practice

Ryan van Leent

Solution Manager, Global Public Sector, SAP Institute for Digital Government, Australia

Social security in the age of artificial intelligence and cognitive computing

Hector Upegui

Worldwide Market Development Executive, Associate Chief Health Officer, International Business Machines (IBM), Germany

Panellists

Alexey Ivanov

Deputy Chairman of the Board, Pension Fund of the Russian Federation, Russian Federation

Armandina Lima do Rosário

Member of the Executive Board, National Social Insurance Institute, Cabo Verde

15:30–16:30 **PARALLEL SESSIONS: CASE EXPERIENCES AND DEMONSTRATIONS**

Parallel session 1 (Multilingual):

Artificial Intelligence and Cognitive Computing

Plenary Room Farah (2nd floor)

Moderator

Annie Prévot

Information Systems Manager, National Family Allowances Fund, France

Speakers

Keywords: conversational agents, service care

Alreem A. Al-Muhrij

Artificial Intelligence Architect, General Organization for Social Insurance, Saudi Arabia

Keywords: cognitive computing, social protection

Gleb Pavlov

Consultant, International Cooperation Department, Social Insurance Fund of the Russian Federation, Russian Federation

Continued on next page

Keywords: IBM Watson, social services, health

Hector Upegui

Worldwide Market Development Executive, Associate Chief Health Officer, International Business Machines (IBM), Germany

Parallel session 2 (English):

Big data and analytics

Ménara Room (2nd floor)

Moderator

Sandy Kyriakatos

Chief Data Officer, Employment and Social Development Canada, Canada

Speakers

Keywords: predictive analytics, prevention, health

Young-ik Kim

Deputy Liaison Officer, Division of International Cooperation, Policy Research Institute, National Health Insurance Service, Republic of Korea

Keyword: fighting fraud

Paola Opice

Project Manager, Directorate for Digital Organization, Office of Digital Services Development, National Employment Accident Insurance Institute, Italy

Keywords: data-driven government, maturity model

Ryan van Leent

Solution Manager, Global Public Sector, SAP Institute for Digital Government, Australia

Parallel session 3 (English):

Blockchain

Koutoubia Room (2nd floor)

Moderator

Francisco Delgado Azuara

Area Manager, Computer Centre, National Social Security Institute, Spain

Speakers

Keyword: introduction to Blockchain

Jonathan Lenchner

Chief Scientist, IBM Research Africa, International Business Machines (IBM), United States

Keywords: claims processing, policy enforcements

Adel S. Al-Jamhan

Senior Business Architect, General Organization for Social Insurance, Saudi Arabia

Keywords: health, service management

Jonathan Lenchner

Chief Scientist, IBM Research Africa, International Business Machines (IBM), United States

16:30–17:00

COFFEE BREAK

17:00–18:00

ICT INDUSTRY FORUM – TOWARDS A SHARED STRATEGIC VISION?

The ISSA ICT Industry Forum is aimed at exchanging on key challenges faced by social security institutions in the implementation of ICT. This session will feature representatives of leading ICT companies who will discuss their strategic vision of products and services for social security.

Moderator

Mike Brett

Chief Technology Officer, Department of Human Services, Australia

Panellists

Brian Lee-Archer

Managing Director, Accenture, United Kingdom

Amy Wykoff

Worldwide Director Offering Management, International Business Machines (IBM), United States

Wolfgang Nobeling

Leader, Global Public Sector Centre of Excellence for Cloud and Government ERP, SAP, Sweden

19:30

DINNER

At the invitation of the National Social Security Fund of Morocco

Hotel Farah Casablanca (Conference venue)

FRIDAY, 20 APRIL 2018

Innovating towards standards and common solutions for social security

The use of standardized, common specifications and solutions can constitute an innovative approach enabling social security institutions to take advantage of similarities between core processes and information models. This can generate improved integrity, compliance, reduced workload and efficiency. This session will outline how standardized solutions can generate economies of scale and improved quality by reusing validated assets and discuss preliminary results of ISSA projects led by the ICT Technical Commission.

09:00–10:30 STANDARDS AND TOOLS FOR INTERNATIONAL DATA EXCHANGE

Moderator

Gustavo Alejandro Roque Villamil Perez

Manager, Information Technology Services, Social Insurance Bank, Uruguay

Speakers

Dominique La Salle

Director, Social Security Development, International Social Security Association

Michael Stegmann

Manager, Unit of Statistical Reporting and Information Security, German Federal Pension Insurance, Germany

Francisco Delgado Azuara

Area Manager, Computer Centre, National Social Security Institute, Spain

Panellists

Nora Alicia Valido

Manager, Information Technology Systems, National Social Security Administration, Argentina

Taïb Bouhouche

Information Systems Director, National Social Security Fund, Morocco

10:30–11:00 COFFEE BREAK

11:00–12:00 SOCIAL SECURITY BUSINESS PROCESSES - EXTENDING THE ISSA GUIDELINES ON ICT

Moderator

Gustavo Alejandro Roque Villamil Perez

Manager, Information Technology Systems, Social Insurance Bank, Uruguay

Speakers

Taïb Bouhouche

Information Systems Director, National Social Security Fund, Morocco

Nora Alicia Valido

Manager, Information Technology Systems, National Social Security Administration, Argentina

Jamal Chentouf

Independent Expert, Morocco

Panellist

Oleksiy Sluchynsky

Senior Economist, The World Bank

12:00–14:00

LUNCH

At the invitation of the Interprofessional Retirement Fund of Morocco

14:00–16:00

INNOVATION IN A DATA-DRIVEN SOCIAL SECURITY

Innovation has become a key means for addressing the rapid changes faced by social security institutions. The ISSA Innovation programme aims at offering members opportunities to identify and exchange on innovative approaches to support them in better anticipating, enabling and managing change in an evolving context. This session will address key innovation opportunities based on ICT, such as a global data-driven social security, as well as the question of how to manage the transition from experimental initiatives to operational systems.

Moderator

Dominique La Salle

Director, Social Security Development, International Social Security Association

Speaker

Rodrigo Ortiz D'Avila Assumpção

Independent Expert, Brazil

Panellists

Benoît Long

Senior Assistant Deputy Minister, Employment and Social Development Canada, Canada

Mohd Rosdeen Hassan

Chief Transformation Officer, Social Security Organisation (PERKESO), Malaysia

Gaurav Gujral

Global Managing Director, Industry Consulting, Accenture Social Services, Accenture, United Kingdom

Brenton Caffin

Director, Innovation Skills, Nesta, United Kingdom

16:00–16:30

COFFEE BREAK

16:30–17:30

CONCLUDING REMARKS

Moderator and keynote speaker

Hans-Horst Konkolewsky

Secretary General, International Social Security Association

Panellists

Taiïb Bouhouche

Information Systems Director, National Social Security Fund, Morocco

Francisco Delgado Azuara

Area Manager, Computer Centre Management, National Social Security Institute, Spain

Adam Hassan Mayingu

Director General, Public Service Pensions Fund, United Republic of Tanzania

Orkhan Salahov

Chief of Unit for Call Centre, Information Technology Department, State Social Protection Fund under the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan, Azerbaijan

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Pedro Valencia Santiago

Director, Innovation and Technological Development, Mexican Social Security Institute, Mexico

17:30–18:00 CLOSING CEREMONY

SATURDAY, 21 APRIL 2018

09:30–12:00 EXCURSION

At the invitation of the Pension Fund of Morocco

Promoting excellence in social security
Promouvoir l'excellence dans la sécurité sociale
Promoviendo la excelencia en la seguridad social
Förderung von Exzellenz in der sozialen Sicherheit
За повышение стандартов в социальном обеспечении
促进卓越的社会保障
دعم التميّز في الضمان الاجتماعي

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The International Social Security Association (ISSA) is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 330 member organizations in over 160 countries.