



INTERNATIONAL SOCIAL SECURITY ASSOCIATION  
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE  
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL  
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

## **ISSA Virtual Symposium on Information and Communication Technology in Social Security ICT responses to COVID-19**

Wednesday, 19 May 2021 / Virtual

### **PROGRAMME**

**Wednesday, 19 May 2021, 10:00–18:00 (UTC/GMT+2 or CEST)**

#### **Opening**

**Session 1: 10:10–11:30**

**Session 2: 14:30–16:00**

**Session 3: 16:30–18:00**

*Please adapt the timing of the sessions to your time zone. This agenda is indicating the timing in Geneva, Switzerland (UTC/GMT+2 or CEST).*

**10:00–10:10**

#### **Opening**

*Marcelo Abi-Ramia Caetano*  
Secretary General  
International Social Security Association

*Indrek Holst*  
Director General  
Estonian National Social Insurance Board, Estonia

#### **Session 1: Customer services during COVID-19**

**10:10–11:30 (UTC/GMT+2 or CEST)**

The COVID-19 crisis has forced social security institutions to innovate rapidly, guaranteeing the continuity of high-quality service-delivery to fulfil their obligations without interruption. The tremendous pressure caused by the crisis left institutions no other choice than to accelerate the design of a new generation of e-services and implement, on the spot, advanced digital and mobile solutions. New features – such as personalized user-interfaces, intelligent chatbots, electronic payment, and digital identity – were implemented rapidly on a huge scale, in order to reach the required service quality goals. Such implementations had to overcome many complexities on technological and organizational aspects, as well as considering the need for digital inclusion.

This session will present concrete case experiences from member organizations of the International Social Security Association (ISSA), who will share their on-going experiences, addressing the way ahead through a high-level panel discussion, taking into account the lessons learnt from the COVID-19 crisis.

10:10–10:15      **Introduction of session 1 and panellists**

10:15–10:45      **Presentations**

**Moderator**

*Raúl Ruggia-Frick*

Director, Social Security Development Branch  
International Social Security Association

**Speakers**

*Edmund Cheong Peck Huang*

Chief Strategy and Transformation Officer  
Social Security Organisation (*Perkeso*), Malaysia

*Morten Meyerhoff Nielsen*

Adviser, Operating Unit on Policy-Driven Electronic Governance  
(UNU-EGOV)  
United Nations University

*Tony Olang*

Head of Information and Communication Technology  
Local Authorities Pension Trust (LAPTRUST), Kenya

10:45–11:20      **Q&A**

11:20–11:30      **Closing of session 1**

**Session 2: Health services during COVID-19**

**14:30–16:00 (UTC/GMT+2 or CEST)**

Health services have been critical in responding to the COVID-19 crisis, and Information and Communication Technology (ICT) has been essential in providing medical services, particularly facilitating the treatment of affected populations. This session will address the use of ICT in the context of healthcare and COVID-19, analysing the best practices that have emerged during the global response to the pandemics, notably based on electronic health records, improved service delivery and telemedicine.

After case experience presentations, a high-level panel will discuss how ICT can strengthen the short-run medical and institutional responses to COVID-19. It will explore how ICT can contribute to the long-term institutional resilience to the health-related crisis, based on the lessons learnt from COVID-19.

14:30–14:40      **Introduction of session 2 and panellists**

14:40–15:10      **Presentations**

**Moderator**

*Raúl Ruggia-Frick*

Director, Social Security Development Branch  
International Social Security Association

**Speakers**

*Sang-Baek Chris Kang*

Director General, Department of Global Cooperation  
National Health Insurance Service (NHIS), Republic of Korea

*Ali Ghufron Mukti*

President Director, Social Security Administering Body for the Health Sector  
(*BPJS Kesehatan*), Indonesia  
Chair of the ISSA Technical Commission on Medical Care and Sickness  
Insurance

*Philippe Naty-Daufin*

Advisor to the President  
National Sickness Insurance Fund (CNAM), France

*Tom Verdonck*

President  
European Healthcare Fraud and Corruption Network (EHFCN)

15:10–15:50      **Q&A**

15:50–16:00      **Closing of session 2**

**Session 3: CEO Roundtable on lessons learnt, improving readiness and preparing for the future**

**16:30–18:00 (UTC/GMT+2 or CEST)**

The COVID-19 crisis has shown the vital role of social security institutions in times of crises, at the same time forcing them to adapt at the speed of light to implement new customer services and health care provision in a digital environment. More than ever before, ICT has proven vital for social security institutions in their urgent responses to COVID-19, accelerating digitalization in many ways.

Even if the current crisis is not over, social security institutions must think ahead. How can ICT effectively leverage their institutional capacity to adapt and prepare for future crises? How ICT in social security should evolve to boost the institutional readiness?

The CEO Roundtable will be a key highlight of the ICT Virtual Symposium, sharing strategies and views on the key role of ICT in shaping a better future of social security, improving the institutional capacity to adapt and prepare for future crises, and building more resilient organizations.

16:30–16:40      **Introduction of session 3 and panellists**

16:40–17:25      **Roundtable discussion**

**Moderator**

*Raúl Ruggia-Frick*  
Director, Social Security Development Branch  
International Social Security Association

**Panellists**

*T.B.J. Memela*  
Chief Executive Officer  
South African Social Security Agency (SASSA), South Africa

*Francisco De Argila Lefler*  
Adviser  
National Social Security Institute (INSS), Spain

*Héctor Jaramillo Gutiérrez*  
Corporate Occupational Health and Safety Director  
Mutual for Safety CChC, Chile

*Indrek Holst*  
Director General  
Estonian National Social Insurance Board, Estonia

17:25–17:50      **Q&A**

17:50–17:55      **Closing of session 3**

17:55–18:00      **Closing of the virtual symposium**

*Indrek Holst*  
Director General  
Estonian National Social Insurance Board, Estonia

*Marcelo Abi-Ramia Caetano*  
Secretary General  
International Social Security Association

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