



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

16th ISSA International Conference on Information and Communication Technology in Social Security ***Digital transformation for adaptable and people centric social security***

Tallinn, Estonia, 4–6 May 2022

AGENDA

All plenary sessions and a selection of parallel sessions will be hosted on an online event platform, which also offers networking and other features. Please adapt the timing of the sessions to your time zone. This agenda is indicating the timing in Tallinn, Estonia (UTC/GMT+3 or EEST).

Tuesday, 3 May 2022

16:00–20:00 **Registration of participants**

Wednesday, 4 May 2022

07:30–08:45 **Registration of participants**

09:00–09:45 **Opening ceremony**
Black Box

During the opening ceremony, dignitaries will welcome the participants on behalf of the Government of Estonia, the International Social Security Association (ISSA) and the host organization, the Estonian National Social Insurance Board, and will set out the objectives of the ICT 2022 Conference.

09:45–10:30 **National presentation**
ICT: A key enabler of social security in Estonia
Black Box

Estonia has been a global leader in innovation in the digital transformation of public and government services, and this not only regarding social security and health but also for individual e-identification and comprehensive inter-institutional connection. In this session, senior representatives from the Estonian National Social Insurance Board and other governmental agencies will share their digital transformation journey and the related strategies and experiences.

10:30–11:00 *Coffee break and networking*

11:00–12:30

Plenary session**Digital transformation of social security institutions***Black Box*

Political commitment, good policy design and implementation capacities are necessary to meet social security goals, public expectations and beneficiaries' needs. The unprecedented development in digital ICT solutions has led to the recognition that ICT is not anymore only an enabling factor for social security delivery but rather an indispensable instrument to reach the objectives of social security programmes around the world. To be effective and efficient in using ICT solutions and to keep up-to-date with the ever-accelerating speed of innovation, long-term and comprehensive institutional digital transformation strategies are paramount. This session will highlight the role of such strategies, and discuss experiences and lessons learnt in their development and implementation.

12:30–14:30

*Lunch and networking**At the invitation of the Estonian National Social Insurance Board*

14:30–16:15

Plenary session**CEO Roundtable: Digitalisation strategies, challenges and success factors***Black Box*

The objective of digitalisation strategies is to ensure the effective and efficient use of ICT investment for the achievement of institutional and social security goals. Chief Executive Officers (CEO) take a pivotal role in providing the leadership that is indispensable for the development and implementation of institution-wide ICT strategies that support inclusive, effective and efficient social security services. In this regard, the institutional leadership ensures that decisions are based on an appropriate reflection regarding risks and alternative options and that strategies are both supporting the practical day-to-day application of ICT resources and facilitating continued innovation.

Focussing on the role of leadership for ICT, this roundtable session with Chief Executive Officers (CEO) of social security institutions will highlight different digitalisation strategies, related management challenges and critical success factors for the implementation of these strategies.

16:15–16:45

Coffee break and networking

16:45–18:00

Plenary session**ICT Industry Forum – Towards a shared strategic vision?***Black Box*

Bringing together representatives of leading global ICT service providers, this session will highlight the industry view on the next steps for ICT in social security administration. It will discuss high-level roadmaps in technology application in social security and outline the strategic vision of the industry on products and services that respond to current and emerging social security challenges and needs.

The impact and lessons learnt from the COVID-19 crisis, which has been a watershed moment in the digital development of many social security institutions, new forms of work and the growing needs of an ageing population are key issues in this regard.

18:15–20:00 **Welcome reception / Onsite only**
*At the invitation of the Estonian National Social Insurance Board
 Kultuurikatel (Conference venue)*

Thursday, 5 May 2022

09:00–10:30 **Plenary session**
Data-driven social security: Leveraging big data, analytics and artificial intelligence
Black Box

Data is a key and highly valued asset of social security institutions. While data-driven approaches require significant technology capacity, they empower the organisation and help achieve its mandate by facilitating coverage extension, improving services, enhancing efficiency and supporting the adequate use of resources. This plenary session will address technology frameworks and strategies to establish big data, analytics and artificial intelligence tools that empower and support social security institutions to increase automation as well as process, analyse and extract data. It will also discuss how to meet challenges in the implementation of safe applications of artificial intelligence.

10:30–11:00 *Coffee break and networking*

11:00–12:30 **Parallel sessions**
Case experiences and best practices in leveraging technology to improve data-driven service delivery

Different key technologies provide significant opportunities to improve service delivery. Several parallel sessions will present these technologies including analytics and big data; artificial intelligence; advanced e-services and apps (biometrics, DigID, etc.); customer-centred mobile apps (payment, etc.); e-health, and digital inclusion tools for people with special needs. Each session will introduce the technology and present practical implementation experiences.

Parallel session 1 (Multilingual)
Big data and analytics: Strengthening social security through data-driven approaches
Black Box

Parallel session 2 (English)
Artificial intelligence: Smartening processes and strategies for expanding coverage
Vaike Saal

Parallel session 3 (English) / Onsite only
Customer-centred mobile apps: Building e-services around beneficiaries
Katelde Saal

Parallel session 4 (English) / Onsite only
E-health and telemedicine: Bringing health services closer to beneficiaries
Koridor Klubi

Parallel session 5 (English) / Onsite only
Digital inclusion and technology: Facilitating digital channels to all
Stalker

12:30–14:30 *Lunch and networking*
At the invitation of the Estonian National Social Insurance Board

14:30–15:45 **Plenary session**
Inter-organisational coordination – Blockchain and data exchange
Black Box

Blockchain and data exchange are at the forefront of technology innovations that allow for digital inter-organisational coordination by establishing trust relationships between parties within secure environments. This session will show the most recent digital transformation projects, research and good practices leveraging blockchain and data exchange in the social security field.

15:45–16:15 *Coffee break and networking*

16:15–18:00 **Innovation Zone / Onsite only ***

Following the example of the highly valued innovation zone at the World Social Security Forum 2019 in Brussels, different demonstrations and presentations of innovations in various languages will provide a unique opportunity to learn, discuss, engage and be inspired. The ISSA's Innovation Zone demonstrations will bring participants closer to the future of social security and are an experience not to be missed.

** Simultaneous sessions will take place in this time slot. Delegates will be able to see different demonstrations of innovations in their preferred language.*

19:30–23:00 **Gala dinner / Onsite only**
At the invitation of the Estonian National Social Insurance Board
Seaplane Harbour Museum

Friday, 6 May 2022

09:00–10:30 **Plenary session**
Cybersecurity and resilience
Black Box

Security must be at the heart of the digital strategies of social security institutions. Safeguarding data and digital assets are essential to ensure integrity and compliance with policy and implementation rules and constitutes an important element of public trust in social security. Focussing on cybersecurity and resilience, this session will discuss the concepts of critical information infrastructures and digital operational resilience and present solution approaches to major threats and risks.

10:30–11:00 *Coffee break and networking*

11:00–12:30 **Parallel sessions**
Case experiences and best practices in leveraging technology to strengthen institutional capacity and resilience *

Different key technologies can improve the institutional capacity to enhance efficiency, develop inter-institutional services, and strengthen resilience. Several parallel sessions will present technologies that support institutional capacities including cybersecurity, institutional resilience (crisis response and business continuity), interoperability, agile application development, and adaptation to new working environments such as telework.

Parallel session 1 (Multilingual)
Cybersecurity: Protecting social security data and digital assets
Black Box

Parallel session 2 (English) / Onsite only
Institutional resilience: Building resilience and business continuity plans in social security institutions
Stalker

Parallel session 3 (English)
Interoperability: Leveraging technology to enable inter-institutional coordination
Vaike Saal

Parallel session 4 (English) / Onsite only
Advanced e-services and digital transformation: Developing customer-centred digital services and agile methodologies
Katelde Saal

Parallel session 5 (English) / Onsite only
Digitalized work environments: Transforming organizational digital capabilities and services
Koridor Klubi

12:30–14:30 *Lunch and networking*
At the invitation of the Estonian National Social Insurance Board

14:30–16:00 **Plenary session**
Looking forward: ICT and the future of social security management
Black Box

Digital strategies have transformed public services and internal processes and have been key enablers empowering more efficient and effective social security management. There is no doubt that the trend to digital will continue and offer new opportunities for institutional improvements and innovation. Social security institutions will more and more need to be data-driven organizations that based on digitally-skilled human resources supported by advanced digital tools provide both automatized and personalized services to their beneficiaries. Institutions will in the future also increase the information exchange with other institutions both within and between jurisdictions. As institutions embrace new technologies, the capacity to both rely on safe and resilient institutional structures and remain flexible to innovate to meet new needs, face challenges and respond to crisis situations will be vital.

This last plenary session of the ICT 2022 Conference will look to the future of social security management based on technological developments and visions of institutional mandates and customer needs.

16:00–16:30 *Coffee break and networking*

16:30–17:30 **Conclusion remarks with the ICT Technical Commission on Information and Communication Technology**
Black Box

17:30–18:00 **Closing ceremony**
Black Box