

## **ISSA Workshop: Business continuity and resilience in social security systems during crisis**

27–29 September 2023, Port Louis, Mauritius

### **Preparatory workshop questionnaire**

**Name of your institution:** National Social Protection Fund of COUNTRY

### **ISSUES TO BE ADDRESSED (EXAMPLE)**

**Note:** This questionnaire to participating institutions will provide input to support the preparation of the workshop, through the following steps:

1. Preliminary response to the “*Issues to be addressed*”
2. Identification of specific guidelines/topics/focus areas to address during the workshop.
3. Preparation of a “summary table” with the topics to address in the workshop and the institutions interested in them.

**1. Please choose the focus areas concerning continuity and resilience that you would like to be addressed during the workshop (Multiple options are possible)**

- *Focus area A: Building capacity in our institution to be able to face a future crisis*
- *Focus area B: Identify continuity strategies to ensure our social security services continue to operate despite a crisis*
- *Focus area C: Identify how to build response mechanisms/methodologies/approaches in our institution to be able to support our members and population during a crisis*

*Answer: Focus areas A, B, and C*

**2. What issues concerning continuity and resilience would you like the workshop to address?**

Our institution would like to improve its capacity to be able to ensure continuity in the services it provides to our membership. The institution’s technological infrastructure needs strengthening as well as establishing business processes that can cope with a crisis. Also, there is a need to strengthen our capacity to deal with a surge in service needs.

We would like to develop a continuity strategy to face a crisis in the future taking stock of our past experience during the COVID-19/flood crisis.

**3. *Could you describe briefly the specific challenges you and your organisation are facing related to continuity and resilience?***

Among different challenges during the latest crisis, we had difficulty reaching our branches specifically and we were not fully prepared to provide services remotely, improvising communication channels which took too long to set up, and our services we momentarily interrupted. To respond to this, our ICT team helped provide laptops to our staff and established remote access, and our staff had very little time to adapt to the new mechanisms. This also meant that our ICT team had to quickly purchase equipment and infrastructure to support us and procurement took too much time, impacting the services we were able to provide. As part of that quick implementation, it opened our services to cybersecurity vulnerabilities and an incident occurred that damaged our reputation as data from our members was exposed.

**4. *What are the relevant guidelines related to these issues (if you have already identified them), among the ISSA Guidelines on Business Continuity and Resilience and the ISSA Guidelines on Information and Communication Technologies***

We have identified guidelines ##, ##, and ## to be of special interest to us.

AND/OR

We have identified the relevant sets of guidelines but not specific ones. It seems to us that sections B and C of the BCP Guidelines are the most relevant.

**5. *Could you describe the improvements you and your organization would like to make related to the topic of the Workshop?***

We would like to put in place a methodology to address capacity building with respect to both technology and human resources with respect to our challenges, as well as become more agile in responding to risks we cannot foresee.

**6. *Do you have a good practice you would like to share or a good practice from another institution that you would like to study?***

We are particularly proud of our ICT team's flexibility to quickly adapt to the new circumstances and would gladly share how we managed to do that. We would like to learn how other institutions have addressed building flexible teams to be able to adapt to new processes quickly, we found some references in Good Practice(s) <NAME(S)> from <INSTITUTION(S)> in <COUNTRIES> to be relevant to our institution.

**7. *What do you expect to gain from the workshop?***

The workshop will give our organisation an excellent opportunity to understand in more detail the guidelines and how they enable to address our current issues. We also expect to learn from the workshop experts as well as to discuss challenges and exchange solutions with them and with colleagues from other organisations.

I would like to return to my institution with more information as well as resources to put in place and an appropriate work plan to meet these objectives.