

ISSA High-Level Eurasian Technical Seminar on ICT and Service Quality in Social Security

Moscow, Russian Federation, 12-13 February 2019

PROVISIONAL AGENDA

Tuesday, 12 February 2019

- 09:00 - 09:30 **Registration of participants**
- 09:30 - 09:50 **Opening ceremony** (*by Minister/Vice Minister of Labour and Social Protection of the Russian Pension Fund, and Chairman of the Board of the Pension Fund, and by International Social Security VIP*)
- 09:50 - 10:50 **Introductory session**
This session will provide an introduction on the need for a high level of social security services to meet this emerging expectation of the people
- 11:00 - 11:20 *Coffee break*
- 11:20 - 12:30 **Session 1: Registration, ID and IT services**
This session we will address the most advanced ICT services in social security through various country experiences
- 12:30 - 14:00 *Lunch*
- 14:00 - 14:30 **Panel discussion on Registration, ID and IT services**
- 14:30 - 15:30 **Session 2: E-government and one stop shop approach in social security**
This session will examine how E-government enables greater public access to social security, citizen awareness, lower costs for administrative services and increase in transparency and accountability of government
- 15:30 - 16:00 *Coffee break*
- 16: 00 - 16: 30 **Panel discussion on E-government and one stop shop approach in social security**

Wednesday, 13 February 2019

- 09:00 -10:00 **Session 3: Telemedicine**
Telemedicine is a new ICT tool that enables to reach patients in remote locations. It provides a great potential to reduce healthcare spending and improve healthcare delivery. A wide variety of mobile health apps will be available to monitor and track people's health

10:00–10:30 *Coffee Break*

10:30 -12:15 **Session 4: Digital economy and new technological solutions in member services**

The 4th industrial revolution and the related labour market transformations constitute one of the most often debated topics by social security institutions nowadays. There is agreement that the digital economy brings both challenges – through automation, robotization and non-standard types of work – but also opportunities to build more inclusive social security systems and enhance benefit and service levels

12:15–12:30 **Closing**