

ISSA Guidelines on Information and Communication Technology

ISSUES TO BE ADDRESSED (EXAMPLE)

- 1. Within the complete set of ISSA Guidelines the workshop is about, which specific areas and specific guidelines would you like the workshop to address?*

The area I would like to address relates to our wish to improve the quality of services of our institution using e-services in an effective and efficient way.

I would like to address: Guidelines 3 and 4 (ICT Strategy and innovation prospective, operationalization through ICT), Guideline 11 (implementing e-services) and Guidelines 35–39 (mobile technologies).

- 2. Could you describe briefly the challenges you and your organization are facing related to the topic of the Guidelines?*

My organization does not yet have a very solid framework for our ICT structure. The current approach is rather compartmentalized and fragmented. Our institution has started with developing a number of e-services, though many transactions remain depending on human intervention and require paper-based documentation.

- 3. Could you describe the desired improvements you and your organization would like to make related to the topic of the Guidelines?*

I would like to improve the automation of our processes by creating first of all a solid framework for the ICT governance and processes. In addition, I would like to improve and speed up the implementation of our e-services.

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

The workshop would be an excellent opportunity to discuss and exchange both with colleagues from other organizations and with the expert about possible solutions to address our challenges.

I would like to return to my organization equipped with different views and ideas to improve our automation processes. I would like to return with concrete steps required to put in place practices to improve our ICT-based-services.

I hope to extend my network in the region that will allow me to contact fellow social security organizations with similar experiences for exchange and advice.