



MIS for Contribution and Pension Systems

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Some Key Considerations

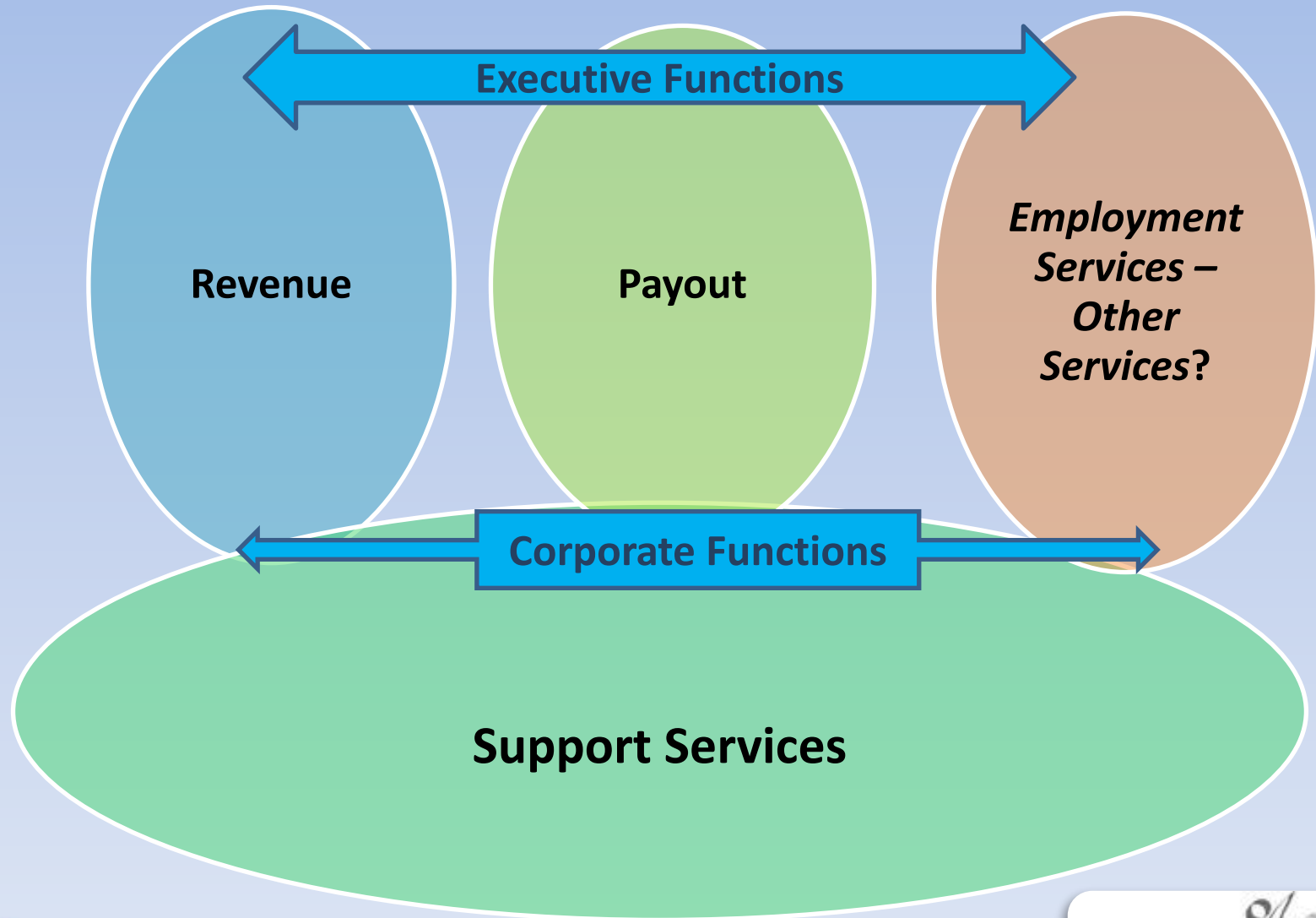
Approach to MIS - a framework

□ Business Operations Model

- Institutional Strategy – *who does what?*
- Functions & Processes
- Organisation Structure - front-office / back-office
- Workflows – opportunity to streamline
- Technology opportunities (e.g. DMS, Web) to underpin new model (link with ICT Strategy)
- Virtual Office
- ICT as enabler



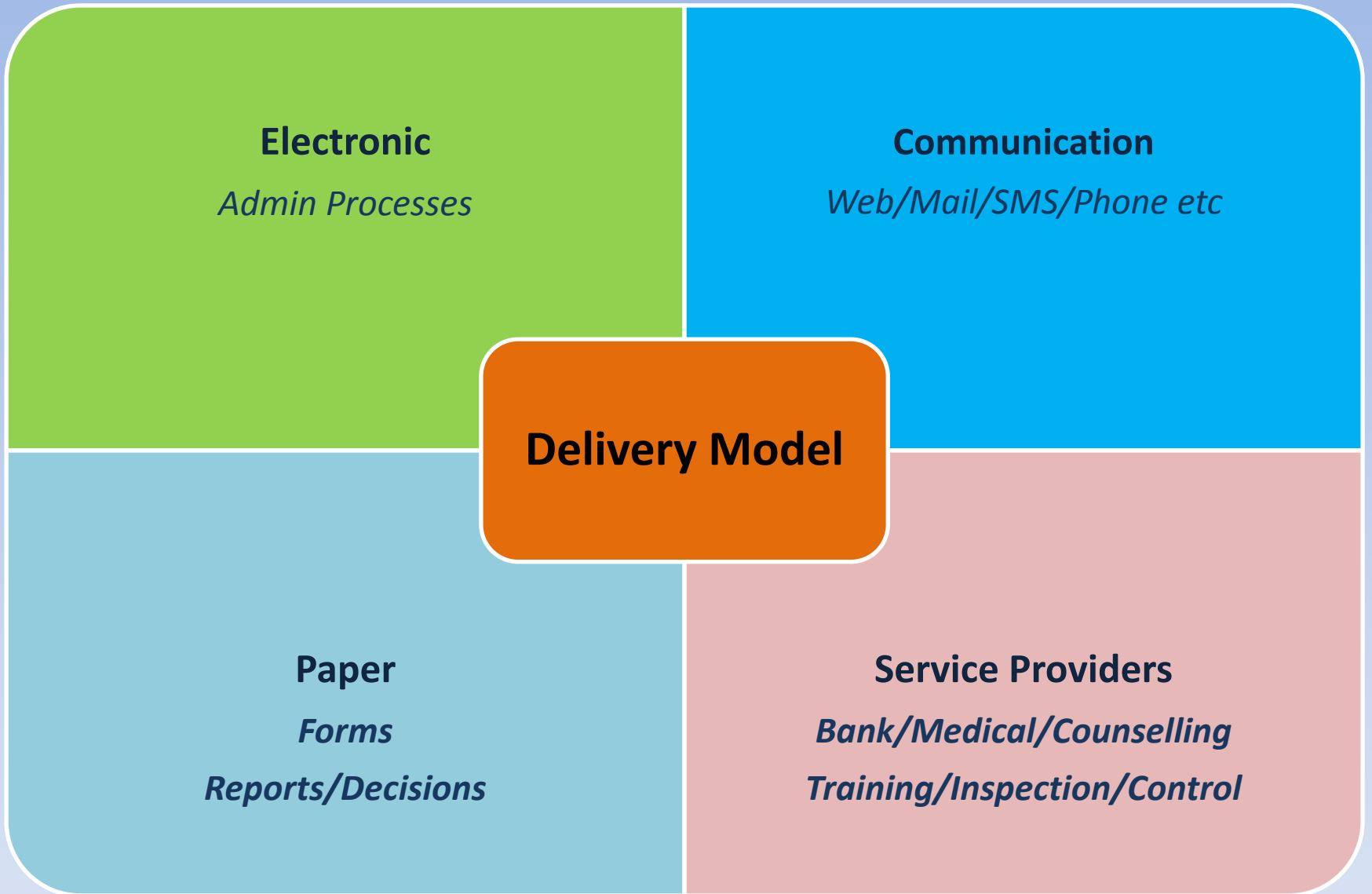
Business Operations



Service Delivery Model

- ❑ **Strategy**
- ❑ **Multi-channel**
- ❑ **Influencing Factors**
 - Institutional Responsibility
 - Regulation
 - Client Categories & Benefit Types
 - Technology / ICT Strategy
 - Cost
 - Service Providers





Business Operations Model

Executive Functions

- Information / Enquiry
- Client enumeration / registration
- Contributor & contribution data collection
- Contribution (money) collection
- Contributor / Beneficiary database



Business Operations Model

Executive Functions (contd.)

- Benefit processing**
- Medical assessment?**
- Benefit payment**
- Appeals** (judicial and administrative)
- Control and Compliance** (contributors & beneficiaries)
- Investment?**



Business Operations Model

Inclusion of Employment Services

- Job-counselling**
- Job-search**
- Training**
- Special employment schemes**



Business Operations Model

Corporate Service Functions

- ICT Services**
- Research, Policy-making and Planning**
- Financial Accounting and Budgeting**
- Human Resource Management**
- Public Information and Media Relations**
- Legal Services**



Business Operations Model

Corporate Service Functions (contd.)

- Service Level Agreements with 3rd Parties**
- Procurement**
- Logistics**
- Technical Support Services**
- Security**
- Document Archiving**



Contributions

□ Contribution Collection

- Who collects?
- Integrated database (Tax + SI + Health + Employment...)?
- ID number
- Mode of collection
- Data transfer between institutions
- Inspection/Control
- Treasury transfers/co-payments?



Unified Collection

☐ Recent

- Montenegro (Tax Authority)
 - *Income Tax/Pensions/Health/Employment*
 - *Required MIS reform in both institutions*
- Bosnia (Tax Authority in FBiH)
 - *Income Tax/Social Insurance*

☐ Planned

- Greece (Tax Authority by 2017)
 - Problem with 2 ID types (AMKA & AFM)
 - Presently multiple collection agencies
- Czech Republic (Tax Authority - no target date)



Unified Collection

- Unified ID
- Common data-sets
- Standardized calculation rules
- Frequency of reporting
- Reporting channels
- Data Ownership/Transfer/Update/Synchronization
- Revenue Transfer
- Control and compliance



Old System > New System

- ❑ Some benefits not contribution based
- ❑ Consolidation
 - Legacy IT Systems
 - Legacy Data – on various media
 - Data Cleansing
 - De-duplication
 - Verification
- ❑ Archive
 - Digitization
 - Preservation
 - Linkage with new
- ❑ *Greece (example of multi-challenges in transition)*



Employment Benefit/Services - *Additional Considerations for MIS*

- ❑ Extra data to be collected
 - Occupation type
 - Skills
 - Education
- ❑ Recent employment history needed
 - Short-term benefit relying on most recent employment/contribution history
 - Data differs from needs of pension benefits



Employment Benefit/Services - *Additional Considerations for MIS*

- Job counselling
 - Selection criteria
 - Case notes
 - Outcome
- Training
 - Course type
 - Attendance
 - Outcome
- Job Vacancy Database



Employment Benefit/Services - *Additional Considerations for MIS*

❑ Fraud Control

- ensure no concurrent working and claiming benefit
- requires ongoing linkage with contribution /employment data collection (unlike most pensions)

❑ Re-certification of Eligibility

- Criteria & Frequency
- Who updates and Where?

❑ Contribution history

Credits of contribution during period of unemployment?

- *Ireland – example of consolidation*



Non-Contributory - *Additional Considerations for MIS*

- ❑ Enumerate applicant's family / household
- ❑ IDs should link to key sources of qualification data:
 - civil records
 - tax records
 - employment records
 - social insurance records
 - social assistance records
 - health records
 - municipal/local records
 - education records



Non-Contributory - *Additional Considerations for MIS*

- ❑ Data from non-electronic sources – rules and procedures for validation, edit, input etc.
- ❑ Data from electronic sources – rules and procedures for validation, edit, collation, input etc.
- ❑ Recertification / Requalification of eligibility
 - frequency
 - risk categorize
 - what data to be re-certified?
 - cost / benefit to SS institution



Non-Contributory - *Additional Considerations for MIS*

□ ICT System

- Who will access?
- Share data with other institutions
- Track family members means/income.....

□ Cooperation with 3rd Parties

- SLAs – to share access and data
- Inspection and Control
- Data updating across institutions / databases

