MIS for Contribution and Pension Systems

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

Revenue

Executive Functions

Payout

Employment Services – Other Services?

Corporate Functions

Support Services
Service Delivery Model

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

Communication
Web.Mail.SMS/Phone etc

Paper
Forms
Reports/Decisions

Service Providers
Bank/Medical/Counselling
Training/Inspection/Control

Delivery Model
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