Day 1 (May 21, Wednesday)
Welcome and opening remarks (18:00-18:30)

Day 2 (May 22, Thursday)

Introduction: Implementing Social Protection Programs: Better Processes, Better Technology, Better Results (9:00-9:30)
• Robert Palacios, Lead Social Protection Economist (WB)

Session 1 Objectives and outcomes of modernization programs (9:30-10:35)
• From paper to electronic records: how MIS contributes to improved outcomes, Emil Tesliuc (WB)
• National Database of Social Information: Impact on social policies, “Dataprev”, Brazil, Rodrigo Assumpção

Session 2 Institutional framework for system modernization (10:50-12:15)
• New systems and old institutions: how to make them work together, Eimar Coleman
• Case of Moldova
• Case of Kyrgyzstan

Session 3 Models of system and data organization (13:45-14:50)
• Challenges of data integration, Richard Chirchir
• Case of Romania

Session 4 Reform planning and management (14:50-16:00)
• Project preparations, Yelena Vinogradova
• Case of Albania

Session 5 Special issues in social insurance and employment programs (16:15-17:40)
• MIS for contribution collection, pension accounts, and employment programs, Eimar Coleman
• Data management and reform of unemployment benefit scheme in Mexico, Ernesto Brodersohn
• Modernization of a pension program: Case of Azerbaijan

Day 3 (May 23, Friday)

Session 6 Beneficiary centered data policies and mechanisms (9:00 – 10:25)
• Unique identification, information privacy, data access and ownership, electronic signature, Wyly Wade
• New generation of Moscow Social Card, Sergey Lisitsin
• Case of Kazakhstan

Session 7 Recommendations on MIS implementation and procurement (10:40-12:10)
• MIS development approaches, Zlatan Sabic (WB)
• Risk management framework in procurement of IT services, Oleksiy Sluchynsky (WB)
• Case of Georgia

Session 8 Challenges of implementation: views of the clients, vendors, donors (13:45 - 15:20)
• Client-vendor relationships: Case of Serbia
• Implementation experiences of IBM, Brian J Lee-Archer (IBM)
• ICT implementation guidelines: International Social Security Association, Raul Julian Ruggia Frick (ISSA)

Live system presentation (15:30 – 16:40)
• Case of Turkey