

**REGIONAL FORUM ON MANAGEMENT  
INFORMATION SYSTEMS  
AND MODERNIZATION OF  
SOCIAL PROTECTION PROGRAMS  
EUROPE AND CENTRAL ASIA**

**MAY 21-24, 2014 • ISTANBUL TURKEY**



**РЕГИОНАЛЬНЫЙ ФОРУМ: ВНЕДРЕНИЕ  
ИНФОРМАЦИОННЫХ СИСТЕМ  
УПРАВЛЕНИЯ И МОДЕРНИЗАЦИЯ  
ПРОГРАММ СОЦИАЛЬНОЙ ЗАЩИТЫ  
РЕГИОН ЕВРОПЫ И ЦЕНТРАЛЬНОЙ АЗИИ**

**21-24 МАЯ 2014 ГОДА • СТАМБУЛ ТУРЦИЯ**

## 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