Session 1: Objectives and Outcomes of Modernization Programs

Chair: Mr. Hideki Mori (RSR Program Manager, World Bank)

- *Introduction: "Implementing Social Protection Programs:"—Mr. Robert Palacios (Lead Economist, World Bank)*

- "From Paper to Electronic Records"—Mr. Emil Tesliuc (World Bank)

- "National Database of Social Information"—Mr. Rodrigo Assumpção (Dataprev, Brazil)

Discussants: Ms. Margaret Grosh (World Bank); Representative from Armenia

Session 2: Institutional Framework for System Modernization

Chair: Mr. Vitalii Muzychenko (Director of the Department of State Social Care, Ukraine)

- "New Systems and Old Systems"—Mr. Eimar Coleman (Social Security Consultant, Ireland)

- Case of Moldova

- Case of Kyrgyzstan

Discussants: Mr. Ivan Drabek (World Bank); Representative from Tajikistan (Mr. Dzhamshed Karimov)

Session 3: Models of System and Data Organization

Chair: Mr. Bozidar Dakic (Director of the Republic Institute for Social Protection, Serbia)

- "Challenges of Data Integration"—Mr. Richard Chirchir (Development Pathways, Kenya)

- Case of Romania

Discussants: Mr. Amr Moubarak (World Bank); Representative from Uzbekistan (Ms. Adiba Nuruddinova)

Session 4: Reform Planning and Management

Chair: Mr. Baktybek Zhekshenov (State Secretary, Ministry of Social Development, Kyrgyzstan)

- "Project Preparations"—Ms. Yelena Vinogradova (Social Protection Consultant, Kazakhstan)

- Case of Albania

Discussants: Mr. Erkin Mamadaliev (World Bank); Representative from Macedonia (Ms. Sashka Ivanovska)

Session 5: Special Issues in Social Insurance and Employment Programs

Chair: Ms. Anita Schwarz (Lead Economist, World Bank)

- "MIS for contribution collection, pension accounts, and employment programs"—Mr. Eimar Coleman (Social Security Consultant, Ireland)

- "Data management and reform of unemployment benefit scheme in Mexico"—Mr. Ernesto Brodersohn (Consar & Technology Consultant, Mexico)

- Case of Azerbaijan: Modernization of a Pension Program

Discussants: Mr. Zoran Anusic (World Bank); Representative from Belarus

Session 6: Beneficiary Centered Data Policies and Mechanisms

Chair: Ms. Tatyana Antonchik (Deputy Head, Ministry of Social Development, Kirov Oblast, Russia)

- "Unique identification, information privacy, data access and ownership, electronic signature"—Mr. Wyly Wade (Unique Identification Authority of India, United States)

- "New generation of Moscow Social Card"—Mr. Sergey Lisitsin (Public Unitary Enterprise "Moscow Social Register," Russia)

- Case of Kazakhstan

Discussants: Mr. Robert Palacios (World Bank); Representative from Bosnia and Herzegovina (Mr. Adnan Vrazalica)

Session 7: Recommendations on MIS implementation and procurement

Chair: Mr. Dilorom Sodiqova (Minister's Advisor, Ministry of Health and Social Protection of Population, Tajikistan)

- "MIS development approaches"—Mr. Zlatan Sabic (World Bank)

- "Risk management framework in procurement of IT services"—Mr. Oleksiy Sluchynsky (World Bank)

- Case of Georgia

Discussants: Ms. Elvira Anadolu (World Bank); Mr. Rodrigo Assumpção (Dataprev, Brazil)

Optional Session: Income Support for the Poorest—A Review of Experiences in Eastern Europe and Central Asia

With: Ms. Margaret Grosh (Lead Economist, World Bank)

&

Mr. Emil Tesliuc (Senior Economist, World Bank)

Session 8: Challenges of Implementation—views of the clients, vendors, and donors

Chair: Mr. Ulrich Hoerning (Senior Economist, World Bank)

- Case of Serbia: Client-vendor relationships

- "Implementation experiences of IBM"—Mr. Brian Lee-Archer (IBM Curam Research Institute, Australia)

- "ICT implementation guidelines: International Social Security Association"—Mr. Raul Ruggia Frick (International Social Security Association)

Live System Presentation

Chair: Mr. Emil Tesliuc (Senior Economist, World Bank)

- Case of Turkey

- Case of Kazakhstan