



SOCIAL PROTECTION

# INFORMATION AND COMMUNICATION TECHNOLOGY

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

20 – 24 MAY 2024  
TURIN, ITALY



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## OVERVIEW

**ICT is an indispensable enabler of effective social security systems, but can also be a critical factor when things go wrong.** This course draws on international best-practice guidelines to explore approaches to strengthen implementation, reform and governance of the ICT aspects of social security systems. This is one of seven courses run in partnership with the International Social Security Association (ISSA) held simultaneously at the Turin Centre. Join a network of social security practitioners in this highly specialized course.

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PLACE

**TURIN, ITALY**



DATES

**20 – 24 MAY 2024**



COLLABORATIVE LEARNING

**ONLINE RESOURCES**



LANGUAGES **ENGLISH**



APPLICATION DEADLINE

**19 APRIL 2024**

## WHAT

### WHAT WILL I LEARN?

This course uses the ISSA Guidelines on Information and Communication Technology as a framework for assessing challenges and identifying innovations.

- **ICT governance and management:** concepts; definition of value management for ICT-based activities
- **ICT service delivery:** types of ICT-related services; software development; application management; ICT operations and service desk
- **Data and information management:** data governance and data quality; mechanisms for information retrieval and analysis; implementation of master data systems
- **Interoperability:** advantages of integrated social programmes; different dimensions of an interoperability model; interoperability standards and technologies
- **Data security and privacy:** corporate frameworks and standards; key activities of implementation
- **Mobile technologies:** key mechanisms to implement ICT-based services.

### WHAT WILL I BE ABLE TO DO?

- **Understand core approaches** to improve social security administration through ICT based on international best practice
- **Identify roles and responsibilities** in the governance and management of ICT systems
- **Utilise the ISSA Guidelines** as a framework for planning and implementing effective ICT
- **Develop country-tailored innovations** drawing on experience from other countries.

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## WHY

### WHY SHOULD I JOIN?

This course is designed specifically for social security professionals from ISSA member organizations.

- **ISSA-accredited experts** with decades of international experience in social security administration
- Join and interact with a **network professionals** from other ISSA member organizations, including those attending parallel courses
- **Mix of training methods:** lectures, plenary discussions, good practices, case studies, group work and individual exercises
- Successful participants receive an **ITCILO Certificate of Achievement**.



This course is an eligible course for the **Diploma for Social Protection Managers**. To achieve the Diploma, successful candidates must complete four courses within a five-year period and undertake a capstone assessment.

## WHO

### WHO TAKES THIS COURSE?

The course is designed for social security professionals of ISSA member organizations. Participants should hold positions directly related to the design and implementation of social security systems in the area of ICT and who are interested in applying ICT to improve the quality and performance of social security systems.

## HOW

The course consists of 60 total hours of learning, broken up into three phases.

- **Pre-course** (10 hours): Self-guided study through the online eCampus platform. Includes a pre-course assessment.
- **Residential week** (45 hours): 5-day interactive sessions at the ITCILO in Turin, including developing an individual presentation.
- **Post-course assignment** (5 hours): Individual assignment applying ISSA Guidelines to the participant's organization.

## HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/STF/A9017128/en> and apply before **19 April 2024**.

## PRICE

Tuition €1,775 Euros  
Subsistence €670 Euros  
Total **€2,445 Euros**

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### CAMPUS LIFE

The green campus with modern training facilities makes a unique space for learning

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### INTEGRATED E-LEARNING

Innovative training methodologies and integrated use of digital learning technology

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### CERTIFICATE OF ACHIEVEMENT

Successful participants will be awarded an ITCILO Certificate of Achievement

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### PEER-TO-PEER ASSESSMENT

Critical insights from professionals of ISSA member organizations

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SCAN THE QR CODE  
OR VISIT

[bit.ly/3EPF21T](https://bit.ly/3EPF21T)

# CAMPUS LIFE

## A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

## ENVIRONMENT AND SURROUNDINGS

### Grab a campus bicycle and explore the Turin Centre.

Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

## HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

## COMMUNITY ENGAGEMENT AND DIVERSITY

**Participants can enjoy social events organized by the Turin Centre** as well as by their course facilitators.

Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

## WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

# INFO

## FOR FURTHER INFORMATION PLEASE CONTACT

### International Training Centre of the ILO

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