ONLINE **SOCIAL PROTECTION**

E-LEARNING ON INFORMATION AND COMMUNICATION TECHNOLOGY

ISSA GUIDELINES, KNOWLEDGE-SHARING AND INNOVATION

1 JUNE – 10 JULY 2020
DISTANCE LEARNING

issa

ITC
International Training Centre

E-LEARNING ON INFORMATION AND COMMUNICATION TECHNOLOGY

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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) offered in an innovative e-learning format from 2020. This highly specialized course enables you to join a virtual global network of social security practitioners flexibly and without the need to travel.

ONLINE
ITCILO E-CAMPUS

DATES
1 JUNE – 10 JULY 2020

COLLABORATIVE LEARNING
ONLINE TUTORS AND RESOURCES

LANGUAGE
ENGLISH

APPLICATION DEADLINE
20 MAY 2020

WHAT

WHAT WILL I LEARN?

This course uses the **recently updated 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

WHY

WHY SHOULD I JOIN?

- **ISSA-accredited experts** with decades of international experience in social security administration

- Join and interact online with **a global network of professionals** from other ISSA member organizations to share learning and best practices

- This **new e-learning course** consists of a blend of online resources on good practices and case studies, "real time" interactive sessions led by highly experienced trainers, individual and collaborative group exercises using our E-Campus platform

- Successful candidates receive an **ITCILO Certificate of Achievement**

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.

Course learning materials and tuition will be offered online in English. The following requirements are therefore essential to participate in this course:

- the ability to use and access a computer with internet

- working knowledge of written English

HOW

The course consists of a number of online modules offered through the E-Campus online platform to be completed over a period of six weeks from 1 June to 10 July 2020, for an estimated total of 60 learning hours. The course is broken down into three phases.

- **Pre-course learning**: Flexible (asynchronous) self-guided online learning on E-Campus and an end of phase assessment

- **"Real time" learning**: Live interactive sessions and engaging video presentations by highly experienced trainers, blended with individual and collaborative group exercises, peer-to-peer assessment and online technical forums on E-Campus

- **End of course assignment:** Individual assignment applying ISSA Guidelines to the participants organization. Participants who successfully complete all assessments and the final assignment will receive a Certificate of Achievement

HOW TO APPLY

Find the application form at bit.ly/2QEI7Jq and apply before **20 May 2020**

PRICE

Tuition €900

Total €900

INTEGRATED E-LEARNING
An innovative e-learning experience bringing high-quality tuition on the ISSA Guidelines directly to you

THREE PHASES
Learning begins at own pace, continues through high-quality, engaging "real time" sessions and ends with an individual assignment

PEER-TO-PEER ASSESSMENT
Critical insights from professionals of ISSA member organizations

SCAN THE QR CODE OR VISIT

bit.ly/2wmiq8z

INFO

**FOR FURTHER INFORMATION
PLEASE CONTACT**

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