

Digital Economy & Social Security

Delivering Human Services in a Digital World

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Dominique La Salle, Director
Social Security Development Branch
International Social Security Association
lasalle@ilo.org

The ISSA at a glance



322 member organizations
156 countries

Founded in **1927**



HQ ILO Geneva

17

Liaison Offices
and Focal Points

1500+

participants in ISSA events each year
(average)

45
Staff in Secretariat



What Digitalization could do for Social Security

- Life-course approach – protect human capital
- Portability – identity management
- Predictive prevention through data analytics
- Internet of things to confirm life events & health status
- Extend coverage in globalized economy through digital platform



Identity Management & Information Sharing

■ Customized service offerings

- More personal info enables tailor-made services
- Information provided must generate tangible value
- Requires Data protection + confidence in institution

■ Portability of benefits

- A necessity in a shrinking world, ex: expat retirees, mobile workers, cross-borders internet workers
- Robust identity management - essential to integrity of business processes
- Requires standardization of social security data exchange



New digital platforms – freelancers/uber/etc...

- **New economic opportunities for many, but...**
 - A risk of decreasing coverage
 - Fragilize funding of programmes
 - Could lead to increased dependancy in future

- **Administrative implications:**
 - Enhancing the systems to enrol, collect contributions and deliver benefits to the self-employed.
 - ex: Malaysia scooter-taxi – it's doable!

- **How complex as an issue?**
 - Diversity of platforms, of workers, regulations, culture



ISSA's unique platform for Innovation

■ Unique platform to understand the issues and explore solutions

- In collaboration with member institutions, external partners
- Diverse membership and wide coverage
- Broad type of activities in different Branches and functions
 - Health, Disability, Pensions, etc
 - ICT, Actuarial valuation, Governance, etc

■ Federate the risk

- Social Security institution are by nature risk averse
- Allow consideration of approaches that may not be 'doable' in a national context
- Carrying out co-creation activities

■ Need to select topics where 'new think' is needed



■ Thank you!

