

# Tying the digital knots

The digital social protection conference

Friday, 14.09.2018,

8:30 am – 4.45 pm

University Club Bonn, Germany

## Abstract

Social protection programmes are often planned and implemented in isolation, failing to unlock the potential inherent to a harmonized and shock-responsive social protection system. Integrated information management can greatly move beyond the current fragmentation enabling a systematic approach to universal social protection. Digitalization can help tie the knots. Digitalized data on citizens leads to better analytics; digitalized information to better service delivery; digitalized administrative processes to more efficiency and transparency. However, the question remains, what is required to tie the knots and to move beyond mere digitalization, towards a truly integrated system? Which technical, political and financial challenges need to be overcome? How is data privacy guaranteed and data effectively coordinated across stakeholders? What are the innovations which might revolutionize or at least change the sector and what are the main pitfalls we should be looking out for?

The conference assembles development practitioners, digital experts, policymakers, donors and researchers as well as leading voices in the field of social protection, data security and information systems technology. It provides a platform for the discussion of concepts, ideas, implementation strategies and country experience in establishing integrated data management systems as well as the potential for future alliances in the field of digital social protection.

The purpose of the conference is to unpack opportunities and challenges for a greater use of digital solutions in integrated information management in social protection; and to identify ways forward that maximize opportunities and address challenges. We will seek to develop a road map for greater integrated information management.



**Tying the digital knots**

Social protection in practice



## Agenda

(8:30 – 9:00)  
Registration

## Welcome

(9:00 – 9:30)

**Intro Day's facilitator:** Sebastian Kuhn, GIZ

What is social protection? What does the new frontier *digital social protection* embrace? What are the key channels through which digitalization facilitates the delivery of social protection? In the context of the current drive for universal social protection, speakers will address the question of how digital solutions in integrated data management increase the impact of social protection programmes.

### Welcome address

Prof. Dr. Iris Groß, HBRS

### Social protection

Andreas Proksch, GIZ

### Digitalization in social protection

Alastair Ager, DFID

## Session 1

(9:30 – 10:45)

### Integrated Information Management – what is it and what does it look like?

How can digital technology enable integrated social protection data models ranging from social registries, management information systems (MIS) to civil/ tax registries to be linked into coherent information systems as part of a broader e-government eco-system? The session aims to familiarize the audience with the key concepts of integrated information management contributing to a more impactful implementation of social protection. Drawing on key lessons from countries that have invested in integrated information systems, the session explores how digital solutions can improve end to end social protection services and empower its beneficiaries.

**Session facilitator:** Emily Henderson, DFID

### Integrated information management

Short movie

### Beyond registries: A concept for integrated information management

Richard Chirchir, Development Pathways

### Integrated information management: the case of Malawi

Suzgo Luhanga, Ministry of Finance, Economic Planning and Development Malawi

### Q&A Session

Session facilitator



(10:45 – 11:15)  
Break

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## Session 2

(11:15 – 12:45)

### Technology Frontiers: Newest applications and their use for integrated information management

What are the key innovations in digital social protection – tried and tested in the field or still at a conceptual level? What potential lies in blockchain, machine learning or big data? With a series of short and crunchy technological spotlights, the session sheds some light on their purpose and application in integrated information systems.

**Session facilitator:** Hans-Peter Baur, Federal Ministry for Economic Cooperation and Development (BMZ)

### The potential of technology and integrated information management

#### Using GIS in integrated information management – the case of MGNREGA/India

Rajeev Ahal, GIZ India

#### With open source towards integrated information management - the example of openIMIS

Dr. Madan Kumar Upadhyaya, Health Insurance Board Nepal  
Saurav Bhatteari, GIZ Nepal

#### The potential of blockchain in social protection

Kate Dodgson, HumanityX, TU Delft HumTech Lab

#### Linking machine learning and Forecast-based Financing: The Togo Red Cross experience

Pablo Suarez, Red Cross Red Crescent Climate Centre



(12:45 – 13:45)  
Lunch

## Session 3

(13:45 – 16:30)

### Implementing digital social protection – Current challenges at national and international level

As establishing integrated information management and related digital tools is as much a political as it is a technical process, the session will draw on implementation experience and current developments in selected countries. What are and how to create a conducive institutional and political setting for digital social protection? How can we ensure that international agencies facilitate and not thwart integrated information management? What privacy and data protection requirements have to be considered and how to translate them into practice? What are necessary digital competencies on the side of citizens and the administration that need to be built up?

**Session facilitator:** Prof. Dr. Esther Schüring

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## Part a: National level

### Opportunities and challenges when implementing integrated information management systems

Valentina Barca, Oxford Policy Management (OPM)

### Establishing integrated information management – lessons learnt from several countries

Philippe Leite, World Bank

### Digital ID – citizenship, data privacy and biometrics

Paul Makin, Digital Finance and Identity Consultant at Trouver Ltd.

### Country reflections

Suzgo Luhanga, Ministry of Finance, Economic Planning and Development Malawi

Syed Mohsin Rizvi, National Database & Registration Authority (NADRA)

## Short Break

## Part b: International level

### Coordination at international level: lessons learnt from digital health

Carl Leitner, Digital Square

### Discussion session: Towards a roadmap: how can we maximize opportunities and address challenges for a greater use of digital solution in social protection?

Panel:

Alastair Ager, DFID | Anush Bezhanyan, World Bank | Dr. Axel Klaphake, Director, GIZ

# Conclusion & Wrap-Up

**Session facilitator:** Sebastian Kuhn, GIZ

**Closing remark** Stefanie Ruff, BMZ



Partners



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### EU Social Protection Systems Initiative



EU Social Protection Systems Programme