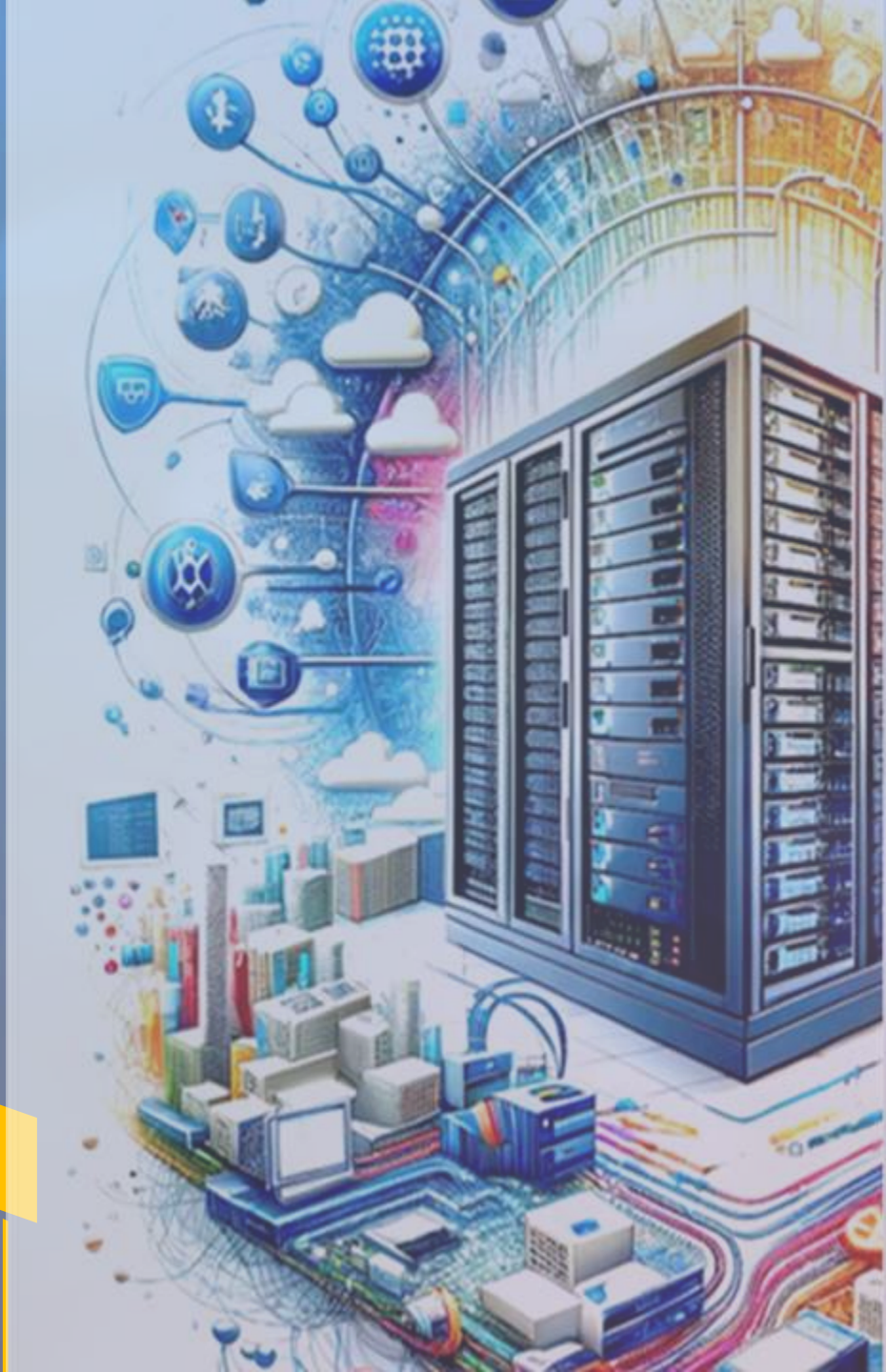
SPJ CLASS
CORE LEARNING ACADEMY & SOLUTIONS SERVICES

# Optimizing ASP through Enhanced Integration

## Case study: North Macedonia



WORLD BANK GROUP
Social Protection & Jobs

# What do we mean by Interoperability in Social Protection?

## Definition and Goals

- **Interoperability** enables different systems to exchange and utilize information seamlessly for effective service delivery.
- **Operational Integration**: Facilitates communication and operation across diverse technologies, protocols, and data formats.
- **Scope of Integration**: Integrates data and services across welfare, healthcare, employment, and other social benefits.

- **Goals of Interoperability**:
  - Efficient resource management.
  - Enhanced responsiveness of social programs.
  - Improved outcomes for beneficiaries through a comprehensive service view.
- **Beyond Technical Needs**: Involves aligning legal, organizational, and semantic frameworks for common understanding and compliance with standards.

# Integration as a continuous journey, not a destination

## Key considerations

**Common Vision on Data Exchange and Protection**

- Establish a shared understanding among stakeholders regarding data exchange principles and data protection protocols.

**Human-Centric Approach**

- Prioritize the needs of individuals and institutions in designing and implementing social protection systems, ensuring inclusivity and responsiveness
- Leverage ICT and digital platforms to address the specific needs of beneficiaries efficiently and effectively.

**Business Process Re-engineering**

- Rethink and optimize existing processes to align with digital transformation goals, enhancing the delivery and accessibility of social protection services.
- Avoid digitizing inefficiencies; instead, focus on streamlining and improving processes before digitization.

**Collaborative Journey**

- Engage in a collaborative effort involving various stakeholders to address data exchange/ interoperability challenges collectively.

# Integration as a continuous journey, not a destination

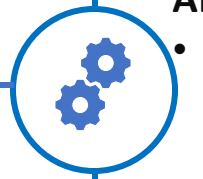
## Key considerations

**Inclusive Approach**

- Provide various channels and touchpoints for individuals to access social protection services, catering to diverse needs and preferences.
- Utilize big data analytics to identify and reach individuals who may be excluded from traditional social protection systems, enabling proactive outreach and support.

**API Integration**

- Implement APIs to facilitate data exchange and integration between different databases and systems.

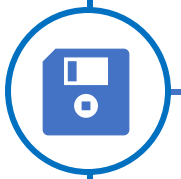


**Data Sharing Agreements**

Establish clear protocols and agreements for data sharing among relevant stakeholders, ensuring compliance with data protection regulations and safeguarding privacy.

**Data Reusability**

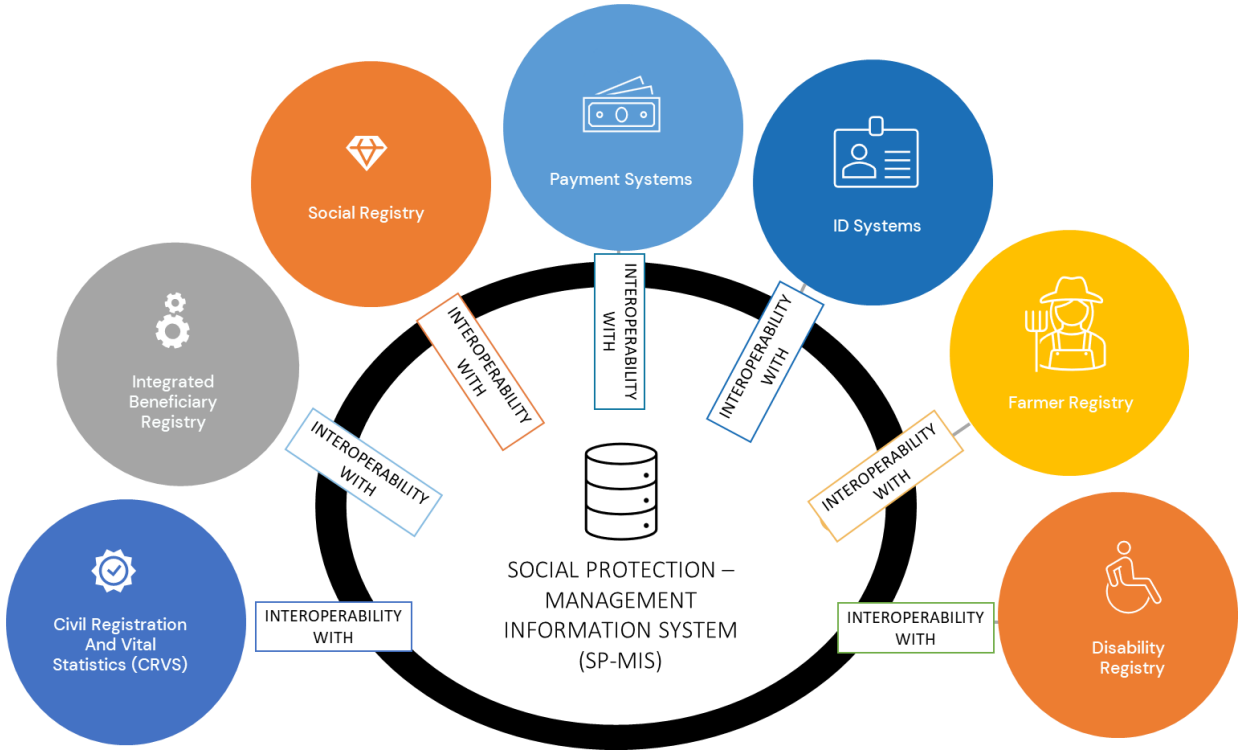
- Promote the reuse of existing data to minimize redundancy and streamline data collection, avoiding duplication and ensuring data accuracy.



# Digital Convergence Initiative

## Helping define interoperability standards

- A joint effort by USP2030 members and non-members, governments, development partners and private sector towards creating a harmonized and interoperable digital ecosystem for social protection
- Workstreams:
  - **Talking Interoperability:**
    13 webinars held showcasing interoperable and integrated SP system
  - **Interoperability in Action:**
    Workshop series (7 Interoperability in Action workshops to demonstrate live interoperability in DCI sandbox )
  - **Standards formulation:**
    CRVS (completed), IBR and SR in progress




Standard Documentation on

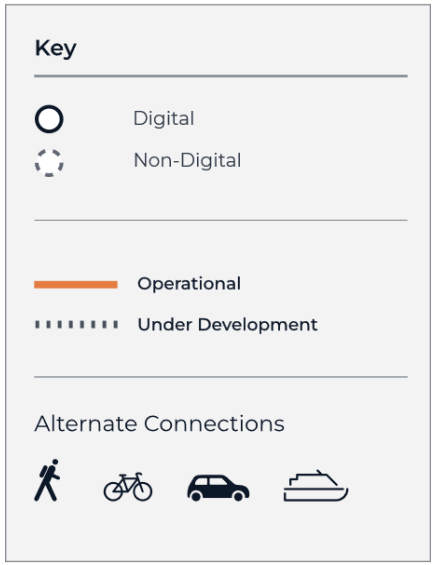
GitBook https://standards.spdci.org

GitHub https://github.com/spdci

Redocly API specs on DCI GitHub

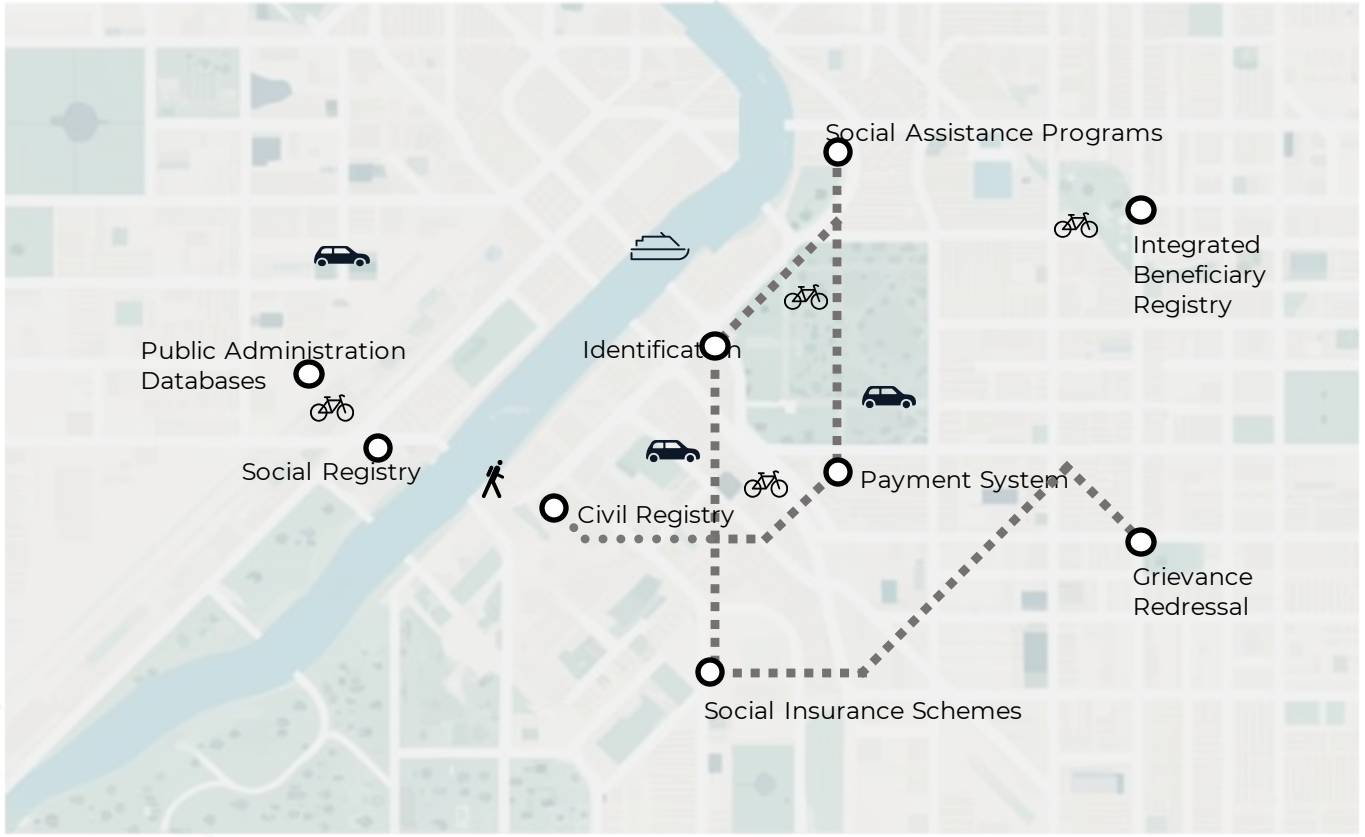
# INTEGRATION AS TRANSPORTATION NETWORK

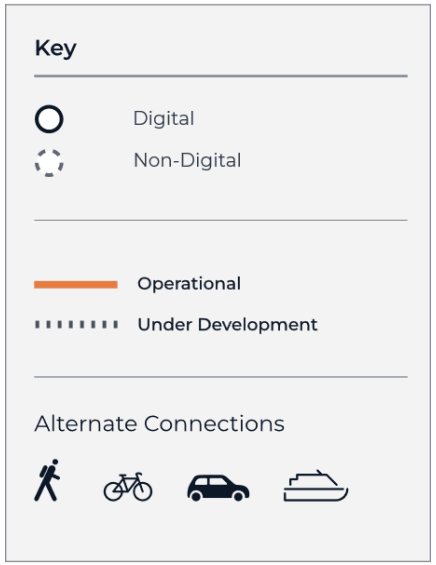
## Fragmented, Non-Digital System

# INTEGRATION AS TRANSPORTATION NETWORK

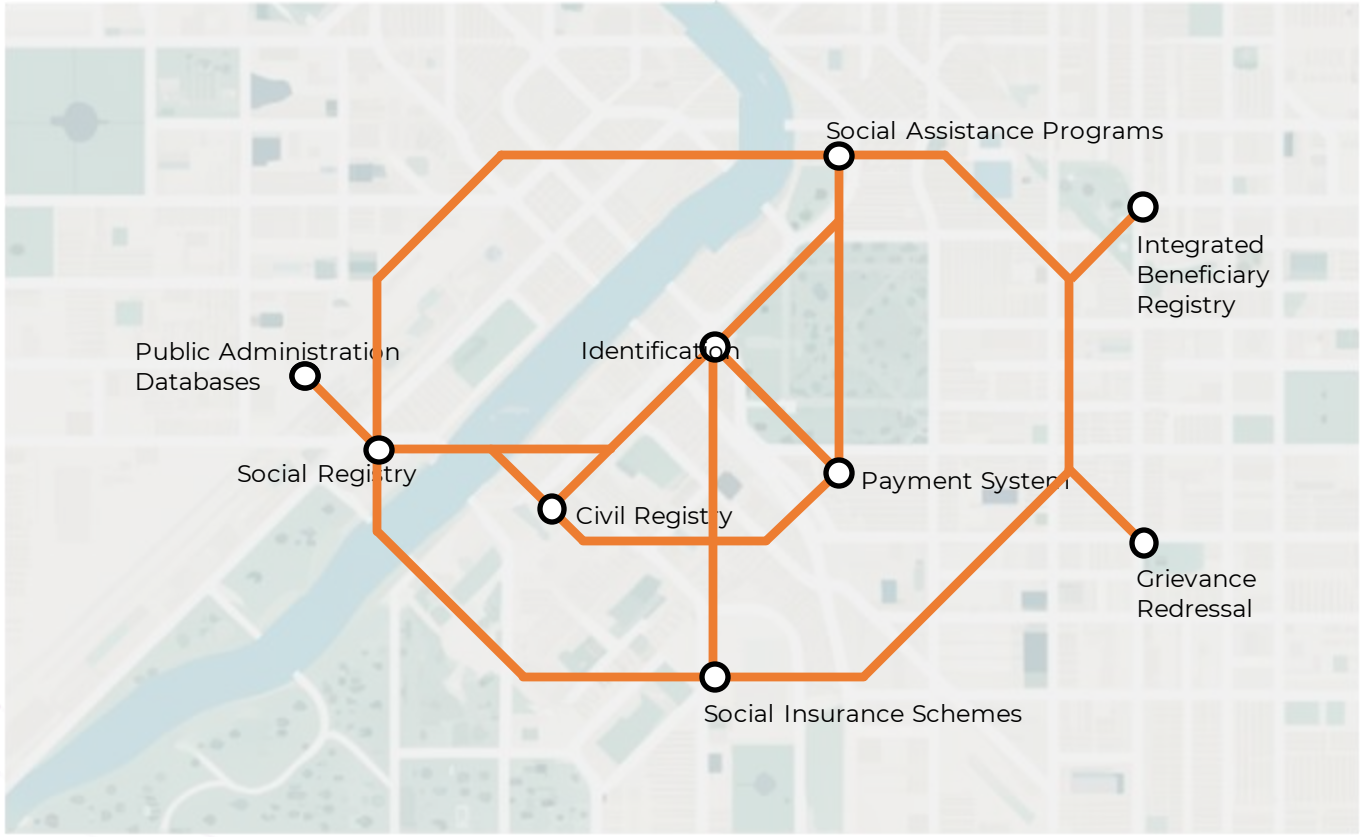
## Fragmented, Digital System

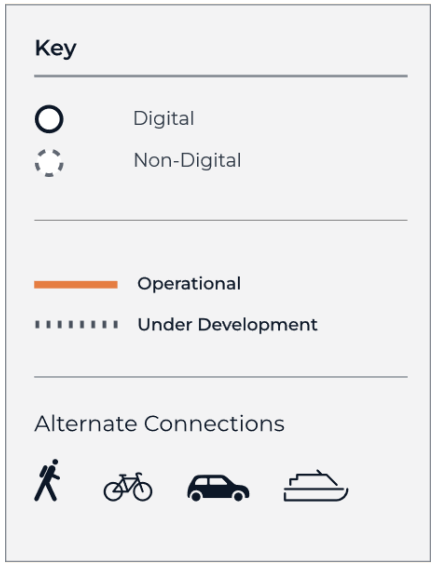


# INTEGRATION AS TRANSPORTATION NETWORK

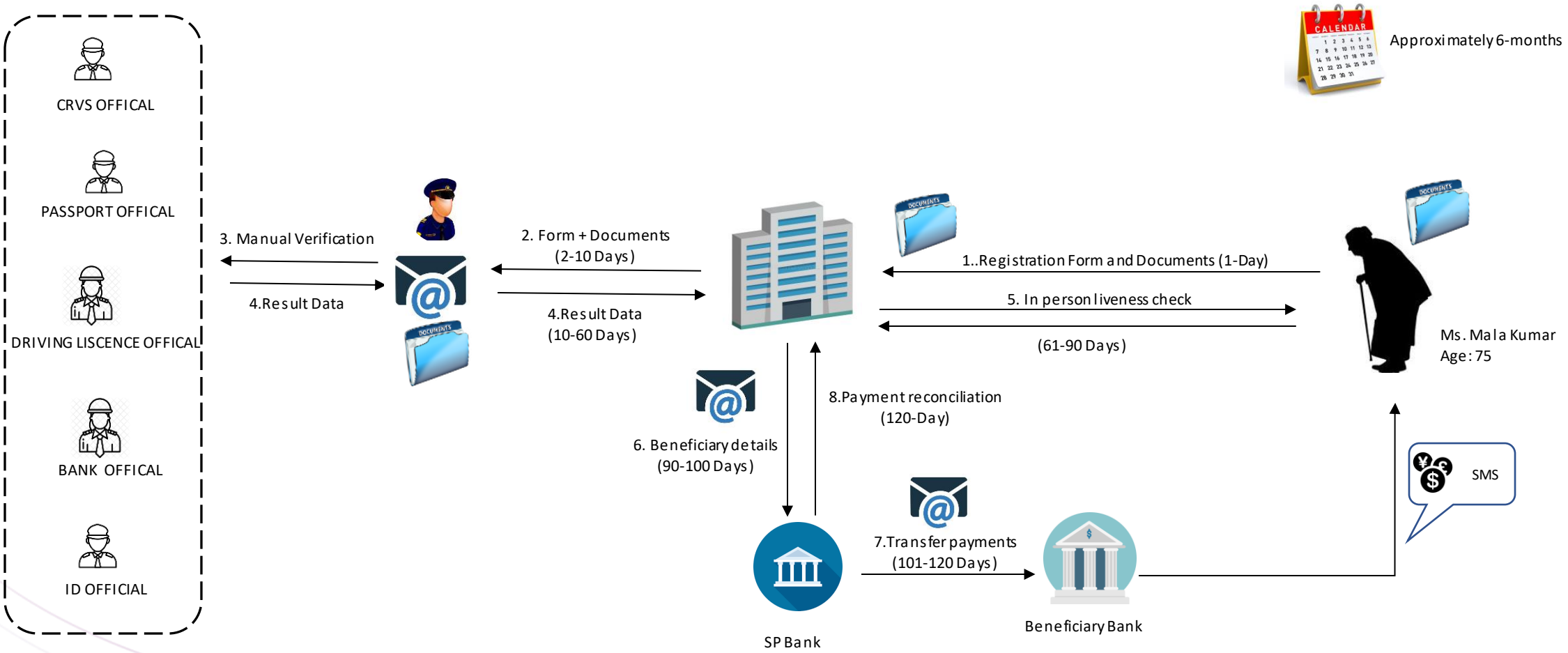
## Digital, Fully Interoperable System



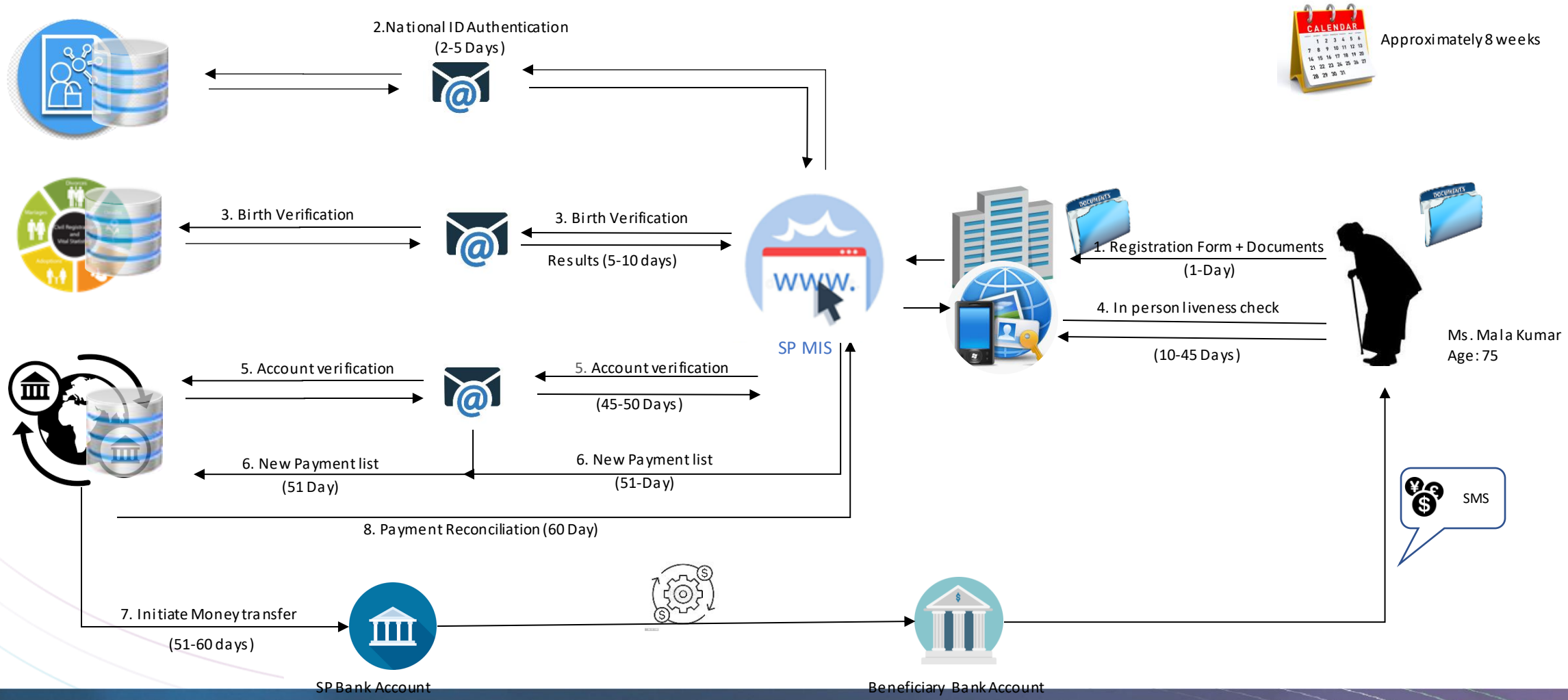
# INTEGRATION FROM USER PERSPECTIVE: OLD AGE ALLOWANCE

## Scenario 1: No digital systems



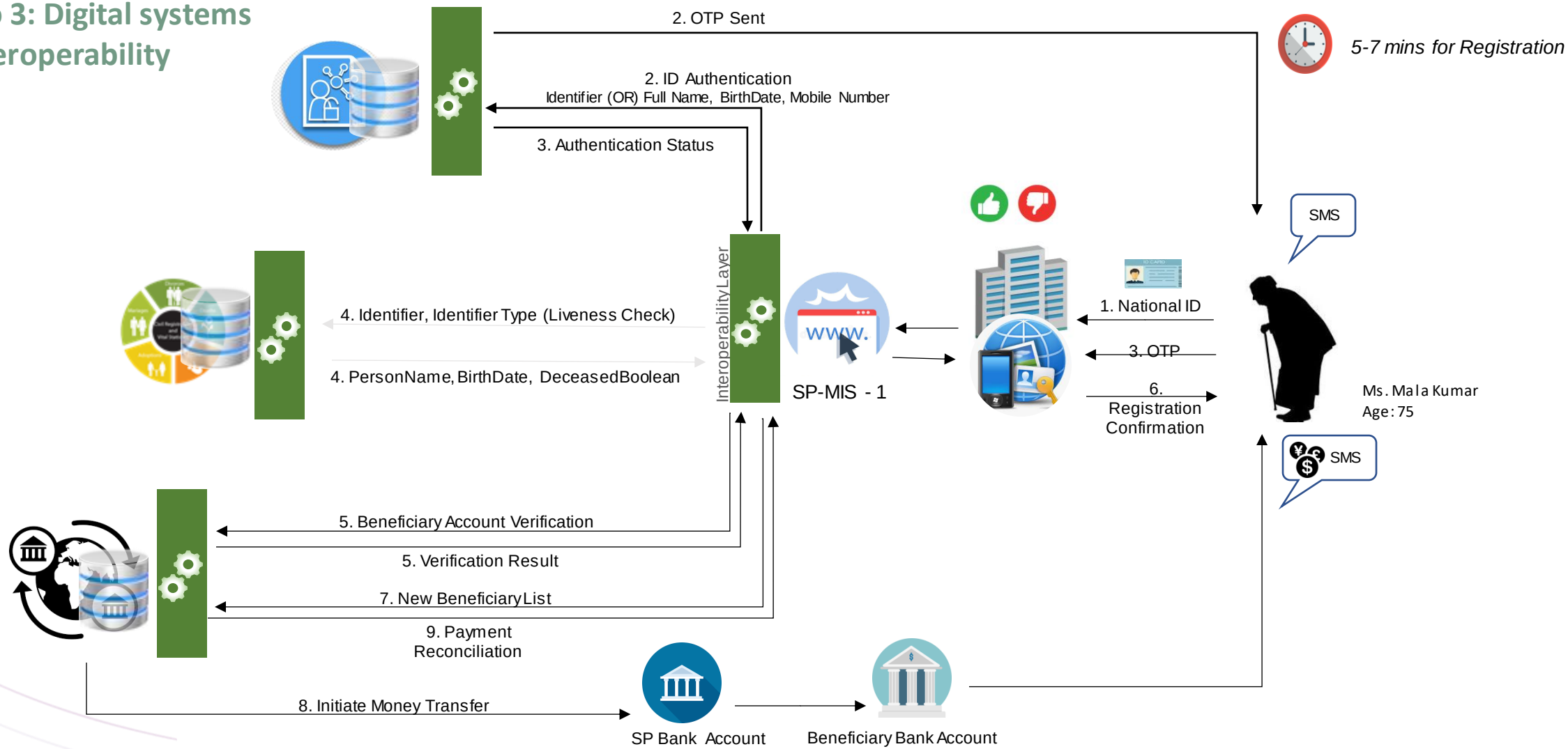
# INTEGRATION FROM USER PERSPECTIVE: OLD AGE ALLOWANCE

## Scenario 2 : Digital Systems but without Interoperability



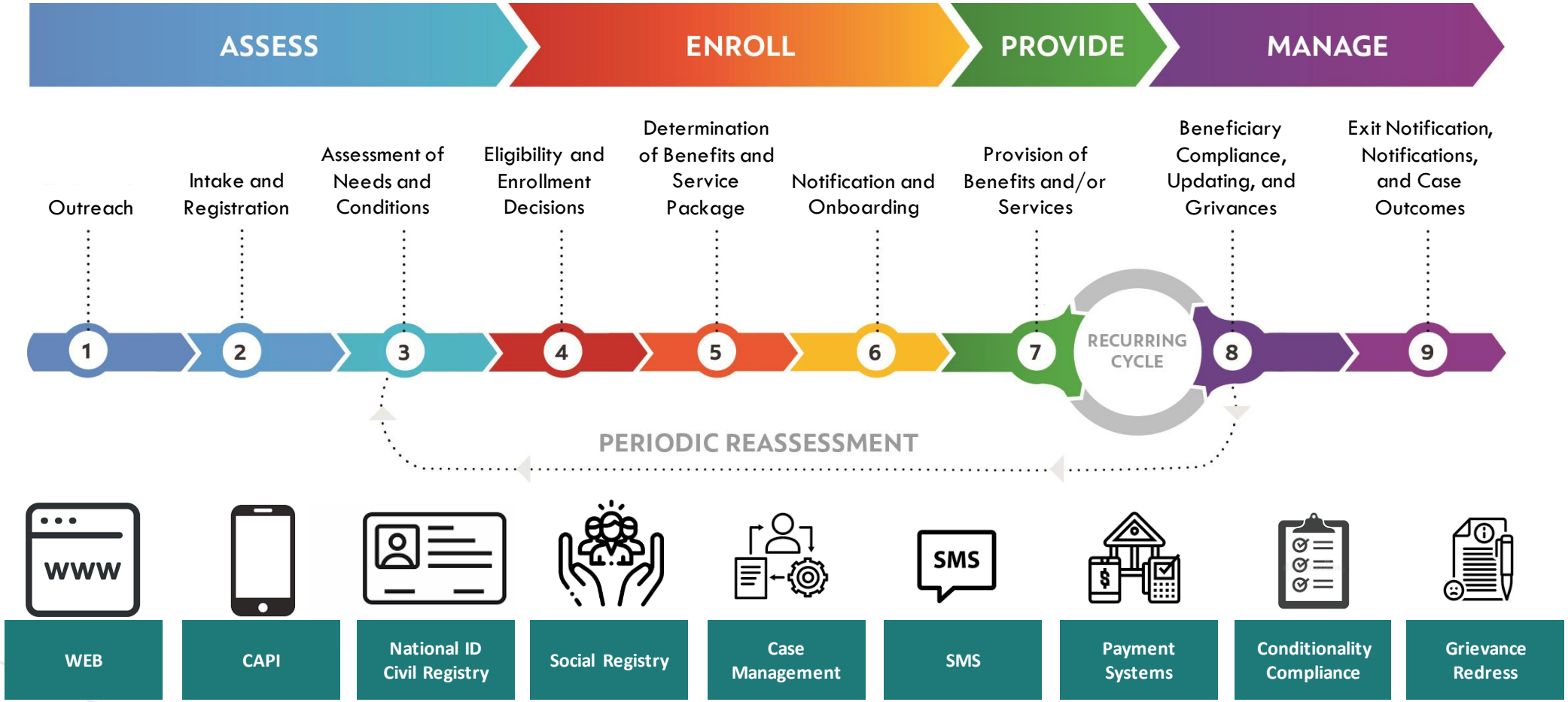
# INTEGRATION FROM USER PERSPECTIVE: OLD AGE ALLOWANCE

## Scenario 3: Digital systems with Interoperability



# WAYS TO DIGITIZE ACROSS THE DELIVERY CHAIN

## Examples of relevant systems integrations



SPJ CLASS
CORE LEARNING ACADEMY & SOLUTIONS SERVICES

# NORTH MACEDONIA SOCIAL SERVICES IMPROVEMENT PROJECT

## SWIS - Social Welfare Information System

WORLD BANK GROUP
Social Protection & Jobs

SPJ CLASS

*CORE LEARNING ACADEMY & SOLUTIONS SERVICES*

# THANK YOU

WORLD BANK GROUP
Social Protection & Jobs

SPJ CLASS
CORE LEARNING ACADEMY & SOLUTIONS SERVICES

# BACKUP SLIDES

WORLD BANK GROUP
Social Protection & Jobs

# Data Exchange and Interoperability

## Introduction

**Overview:**

- Data exchange is critical to facilitate information flow between system components in DSPDS (Digital Social Protection Delivery Systems).

**Key Mechanisms:**

- Pulling, pushing, or synchronization of data depends on data volume, latency, and system complexity.

**Importance of Interoperability:**

- interoperability involves political, legal, organizational, semantic, and technical levels, all supported by political buy-in.

# Data Exchange and Interoperability

## Mechanisms and Frameworks

**Transactional vs. Bulk Data**:

- Difference between transactional (chatty) and bulk data exchanges, hybrid approaches may also be utilized.

**Technical Standards:**

- Importance of adhering to service-oriented IT architecture standards, including the use of open-source technologies, open APIs, JSON, XML, CSV, and widely accepted data exchange standards like HTTP.

**Frameworks in Action:**

- Frameworks require common data dictionaries, metadata, thesauruses, taxonomies, ontologies, and service registers to ensure semantic interoperability.

# Data Exchange and Interoperability

## Governance and Security

**Data Sharing Protocols:**

- Crucial role of clear legal and operational frameworks that specify the types of information shared, access levels, and security measures.

**Conflict Management and Data Security:**

- Systems manage data conflicts and ensure data integrity and privacy, through specific protocols (e.g., Chile and Türkiye)

**Impact of Governance:**

- Governance role for data protection, risk of outdated data, and scalability issues, and influencing the choice of data integration models.