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EXCELLENCE IN SOCIAL SECURITY



WORLD SOCIAL  
SECURITY FORUM

BRUSSELS 2019

# Towards a frictionless social security

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#ISSAWSSF #protectingyou2019

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***Question 1:  
what do socially  
insured people,  
employers and  
policy makers  
expect ?***

**Effective  
social  
protection**

**Fraud  
prevention  
& repression**

**Policy  
support**







**Benefits  
automatically  
granted**

**Happy flow**

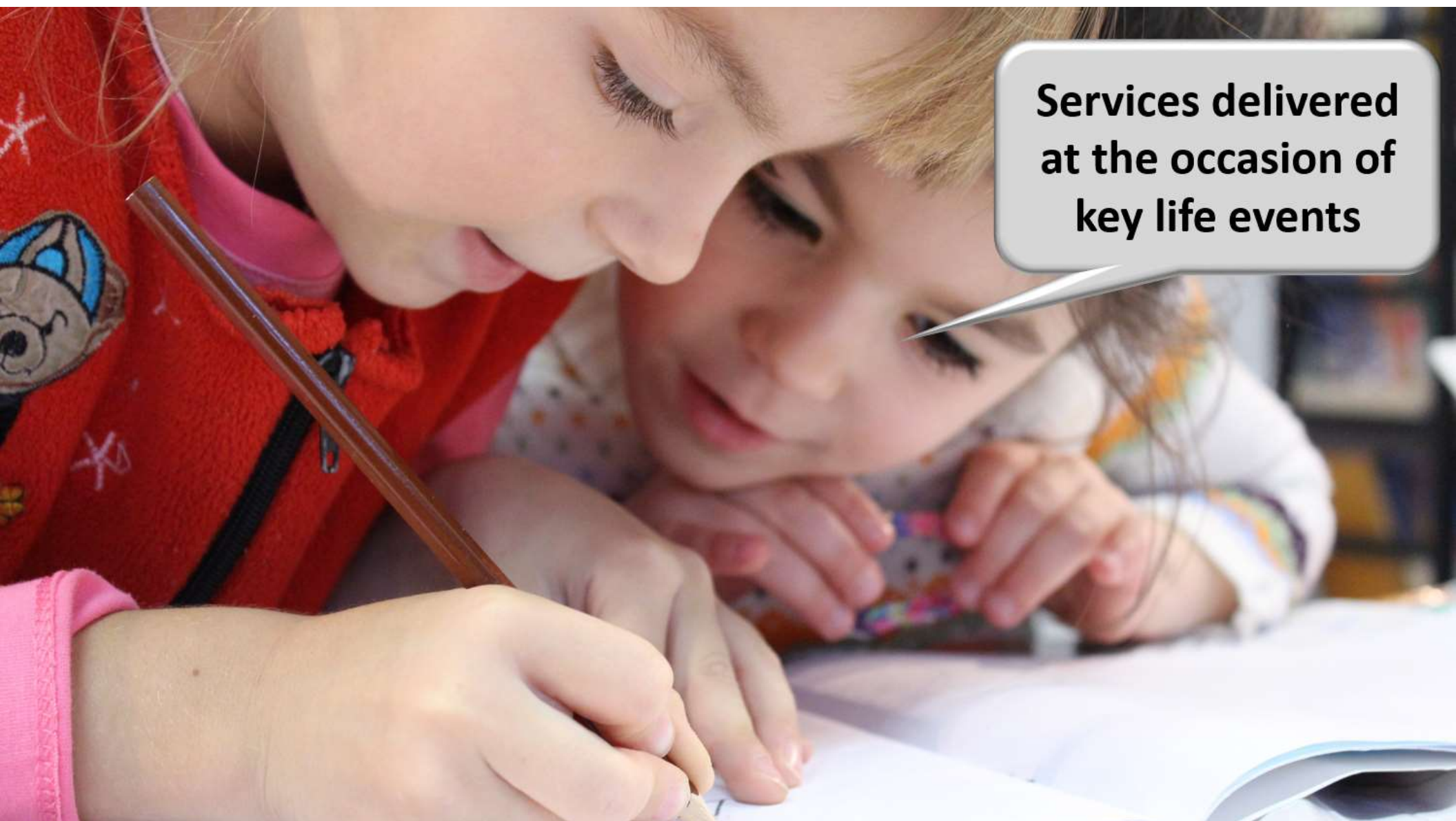
No digital  
divide





**Integrated  
services across  
institutions**





**Services delivered  
at the occasion of  
key life events**





**Minimal  
administrative  
burden and  
minimal cost**





**Self  
service**

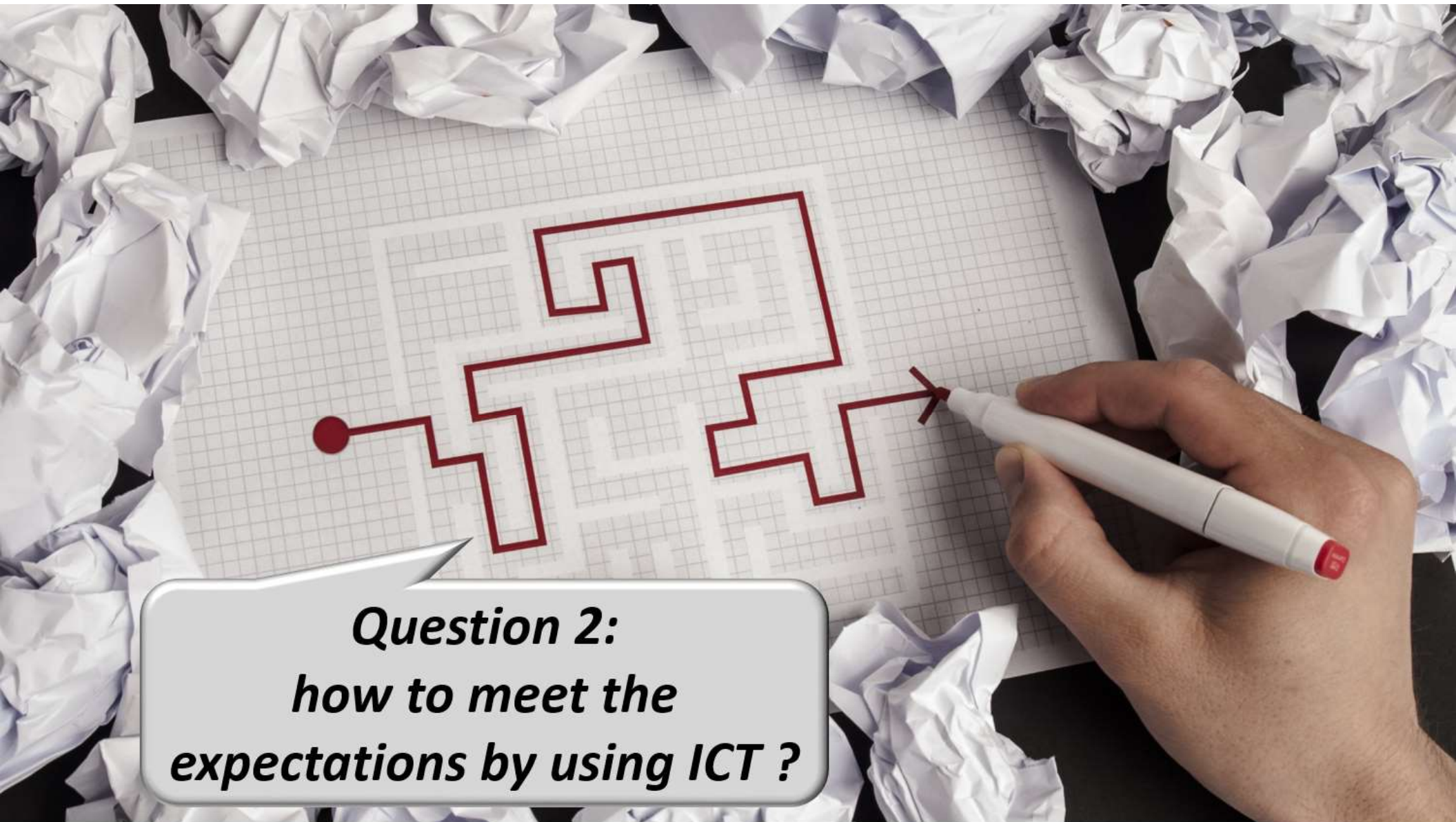




A photograph of two men in a parking garage. The man on the left is wearing a black polo shirt, khaki pants, a white hard hat, and safety glasses. He is crouching and pointing at a mark on the floor. The man on the right is wearing a striped shirt, a high-visibility yellow vest, black pants, a white hard hat, and safety glasses. He is also crouching and pointing at a mark on the floor. The background shows the concrete structure of a parking garage with a long perspective view down a central aisle.

**Fair  
competition**

**Legal  
certainty**



**Question 2:**  
*how to meet the  
expectations by using ICT ?*





**Common vision  
Co-operation**



**Only once  
collection of  
factual data**



**Multifunctional  
data use**







**Business process  
re-engineering**





**Authentic  
sources & data  
sharing**





**Security:**  
confidentiality,  
availability,  
integrity

**Risk management**  
via multilayered  
measures



A person in a dark suit and light pink shirt is holding a transparent blue card with a golden padlock icon in the center. The card is held up in front of their face. The background is dark blue with a pattern of glowing blue binary code (0s and 1s). A light blue speech bubble with a white pointer is on the right side, containing the text "Access authorization & logging".

**Access  
authorization  
& logging**





Computer  
literacy




**Entrepreneur-  
ship**

**Corporate  
culture and  
teamwork**



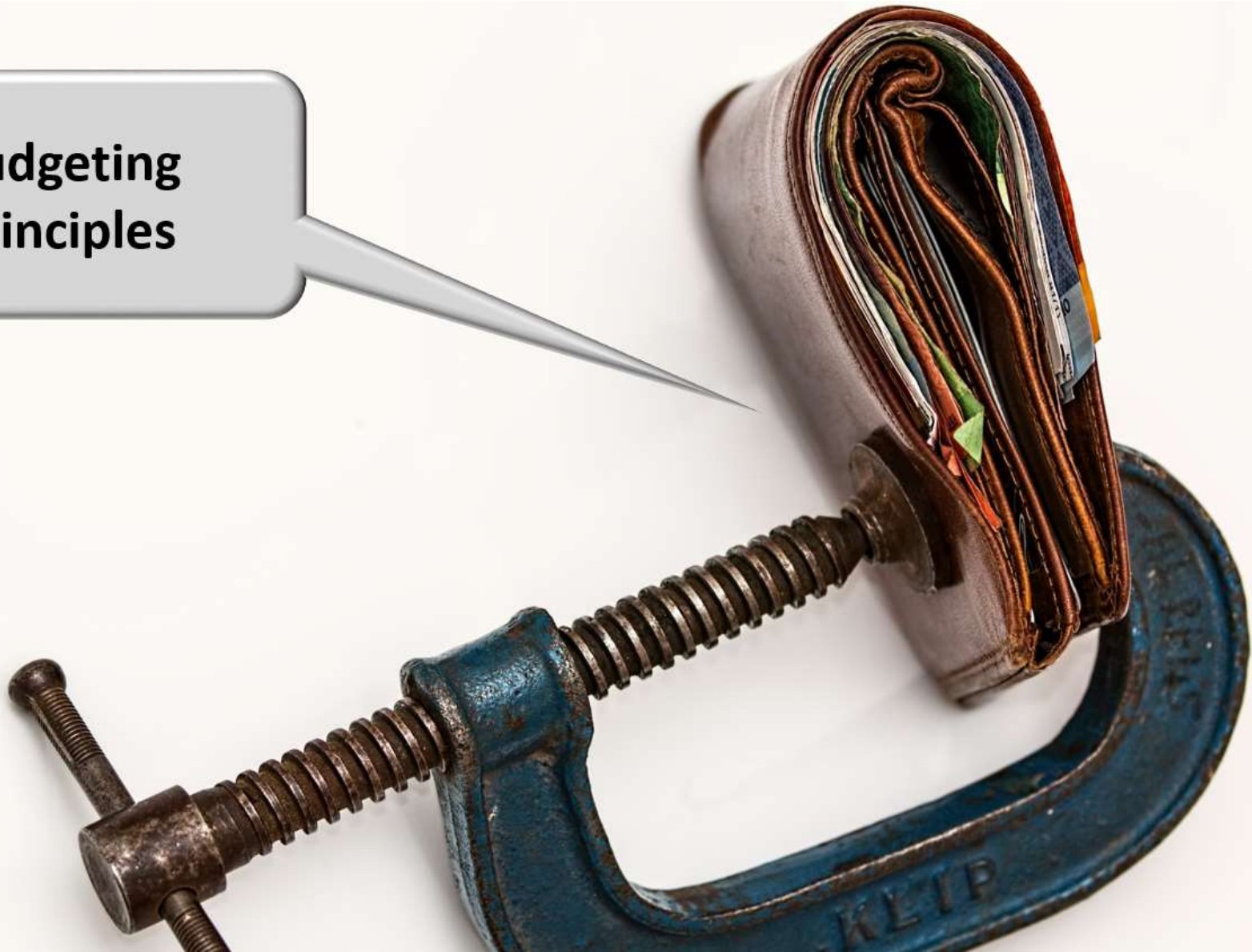


A photograph of several large, cylindrical industrial storage tanks at night. The tanks are illuminated from below, creating a strong vertical glow. They are part of a larger industrial facility with various pipes, ladders, and structural elements visible. The sky is dark and cloudy. A speech bubble is overlaid on the image, containing the text 'Added value rather than existing legal competences'.

**Added value rather  
than existing legal  
competences**

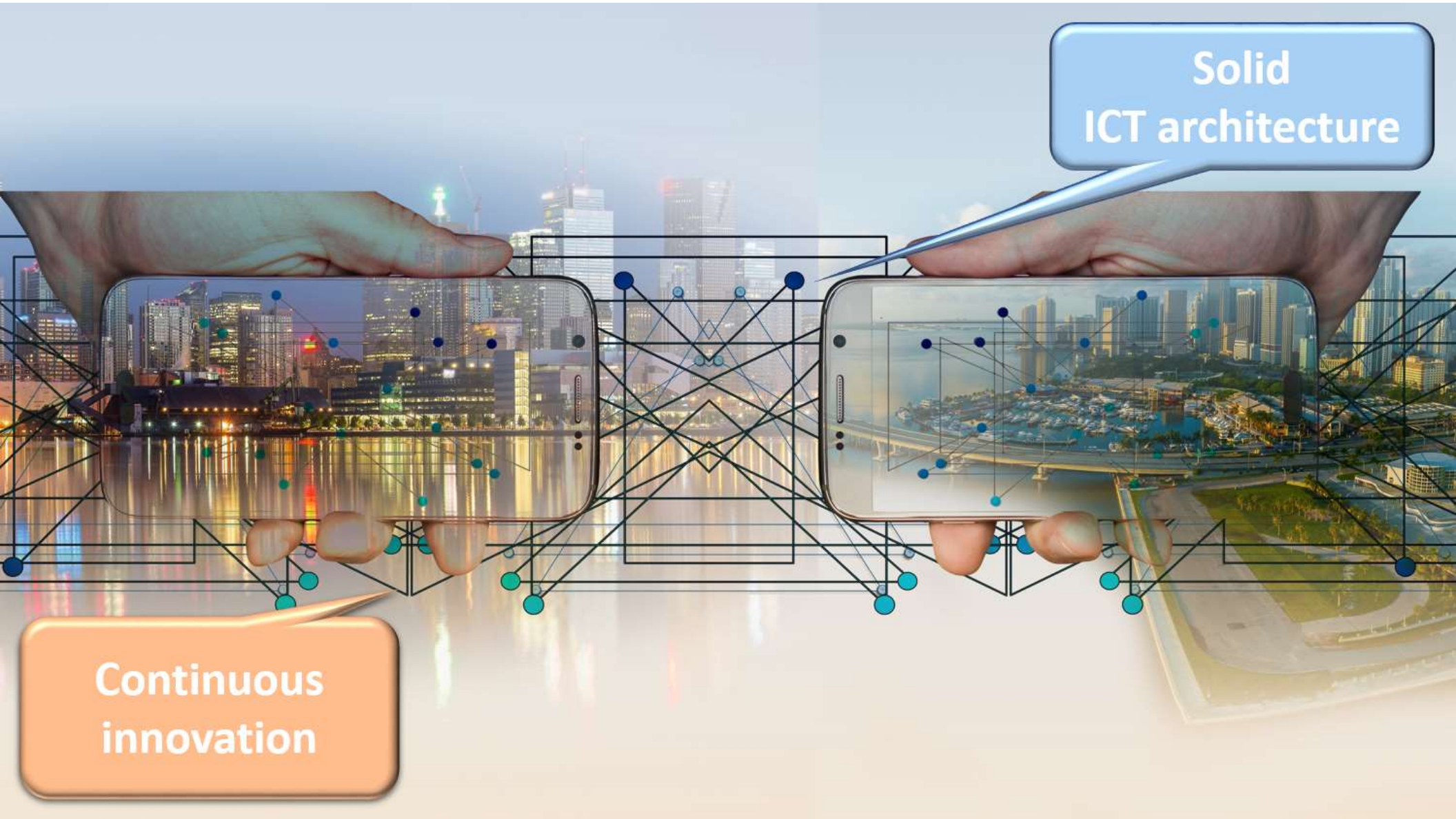


**Budgeting  
principles**



**Solid  
ICT architecture**

**Continuous  
innovation**





**Reuse of  
components  
and services**

**API approach**





Service Oriented Architecture (SOA)  
REpresentational State Transfer (REST)  
Plug & play





**Technology  
&  
policy watch**

A silhouette illustration of the evolution of man from an ape-like ancestor to a modern human, set against a dramatic sunset sky. The figures are shown in a line, progressing from left to right. The first figure is an ape-like creature on all fours. The second is a crouching hominid. The third is a walking hominid. The fourth is a modern woman holding a long spear. The fifth is a modern man holding a smartphone. A yellow speech bubble points to the third figure.

**Mobile  
applications**



## **Cloud computing**

- **cost reduction**
- **faster time to market**



The background of the slide is a dark blue field filled with white binary code (0s and 1s) arranged in a perspective that creates a sense of depth, receding towards the right. Overlaid on this are several concentric, semi-transparent blue circles and arcs that also follow a perspective, creating a tunnel-like or orbital effect.

## Big data analysis for

- fraud prevention
- policy support
- detection of non-take up





## **Artificial intelligence**

- **support of big data analysis**
- **virtual personal assistants**
- **machine learning**



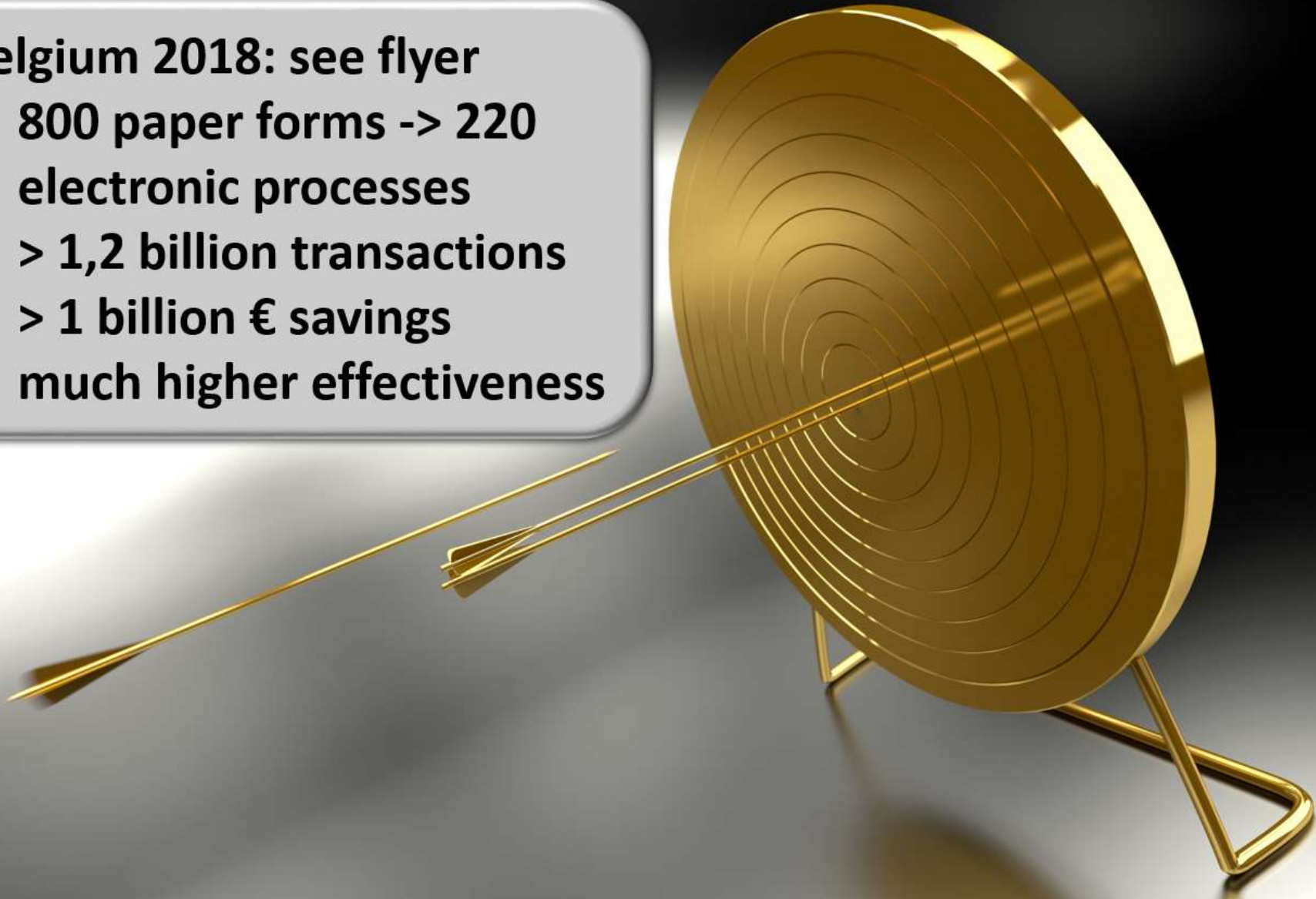


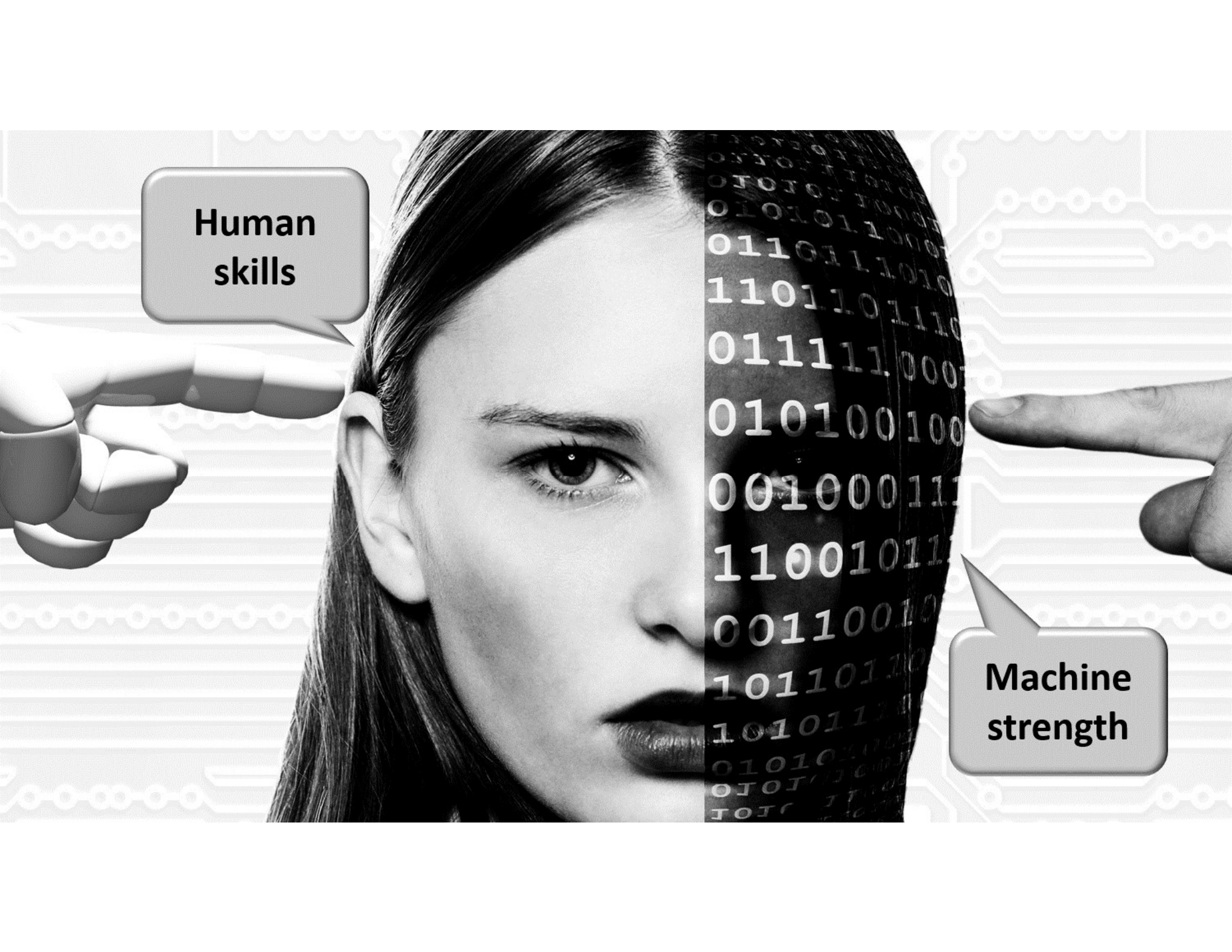
**Designate  
an institution  
as driving force**



**Belgium 2018: see flyer**

- **800 paper forms -> 220 electronic processes**
- **> 1,2 billion transactions**
- **> 1 billion € savings**
- **much higher effectiveness**





**Human  
skills**

**Machine  
strength**





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# Thank you ! Success !

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