

IS for management of social benefits – our journey to the goal

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Social Benefits Agenda



- The agenda is distributed across Local Labor Offices, Social Affairs and Family
- The agenda is methodically managed by the Central Office of Labor, Social Affairs and Family and the Ministry of Labor, Social Affairs and Family of the Slovak Republic
- The agenda covers following processes:
submission an application for social benefits,
approval of benefits, and payment of benefits

Current Problems



- It is mostly needed, that the claimant has to come personally at the local labor office, social affairs and family
- It is needed to visit other public administration institutions in order to get required confirmation statements
- A large amount of paper agenda and related demands of its processing
- Limited control mechanisms in regard to low integration of information systems of public administration

Solution Approach at MPSVR SR



- National Project
Electronic services by the Slovak Ministry of Labor, Social Affairs and Family, department Administration of State Social Benefits, Social Services and Assistance in Material Need started in March 2010
- **The Primary Goal:** facilitating the process of applying social benefits for Slovak citizens



Project Parts



Creation of conditions and implementation of system for providing electronic services in the area of state social benefits, insurance and help

1 – Centralization of process areas of a particular department

2 – Designing environment of electronic communication at central level

3 – System integration and communication interface of the project

4 – Delivery of Oracle licenses

RSD
PRO

RSD
MIS

RSD
DSD

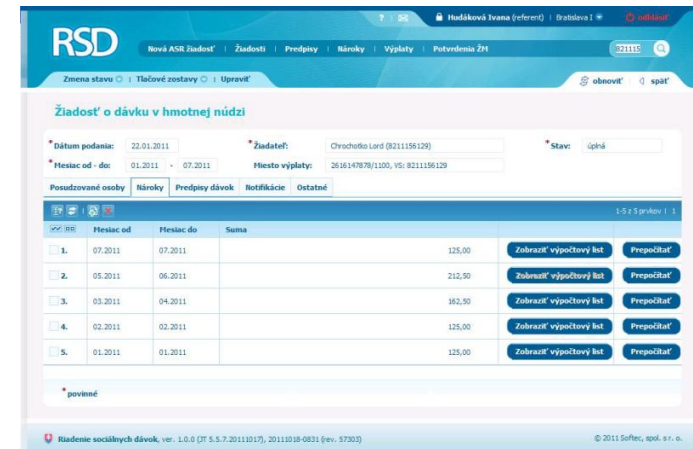
Document
Management
System

IAM

Tools for
supporting
operation of the
IS

IS RSD

- **IS RSD** = information system for management of social benefits
- Reaching the primary goal by following:
 - Centralization of social benefits agenda
 - Electronization of services
 - Integration of IS RSD with other IS of public administration



The screenshot displays the RSD web application interface. The main heading is "Žiadosť o dávku v hmotnej núdzi" (Request for a benefit in material need). The interface includes a navigation menu with options like "Nová ASR žiadosť", "Žiadosti", "Predpisy", "Nároky", "Výplaty", and "Potvrdenia ZH". A search bar shows the number "321115". Below the heading, there are input fields for "Dátum podania:" (22.01.2011), "Žiadateľ:" (Cvachofo Lord (8211156129)), "Mesiac od - do:" (01.2011 - 07.2011), and "Miesto výplaty:" (2616147676/100, VS: 8211156129). A table lists payment periods and amounts:

№	Mesiac od	Mesiac do	Suma		
1.	07.2011	07.2011	125,00	Zobraziť výpočtový list	Prepočítať
2.	05.2011	06.2011	212,50	Zobraziť výpočtový list	Prepočítať
3.	03.2011	04.2011	162,50	Zobraziť výpočtový list	Prepočítať
4.	02.2011	02.2011	125,00	Zobraziť výpočtový list	Prepočítať
5.	01.2011	01.2011	125,00	Zobraziť výpočtový list	Prepočítať

At the bottom, there is a "povinné" section and a footer with the text "Riadenie sociálnych dávok, ver. 1.0.0 (Z 5.5.7.20111017), 20111018-0831 (ev. 57303)" and "© 2011 Softec, spol. s r. o."

Principles of Electronization of Services



- Citizen's access to electronic services by Central Public Administration Portal (authentication via IAM)
- Realization of submissions by secure electronic signature (ZEP) :
 - Citizen has got his own ZEP
 - Citizen visits IOM and uses services provided by an employee having ZEP
- Communication along public administration IS is supported by legislation and is legally binding

Project Assets to Citizens



- Submitting applications for social benefits is possible to be realized via internet or at points of contact
- Tracking information on status of processing the applications, as well as paid benefits via internet
- Elimination of citizens' obligation to submit documents of data that are maintained in other IS of public administration
- Introducing the option of sending electronic confirmation statement

Project Assets to Users



- Higher automation of application recording and following approval process of the social benefits claim
- Because of centralization the relevant information is available
- Prevention of multiple entry of the same data
- Shorter time needed for obtaining all relevant papers to the application and on that account possible shorter time for processing the application

What We've Already Done



- **Analysis and Solution Proposal – 04/2011**
- **Implementation of Module of Master Data Management – 08/2011**
- **Implementation of Production System – accepted 10/2011**
- **Implementation of BI support– 10/2011**

What Is In Front Of Us



- **Integration of IS RSD with other information systems** – supposed completion in January 2012
- **Integration Testing** – February 2012
- **Trainings** – March - June 2012
- **Pilot Operation** – April – June 2012
- **Starting the Production Operation** – July 2012

Current Problems (1)



- **Missing Central Public Administration Portal and its components**
- **Solution:**
 - Providing for a MPSVR SR's own portal that will contain electronic forms for application submission
 - Providing for MPSVR SR's own modules of electronic mail room and IAM

Current Problems (2)



- **Shifting/non-starting other related projects (Register of Citizens - RFO, electronic services of SP)**
- **Solution:**
 - Temporary solution by so-called legally non-binding communication
 - Starting-up integration with RFO and IS SP

Current Problems (3)



- **Need for training thousands of users**
- Solution:
 - Parallel training of users

Legislative Support



- Government Department of Slovak Ministry of Labor, Social Affairs and Family:
 - Revision proposal of legislative conditions for submission of applications for social benefits by e-mail (by using ZEP)

- eGovernment in general:
 - Proposal of Act on Electronization of Administrative Processes

Discussion

