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EXCELLENCE IN SOCIAL SECURITY

Combatting non-take-up through communication and outreach

Portuguese Social Security Digital Transition

Paula Salgado, President

Institute for Informatics, Portugal

Gisela Matos, Institute for Social Security

**IEN Technical Seminar: Social security and human rights –
Ensuring access and combatting the non-take-up of social benefits**

8–9 June 2023, Belval, Luxembourg



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New Paradigm

- 
- Information in real time, cloud computing;
 - Artificial Intelligence;
 - Citizens and companies expect public services to incorporate their preferences;
 - In 2020 the whole world was faced with one of the biggest pandemics.



Digital Transition Plan

- Is the New Program of Digital Transformation of Social Security
 - Framed in Component 17 of the Recovery and Resilient Plan;
 - Aimed to change the paradigm of the model of Social Security's relationship, making life easier to people, families and companies;
 - Investment: 200 M€

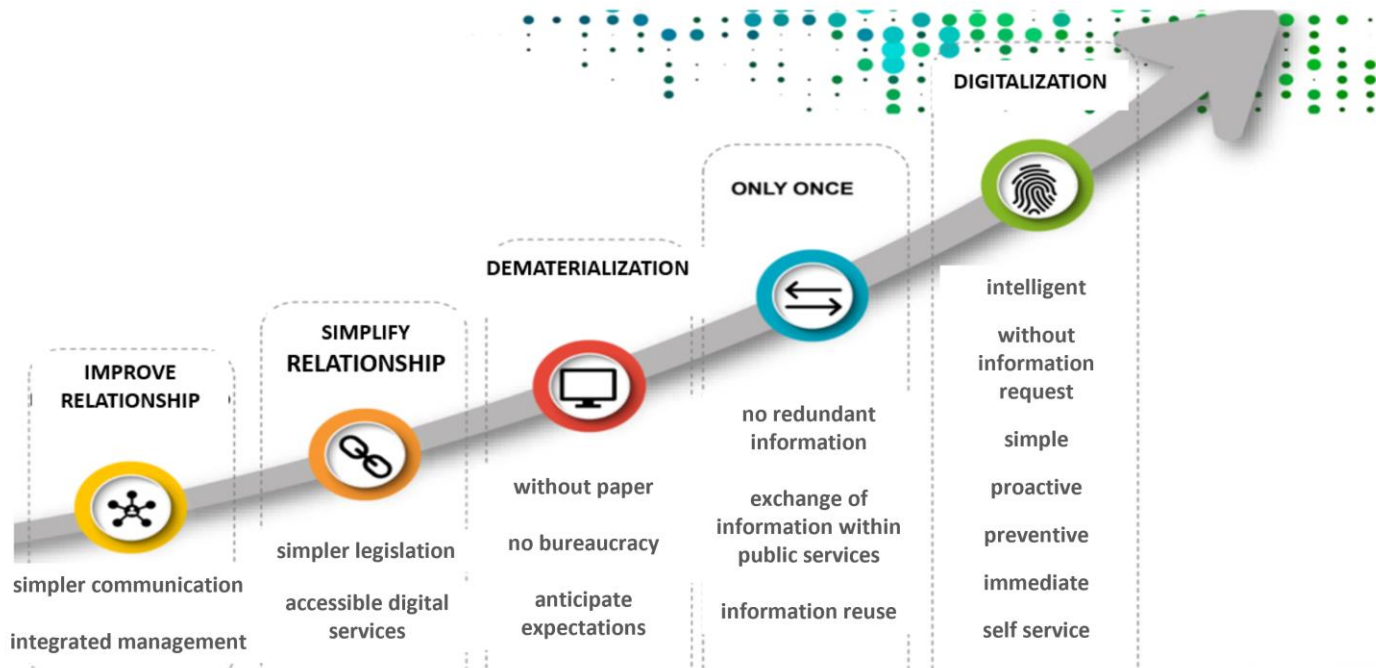


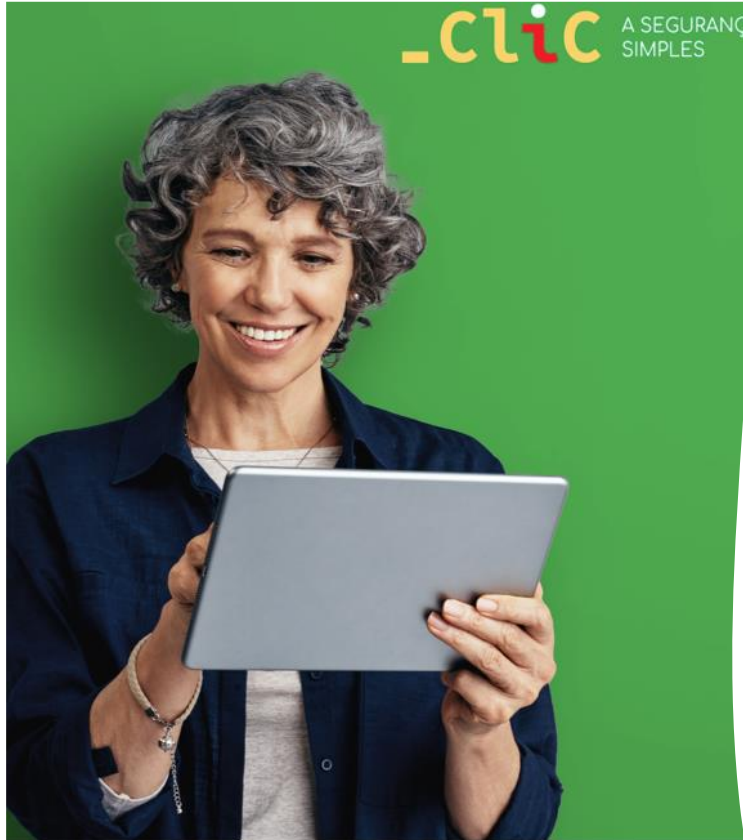
PROVIDE NEW GENERATION PUBLIC SERVICES

→ Response to the real needs
of citizens and companies

→ Simplify the relationship with
social security

Digital Transition





Digital Transition Plan

- **By 2026, 85 measures will transform Social Security:**
 - An easy, simple, direct and digital relationship;
 - A relationship with citizens that tracks their events and life cycle;
 - An integrated management of the relationship with companies and citizens.

Digital Transition Plan



- **Strategic Dimensions:**
 - Closer to people;
 - Digital and Innovative;
 - More efficient and Resilient.

Dimension



Automatic Social Benefits

Modernize and automate the allocation and management of benefits

Personalized Social Assistance

Modernize and **personalize** the response given by social assistance

Simplified Contributions

Simplify, **reform** and restructure contributions process

Dimension



New Generation -SSD

Modernizing da
Online Platform
Services in response to
current and future
needs

Data Sharing

Streamline
interoperability with
public administrator
and companies

Smart and Inclusive Relationship

Renewal of
servisse channels
and relationship
model to increase
response, customer
information and
autonomy

Dimension



More resilient infrastructure and services

Tecnological
infraestructure upgrade,
information security and
management capability

Intelligent Fraud Prevention

Reinforcement of work tools
that increase social security
productivity and reinforce
effectiveness in combating
fraud

Communication and outreach

- **Plan for managing change**
 - Communication
 - Impact
 - Training



- **Plan for communication at national and local level**
 - Convention with municipalities
 - Media and Social media
 - Direct communication with citizens
 - Meetings with stakeholders
 - Newsletter

No one is left behind.
Thank you.



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