

Talking Interoperability

In Focus | Turkey



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Welcome

Welkommen
Willkommen
Bem-vindo
Yokoso
Accogliere
Nau Mai
Toivottaa
Degemer
Akwaba
Ongietorri
Dobrodošli
Üdvözlet
Wellkomma
Benvido
Haere Mai
Salve
Tervetuloa
Acchoje
Hosgeldiniz
Nayak
Bi xêr hatî
Chào mừng
Vitajte
Fáilte
Swagata
Benvenuto
Welkom
Velkomin
Namaste
Witaj
Bun venit
Aloha
Bienvenue
Huan Ying
Vítejte
Swaagat
Bonavinuta



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Agenda

12:00–12:15

Welcome

12:15–13:00

Presentation of ISAS

13:00–13:30

Discussion

13:30–13:55

Audience Q&A

13:55–14:00

Closing remarks



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Housekeeping rules

- Ask your questions in the Q&A box
- Share any comments or resources in the chat
- Simultaneous interpretation is available
Select the language in the interpretation icon on control bar
- Session will be recorded



To: Everyone ▼



Your text can be seen by panelists and other attendees



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The Digital Convergence Initiative (DCI)

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

Building consensus-based standards for interoperability to....

- ...foster an ecosystem for innovation by ICT solution providers to build products that are interoperable, easy to use, integrate, maintain and scale based on globally agreed standards and guidelines
- ...reduce time and costs of developing solutions at the country/program level
- ...enable programs and countries to mix and match different components from various vendors or develop them in-house, as standards-based modules are inherently interoperable
- ...ensure that systems are future-proof by design, regardless of current levels of policy and information systems maturity



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Talking interoperability

A monthly dialogue series by the DCI to facilitate in-depth technical conversations around integrated and interoperable SP information systems across countries

Deep dive into one country-level system per session to...

- ... share the technical nitty-gritty of how agencies have designed their social protection information systems for interoperability
- ...understand how agencies have tackled the major challenges to interoperability.
-brainstorm potential solutions to remaining bottlenecks



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Introductions

Presenters



Ercan Dansuk

Senior Social Protection Specialist, General Directorate of Social Assistance, Ministry of Family and Social Services, Turkey



Ali Saip Demiröz

Head of Social Assistance Applications, General Directorate of Information Technologies, Ministry of Family and Social Services, Turkey



Rajiv Chawla

Chief Knowledge Officer and Advisor, National Farmers' Welfare Implementation Society & Former Additional Chief Secretary, Government of Karnataka

Discussants



Ubah Thomas Ubah

Social Protection Specialist & Co-Lead for CORE-MIS, World Bank Group



Madhumitha Hebbar

Independent Consultant, Digital Social Protection

Moderator



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Senior Social Protection Specialist, General
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Madhumitha Hebbar

Independent Consultant, Digital Social
Protection



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SOCIAL ASSISTANCE SYSTEM OF TURKEY

«INTEGRATED SOCIAL ASSISTANCE INFORMATION SYSTEM (ISAIS)»

Ali DEMIROZ – Head of Social Assistance Applications

Ercan DANSUK – Senior Social Protection Specialist

18 May 2022



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Contents

- Selected Socio-economic Indicators for Turkey
- Social Protection in Turkey
- Integrated Social Assistance System (ISAIS)
- Technical Aspects of Integrated Social Assistance
- Information System (ISAIS)
- Operational Processes in ISAIS
- Interoperability
- Challenges and Lessons Learned



SELECTED SOCIO-ECONOMIC INDICATORS for TURKEY (2021)

Selected Economic Indicators of Turkey 2021



Population

84.680.273

GDP current prices

\$802 billion

GINI Coefficient

0,41

GDP Growth

%11

GDP per capita

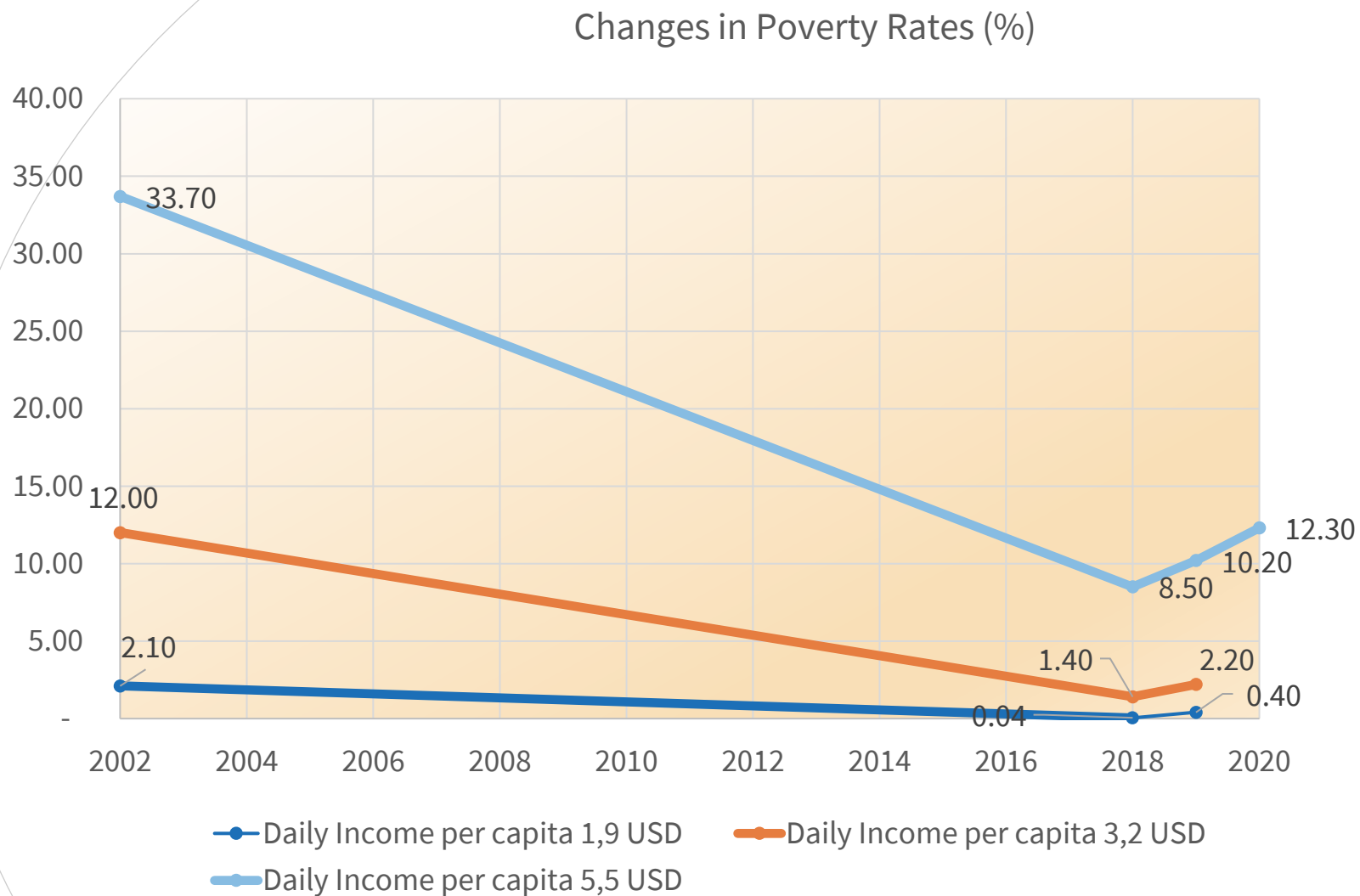
\$9.536
\$28.069 (ppp)

Source : Strategy and Budget Department of Turkish Presidency,
Annual Program, 2022



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Changes in Poverty Rates (ppp) 2002 -2020 via Poverty Threshold Method



Source : World Bank, April, 2022

* Poverty rates for 2019 and 2020 are estimated values by World Bank.



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SOCIAL PROTECTION IN TURKEY



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Turkish Social Protection System

Social Insurance
Programs

Employment
Programs

Social Assistance
Programs

Social Services
Programs for
Vulnerable People

Supplementary
Social Insurance
Schemes

Ministry of Labour and Social Security
Labour and Social Security Affairs

Ministry of Family and Social Services
Social Assistance and Social Services
Programs

Workers' Unions,
other unions



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INTEGRATED SOCIAL ASSISTANCE INFORMATION SYSTEM (ISAIS)

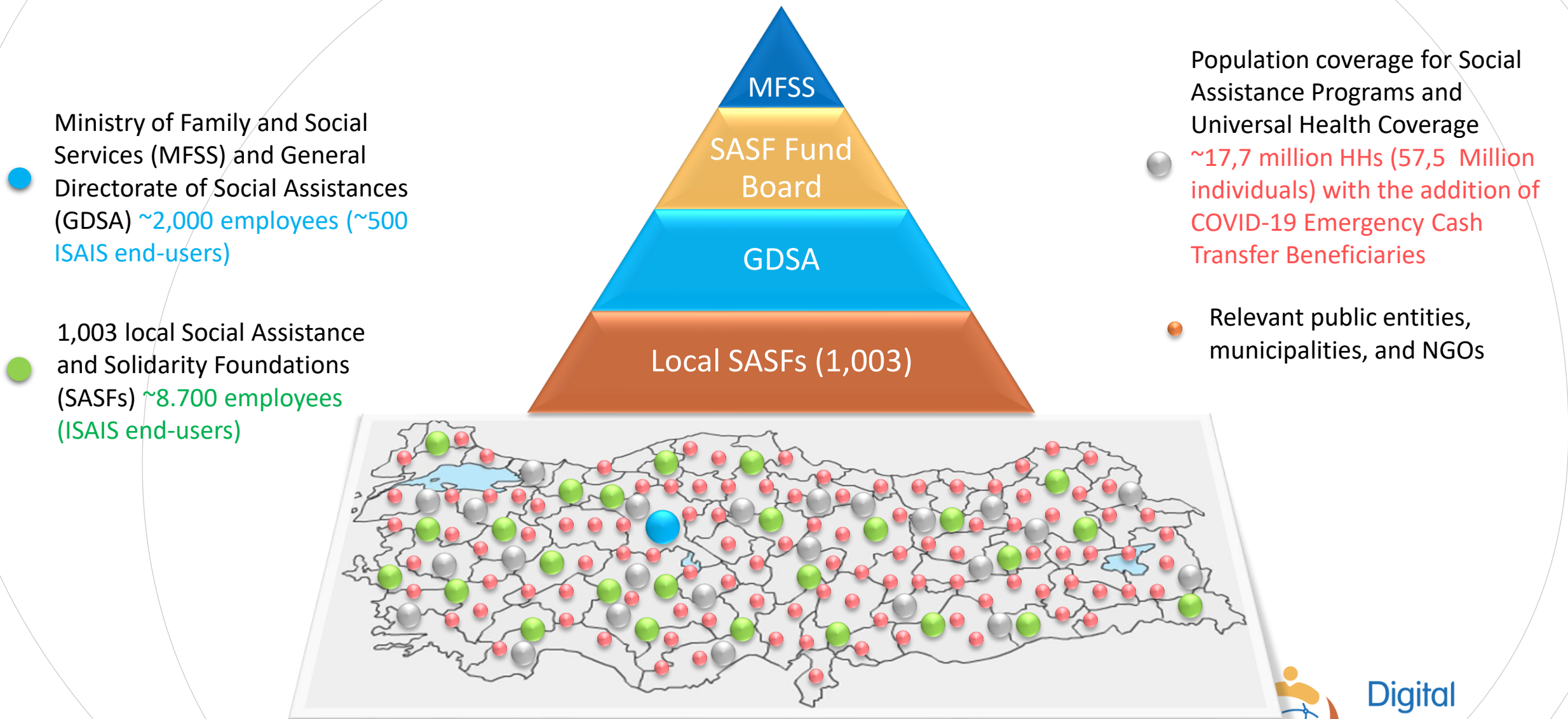


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- The Integrated Social Assistance Information System (ISAIS) is an e-Government system that electronically facilitates all steps related to the management of social assistance, established in 2010 through the integration of data coming from 28 different public institutions and 120 web-based services in one easily-accessible online portal.
- Through the development of ISAIS, Turkey standardized, integrated, and converted its previously paper-based social assistance procedures into an electronic system.



Governance Structure and Institutional Arrangements



Source: Ministry of Family and Social Policies, Social Assistance Statistical Bulletin (2016)



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Chronology for Social Assistance Programs in ISALS

- Disabled and Elderly Salaries
- Food Assistance
- Education Materials Assistance
- Health Assistance

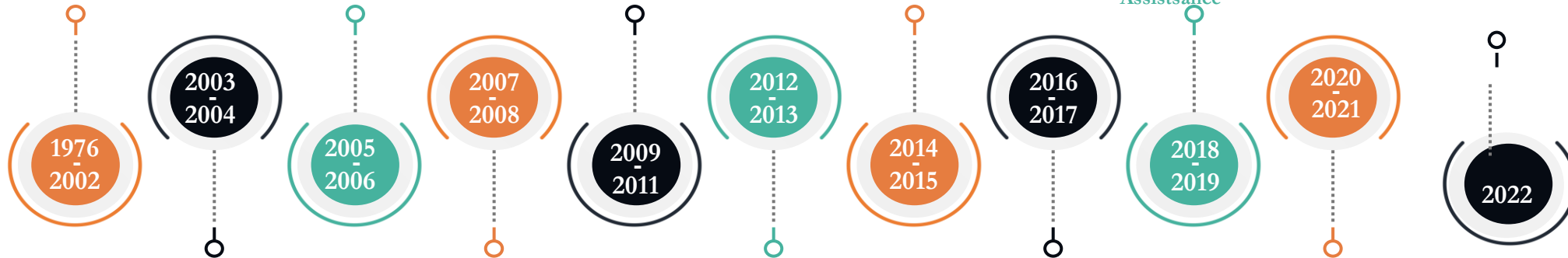
- Free Transportation for Disabled Students
- Salaries for Elderlies' Relatives
- Home Care Salaries
- Accomodation Assistance

- Disabled and Elderly Care Projects (VEFA Projects)
- Social House Dwelling Projects)
- Dormitory Constructions
- Assistance for Silicosis Patients

- Patient Share Assistances
- Needy Children of Men in Compulsory Military Services
- Orphan and Fatherless Assistances
- Terror Loss Assistance
- Birth Assistance

- Multiple-birth Assistance
- Chronical Illness Assistances
- Uninterruptible power supply Electricity Bill Debt Assistance
- Electricity Bill Assistsance

- Heating (Natural Gas) Assistance
- Death Assistance
- Family Support for Basic Needs
- Pre-School Assistance
- Electricity Bill Support for Chronical Patients



- Public Soup-Kitchens
- Heating Assistance
- CCT for Education
- Launch Assistance
- Transportation, Accomodation and Fodd Assistance for students
- CCT for Health (Health, Pregnancy, Puerperium and Birth)
- Disabled people's Need Assistance
- Free Course Books
- Social Support Project for Rural people)

- Disaster and Emergency Assistances
- Support for Employment Projects
- Assistance for Income-generated Projects
- Social Services Projects

- Regular Cash Assistance Program for Widowed Women
- Universal Health Insurance Premium Payments for Poor People
- Assistance for Job Referral and Starting Job
- Assistances
- Assistance Program for Needy Family Whose Men in Compulsory Military Services
- ADEM-SODAM Projects

- Social Cohesion Assistances
- Accomodation Projects for Homeless People
- CCT for Education for Foreign Children

- Social Support Prgram for Epidemiz (Phase I, II, IIII)
- Campaign of Biz Bize Yeteriz Turkiyem
- Social Support Prgram for Curfew
- Complementary Social Cohesion Assistance

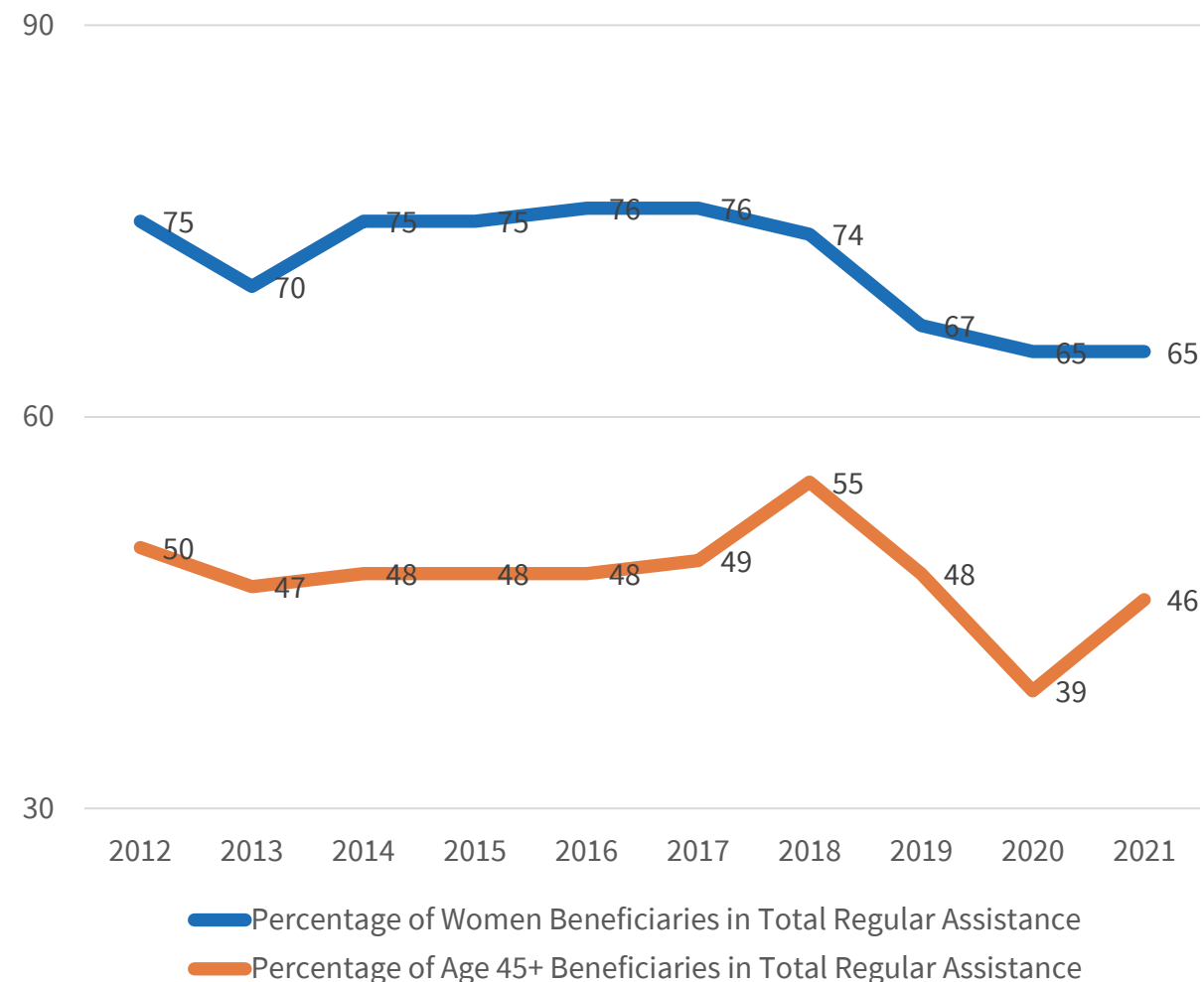


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Basic Features of Social Assistance Programs

- Rate of households registered in ISAIS is 53% (covers poor people, vulnerable people and people at poverty risk)
- Rate of households benefited from regular social assistance is 14%
- Main (regular) programs are UHI for poor people (9 M), CCT (3M students/children), and Elderly, Disabled Assistance (1,5M) and Homecare assistance (0,5 M).
- These programs is about 60% of total social asisstance expenditure.
- All social assistance programs are based on «positive discrimination» for **women** and **children**.
- Approximately 77% of social assistance beneficiaries have unable to work for disability etc. reasons

Rate of Beneficiaries (%)



Basic Characteristics of ISAIS

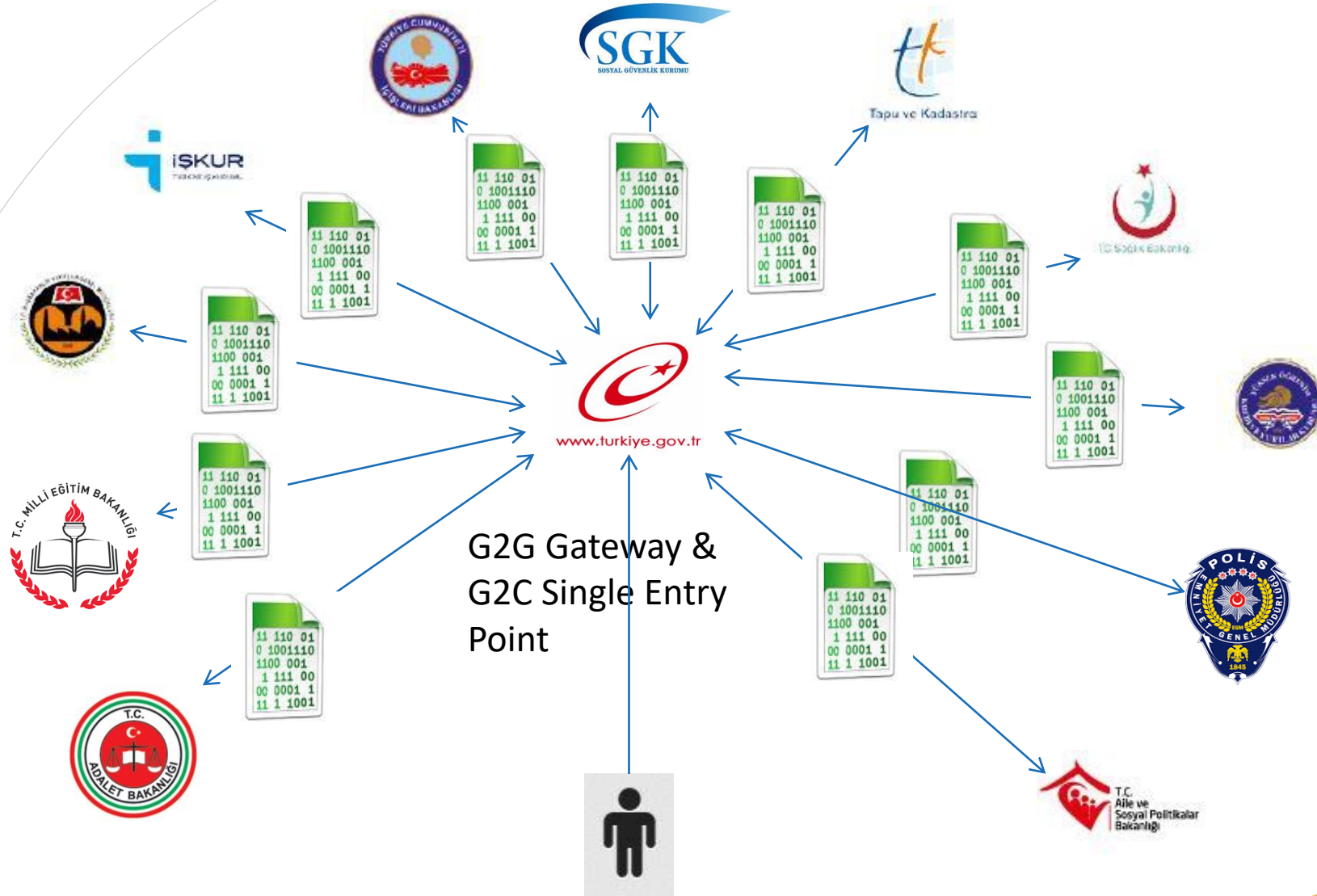
- Right-based approach
- Based on strong legal codes and administrative circulars
- Strong and functional software program
- Highly qualified human resources to run ISAIS
- Builds on lesson learned



Technical Aspects of Integrated Social Assistance Information System (ISAIS)



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Common digital infrastructure

Information system	Status (see legend below)	Responsible institution	Percentage of population covered (if available)
Common identification system	Live	Ministry of Internal Affairs	100%
Social registry	Live	Social Security Institution (SGK)	100%
Common payments platform	Live	PTT	100%
Grievance redressal platform	Live	Chairmanship of Communication	100%

Live

Under development

Not available

Information System Landscape in Türkiye

Other sectoral/programmatic registries

Information system	Status (see legend below)	Responsible institution	Percentage of population covered (if available)
Tax information system	Live	Income Administration	100%
Social insurance MIS (formal sector)	Live	Social Security Institution	100%
Disability registry	Live	Ministry of Health	100%
Land registry	Live	Land Registry Administration	100%

Live

Under development

Not available

Overview of ISAIS

- Launched at 2010
- 7 TB size

SP business processes supported

Initial registration	Eligibility check	Enrolment
Grievance redressal	Payment	Data management (updates)
Case management	Monitoring and evaluation	

Technology stack

- UI
 - Legacy :Flex
 - Developing :React
- Backend
 - Java/Springboot
- Data
 - Oracle Database

Web Application

- Provides Modules for Daily Operations
- Access to Other Institutions Data
- Used by SASF&DGSA

Batch Processes

- Central Investigations
- Payment Pre-Controls
- Prepare Payment Lists
- Update /Prepare Statistical Data

Single Database Combining All Data

System Architecture Diagram

Social Solidarity
Foundation Users



DGSA Users



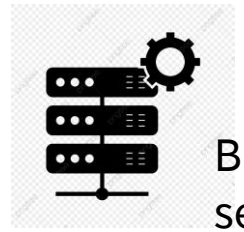
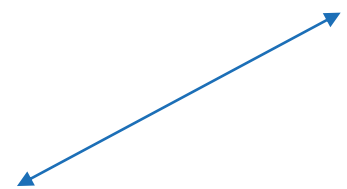
Web
Application
Server



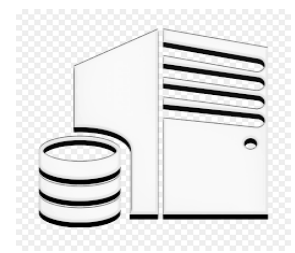
Web Proxy
Server



www.turkiye.gov.tr

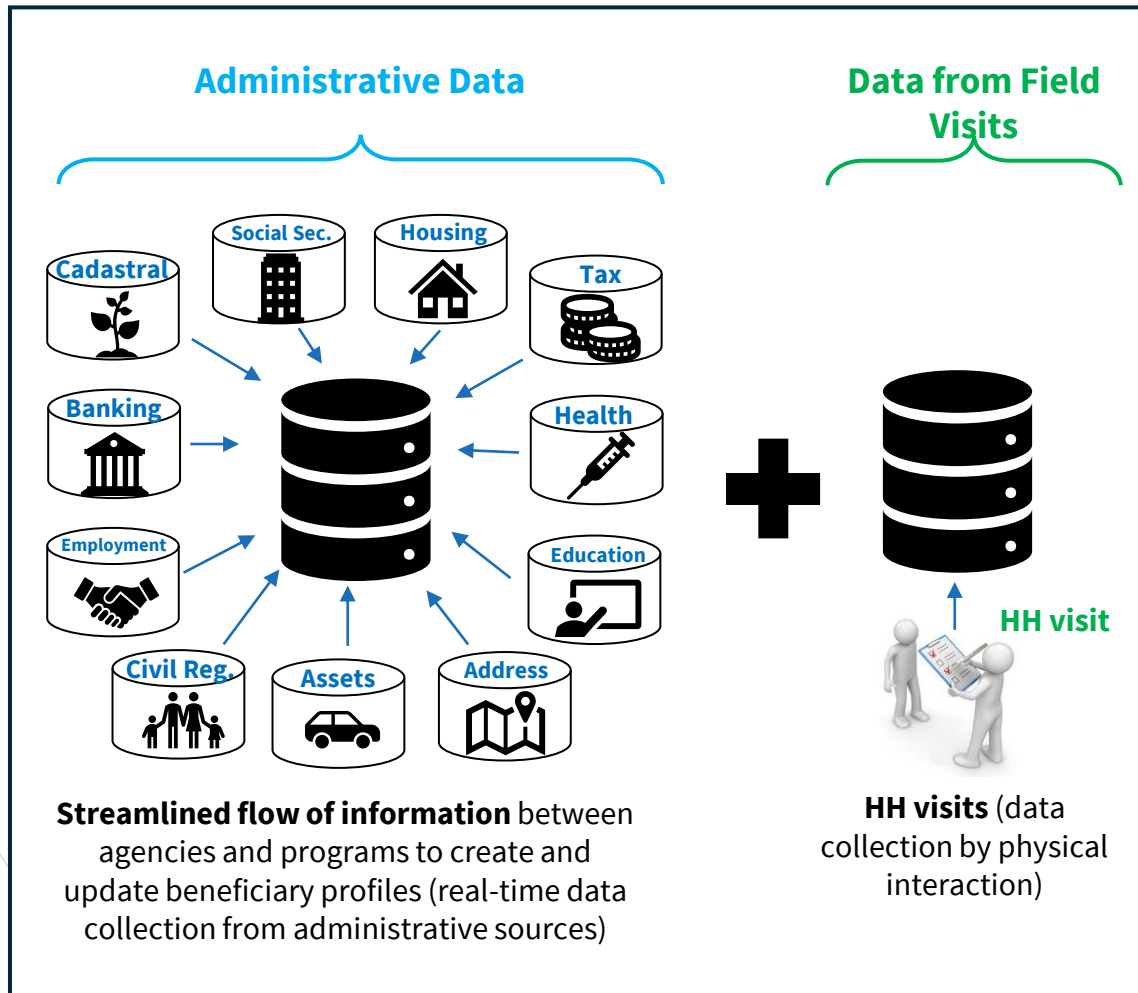
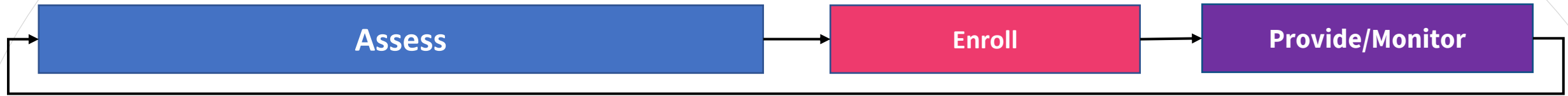


Batch
server



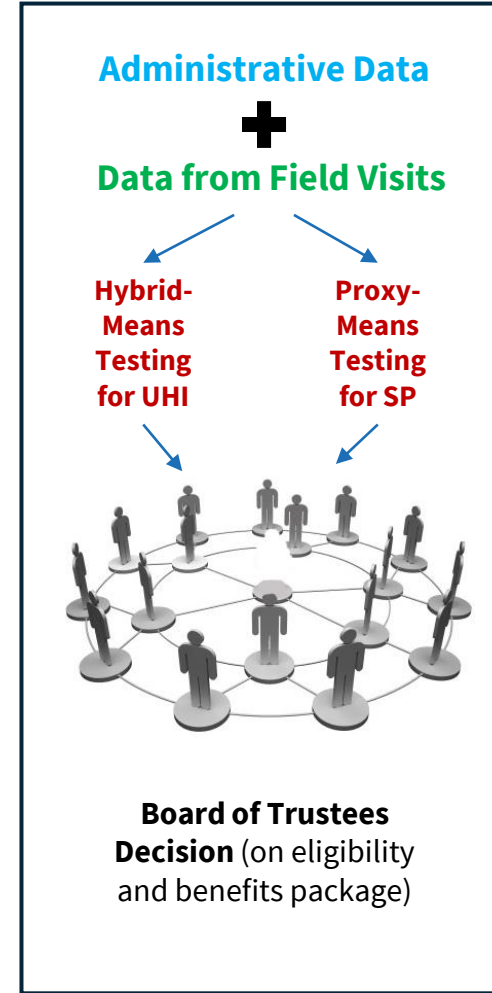
Database
server

What is ISAIS?

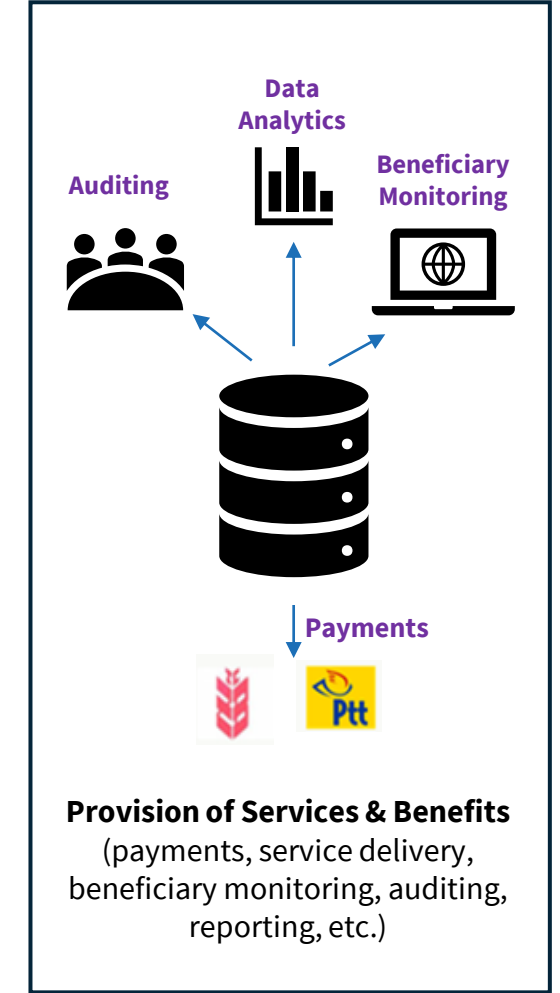


Linked with 28 Public Entities
with over 120+ webservices

HH visits by ~5,000 social asst.
workers in 1,003 SASFs



“Dynamic & Integrated” gateway
for multiple (50+) SP programs



Summary of Beneficiary Household Profile

Hane Durumu İşlemleri

Hane Durumu

Hane Bilgileri (Güncelle)

Hane No: [Güncelle] Ref. No: [Güncelle]

Başvuru Tarihi: 02/18/2013 Telefon GSM: 0 312 123 45 67

Başvuru Adres: [Güncelle]

Hane Durumu

Autif Hane

Hane Listesinde Var

Kısmi Etkili Yok

Genel Durumlar

Açıklama: İncelemeye Alındı

Hane Durumu

Hane Bilgileri Sosyal İhtiyaçlar Yardım Proje Tecl... Mer... 555 Gelişim Top... İhtiyaçlar Geçmiş

Mevkiyi İnceleme Özeti

Sorgu Başvurusu Oluş - 12/01/2015

Merkezi İşlemleri Güncelle

Hane Durumu (33- Kendisi) SGK Sağlık Güvencesi (4/a Zorunlu Sigortalılar Bilmiyor)

Hane Durumu (30- Eşi) SGK Çalışan 1.231.00 TL 01/11/2014, Aile/MURAT (Aile LPO'U 1991), SGK Sağlık Güvencesi (4/a Zorunlu Sigortalılar Kendisi)

Hane Durumu (11- Oğlu)

Hane Durumu (7- Kızı)

Hane Durumu (1- Kız)

Autif Merkezi Yardımları

Hane Durumu (30- Eşi) Eğitim Yardımı

Hane Durumu (30- Eşi) Eğitim Yardımı, İncele Yalın Aile

Hane Durumu (30- Eşi) Sağlık Yardımı

Sorunlu Yardım Kararları ve Teclim Edilen Miktarları

Gıda Yardımı: 12 Ocak 2015 Kabul Edildi

Diğer Aile Yardımı: 19 Ağustos 2014 Tamamlandı 100.00TL

Gıda Yardımı: 19 Ağustos 2014 Tamamlandı 235.00TL

Gıda Yardımı: 05 Ağustos 2014 Reddedildi/Feshetildi


Durum

Hane Ziyareti Açıklaması: BAŞVURU SAHİBİ ESKİ OLARAK ÇALIŞMADA. ARCAK HANDE UÇ ÇOCUĞUN BULUNMASI NEDENİYLE GELİRİ YETERSİZ KALMAKTADIR. 440 TL kira vermektedir. KÜÇÜK ÇOCUKLARI NEDENİYLE EŞİ HANDE ÇALIŞMAMAKTADIR. HANDE EĞİTİMİ DEVAM EDEN VE KÜÇÜK YAŞTA OLAN ÇOCUKLAR BİREKTE ALINARAK GIDA VE EĞİTİM MATERYALİ YARDIMLARININ UYGUN OLACAĞI KANAKTIRILMIŞTIR.


Hane Ziyaretini Gerçekleştiren Vaka Çalışması: [Güncelle]


Hane Ziyareti Çalışan Görüşü Zayıf - Güncel (23/07/2014-İnceleme)


Processes from Application to Payment in ISAIS

1 
Application with only
national identity number

2 
Get the **socio-economic data**
from institutions via **web services**

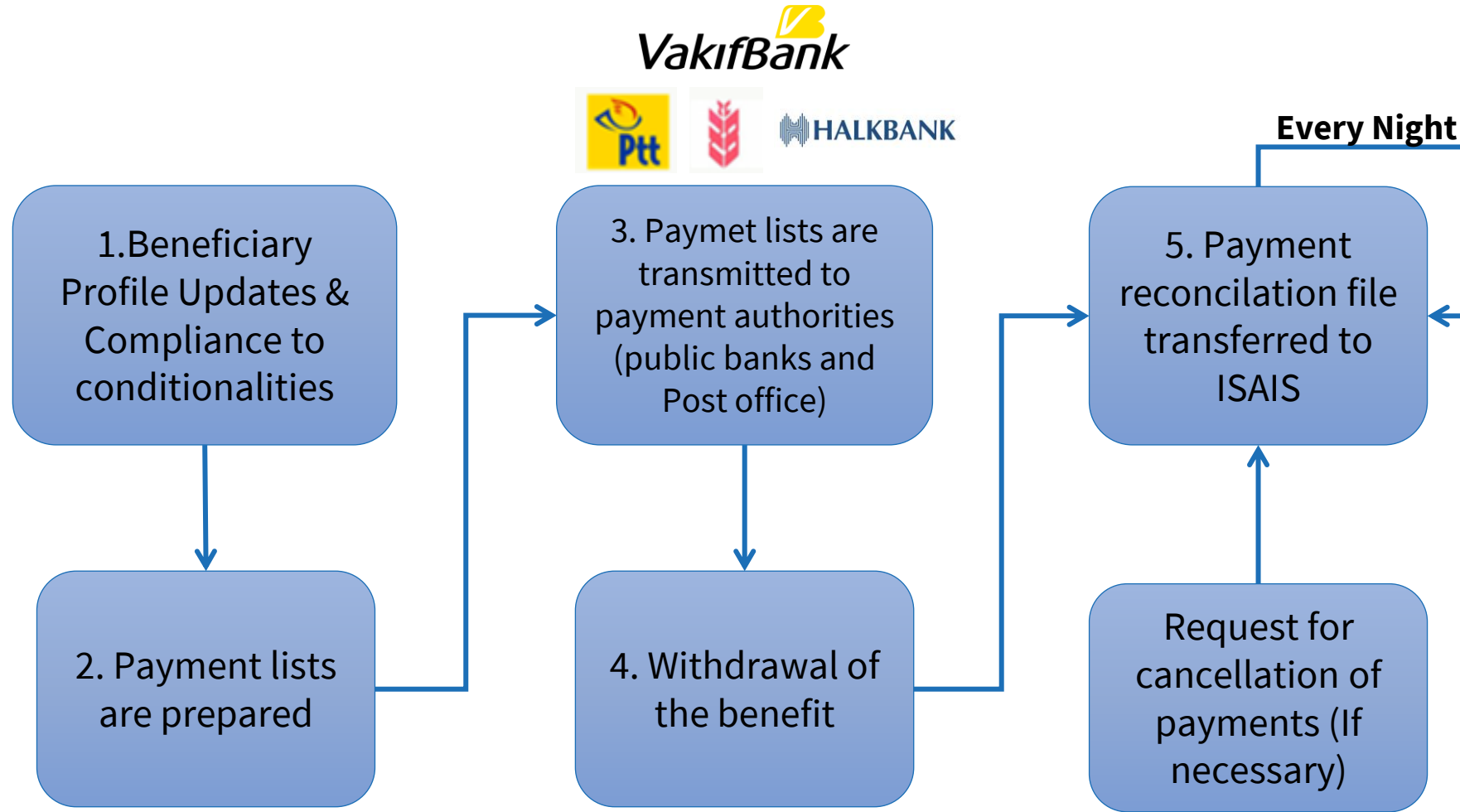
3 
Presents all these information to
Board of Trustees for **eligibility**
decision

4 
After decision Bütünleşik
automatically prepares **payment list**
for **eligible households**

5 
Bütünleşik **send payment list** to
the bank (or mostly PTT) for
paying to the beneficiaries



Steps in the Payment Process



1. Cash Card



2. Bank Office



3. ATM



4. Cash delivery at home



Interoperability capabilities



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Before ISAIS;



Before ISAIS, the social assistance system was encumbered by:

- A lack of link across all SASFs
- Bureaucratic inefficiencies
- Lengthy processing times for the application (Approx. 15 – 20 days)
- Low quality of information



**Fragmented SA
programs**



**Almost fully paper-
based process**



**Heavy workload on
SASFs and other public
entities**

Должность: Член Экспертного Совета, Институт проблем механики им. А.А. Букреева, Академия наук Республики Татарстан, Казань, Республика Татарстан, Россия

26.8.2004

01

Franklin, 1994]

1990

[illegible]

Flag - Blue-Green-Red-White

Funding: Not applicable.

1999-2000

Impulse control

Akai Y. yakai@nifty.com

Readers' Test 8

Adapted by David Greenfield, Middlebury College

Fleming and Wright

Keydine
Rustemov

Zeigler and Kuhl

Fluoride

1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 26

11/11/1999

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Franklin 1979]

Traffic Safety Week - October 7-13

Eğilimler Kontrolü Yapıldı
Açık Hava ile Başlatıldı

The Central Civil Registration & Address System (MERNIS)



- Long tradition in civil registration.
- The first population census: 1904.
- Turkey started assigning unique IDs **to every individual** since 1990s.

- National Address Registration was launched in 2006.
- Unique address codes are assigned to each address
- Each ID was tagged with a unique address code
- All public entities were linked to MERNIS and National Address System

Key to Interoperability !!!



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Beneficiary Profile Updates from Admin Sources

External Sources	Data
Ministry of Interior	Civil Registration (individual + family records), ID, name, gender, DOB, marital status, etc., and national addresses
Social Security Institution	Employment status, wage/salary information, short-term working allowance and job-loss compensation, social security contribution, etc.
Public Employment Services	Unemployment insurance and unemployment assistance
Turkish Revenue Administration	Registration to tax system and running a business; owning a motor vehicle
Directorate-General of Foundations	Other social benefits
Ministry of Education	Enrolment, attendance, and school success (e-school Information System)
Institution of Scholarship and Dormitories	Scholarships
Ministry of Health	Health records (follow-ups, vaccinations, growth records, etc. from Family Medicine Information System), Disability Report
Ministry of Defense	Information on soldiers and village guards
Ministry of Environmental and Urban Planning	Land registry, cadastral information, assets, etc.
Ministry of Agriculture and Rural Affairs	Information on plantation (type, etc.)
PTT Bank, Ziraat Bank	Payment administration and delivery (information loop back to ISAIS)

Data update can be triggered by system users **at any time** but usually it is done before each payment cycle of respective programs (In any case, a batch-job works to update the whole data base **once in 45 days**)



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Screenshot of the System's Interoperability Capabilities

Hane Dosyası İşlemleri

Hane Dosyası

Hane Transferi Yap Raporlar

Hane Bilgileri Yardım Teslimat Merkezi Ödemeler GSS Gelir Tespiti İtirazlar Hane Özeti Geçmiş

Özet Bilgi

Sorgu Durumu **Sorgu Başarısız Oldu (26/02/2013)** Hane Ziyareti **[Beyan] İyi - Güncel (26/02/2013)** Merkezi İnceleme İşlemleri Raporla

Sosyal Güvence Kayıtları	Kayıt Sayısı : 1	Social security records	
Sağlık Güvencesi Kayıtları	Kayıt Sayısı : 3	Health insurance records	
Gayrimenkul Kayıtları	Kayıt Sayısı : 23	Real estate records	Toplamı : 33696.70 m2
Araç Kayıtları	Kayıt Sayısı : 2	Vehicle records	
Tarım Arazisi Kayıtları	Kayıt Sayısı : 8	Agricultural land records	Sulu : 286.00 dekar Kuru : 14338.00 dekar
Gelir Kayıtları	-----	Income records	
Diğer Kurum Yardımı Kayıtları	-----	Social aids from other institutes	
Hayvan Bilgisi Kayıtları	-----	Owned animals	
Vergi Mükellefiyeti Kayıtları	Kayıt Sayısı : 1	Tax liability records	

Data Standards

- Every institution designs and keeps its own data and data structure.
- Currently main purpose is to standardize the data within organizational data
- Users that are entering data keep track of formerly entered data manually.
- There is a project called as National Data Dictionary(NDD) currently aiming standardization conducted by related Presidential Department of Digital Transformation Office
- Standards are assumingly managed or will be managed by Admins of the NDD



Defining and managing interoperability interfaces/API's

- Interfaces (services) are prepared in accordance with the requirements of other institutions
- Generally, interfaces (services) are published directly by the institution.
- Almost all integrations are implemented by SOAP/Rest services and rarely FTP integration
- Country level «Api Gateway - E-Governmet Gateway G2G services are used as a Proxy
- Kamunet secure network infrastucture is used commonly by almost all of the Institutions
- For communicating updates to API's mail lists have been constituted by the owner and sharer of the data.
- Official documents are sent to all stakeholders for notifying updates in advance of a sufficient time to adapt to changes.



Data Security and Privacy

- Every single citizen should give explicit permission stating him/her personal information by ink signature or using a new brand E-Government Service.
- Organizational Data can not be accessed without strict prerequisites between government organizations and official writings that explicitly defines which data will be shared
- Identification and Authentication processes are handled by E-Government Access Control Protocols
- Data is accessed via ISALS with an authorization mechanism.
- Data is preferably shared between Government Institutions over Kamunet (Government wide closed network infrastructure) & E-government Gateway
- Information sharing decisions are taken by Data Sharing Council within DGSA



Challenges and way forward



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Factors for Providing Success of ISAIS

- 1) A management approach that brought together an **interdisciplinary perspective** in the team, which involved experts on information technologies, statistics and social policies.
- 2) A **democratic understanding** which placed significant value to the opinions of the team members and encourage their critical engagement, which transformed the Project team to a productive and innovative team;
- 3) **Horizontal organization** at the Ministry, which encouraged both fast decision-making and facilitated implementation, which made it possible to avoid bureaucratic procedures.
- 4) With the **financial and administrative support** of the Government, servers were provided for institutions with insufficient infrastructure, including Ministry of Health, Land Registry Directorate, etc. Their databases were thus made easily accessible by the ISAIS.

Factors for Providing Success of ISALS

5) The **transformation of the human resources capacity** of local foundations through increasing the requirements of staff qualifications and skill levels, including a comprehensive recruitment process, and provision of training to existing staff, amounting to a total of 9.000 foundation staff.

6) The **adoption of national identity number** in 2000, which significantly facilitated the establishment of databases across public institutions, and resulted in the establishment of **MERNIS**, providing key infrastructure for the functioning of ISALS.

All these factors and the integrated data bases in the ISALS is to enable poverty mapping, data reporting, supporting software, monitoring and inspection, and future poverty grading. The periodical retrieving of information from all these institutions facilitates obtaining up-to-date information on beneficiaries.

Technical Problems

- Big Data/Synchronization
- Lack of Extensity in Technology Literacy of Related Personnel
- Data/Data Format modification related problems
- Lack of Data Dictionary Problem(Minimal)
- Interpretation and understanding of data

Organizational Problems

- Evaluating real values from presented data
 - Determining exact cost cost of real estate (House or landing)
 - Determining exact cost of vehicles
 - Computing net salary from gross salary

Future Roadmap for Extending the System's Interoperability Capabilities

Interfaces to be added or modified

- Continuous Process in accordance with requirements

New data standards to be introduced

- REST is being more common rather than WSDL

New technical standards to be introduced

- TLS 1.2 is new trend for security

Lessons Learned

Created a standardization across all SP programs throughout the delivery



Reduced the time, cost, bureaucracy, paper-work, and the effort significantly



Increased performance in benefits & service delivery



Easy access through e-government portal & fully automated payments



Enabled monitoring and managing HHs (almost on real-time basis)



Created transparency and accountability and prevented double-dibbing



Source: Turkey's Integrated Social Assistance System (General Directorate of Social Assistances, 2016)

COVID-19 Adaptations

Immediate Response



Government provided 1,000 TL to the 2.1 Million HHs who currently benefit from Regular type of SSN programs

COVID-19 Social Support Program



One-time benefit (1,000 TL) except for certain categories. Application is through Turkey's e-government Portal

Ineligible categories

Contracted individuals who work in the public sector

Civil servants

Pensioners or any type of income from SSI

Unemployment benefits and/or short-term employment benefit receivers from TEA

Application Process to COVID-19 Social Support Program



Log into the e-Government Portal

Click on COVID-19 Social Support Program

Fill in the Required Information (ID number, phone number, IBAN etc.)

System links the entered data to the ISAIS and uses the webservices to pull admin data



Individual becomes eligible if he/she does not fall in the ineligible categories



**REPUBLIC OF TURKEY
MINISTRY OF FAMILY AND
SOCIAL SERVICES**

**Thank you for your
attention...**

Ali DEMIROZ – Head of Social Assistance Applications

Ercan DANSUK – Senior Social Protection Specialist



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Thank you

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