

TERMS OF REFERENCE

Project name	Supporting the Digital Transformation of Social Protection Systems Globally towards Achieving the Goal of Universal Social Protection 2030
Assignment	Subject Matter Expert for DCI Training Content Production (Digital Solution Design for Interoperable Social Protection Systems)
Contract's duration:	01.01.2025 to 30.04.2025
Linked missions:	TBD
Days	40

Background

The Digital Convergence Initiative (DCI) is a collaborative effort to support the goal of Universal Social Protection by 2030, by enhancing the digital transformation of social protection and improving the interoperability through advanced digital solutions and systems. Funded by the European Union, this initiative is jointly implemented by key partners, including GIZ, the International Labour Organization (ILO), the World Bank, FIIAPP and Expertise France.

A cornerstone of this initiative is the DCI Training Programme, which is designed to equip policymakers, scheme administrators, technical experts and practitioners in selected partner countries with the competencies necessary to implement and drive digital transformation and interoperability strategies within social protection domains.

To support this initiative, the ILO seeks to engage a Subject Matter Expert to develop training content specifically focused on **Digital Solution Design for Interoperable Social Protection Systems**.

The present contract covers one of three areas that will jointly constitute the full DCI training package. Two separate contracts are awarded for developing training modules related to i) Digital Transformation & Interoperability Foundations in Social Protection and ii) Digital Leadership, Governance and Management.

Assignment Objective

The primary objective is to create and deliver training content that emphasizes the principles, standards and methodologies for designing effective digital solutions that promote interoperability in social protection systems. In collaboration with the pedagogical designer, the expert will concentrate on designing comprehensive, competency-based training modules. These modules will be aligned with the broader DCI capacity building goals, ensuring that the training provides practical, hands-on knowledge and skills that participants can apply and can be easily customized to meet their specific needs.

Thematic Area

The training content will emphasize key topics in designing interoperable digital solutions to address pain points faced by users and administrators of social protection services. It will cover human-centered design and other DCI interoperability principles that are important to enhance user experience, drive accuracy and efficiencies by optimizing digital data-based operations and data exchange and to improve data-driven decision-making processes. It also addresses business process alignment, collaborative solution design and methodologies for testing, monitoring and evaluating digital solutions. It will also introduce trainees to existing DCI interoperability standards.

The suggested topics below are not exhaustive, and final training topics and modules will be collaboratively defined by the ILO, the pedagogical designer and subject matter experts.

Suggested topics:

- **Human-Centered Design Principles:** Principles and methodologies to engage end-users and different stakeholders in the design process centered on citizens and users, and to ensure digital solutions meet their needs and enhance overall user experience.
- **Designing Inclusive Digital Social Protection Solutions:** Developing digital solutions that promote inclusion, prevent discrimination and ensure equitable access for all populations, particularly marginalized groups.
- **Interoperability Use Cases in Social Protection:** Real-world examples showcasing successful integration of social protection systems across

sectors, highlighting lessons learned and best practices.

- DCI Interoperability Standards for Social Protection Interfaces: An overview of the DCI interoperability standards, focusing on their application in various social protection interfaces and ensuring compatibility across systems.
- Collaborative Solution Design: Techniques for fostering collaboration among diverse stakeholders (government, institutions, solution providers, civil society and beneficiaries) in the co-creation of digital solutions.
- Business Process Mapping and Alignment for Interoperability: Streamlining organizational processes to enhance interoperability, improve service delivery and create a more responsive social protection system.
- Software systems architecture for process integration and interoperability, development processes and documentation.
- System Integration and/or Interoperability for a Unified Social Protection User Interaction and Management Experience: Strategies for integrating and orchestrating various digital platforms, components and systems to enable seamless information flow and enhance overall system efficiency.
- Data Management for Interoperable Solutions: Effective data management across systems involving understanding various data types for interoperability (e.g., point-to-point and other distribution forms) and aligning best practices with the DAMA International Data Management Body of Knowledge. Key focuses include ensuring data accuracy, safeguarding privacy, complying with data protection regulations and addressing ethical considerations.
- Testing and Validation of Digital Solutions: Robust methodologies for testing and validating the effectiveness and usability of digital, ensuring they meet design specifications.
- Monitoring and Evaluation of Interoperability: Frameworks and methodologies for assessing the performance, impact and sustainability of interoperable digital solutions in social protection systems.

Tasks

The content producer will be responsible for developing training materials and learning resources. Specific tasks include:

1. Training Content Development

- Draft the training content following the guidance of the DCI teams in collaboration with the pedagogical designer and with inputs from relevant stakeholders for the assigned thematic area.
- Develop comprehensive training modules for topics within the assigned thematic area, aligned with the digital competency framework and training curriculum.
- Ensure content aligns with adult learning principles and is tailored for in-person, online and blended learning environments.
- Ensure that content is organized to cater to the needs of various types of audiences, such as organizational leaders, senior managers and technical officers.
- Create case studies, problem-solving activities, exercises and other interactive learning materials to support learning objectives.

2. Collaboration and Consultation

- Collaborate with the pedagogical designer to ensure the content aligns with the broader objectives and methodologies of the DCI Training Programme.
- Engage with relevant stakeholders and experts to gather input and validate content and actively participate in writeshops and workshops for the co-development of training materials.

3. Content Finalization and Revision

- Finalize the training modules and ensure all content is well-structured, actionable and adaptable for a diverse audience of policymakers, practitioners and technical experts.

4. Delivery Support

- Provide support to the pedagogical designer and trainers in delivering the

content, including preparing facilitator guides and delivery plans.

Expected Deliverables

The subject matter expert is expected to deliver the following:

Deliverable	Description	Timeline
1. Training Modules	Minimal three competency-based training modules (Word, PDF and PowerPoint) for the assigned thematic area. Each Module should include details such as learning objectives and outcomes, instructional methodologies, target audiences, content outlines, references and assessment criteria.	Draft version by 31 January 2025, final version by 28 February 2025.
2. Supporting Learning Resources	Case studies, practical exercises and multimedia resources that reinforce the training content. Suggested reading lists, additional resources and participant handouts.	Draft version by 10 February 2025, final version by 28 February 2025.
3. Facilitator Guide	A detailed facilitator guide clearly defines effective delivery strategies, time allocation and	Draft version by 10 February 2025, final version by 28 February 2025.

	interactive activities. Include recommendations on participant engagement and necessary resource materials, assessment methods and follow-up activities to reinforce learning and support ongoing development.	
4. Training Assessment	Post-training evaluation activities to measure participant knowledge and competency acquisition.	Draft version by 10 February 2025, final version by 28 February 2025.
5. Finalized Training Package	A fully packaged and finalized set of training materials, ready for implementation and delivery, that adheres to the provided instructions on editing and layout.	Draft version by 10 March 2025, final version by 31 March 2025.
6. Recorded delivery of the training package	Presentations of the module content to key stakeholders and recorded as a reference and resource for future trainers.	By 30 April 2025.

N.B.: All deliverables are expected to be finalized by the end of Q2 2025. The subject matter expert will work remotely with travel required to participate in the in-person writeshops/workshops.

Qualifications and Experience

The ideal candidate should possess the following qualifications:

Education:

- Advanced degree in Digital Transformation, Information Technology, Public Administration, Social Protection or a related field.

Professional Experience:

- Minimum 7 years of relevant experience in digital transformation and interoperability for social protection systems, preferably within the context of public administration.
- Demonstrated expertise in one or more of the following areas: human-centered design, MIS development and implementation, social protection system integration and interoperability, data management and exchange and digital solution testing, monitoring and evaluation.

Training Development Experience:

- Proven experience in designing, developing and delivering training content for international development, social protection or digital transformation initiatives.
- Experience with both in-person and virtual training environments, including blended learning approaches.

Skills and Competencies:

- Strong written and oral communication skills, with proven ability to write clear, concise and practical instructions for international training programmes.
- Ability to work in multicultural environments, collaborate with diverse stakeholders and adapt training content to regional or national contexts.
- Strong project management skills, with the ability to work independently, meet deadlines and deliver high-quality outputs within set timelines.

Application Procedure

Interested candidates are invited to submit the following documents to **xiaol@ilo.org** with the subject line: "Application for Subject Matter Expert for DCI Training Content Production (Design Digital Solutions for Interoperable Social Protection Systems)":

- **Detailed CV and Portfolio:** Highlight relevant experience, past projects and achievements that demonstrate your qualifications and expertise.
- **Financial Proposal:** Provide proposed fee structure for completing the assignment.
- **Cover Letter:** A concise cover letter (max 2 pages) outlining your qualifications, experience relevant to the assignment and your understanding of the objectives.