

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 Transformation & Interoperability Foundations in Social Protection)
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 with a subject matter expert to develop training content on the **Digital Transformation and Interoperability Foundations in Social Protection**.

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 Solution Design for Interoperable Social Protection Systems and ii) Digital Leadership, Governance and Management.

Assignment Objective

The primary objective is to create and deliver training content that emphasizes the essential foundations, architectures, and components required to facilitate digital transformation and 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 provide foundational knowledge to understand how digital technologies contribute to social protection policy objectives and to improve complex operations and delivery systems. It will lay the strategic, legal and technical readiness required for digital transformation and developing and implementing interoperable digital social protection systems. It will focus more specifically on the principles, frameworks and technical components necessary for driving digital transformation in social protection systems.

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:

- Digital Transformation in Social Protection: Formulating social protection policy objectives (a mix of contributory and non-contributory systems) and exploring how digital transformation and interoperability can support these objectives through specific use cases across a person's lifecycle, considering various stages of the delivery chain and cross-cutting goals.
- Digital Standards, Principles and Policies: Exploration of relevant international standards, principles and policies that guide digital transformation and interoperability and how they apply to the social protection sector. Consider data ownership and protection and digital inclusion aspects (notably arising from digital-by-default policies), gender equity and non-discrimination.

- Legal and Regulatory Frameworks: Overview of legislation and policies that support the deployment of digital social protection systems, including data protection laws, data exchange agreements and compliance requirements and effective complaints and appeal processes.
- Digital Public Infrastructure: Examination of key elements such as civil registries, identity management systems, payment platforms and other service delivery channels across the public administration that are essential for robust social protection administration supported by digital solutions.
- Digital System Architecture and Components: Overview of the hardware, software and networks that underpin digital social protection systems. Emphasis on the alignment of the digital tech stack to responding to complex operational needs. Overview of different layers of architecture including business/operational, functional and data elements.
- Fundamentals of Interoperability in Social Protection: Understanding the key concepts, definitions and importance of interoperability in digital social protection systems. Data Governance and Ethical Considerations: Best practices for managing, sharing, using and securing sensitive personal data, while ensuring ethical standards are upheld.
- Data Exchange: Mechanisms, tools, technologies and protocols that facilitate seamless data exchange across systems, including data exchange types and frameworks.
- Cybersecurity for Digital Social Protection Systems: Ensuring data security, protecting against cyberattacks and managing risks in digital platforms.
- Data driven and Evidence-Based Decision-Making Culture: Strategies for fostering a culture of quality data production, storage and usage with transparent documentation that
 - contribute to automatic process management;
 - leverage new foundational digital technologies for service delivery;
 - Enable data exchange and interoperability;
 - prioritize data-driven decision-making and data analytics to improve policy outcomes.

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	Draft version by 10 February 2025, final version by 28 February

	allocation and interactive activities. Include recommendations on participant engagement and necessary resource materials, assessment methods and follow-up activities to reinforce learning and support ongoing development.	2025.
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: digital standards, principles and policies related to social protection, digital legal and regulatory frameworks, digital public infrastructure components, system architecture, data governance and data management.

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 (Digital Transformation & Interoperability Foundations in Social Protection)":

- **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.