

## Talking interoperability

A dialogue series for advancing interoperability in  
the social protection sector

Advancing the integration of Social Assistance and Labor Market Programs

03 June 2025 | 12:00-14:00 GMT

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Welcome



# About the Digital Convergence Initiative

The Digital Convergence Initiative (DCI) is a joint effort by USP2030 to support the digital transformation of social protection systems.

Launched in 2021, the DCI:

- ✓ Facilitates knowledge sharing on digital social protection systems at a global level
- ✓ Builds consensus on technical standards to enable data exchange between digital systems
- ✓ Supports and strengthens countries' capacities in their digital transformation journeys

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# Our approach

## Knowledge sharing

Open and collaborative **digital knowledge base** on digital social protection

### Knowledge products:

- ✓ Case studies and reports
- ✓ Guides and toolkits
- ✓ Learning briefs

### Events:

- ✓ Webinars
- ✓ In-person workshops and conferences



## Global technical standards

Global effort to harmonize **technical standards for interoperability**

- ✓ Transparent, multi-stakeholder, consensus-building processes to **develop standards**
- ✓ Open **digital repository** of technical standards
- ✓ Engagement with solutions providers and practitioners to **promote adoption**



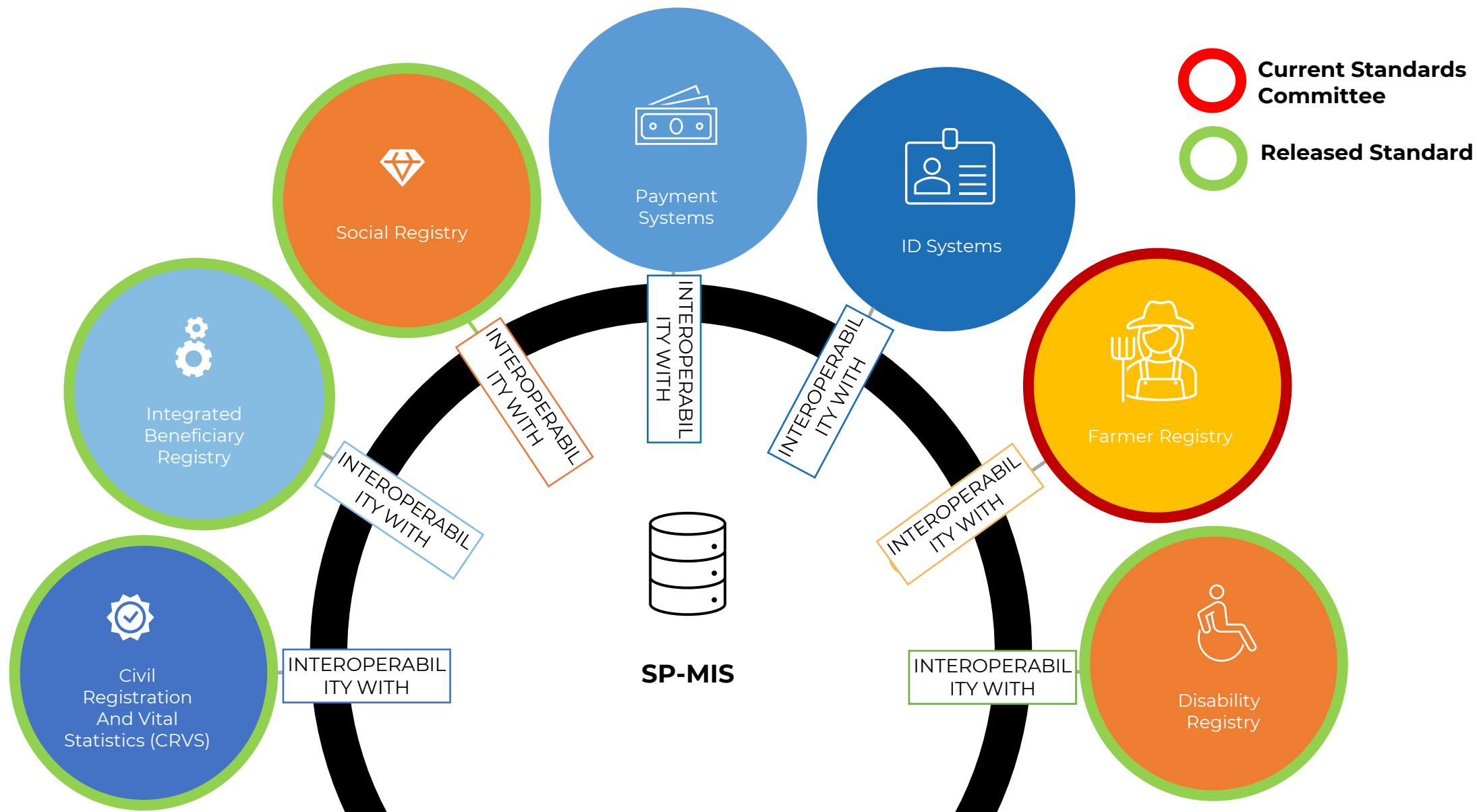
## Country implementation support

Digital transformation and interoperability **country support**

- ✓ **Direct implementation** in ten selected countries
- ✓ **Helpdesk** for Digital Transformation for expanded outreach
- ✓ **Training** to develop capacities in inclusive digital transformation



# Standards interfaces for interoperability



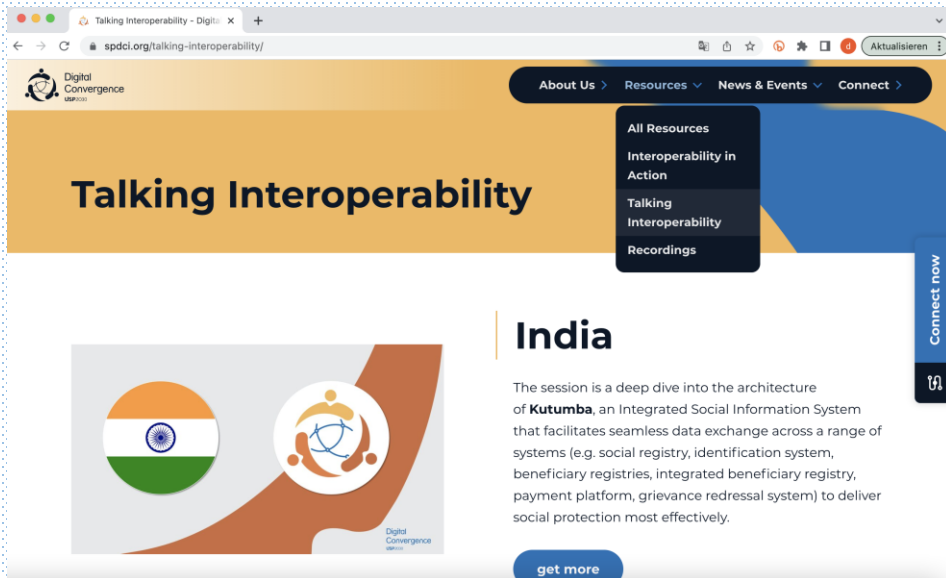
# Talking Interoperability

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

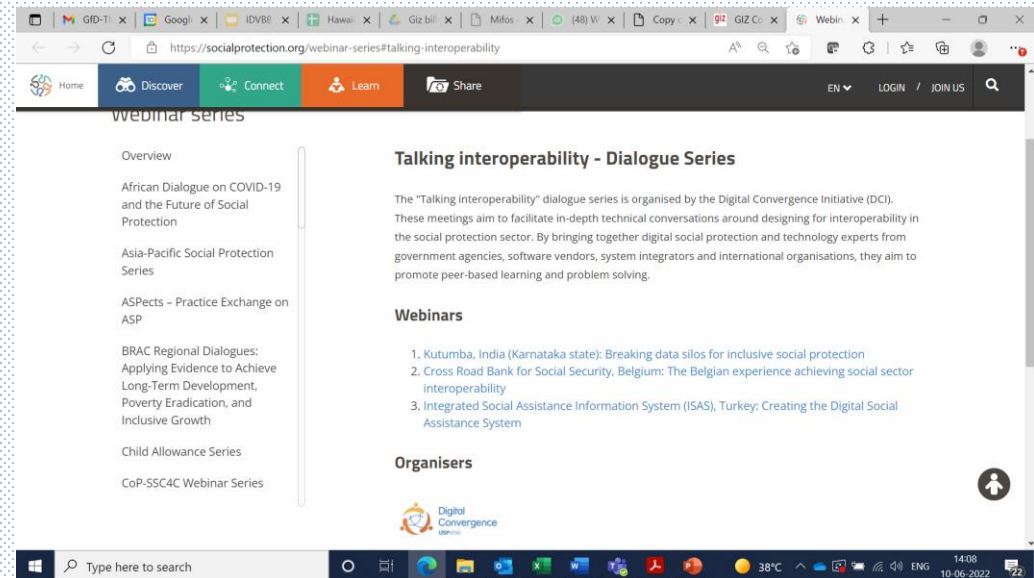
Deep dive into one country-level system per session to:

- Share the technical nuts and bolts 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

# Recordings of past sessions available



[Past Events – Talking Interoperability](https://spcdi.org/talking-interoperability/)



[Webinar Series - sp.org](https://socialprotection.org/webinar-series#talking-interoperability)

# Agenda

12:00–12:10	Opening and Introductions
<hr/>	
12:10–13:10	Country Presentations
<hr/>	
13:10–13:40	Discussion
<hr/>	
13:40–14:00	Q&A and Closing
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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  
(English, French, Spanish, Portuguese available)
- Session will be recorded



To: Everyone ▼



Your text can be seen by panelists and other attendees



Introductions



# Talking Interoperability #19

*A dialogue series for advancing interoperability in the social protection sector*

Advancing the integration of social assistance and labor market programs | June 3, 2025 | 12:00-14:00 GMT



Presenter  
Ercan Dansuk  
Türkiye



Presenter  
Moipone Shabalala  
South Africa



Discussant  
Josefina Posadas  
World Bank



Discussant  
Luiza Cretescu  
Romania



Moderator  
Anita Mittal  
GIZ



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Country  
Presentations



TÜRKİYE



# SELECTED INDICATORS FOR TÜRKİYE

## Economic

Population: 85 million

GDP: \$1 trillion

GDP pc: \$11.9K

GDP growth: 5%

## Labor Market 1

Empl. Rate: 48.9%  
(31.9% female)

No of people in LM: 35.3  
million

NEET rate 15-24: 22.9%

## Labor Market 2

>15 yrs old pop: 66  
million

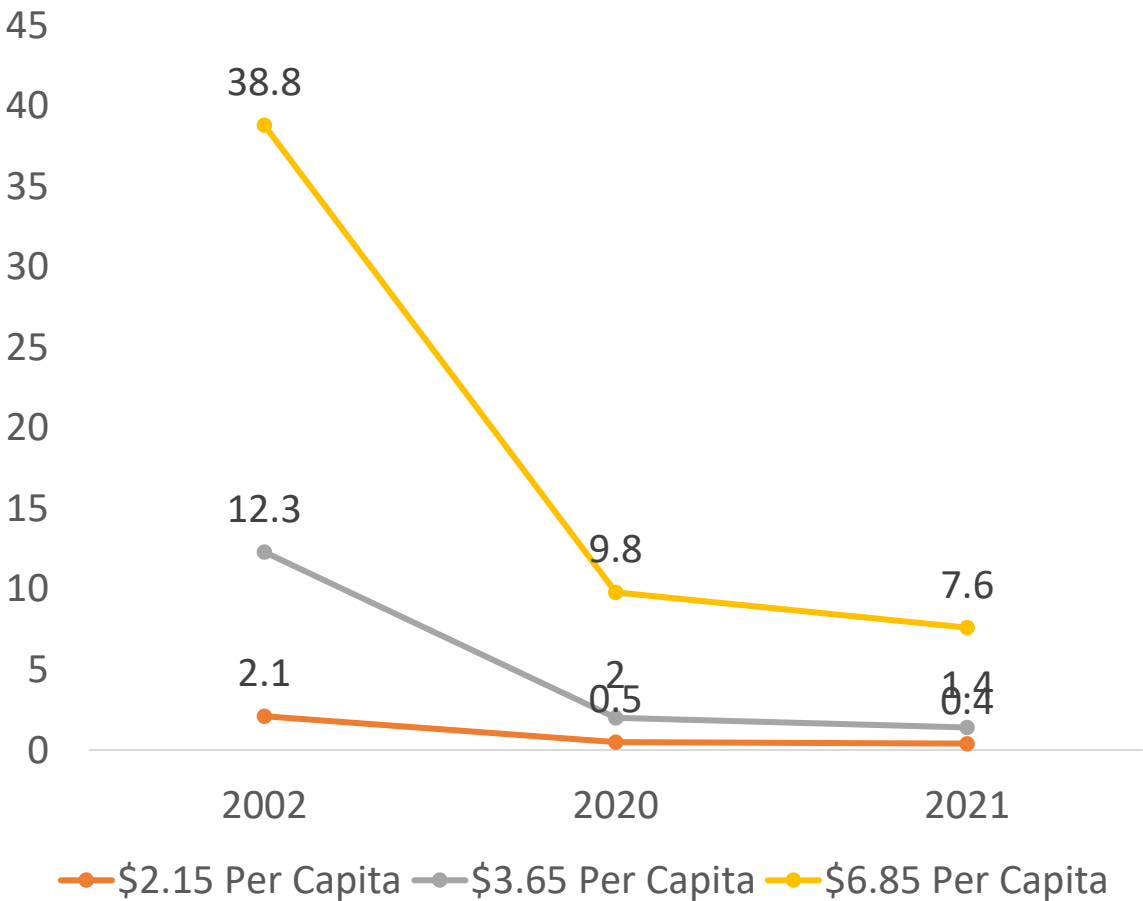
Unempl. Rate: 8.2

No. of Unempl. 2.8  
million

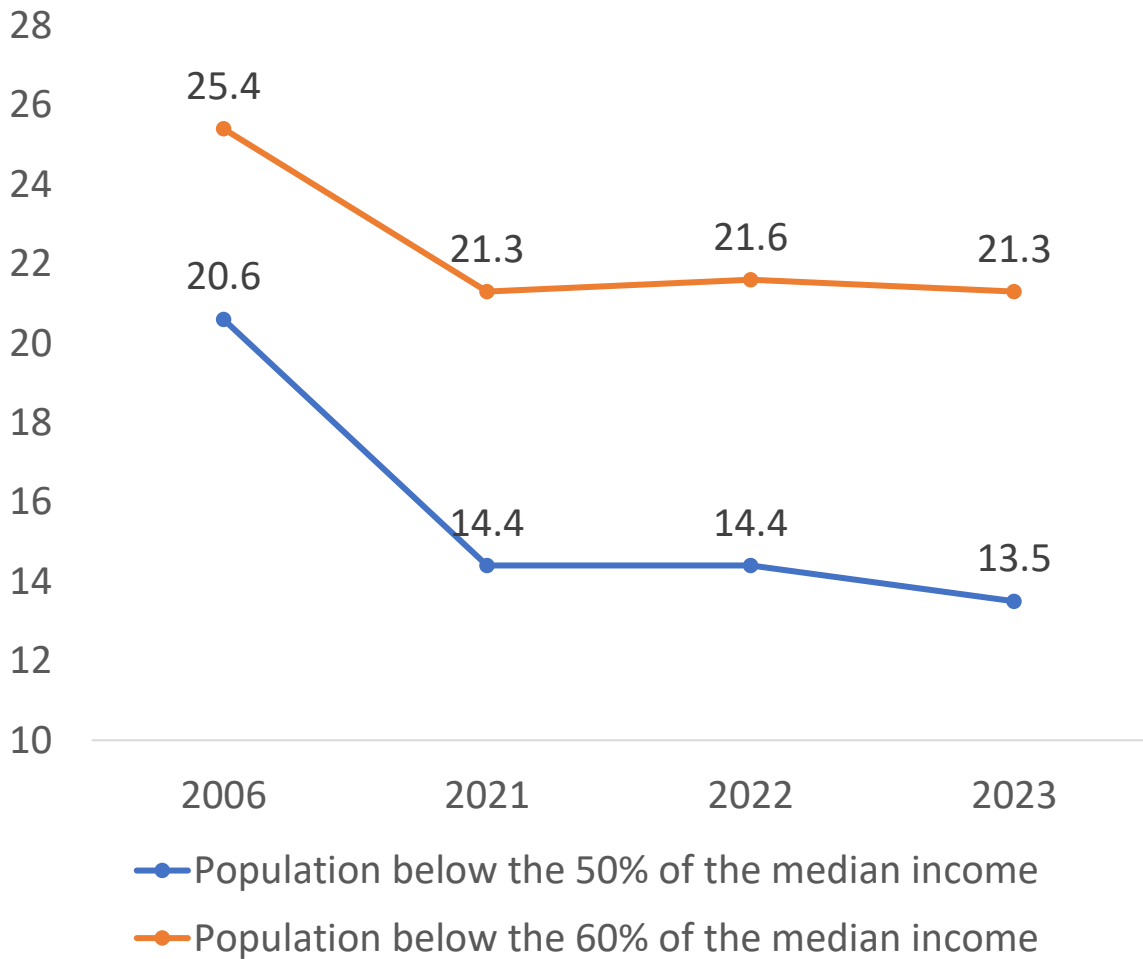
Youth Unempl.: 15

Türkiye's progress in poverty alleviation over the past two decades is remarkable.

Poverty Rate As % of Population

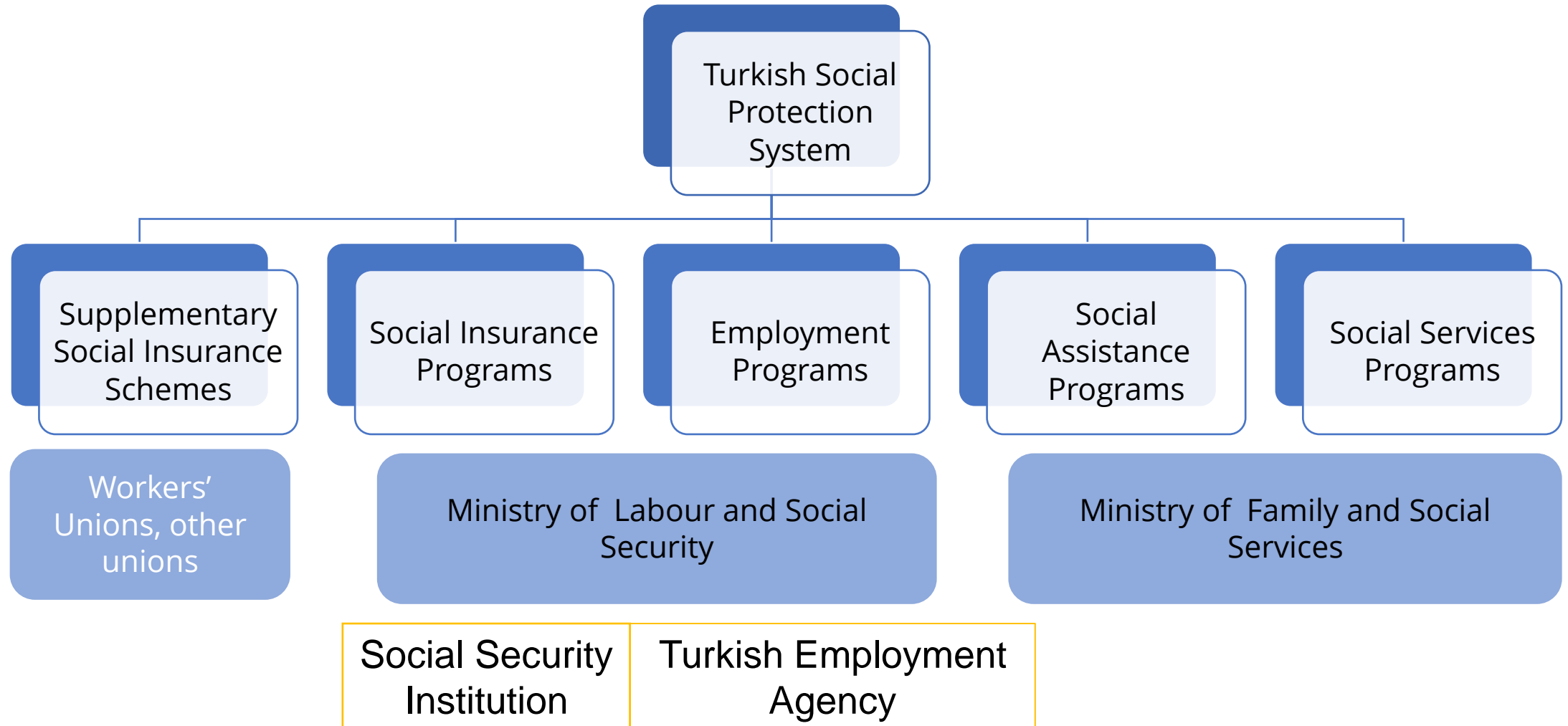


Relative Poverty Rate Overtime



# Türkiye Has Established Comprehensive Frameworks Across All Pillars Of SP: SI, SA, And Employment Programs

**Two ministries (MLSS and MFSA) and Public Employment Social Agency (ISKUR) are the key SP institutions**



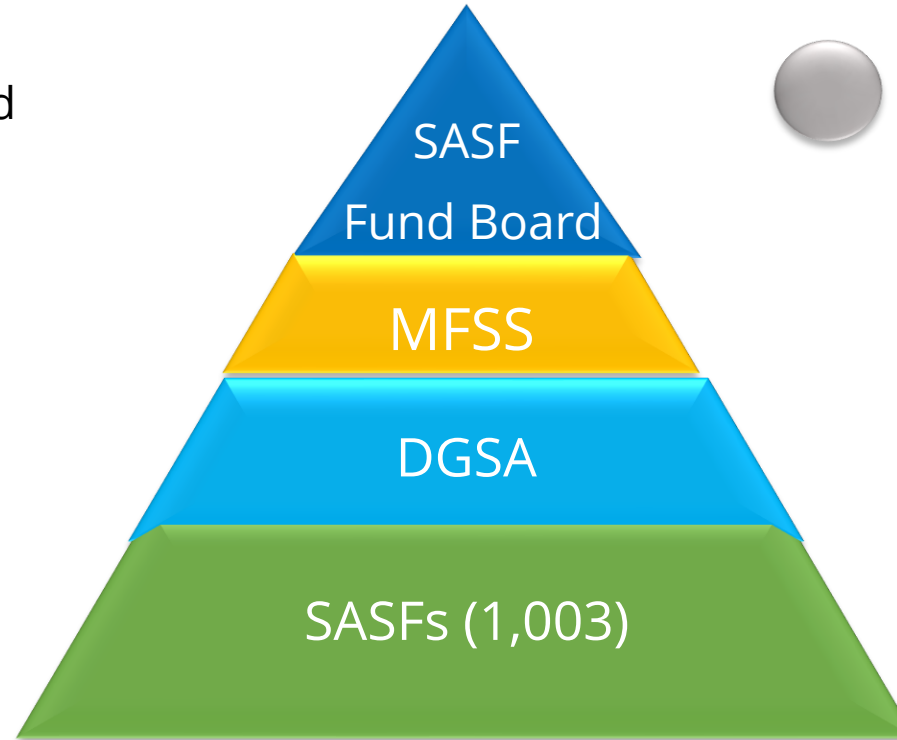


# Governance Structure and Institutional Arrangements Are Well Established For The Social Assistance System

Ministry of Family and Social Services (MFSS) and General Directorate of Social Assistances (DGSA)

Population coverage for Social Assistance Programs and Universal Health Coverage  
~21million HHs (72 Million individuals) with the addition of COVID-19 Emergency Cash Transfer Beneficiaries

1,003 local Social Assistance and Solidarity Foundations (SASFs) over 9,000 employees (ISAS end-users)



Relevant public entities, municipalities, and NGOs



Source: Ministry of Family and Social Services General Directorate of Social Asistances, Annual Report (2024)

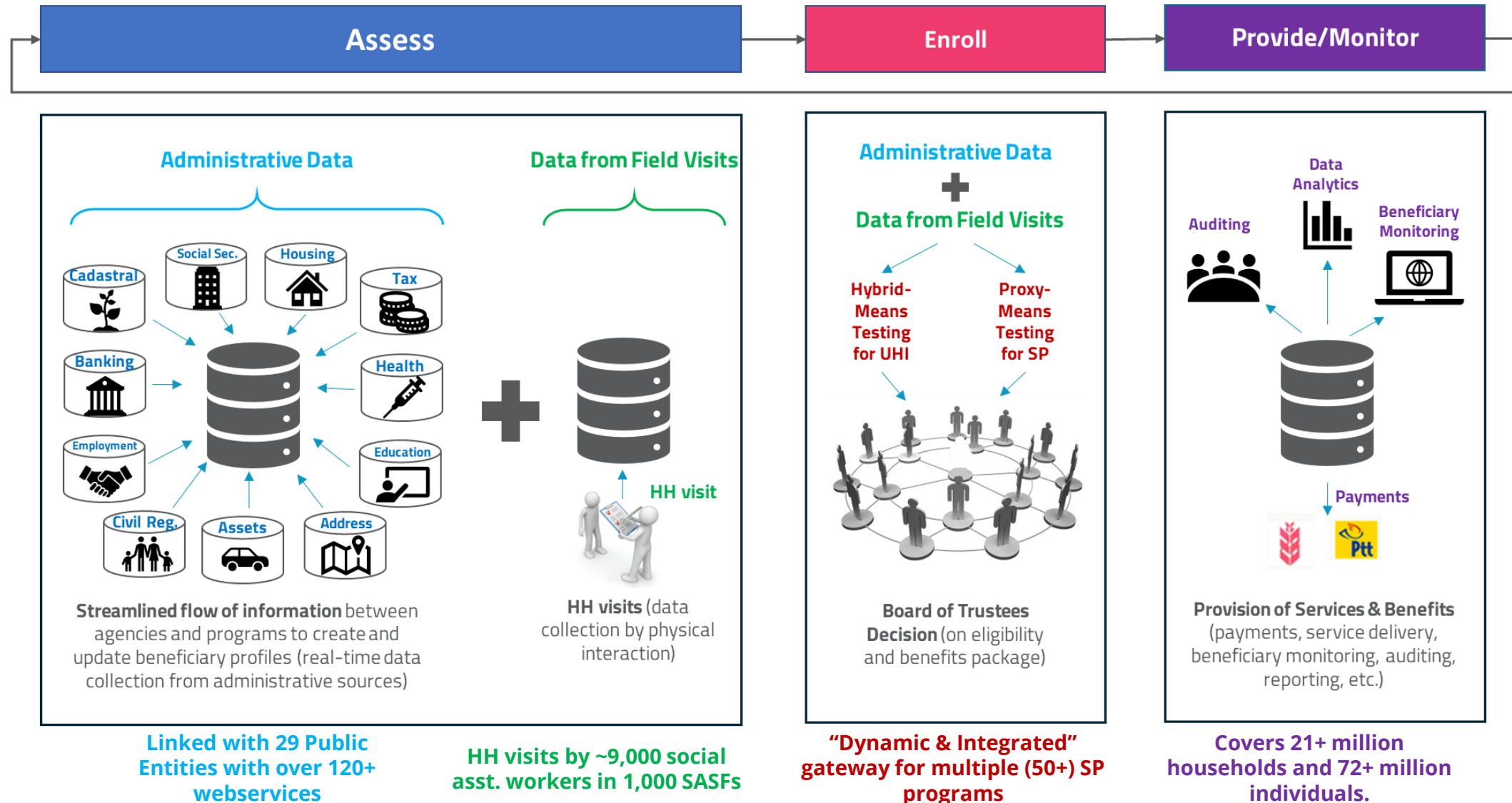
# INTEGRATED SOCIAL ASSISTANCE INFORMATION SYSTEM (ISAS)



# Integrated Social Assistance Information System (ISAS) Is The Backbone Of Implementation Of Social Assistance Programs

- The Integrated Social Assistance Information System (ISAS) 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 29 different public institutions and 120 web-based services in one easily-accessible online portal
- Through the development of ISAS, Türkiye standardized, integrated, and converted its previously paper-based social assistance procedures into an electronic system.
- Social assistance programs covers 21% of pop. These beneficiaries are the poor people out of social insurance programs (11% of pop.) and other vulnerable people (10% of pop.)

# With ISAS - Launched In 2010 - Social Assistance Implementation Significantly Improved With Major Efficiency Gains Using A Whole Of Government Approach



## Main Objectives of Social Assistance In Türkiye

### Increasing Resilience

Cash Transfers

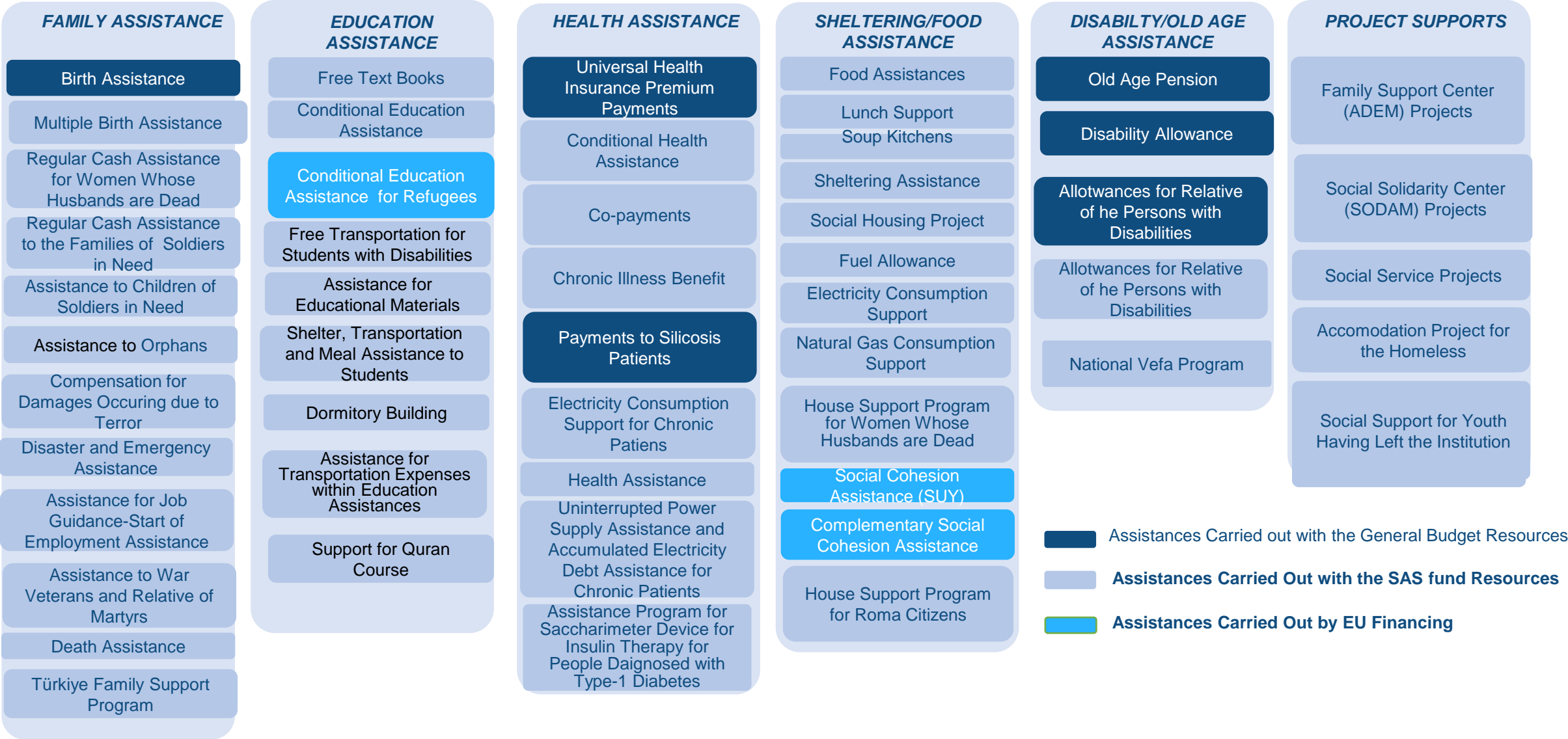
Referral Services

### Creating Exit Strategy

Job Replacement

Skills  
Improvement

# Wide Range of Social Assistance Programs to Increase Resilience



# Job Replacement and Skills Improvement Programs

Approximately 18 % of social assistance beneficiaries are able to work . For those, the following programs are available to them:

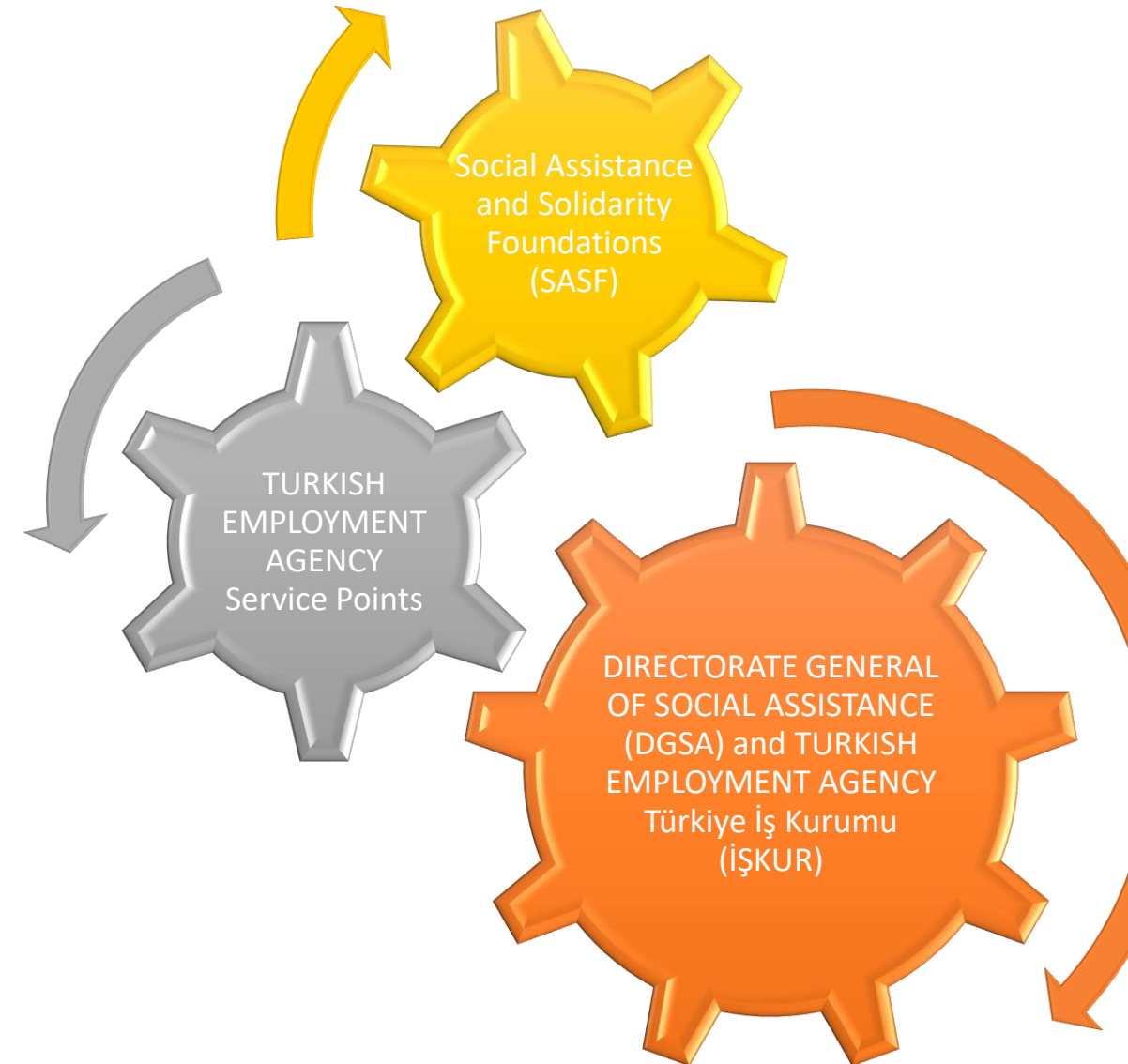
- Employment Referral Programs
  - Assistance for Job Guidance and Start of Employment Assistance
- Skills Development
  - Family Support Center (ADEM) Program
  - Social Solidarity Center (SODAM) Program

All **Rate of Registered** members of household, who are between 18-55 or who applied for assistances, had been directed to Turkish Employment Agency via Integrated Social Assistance Services as of 29.04.2011

**Registration Rate of Potential Beneficiaries % 11,10**  
**Recruiting Beneficiaries % 13,81**

# Legal and Institutional Link between Social Assistance and Employment programs

- 14.04.2016- Legal regulation regarding the incentive application for employers who employ social assistance beneficiaries
- 22.06.2017- Regulation on the Employment of Social Assistance Beneficiaries
- 22.04.2019- Circular on the Procedures for Directing Social Assistance Beneficiaries to Employment





# PURPOSE & SERVICES OF İŞKUR

**1** Labor Market Researches

**2** Job and Vocational Counselling

**3** Employment Services

**4** Active Labor Market Policies

**5** Passive Labor Market Policies

**6** Projects

- To ensure to transform social assistance beneficiaries who are able to work, self sufficient and productive.
- To ensure sustainability of social assistance system by reducing and preventing aid dependency and turn it into fairer system.

# Bridging the Gap: Social Assistance to Sustainable Employment

## Core Employment & Training Services

- Job & Professional Counseling: İŞKUR provides consultancy for job and profession direction.
- Job Placement & Cash Assistance: İŞKUR uses the Integrated Social Assistance System (ISAS) to direct new applicants to jobs and offers "Assistance for Direction of Job" (cash aid).
- Multiple Application Support: If a person's first recruitment attempt isn't successful, they can apply up to three times, with İŞKUR covering all application costs during this roughly 30-day process.
- Vocational Training & Active Labor Programs: Beneficiaries can access vocational education and active labor force programs organized by İŞKUR.

## Post-Placement Support & Monitoring

- 180-Day Monitoring: ISAS monitors individuals directed to jobs, courses, or the Program of Social Benefit for 180 days to track employment status.
- Assistance of Starting Work: After securing a job, individuals receive a one-time "Assistance of Starting Work" within 60 days.
- Conditional Cash Transfer: Conditional educational and health assistance for the individual continues up to 12 months.

# Bridging the Gap: Social Assistance to Sustainable Employment

## Policy Changes & Sustainability

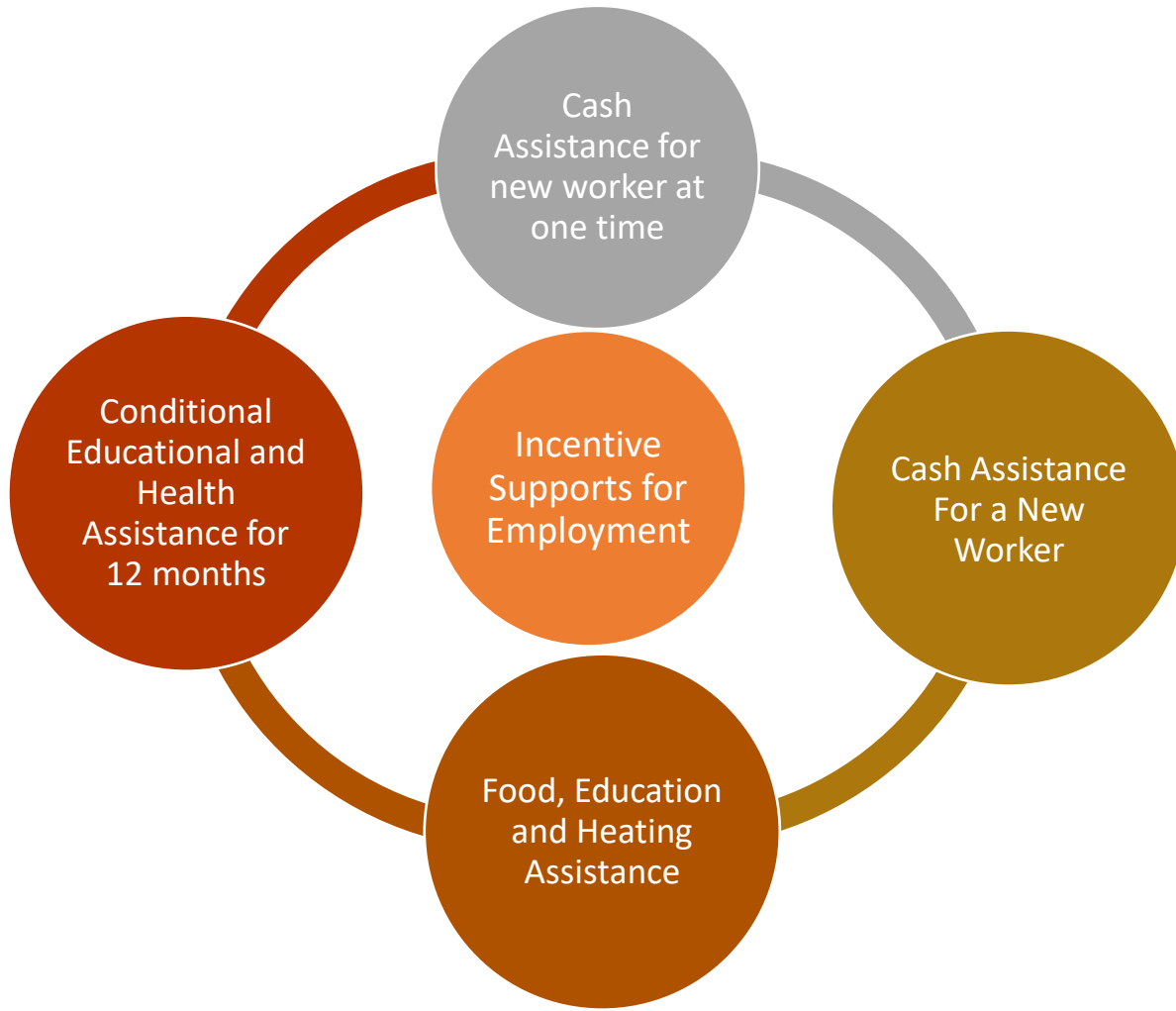
- Extended Social Assistance for New Hires (Post-2016): Households where a member gets a job and income will continue to receive social assistance for at least one year, promoting movement into the labor market. This is a change from the previous rule where social insurance led to immediate cuts.
- Consequence of Non-Participation: Non-attendance at courses or work-related activities disqualifies individuals from receiving these assistances, with ISAS used for monitoring.
- Government-Paid Insurance: As of April 14, 2016 (Law No. 3294), the Ministry of Family pays all insurance costs for poor individuals registered in ISAS when they become employed

## Operational Oversight

- Local Foundation Monitoring: Local Foundations are responsible for monitoring all procedures related to these assistances.
- ISAS for Applicant Monitoring: ISAS is used to check the situation of every applicant.
- Income Threshold for Assistance: If a person's family income rises above the poverty line, local foundations will cease these assistances.
- Built-in Incentives: The SA beneficiaries will get incentives if they join any employment activities with the help of local foundations.

# Incentives and Sanction Mechanism for Compliance

**The social assistance beneficiaries will get incentives if they join any activities of employment generating (started 2018)**



**If they interrupt to join such activities, their incentives will be stopped.**

Not attending the employment generation activities without a valid excuse?



Beneficiary could lose their cash assistance while continue benefit from central and in-kind assistances

# Incentives in Details

## **Requirements to be met for benefiting from incentive;**

- ✓ Living in a household where people who have benefited from regular cash social assistance at least once within last year.
- ✓ Being registered to İŞKUR.
- ✓ To be employed by any private sector workplace in addition to the workplace's average number of registered insured persons.

The entire amount of the employer's share of insurance premiums calculated based on the lower limit of premium-based earnings is covered by MoFSS for one year.

## **Eligible Beneficiaries Registered in İSKUR;**

- ✓ Living in a household where people who have benefited from regular cash social assistance at least once within last year.
- ✓ People between 18 to 59 age.
- ✓ People who do not receive retirement pension.
- ✓ People who do not benefit from home care support due to having a disabled relative

People who have these criteria can be evaluated as eligible and are registered to İŞKUR by MoFSS.

# SERVICES OFFERED TO TARGETED GROUP

People who register to İŞKUR, are invited to provincial directorates of İŞKUR for counseling within 20 days after registration.

## **Services offered to target group are;**

After job and vocational counselor's (JVC) assesment They can be directed to

- vacancies suitable for their situation,
  - vocational training
  - other active labour force programs such as on the job training, public workfare program, labour adjustment program etc.
- Social assistance and solidarity foundations can provide Job Referral Assistance up to 10% of the monthly net minimum wage each time to target social assistance beneficiaries who are directed to private sector vacancies through İŞKUR, in case they attend a job interview (maximum 1 time per month, maximum 3 times per year).
  - When beneficiaries in the target group directed by İŞKUR, start working in the private sector; they can be provided with a one-time Job Starting Assistance in the amount of 1/3 of the gross minimum wage.

# SANCTIONS IMPLMENTED TO TARGET GROUP

- ✓ Not accepting a job referral, not going to an interview despite the referral,
- ✓ Not accepting a job offer,
- ✓ Not starting/contiuning a program placed within the scope of Public Workfare Program or Labour Adjustment Program,
- ✓ Not starting/contiuning a on-the-job training program/vocational training program for which one has been selected,

If a beneficiary commits any of these acts written on above thrice without any valid excuse; they are processed to İŞKUR's system by JVCs. Afterwards their aid status is reevaluated by Board of Social Assistance and Solidarity Foundation and their aid can be suspended up to 1 year

# Skills Improvement Programs

## **Family Support Center (ADEM)**

ADEM projects started to be implemented in 2012. In order to combat terrorism, substance abuse, violence against women, child neglect and abuse, Law No. 3294 densely populated by disadvantaged groups, internal and external migration, violence against women, where social incidents are intense, are centers that provide services to ensure the social integration of our citizens in settlements with low socio-economic development levels.

## **Social Solidarity Center (SODAM)**

SODAM projects started to be implemented in 2014. To ensure the social integration of our citizens within the scope of Law No. 3294 in areas where Roma citizens live densely, psychosocial sociocultural occupation, are centers that operate to ensure their artistic and personal development.

## Beneficiaries Characteristics in ADEM and SODAM

- Most vulnerable people in social assistance programs
- Low-level of education
- Not looking for job
- Out of labor force
- No/less qualification/skills
- Income insecurity
- Not able to afford basic needs
- Living in high level of gender inequality
- Out of scope of İŞKUR (Employment Agency)



# FAMILY SUPPORT CENTER (ADEM) PROJECT

- ❖ Main Purpose: Ensuring the psychosocial, sociocultural, professional and personal development of women beneficiaries of social assistance
- ❖ Location: in areas where disadvantaged groups live intensively and have a low level of development

**Number of  
ADEM  
550**

**Reached  
more than  
2.7 Million  
Women**



# SOCIAL SOLIDARITY CENTRE (SODAM) PROJECT

- ❖ Main Purpose: Ensuring the social integration of women through psychosocial and sociocultural activities.
- ❖ Location: in areas where **Roma citizens** live in dense populations

Number of  
SODAM  
90

Reached  
more than  
330,000  
Women



# ACTIVITIES OF ADEM-SODAM

Vocational trainings

Hand-craft courses

Trainings, seminars  
and meetings

Cultural activities  
(exhibition visits etc.)

❖ There is a playroom where the children (0-6 years old) of the trainees can spend time and the capacity of the playroom is determined according to the population served.

- Bazaar for selling products and certificates for trainees,
- The products are not mass-produced.

Examples of  
products

Woodworks, Amigurumi, Copper Engraving

Scented Soap-Candle-Stone, Chocolate, Macrame

Embroidery Works, Jewelry Design, Dress/Clothing

Epoxy, Philography, Carpet, Ceramic Works

Trainings, seminars and meetings: such as effective communication in the family, parenting skills, religious-cultural values, combating domestic violence and abuse, preventing from substance dependence etc.)

- At the end of 3-month trainings, a bazaar is organized and trainees are given certificates.
- The trainees can sell their products in the bazaar and earn money.
- Products that are not sold in the bazaar can be donated to the trainees.
- However, the products are made in an amateur way for training purposes and are not mass-produced.

# Interventions for ADEM-SODAM

- Lack of Employment Referral Mechanisms:
  - There is no structured mechanism to refer beneficiaries to regular employment opportunities.
- Low Job Placement Rates:
  - Employment outcomes for participants are significantly low despite training efforts.
- Untapped Entrepreneurial Potential:
  - Although many beneficiaries have strong entrepreneurial potential, only a few initiatives exist, and most are led individually by trainers.
- No Link with İŞKUR Programs:
  - There is no integration between these centers and İŞKUR's active labor market programs.
- Poor Financial Sustainability:
  - Long-term financial planning and sustainability of the centers are underdeveloped.
- Weak Organizational Structures:
  - The centers lack clear and consistent organizational frameworks.
- Unstandardized Physical Conditions:
  - Infrastructure, equipment, and building conditions are not standardized across centers.
- High Variability Among Centers:
  - There are significant differences in implementation practices, infrastructure, and human resources from one center to another.

# HOUSEHOLDS SUPPORT SYSTEM

# New Move Toward Household-based Approach

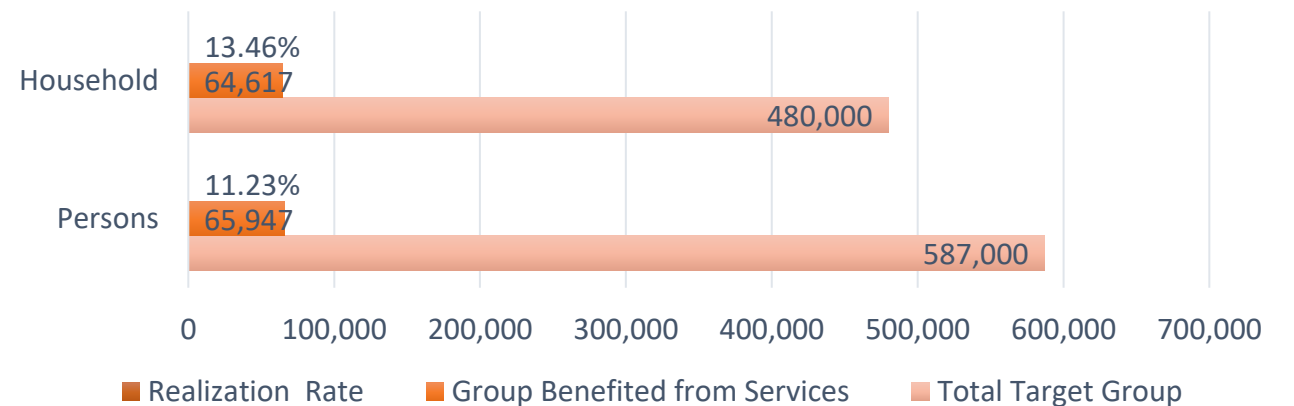
- Households that do not have sustainable livelihoods have been subject to a **household-based approach** as of 2024 by İŞKUR, in addition to the profiling and portfolio activates currently carried out on an individual basis.
- **Household Support System** aims to support households to have sustainable livelihood sources which neither have any regular social assistance nor have any working member or retired person by offering specialized and expanded public employment services to their doorsteps and afterwards by prioritizing them in other public employment services and monitoring these services.
- Due to collaboration with other public institutions such as Social Security Institution(SSİ), Ministry of Family and Social Services(MoFFSS) and Ministry of Internal Affairs(MoIA) related raw data regarding target group obtained. As of 2024 this data processed and evaluated by İŞKUR.
- **Households which have any specific criteria located below, are subtracted from target group;**
  - ✓ Households have any working or retired member,
  - ✓ Households which have regular social aid more than determined amount,
  - ✓ Households benefited from any İŞKUR services within last year.

# SERVICES OFFERED TO TARGET GROUP

- Intensive individual counselling,
- Job placement,
- Vocational training program,
- On the job training program,
- Public workfare program,
- Labour adjustment program,
- İŞKUR youth program

Household Support System 01.09.2024-30.04.2025				
Activity/Sex-Household	Women	Men	Total	Household
Job Placement	4.713	7.306	12.019	10.901
ALMP	1.199	797	1.996	1.954
Public workfare program	3.452	1.186	4.638	4.636
Labour adjustment program	34.520	12.774	47.294	47.126
<b>TOTAL</b>	<b>43.884</b>	<b>22.063</b>	<b>65.947</b>	<b>64.617</b>
Counseling	26.289	24.202	50.491	41.926

## Target Realization Rate





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



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



# Designing for Interoperability in the Social Protection Sector

***COVID 19 SRD SYSTEM  
SOUTH AFRICA***

***MINISTER : MS. NOKUZOLA TOLASHE, MP  
ACEO : MR THEMBA MATLOU***

# **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

An entity of the Department of Social Development (DSD) ,established under the SASSA Act (Act No. 9 of 2004) to administer social assistance to eligible citizens in South Africa.



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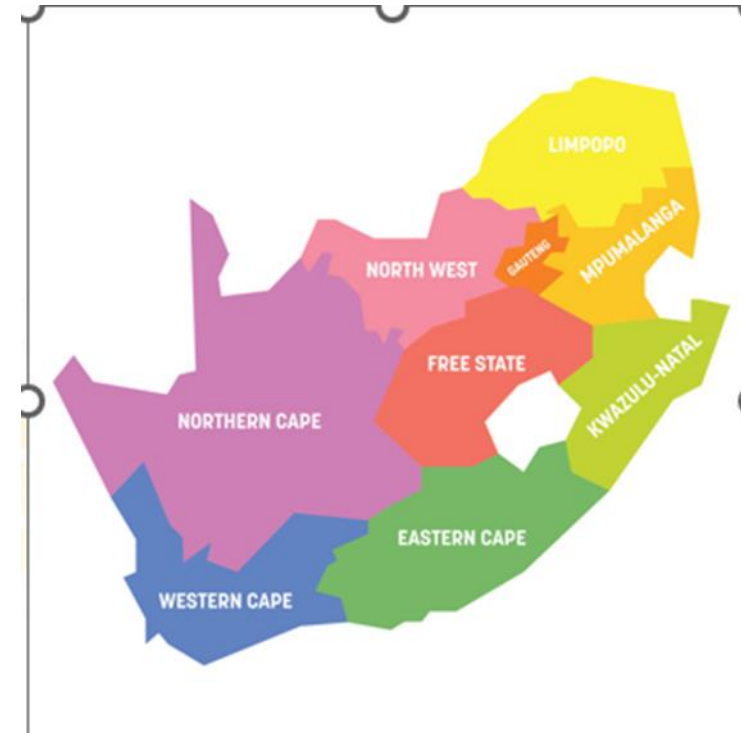


National  
Development  
Agency



# South Africa in Context

- **Country** = 9 Provinces, 257 Municipalities
- **Population** = 62 283
- **Households** = 19 005 - 50,0% of House Holds receive at least one grant
- **Poverty Index** = 41.8 million people living in poverty
- **Unemployment Rate** = 32,9 %,
- 5,0% of South Africans aged 5 years and older were **people with disabilities**
- **More than 26 million** South Africans receive social assistance every month, **9 million of 26m receive Covid 19 SRD grant**
- **Over 16.7 million** employment rate



Stats SA, General Household Survey, 2023 ; SONA 2024

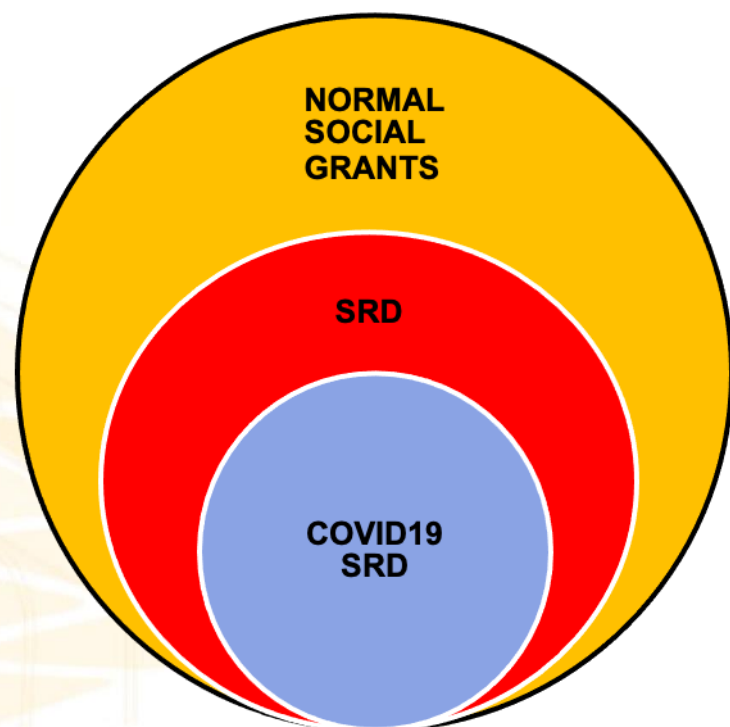


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# Social Grants Landscape in a Nutshell



- ❑ **Normal Social Grants** = Older persons, Disabled, Children Grants.
- ❑ **Social Relief of Distress (SRD)** = Assistance issued in case of a Disaster which may include none financial means of support.
- ❑ **Covid19 Social Relief of Distress** = introduced in 2020, issued in cash and the monthly benefit is capped to a predetermined amount



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# Social Grants Disbursed

Grant Type	Number Of Approved Beneficiaries – February 2025
Old Age	4,126,637
Care Dependency Grant	163,278
Child Support Grant	7,477,737
Combination	5,451
Disability Grant	1,046,745
Foster Child Grant	144,646
War Veteran	7
Covid19 SRD	8,755,592
<b>Total Without SRD</b>	<b>12 964 501</b>
<b>Total Incl Covid19 SRD</b>	<b>21,720,093</b>



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# Information System Landscape

Information system	Status	Responsible institution	Percentage of population covered
Common identification system	Live – National ID number	Department of Home Affairs	94.2%
Social registry	<p>NISIS under development-comprehensive social grants registry available</p> <p>These include care and support for the elderly; child services, including the provision of places of safety, safe adoption, foster care services, and child and youth care centers; support services for people with disabilities; social behavior change programmes; and psychosocial services, such as support for victims of gender-based violence and femicide.</p>	DSD, SASSA	41% receiving social grants
Common payments platform	Under development- diverse ecosystem of payment methods and infrastructure	PASA	82%
Grievance redressal platform	Available – Social Grants	DSD	



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# Information System Landscape

Information system	Status	Responsible institution	Percentage of population covered
Tax information system	Live	South African Revenue Services	41%
Social insurance MIS (formal sector)	Not available – Individual insurance institutions manage own databases	Insurance companies	
Disability registry	Uno available – Multiple institutions manage register for disable for different purposes	SASSA, Stats SA, DiSA, SASSA	3.3M (Stats SA, 2022)
Land and property registry	Available	Deeds Office	6.6m property registered
Employment registry	Available – UIF,DPSA.PERSAL	DOL, DPSA	16.7m (stats SA 2024)
Business ownership registry	Available	CIPC	404 095 residents, 467823 not residents (CIPC 2022/2023)
Inmates	Underdevelopment	DCS	



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# INTRODUCING THE COVID 19 SRD SYSTEM.



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**sassa**  
SOUTH AFRICAN SOCIAL SECURITY AGENCY



# What were we solving for?



45% of the population lived under the poverty line (Stats SA ). The poorest 10 percent of the population live on an average monthly income of just R352 per month

Table 1: Mean monthly per capita income by population decile, in February 2020 Rands

Decile	1	2	3	4	5	6	7	8	9	10
Monthly Income	R352	R603	R829	R1,127	R1,497	R1,983	R2,737	R4,107	R7,473	R25,214



Covid-19 was expected to impact unemployment and underemployment informal workers



Informal employment constituted 30% of total employment in the country



Since lockdown, respondents to the Stats SA Covid 19 Survey, reported that hunger increased from 4.3% to 7.0%

*Note : Key to the above was the ability of the South African Government to identify everyone who was affected*



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# COVID 19 SRD System Overview

24 March  
2020

- March 2020 – President of the country announced nation-wide lockdown

21 April  
2020

- President announced a new Social Relief of Distress financial support for South Africans

30 April  
2020

- Minister of Social Development announced measures to implement the interventions

09 May  
2020

- The Regulations governing the Covid19 Social Relief of Distress (SRD) financial support are published

11 May  
2020

- Minister of Social Development launches the grant

15 May  
2020

- SASSA pays its first clients for the SRD R350 grant with a newly developed online electronic system

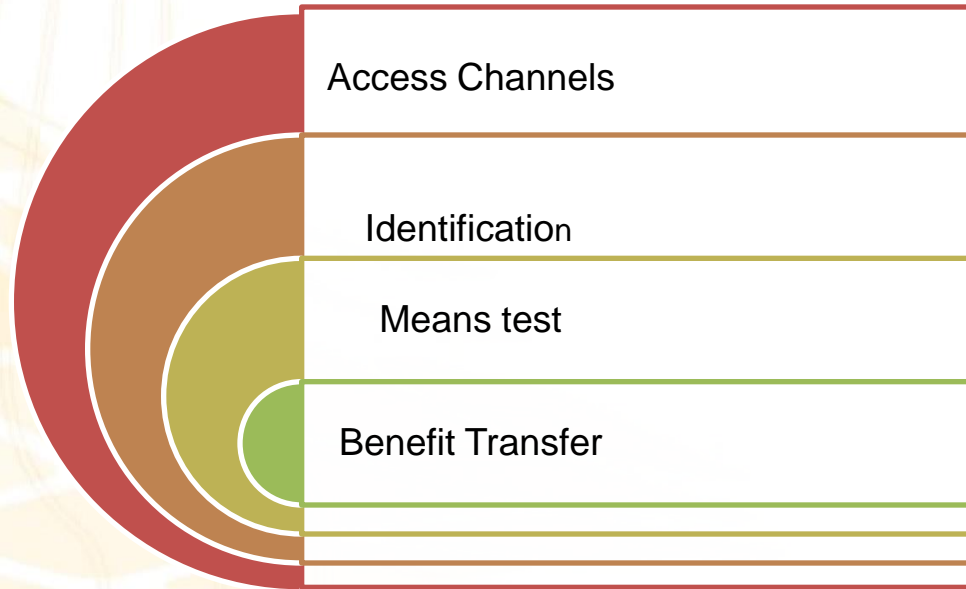


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# COVID 19 SRD System Overview



- ☐ **Access Channels** = How do the applicants access the services with ease
- ☐ **Identification** = How do we correctly identify the applicants who have applied for services
- ☐ **Means test** – how do we test or verify if there are other sources of income not disclosed
- ☐ **Benefit Transfer** = How do we transfer funds and how do clients access this funds once transferred

**Note: Identification is key in accessing the South African G2P Programme . Most services operate on the principle of No id , No access to services**



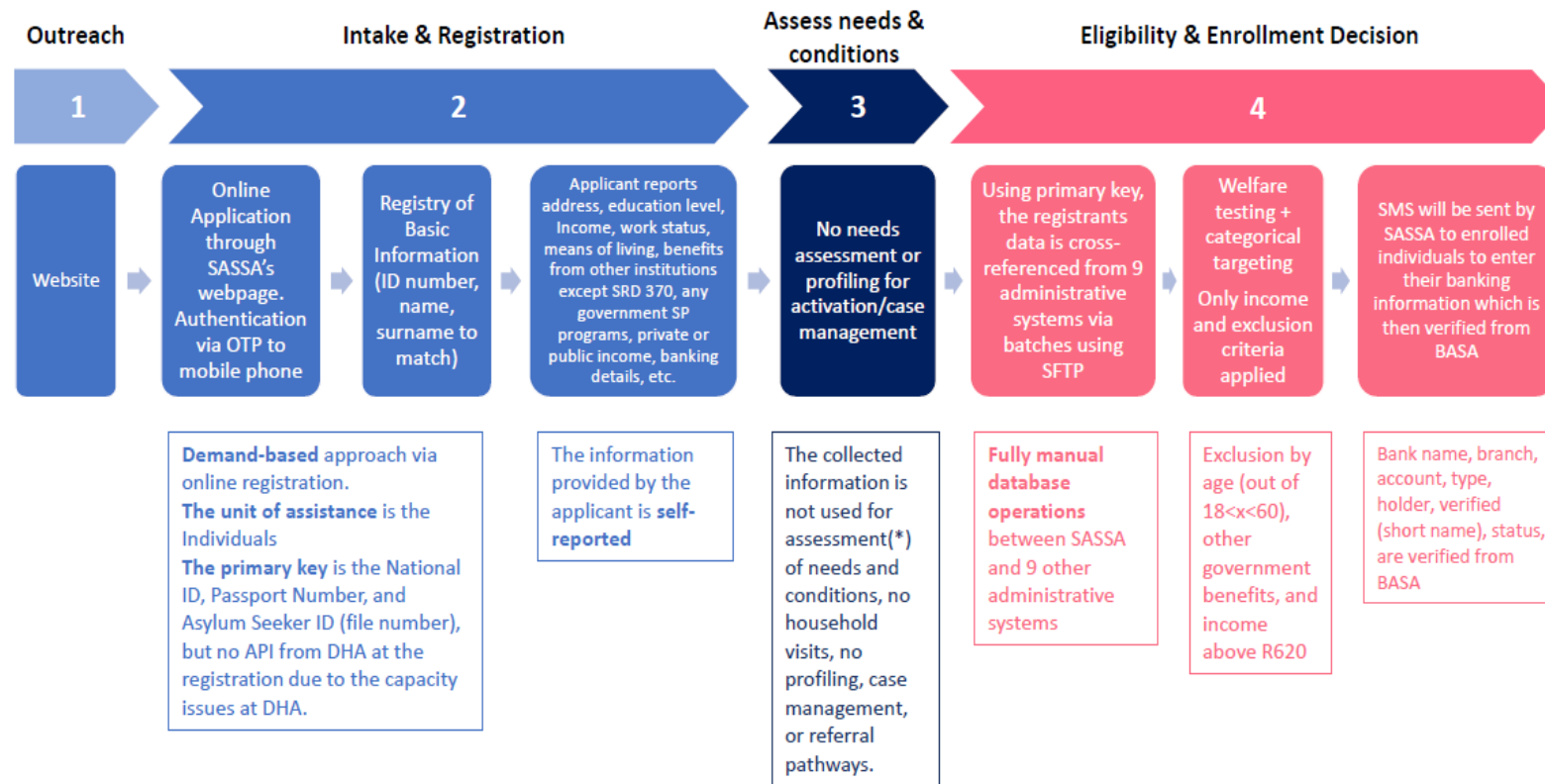
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# COVID 19 SRD System Overview



(\*) Needs assessment refers to assessing needs and conditions of households to prioritize them with respect to different SP programs, initiate a case management, referrals, etc. for one or more SP programs. In South Africa, this would facilitate a more holistic assessment of a beneficiary to provide client-centered services in addition to grants.



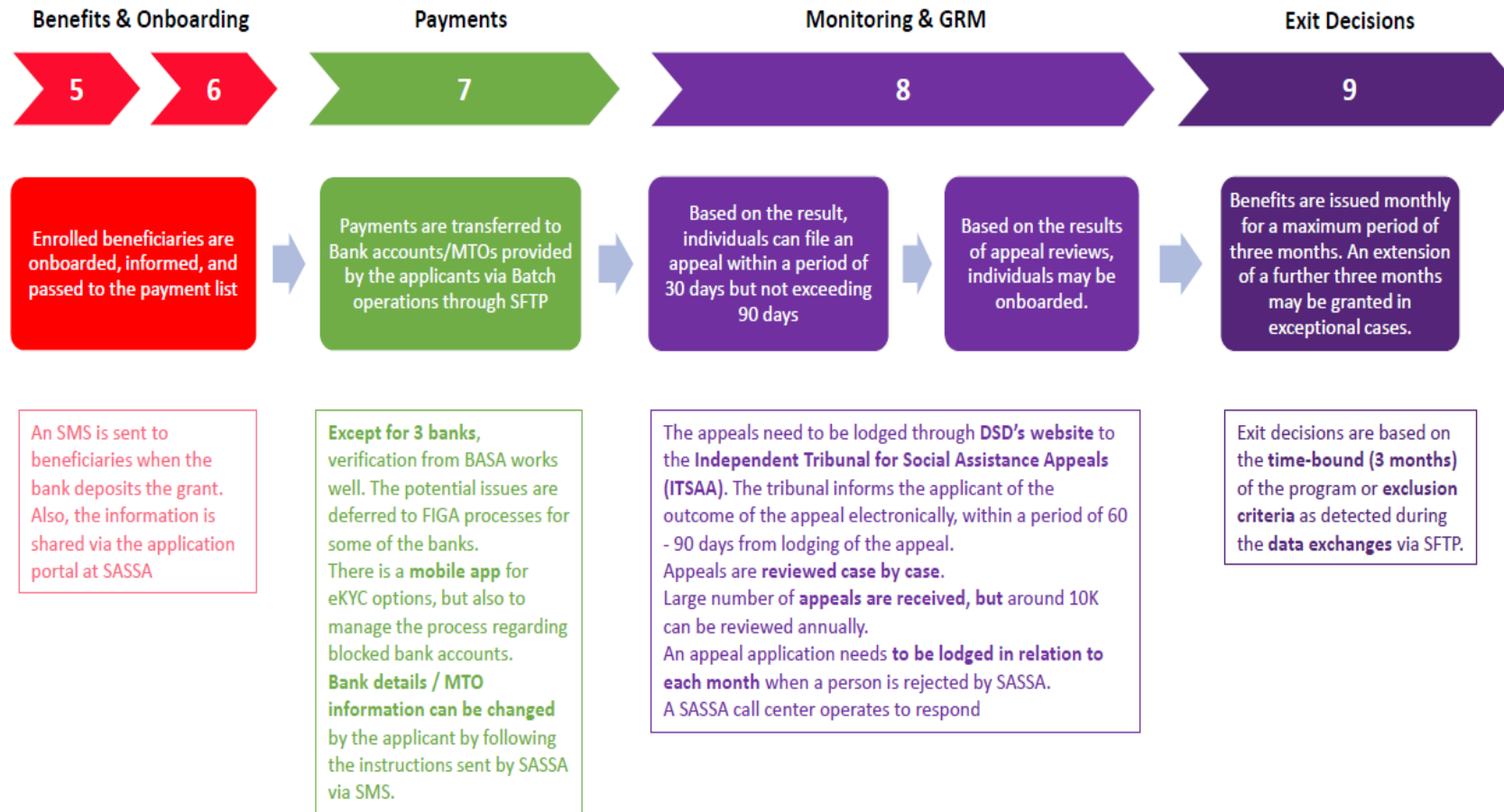
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# COVID 19 SRD System Overview



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# COVID 19 SRD System Overview

Capability Map of  
SRD3350  
benchmarked against  
SPIS

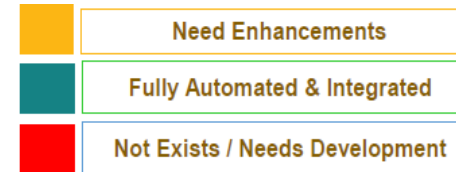
1- Front-End Platform

2- Back-end Platform

3- HH Visiting System

4- Beneficiary Portal

5- Reporting & Dashboards

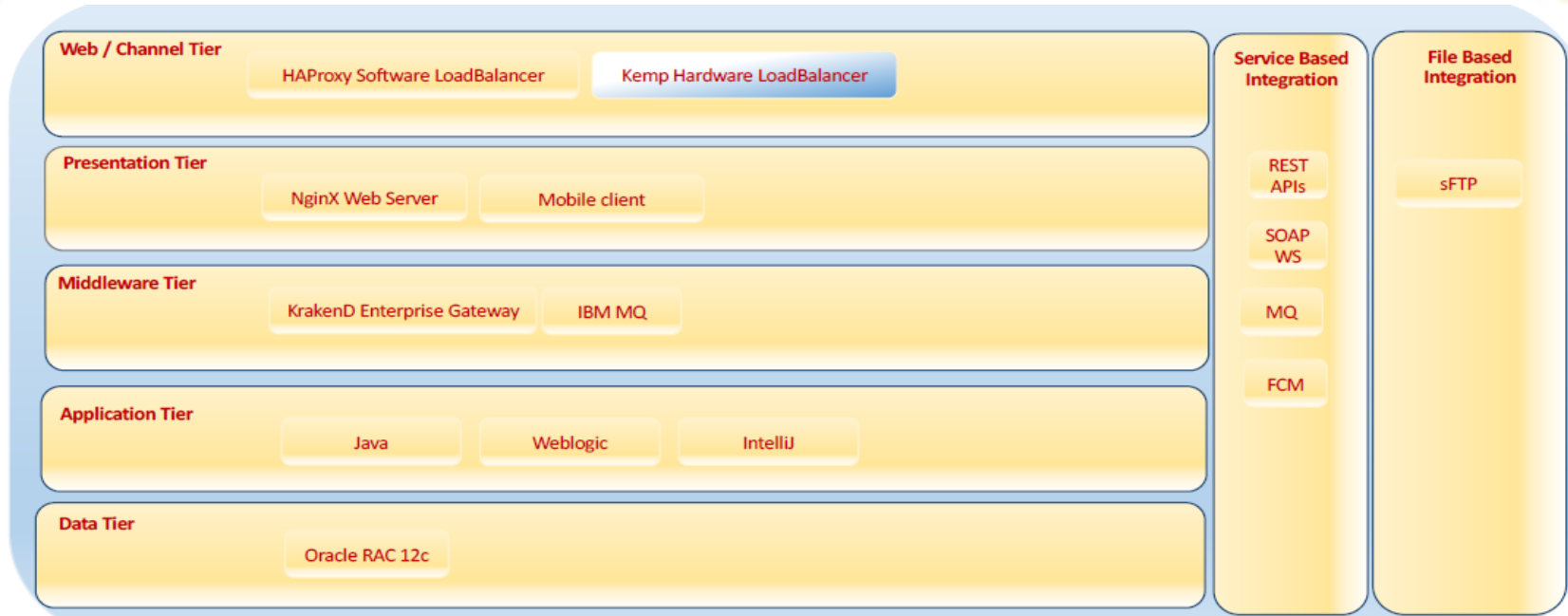


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# COVID 19 SRD System Technology Stack



Instance Name	Total OCPU	Memory	Boot Volume	HA	Shared Storage	CDB	Notes
Web server	12	40GB	100GB	2 Node RAC	0	No	Non-CBD
API Server	6	24GB	100GB	3 Node	0	No	
WebLogic	12	40GB	100GB	3 Node	0	No	
DB	8	40GB	100GB	2 Node RAC	1 TB	No	

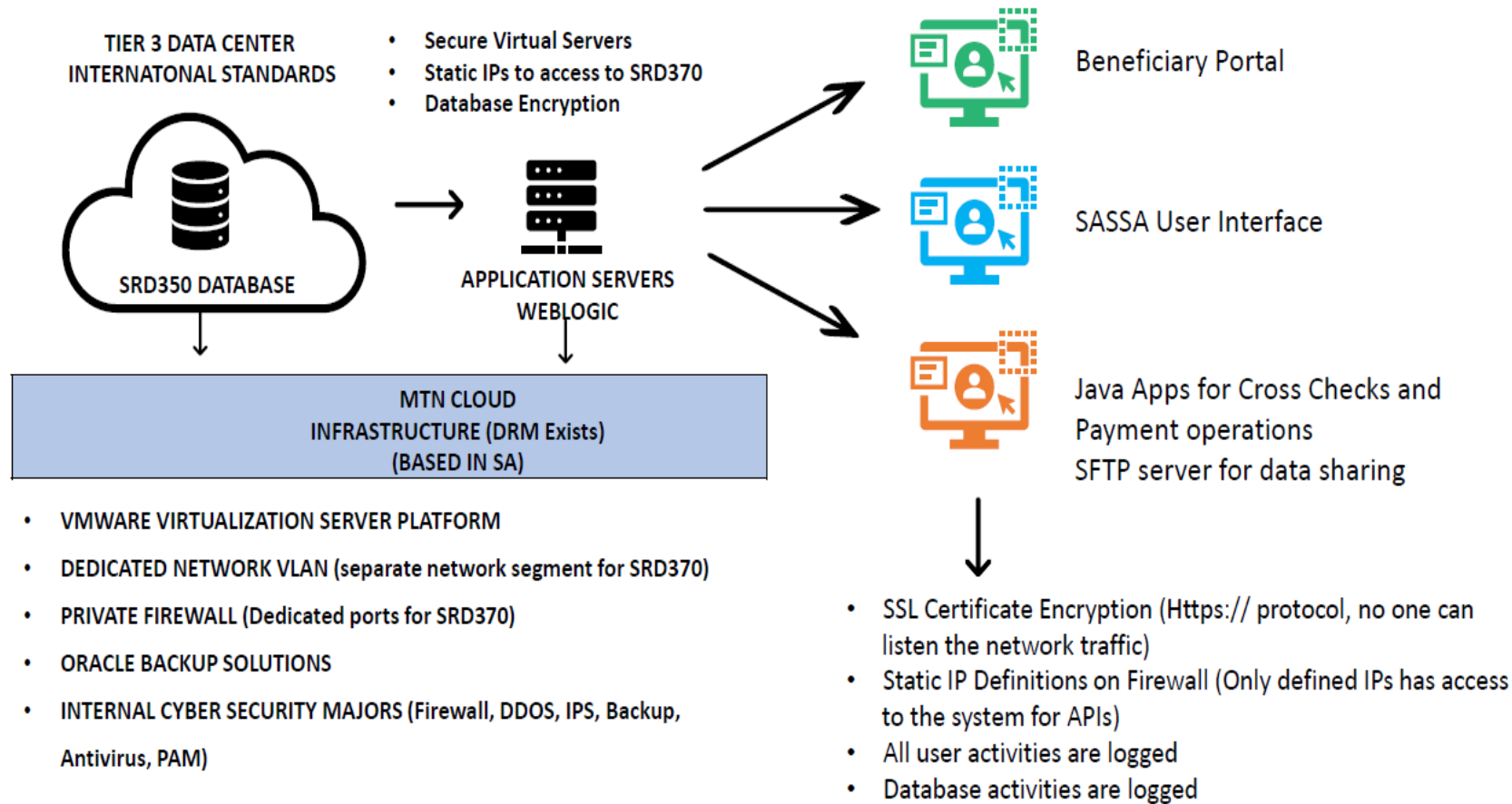


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# COVID 19 SRD System Infrastructure



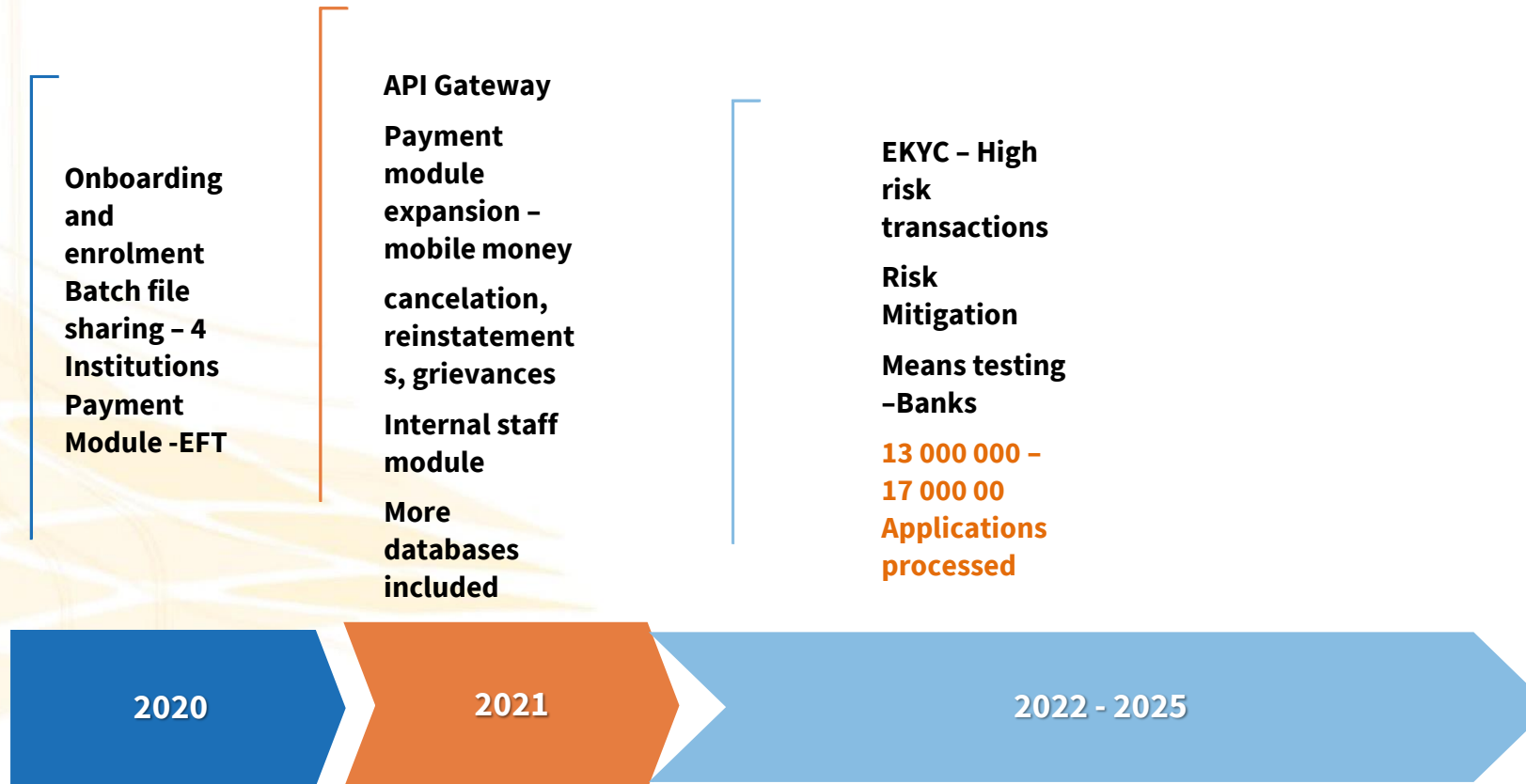
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# COVID 19 SRD System Evolvment



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# INTEROPERABILITY CAPABILITIES



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# Why Interoperability

- The original implementation of the SRD350 system formed the foundation for the SASSA interoperability platform where disparate data sources were consumed through an initial import process whereby data files were shared and imported into a unified SRD350 database.
- SASSA leverages the SRD350 database for its interoperability capabilities for ongoing interoperability requirements and forms the foundation for data sharing between SRD350 and SOCPEN as well as third party data consumers. These data sources that are used for SRD350 beneficiary onboarding, registration, enrolment, and ongoing verification are refreshed via the SRD350 interoperability platform
- This capability enables SASSA to provide an exclusive digital administration of the COVID 19 SRD grant that :
  - ✓ Eliminates the need for documentation submission
  - ✓ Eliminates dependency on information from client for legibility determination i.e Information from external government and private sector databases is used
  - ✓ Eliminates the need for service office assistance and footprint i.e client can transact online
  - ✓ Provides capability to share Beneficiary data for employment , skills, development and training opportunities
  - ✓ Interoperability capabilities leveraged for the bigger social assistance administration



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# Key Milestones Achieved Due to Interoperability

- No need to onboard and process 17million applications received to date – No need for additional service office resources to administer grant
- Normal application at service office takes 20 minutes per client
- With limited databases in the initial administration SASSA approved over 11 million applications per month , to date an average of 8-9 million applications are approved with additional databases
- Capability leveraged for the social assistance administration - Enables the organisation to identify filter out ineligible applications. To date the biggest impact has been realised in the decline on Child Support Grant Beneficiaries – Reduction from R13.4M to 13.1M .



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# Enabling Strategic partners



**Department of Home Affairs\***



**PERSAL (Government Personnel Salaries)**



**Government Employee Pension Fund**



**Department of Correctional Services**



**National Student Financial Aid Scheme**



**South African Revenue Services**



**Unemployment Insurance Fund**



**Banks through Banking Association of South Africa**



**Central Bank & National Treasury**

**Note : \*Key to this partnerships is API's that uses an ID Number as a unique identifier of each applicant**



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# Mapping Data Exchange Across Key Systems

	Name of the Organization	Variables Exchanged	Data Exchange Methods	Data Exchange Capabilities	Database	Gaps
1	Department of Home Affairs (DHA) (National Population Register – NPR)	ID Number, surname, name	Bulk data transfer via SFTP in batches (SASSA shares 1 million records per batch ~ total 24 batches)	bulk-data transfer and web services (i.e. 200 records per minute) and varies concerning different institutions and query time.	Adabas hosted at SITA in a shared infrastructure	Significant capacity issues both in computation and storage, ID generation does not use an advanced algorithm, data update issues (delayed updates when a person is deceased), duplicate IDs in NPR, and no funding for big data platforms. <b>Significant Investment needed at DHA (priority area)</b>
2	Department of Public Service and Administration (DPSA)	ID number	Bulk data transfer via SFTP in batches			
3	South Africa Revenue Services (SARS)	ID Number; Name, Surname, Income Indicator	Bulk data transfer via SFTP in batches and also web services integration with DHA and CIPC. APM is used.	Web services up and running (SOAP). API connection with CIPC companies, Home Affairs, and Banks. Customized software designed. All transactions are logged.	IBM DB2 database is hosted in their own data center. API data will be provided from SQL server.	A web service for integration with SASSA was developed, but never used. Stuff capacity problems.
4	Unemployment Insurance Fund (UIF) in the Department of Employment and Labor (DEL)	ID number, ID type, Permit Reference Number, name, surname, mobile no, period	Bulk data transfer via SFTP in batches also web services integration with DHA	SOAP is used for the web service	All databases are migrated to the SAP and hosted at SITA	The software was developed in 2005 by Siemens. There is additional information at UIF that might be useful for SASSA in the delivery of SRD350. UIF also has a copy of the NPR. Storage issues



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# Mapping Data Exchange Across Key Systems

	Name of the Organization	Variables Exchanged	Data Exchange Methods	Data Exchange Capabilities	Database	Gaps
5	National Student Financial Aid Scheme (NSFAS) in the Department of Higher Education and Training (DHET)	ID Number	SFTP and SOAP web service. API key sharing and LDAP integrity. IP whitelisting, SSL. Retention Policy is being implemented. APM is used for monitoring.	Micro Services are used docker and Kubernetes for application server. Hybrid Datacenter. Enough Capacity. Logging exists for APIs	Microsoft SQL server, Mongoddb. The database is hosted in-house datacenter. The database does not use any TIER Standards	In house development for current software platforms. Performance problems with DHA web service. Not sufficient for Realtime data exchange.
6	Personal and Salary System (PERSAL) and PERSOL in National Treasury (NT)	organization, Persal number, appointment number, surname, initials, ID number, appointment date, nature of appointment, salary effective date, marital status, flag, monthly allowance	SARS with API service, Banking Batch file format CIPC API service, DHA web service at out of working hours, REST API service with some other agencies	In house development capacity.	DB2 on mainframe SITA infrastructure SQL Server for web service integrations	Manual data operations within municipalities. Some excel file upload operations via provided user interfaces.
7	The Government Employees Pension Fund (GEPF)	Name, inits, ID number, Passport Number, death-date	Bulk data transfer via SFTP in batches			
8	Department of Correctional Services (DCS)	Registration no, sentence group, last name, first names, rsidentity, num, gender, facility name, first admission, sentence expiry, sentence status	API connections and SFTP batch file operations	A broker service to exchange data. Each transactions is logged	Multiple datacenters Oracle and SQL Server Consolidation is running on Oracle. Hosting at SITA	The shared data is largely missing (10K as opposed to 110K in the database) due to a missing/limited number of records with NID information. Low Bandwidth, No Disaster Recovery.
9	Department of Cooperative Governance & Traditional Affairs (COGTA)	Workers ID	Bulk data transfer via SFTP in batches and also web services integration with some agencies	API integration is already there with some systems	MySQL DBMS	ID integration is done by SFTP file transfers. A new system is being developed with API integrations. Municipality and Ward Information, Disaster Impact Status, Relief Assistance History, Property Ownership can be retrieved from COGTA



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# Linking Social Protection and Employment & Skills



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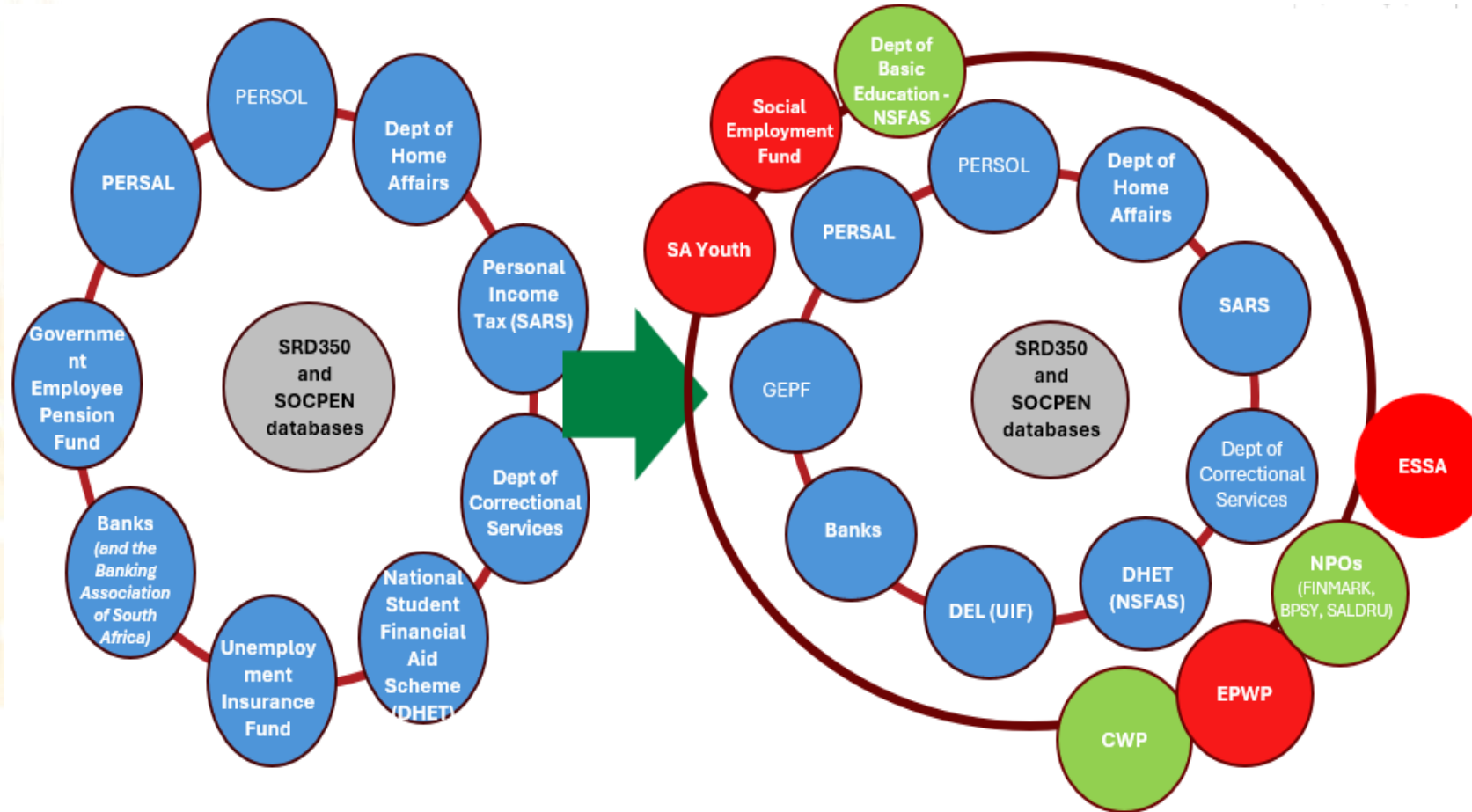
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# Roadmap for Linkages: Employment & Skills



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# Challenges



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# Challenges: General Administration & Interoperability



## Multiple clients using a single cellphone number to apply

- ✓ Up to 5 clients on one number
- ✓ Ownership identification is an issue
- ✓ Problematic for communication purposes and mitigation of fraud



## Procurement Turnaround times in Government too cumbersome for this type of interventions.

- ✓ Impacting on operationalization efforts



## Payment of clients through Mobile Cellphones / e-wallets

- ✓ Matching the client to the cellphone number (Condition by Minister of Finance requirement)
- ✓ Poor identification controls for allocation of sim cards by MNO's
- ✓ Challenges with accessing the Mobile Operator Databases
- ✓ E-wallet ecosystem in the country not as mature and popular like in the rest of the continent



## Identification and the need to ascertain validity of the clients

- ✓ Digital Identification infrastructure not yet in existence



## Need for centralized Database

- ✓ Other Government Departments and related stakeholders reluctant to share their data due to other laws which created phobia amongst entities
- ✓ Lack of National Interoperability Governance and standards
- ✓ **Fragmented Systems:** SASSA currently operates with multiple data sources and systems that lack seamless integration, which can lead to delays in service delivery and data verification.
- ✓ Inclusion / exclusion errors and High number of grievances due to data completeness ,accuracy and freshness



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# Exchange Protocols

- **Primary Method:** Most government agencies rely on **SFTP** for bulk data exchanges.
- **Limited API Adoption:** Only a small number of agencies have implemented **APIs** for interoperability.
- **Lack of Logging:** Many systems **do not have proper logging** mechanisms in place.
- **No Common Data Dictionary:** There is **no standardized data dictionary**, leading to inconsistencies across systems.
- **Limited Monitoring & Security Standards:** **Monitoring and security standardization**



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# The Future : Improved Interoperability Capabilities



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**NDP**



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# Next Steps

- Implementation of the recommendations provided through collaboration with World bank :
  - ✓ A comprehensive strategy that extends beyond API integrations
  - ✓ Implement a data dictionary model
  - ✓ Adopt a robust data governance mechanism.



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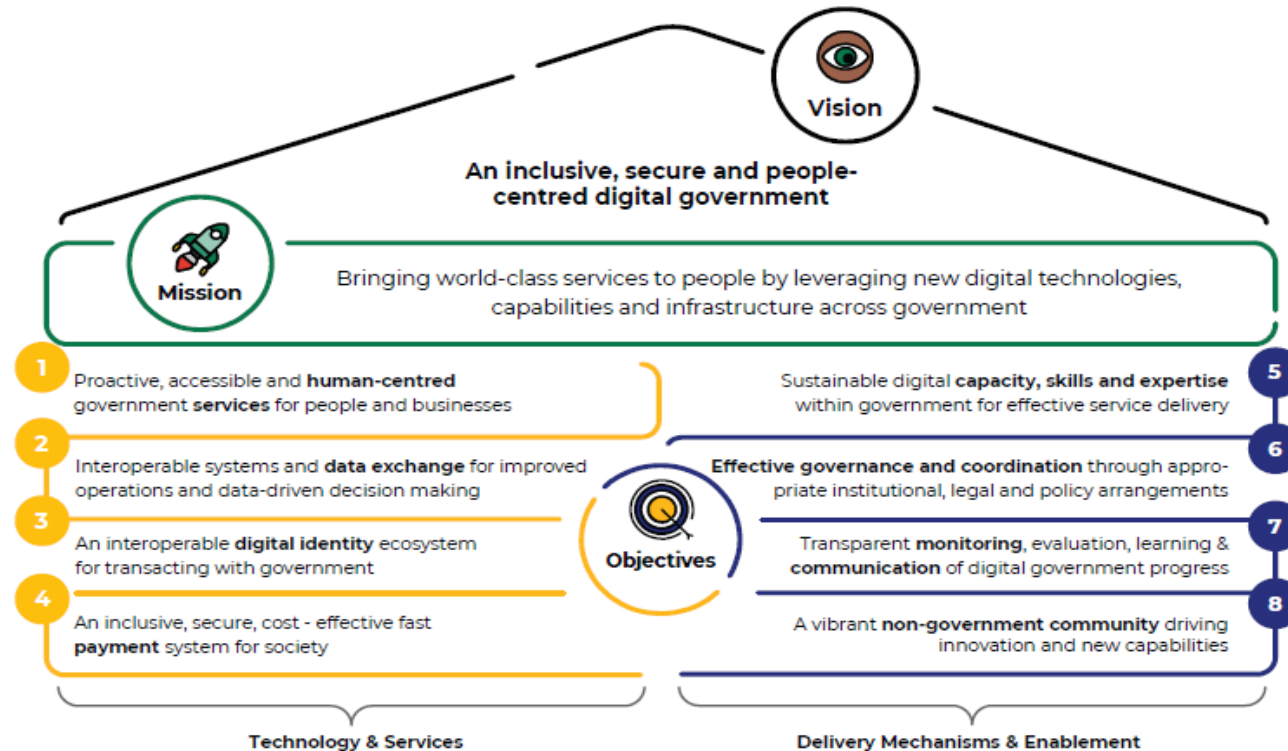


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# Next Steps

- Under the PMO in the Presidency, a proposed Inter-Departmental Working Group on Digital Transformation for the Public Sector being established

Source : The Presidency, South Africa's Roadmap for the Digital Transformation of Government



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***Together , we can enhance efficiency,  
reduce expenses, and improve decision-  
making across government services  
through Interoperability.***



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**THANK YOU**





Discussion &  
Q&A

# Next Talking Interoperability event

June 24, 2025  
12 - 14 GMT

Registration via  
[socialprotection.org](https://socialprotection.org)



# Support the Initiative

## Your input matters

- Contribute your expertise to our workstreams
- Support the process of consensus building and harmonization of standards
- Spread awareness about the initiative
- Adopt the standards and other outputs in your projects and share feedback

## Forms of participation

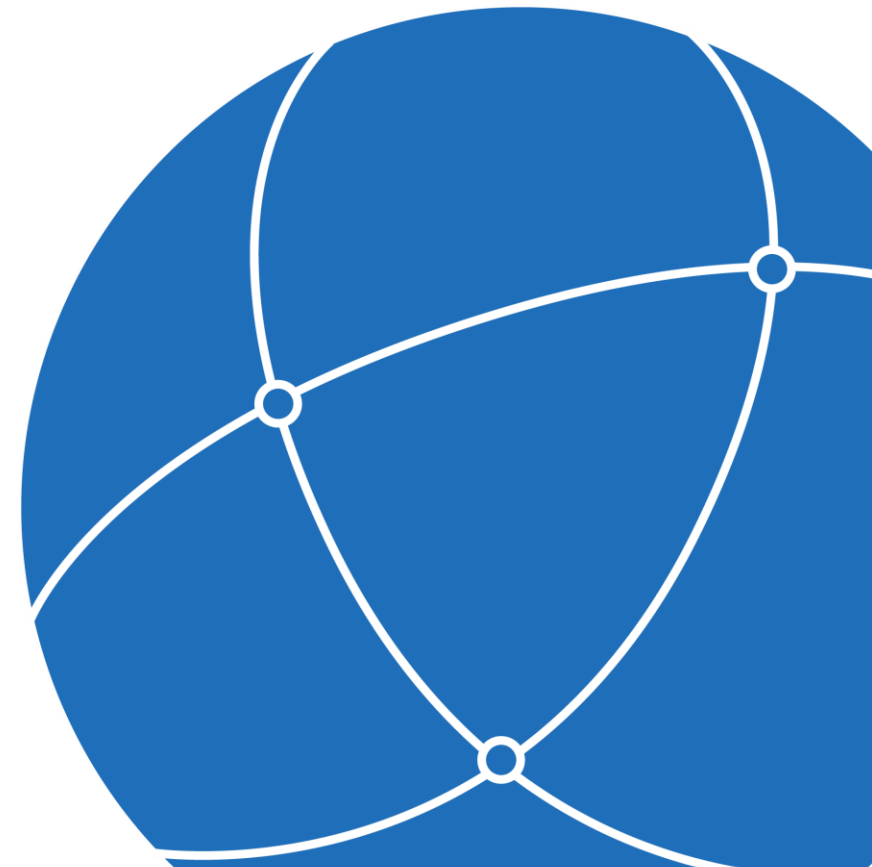
- Share existing materials
- Review outputs
- Join group discussions and workshops
- Submit your draft standards to DCI for consensus building through DCI standards committees
- Join the standard committees

## Learn more and connect

The DCI is an [open, transparent and virtual community](#) which welcomes contributions from diverse stakeholders.

For more information, or to get involved:

- ✓ visit our [website](#)
- ✓ email us at [contact@spdci.org](mailto:contact@spdci.org)
- ✓ or check us out on [LinkedIn](#) , [Gitbook](#) , and [Github](#)



Thank you

