



Digital Convergence

USP 2030

The Digital Convergence
Initiative (DCI)

Partner Forum Launch



Welcome





Agenda

Welcome

Introduction to DCI and its partnership strategy

Exchange on expectations, topics and formats of interest

Presentation: AI applications in social security - building insights and evidence from the TechByte

Next steps and closing



Speakers



Veronika Wodsak

ILO



Ralf Radermacher

GIZ



Ernesto Brodersohn

ISSA



Speakers



Mohamed Almenfi

World Bank



Ralf Radermacher

GIZ



Raúl Ruggia - Frick

ISSA

Housekeeping notes

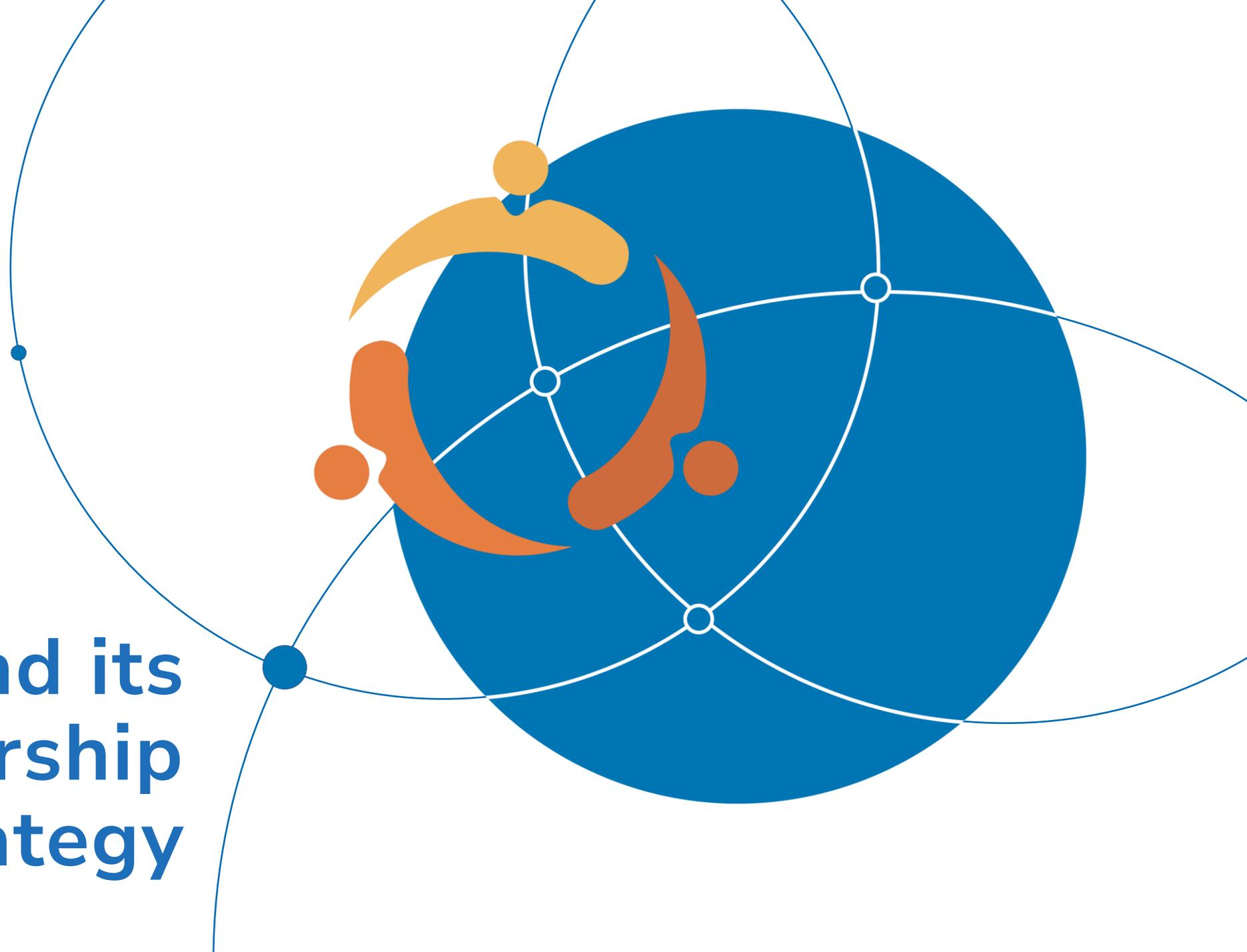
Ask your questions in the chat or live during the Q&A (please raise hand)

Share any comments or resources in the chat

Please keep your mic off when you are not speaking

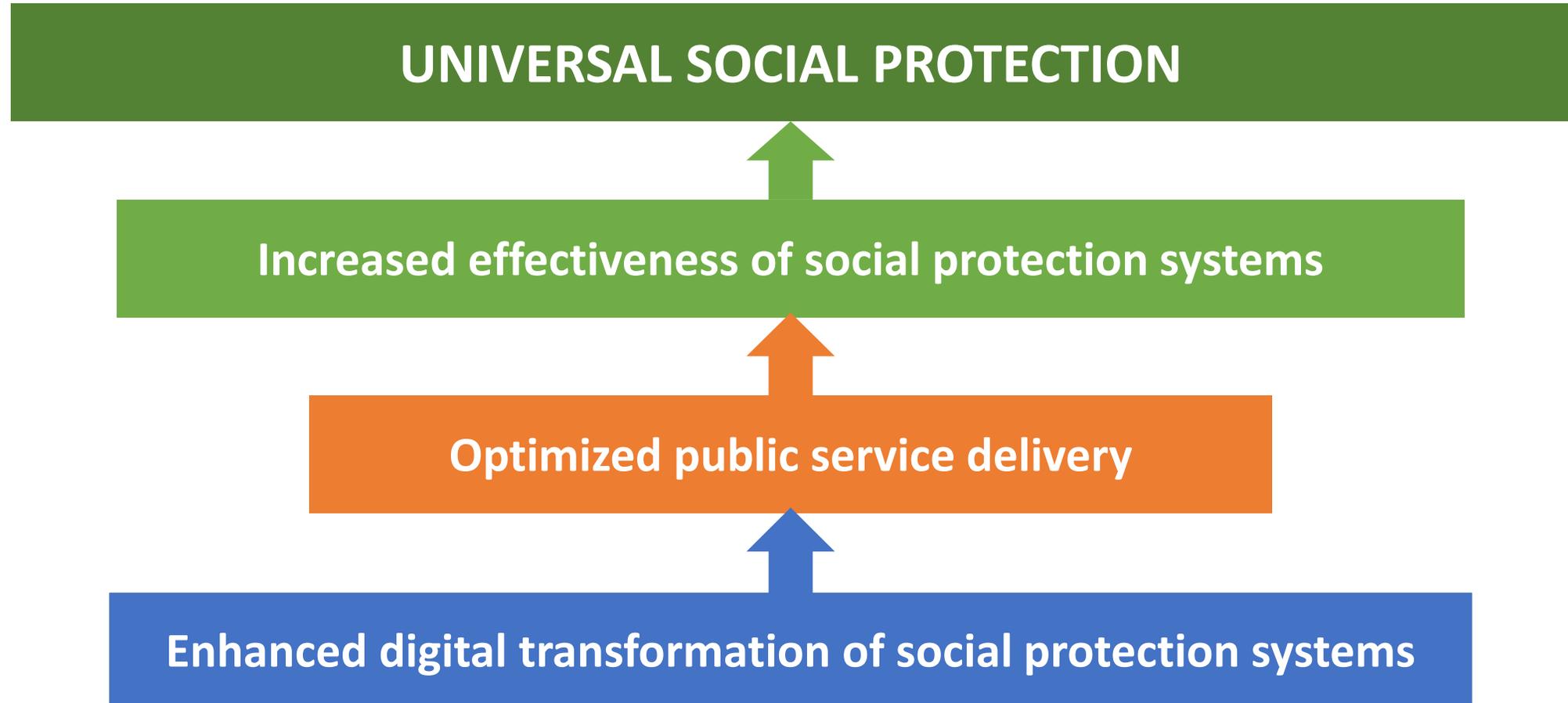
We do not record this session

**DCI and its
partnership
strategy**





Our objective







DCI current areas of support

We support digital transformation in the delivery of social protection programs and services. Current areas of support include

- Strengthening interoperability
- Improving data governance
- Enhancing MIS
- Responsible use of AI
- Strengthening beneficiary communication
- Providing digital diagnostics
- Enhancing data systems and analytics
- Ensuring cybersecurity



DCI Partnership engagement strategy

- Already **more than 100 institutions contributed** to DCI's activities and outputs.
- A **partnership strategy** is essential to ensure **clarity, coordination, and complementarity** among partners engaged in digital social protection.



DCI Partners: A diverse group

Country and
sub national
governments

Funding
partners

Coordinating
partners

Strategic
technical
collaborators

Learning and
knowledge
contributors

Private
sector



Modes of partner engagement





Value-based partnership

Inclusion & Universal Social Protection

- Universal Social Protection
- Human-Centered Digital Transformation

Country Ownership & Context Sensitivity

- Localisation
- Demand-driven
- Data Sovereignty
- Trust, Transparency, Participation & Accountability

Systems & Institutional Strengthening

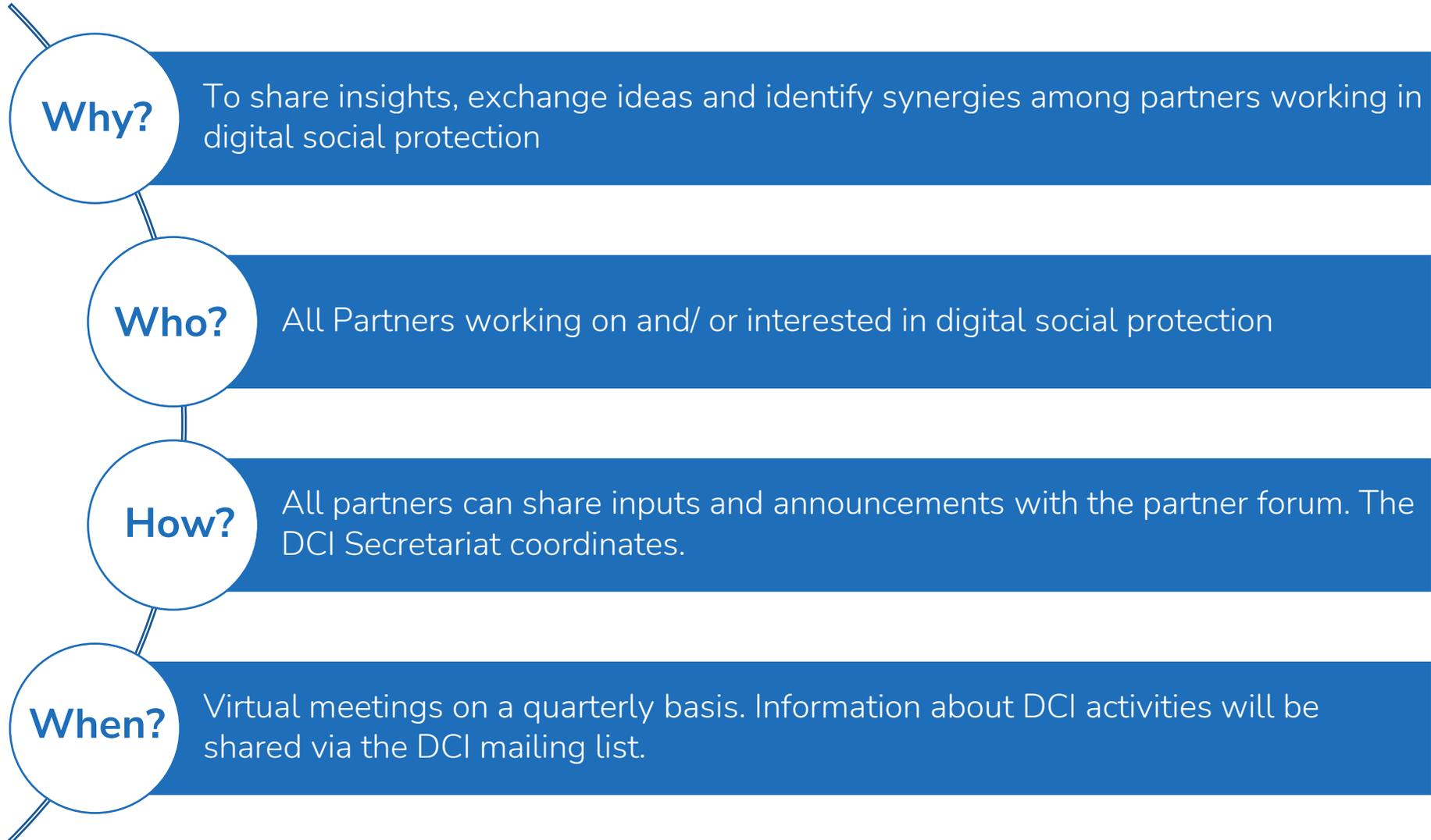
- System-building
- Interoperability and Openness

Evidence-driven

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DCI Partner Forum





Branding and attribution

- Clear and consistent logo placement will be used across products and platforms, with contributors acknowledged both visually (logos) and textually (in prefaces, footnotes, or annexes as relevant).
- Attribution will reflect the nature and depth of contributions.
- Co-branded outputs will follow a neutral DCI visual identity that signals partnership and unity of purpose.
- Outputs that have been endorsed by the DCI management team (World Bank, ILO, ISSA, GIZ) and are following the DCI quality assurance protocols can use the DCI visual identity.

Expectations,
topics and
formats of
interest





Mentimeter questions

1. Multiple choice – Expectations (core priorities)

What do you most hope to gain from this partner forum?

- Sharing lessons learned and good practices
- Coordinating activities and finding synergies
- Learning about new tools, technologies, or innovations
- Influencing strategies and policy directions
- Building partnerships and collaboration opportunities



Mentimeter questions

2. Topics of interest

Which digital social protection topics would you like to present or discuss in the DCI Partner Forum setting? (Open response)



Mentimeter questions

3. Multiple choice – Preferred formats

Which formats would you find most valuable for quarterly meetings?

Short presentations with Q&A

Deep-dive technical sessions

Country or partner case studies

Peer-to-peer exchange / breakout groups

Guest speakers or expert panels

AI applications
in social security
- building
insights and
evidence from
the TechByte





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TechBytes

**A working map of AI applications across
social security institutions**

Raul Ruggia-Frick

Director, Social Security Development Branch

www.issa.int

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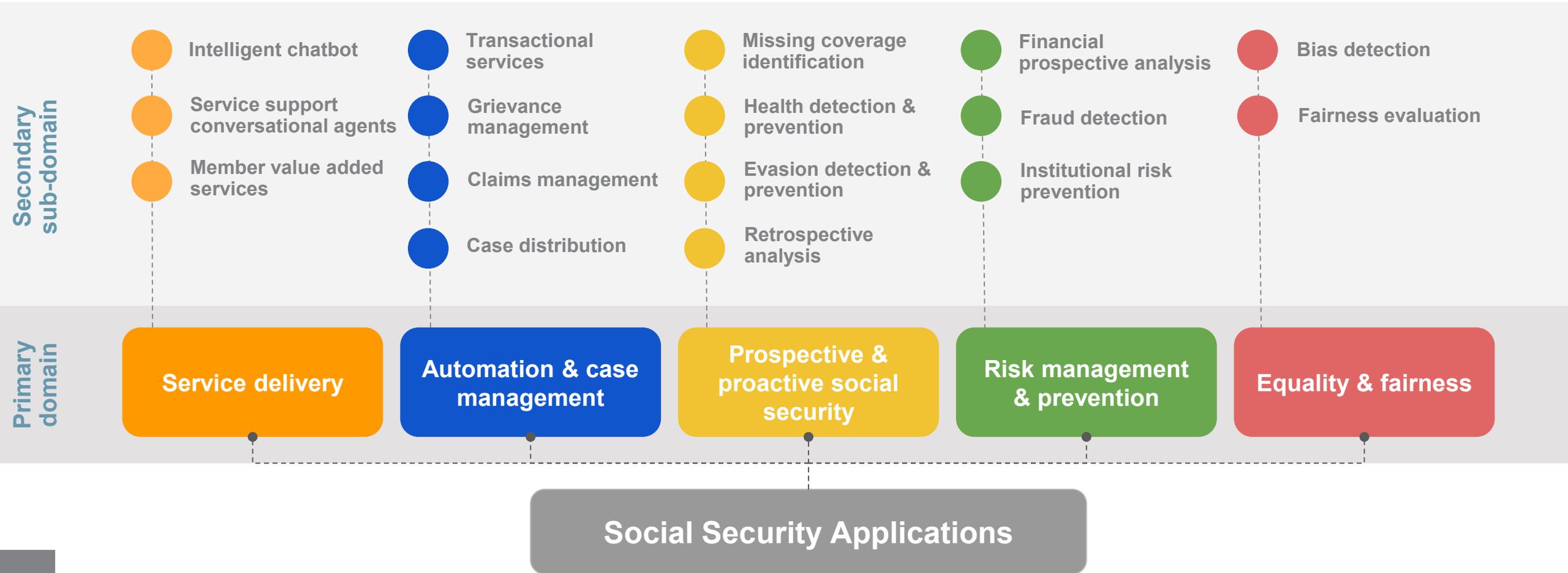
Objectives mapping of AI use cases in social security

- 1 Understand how AI is being used in social security institutions, and the **AI journey** they have undertaken to help them reach their objectives.
- 2 Identify how AI can add value in social security institutions.
- 3 Supporting social security institutions in the responsible adoption and use of AI
- 4 Learn how to tackle risks and challenges through the adoption and exchange of experiences within the ISSA community.

TechBytes collected: a global outlook

Region	Countries (from institutions)	Social security institutions	Use cases examined	
			Total	Percentage
Africa	3	2	3	6%
Asia	7	8	14	29%
Europe	8	12	15	30%
Americas	8	14	17	35%
Total	26	36	49	100%

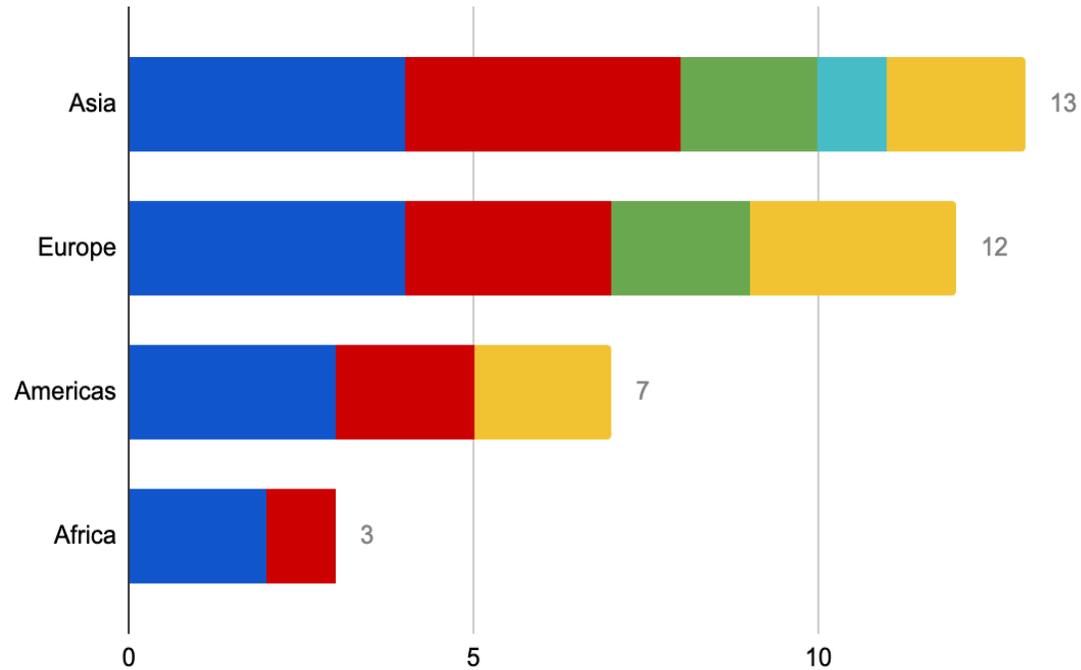
Working from ISSA's typology as the basis of this analysis



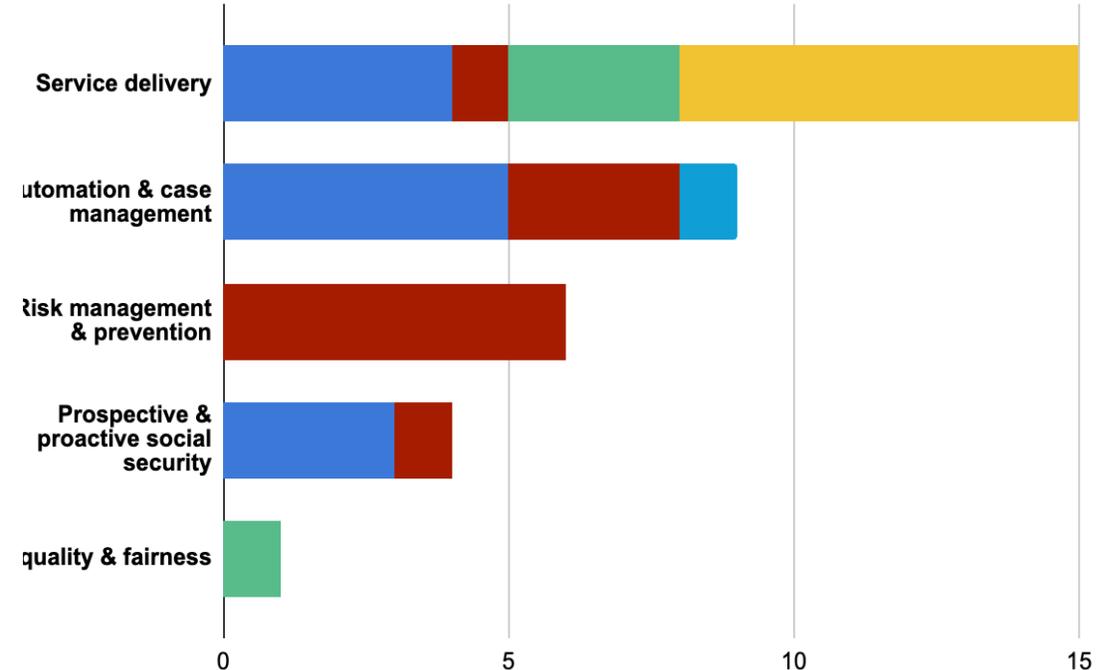
Source: <https://unu.edu/sites/default/files/2024-06/2-AI%20in%20SecSoc%202024.pdf>

The use cases of AI technologies

AI technologies deployed by region

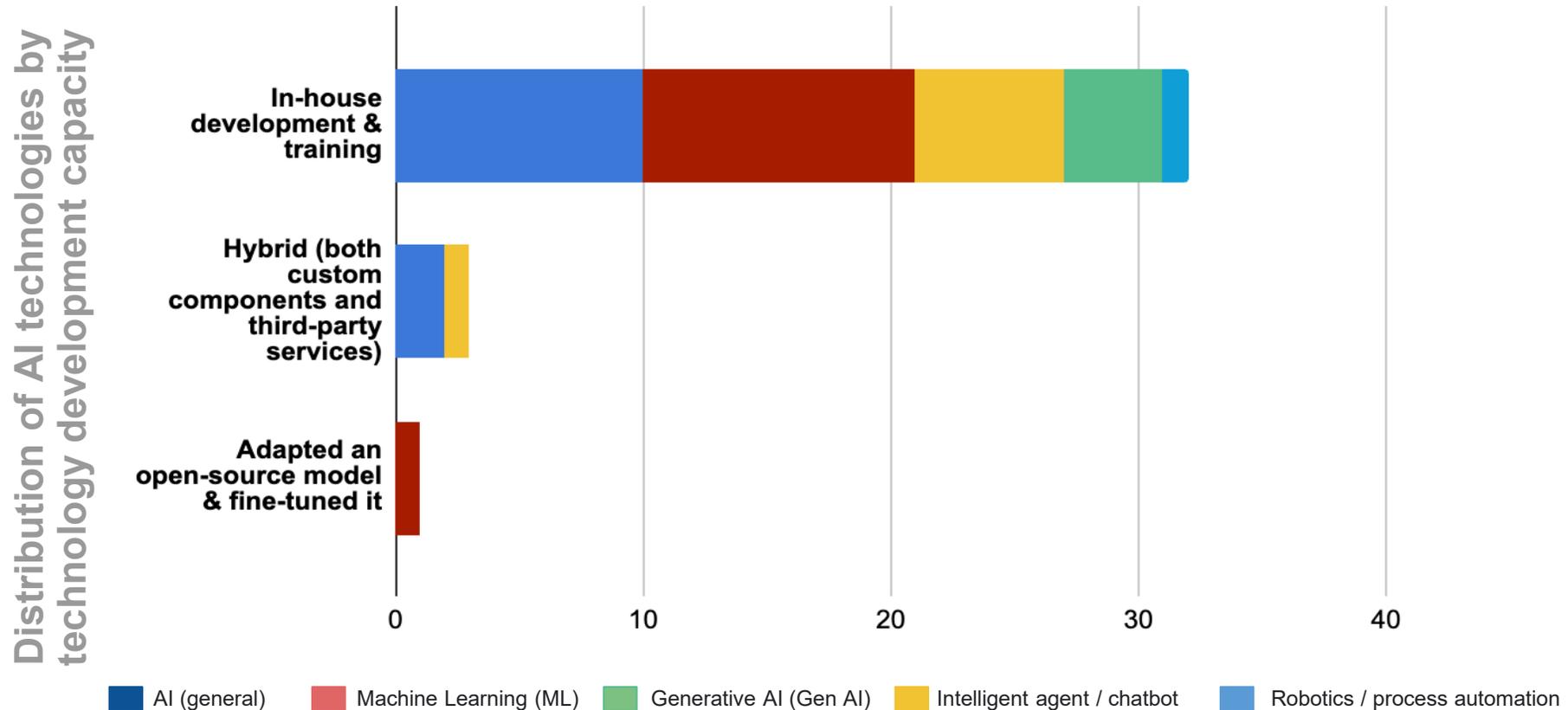


AI technologies by primary domain of application as per ISSA typology



■ AI (general)
 ■ Machine Learning (ML)
 ■ Generative AI (Gen AI)
 ■ Intelligent agent / chatbot
 ■ Robotics / process automation

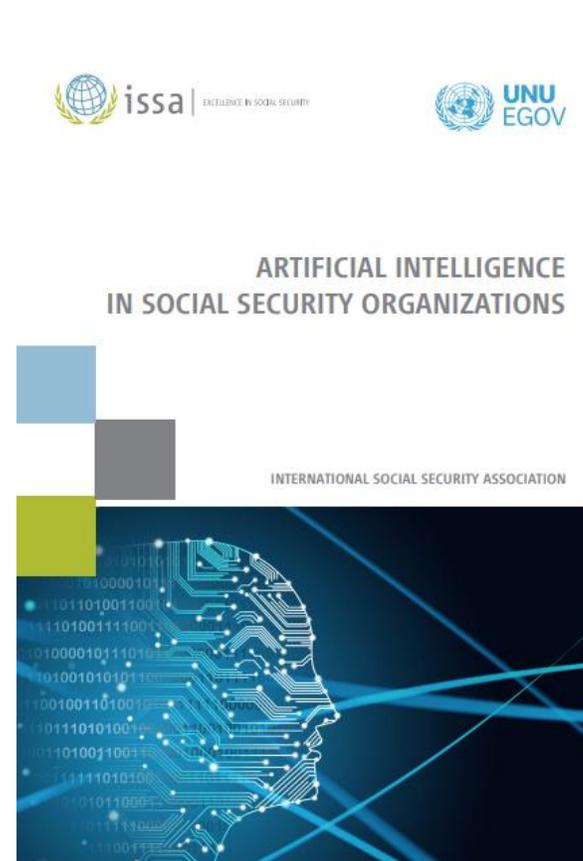
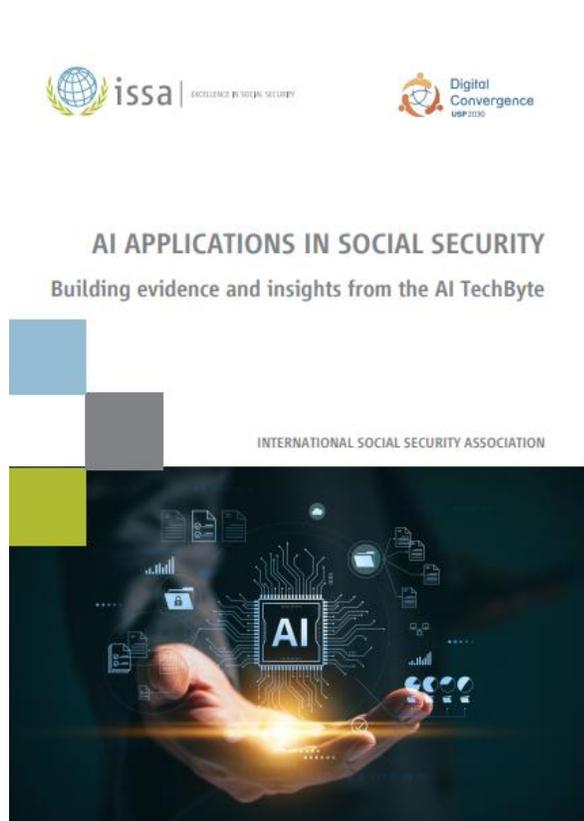
Understanding the institutions' technical foundations to initiate and expand their AI journeys



Collaborating with DCI is both critical and strategic

- 1 **Building common ground** on AI in social security and social protection.
- 2 **Joint technical capacities** for ISSA members and external institutions.
- 3 **Access** to a broader range of institutions and examples.
- 4 **Cross pollination and knowledge exchange** between ISSA and the AI Hub.

Main publications



- **AI applications in social security: Building evidence and insights from the TechByte**

- **Artificial Intelligence in Social Security Organizations**



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Thank you!

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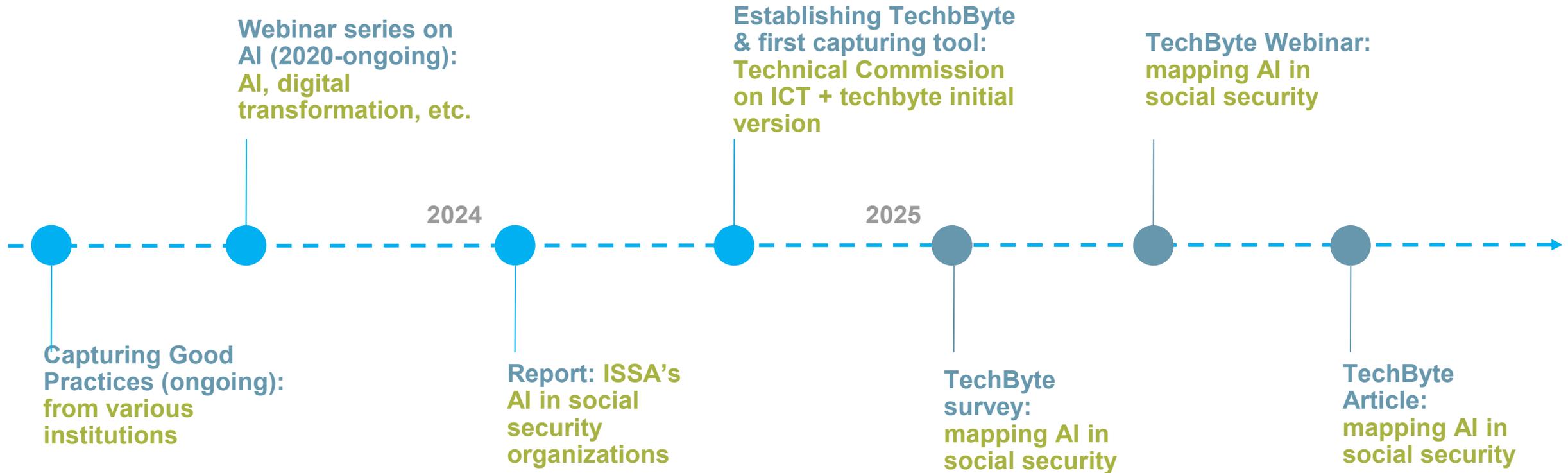
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Work on AI: articulating efforts within ISSA



Q&A AI
TechBytes



Next steps and closing





THANK YOU!



Learn more

Subscribe to our mailing list to stay updated! <https://spdci.org/subscribe/>

Find out more about the DCI on our website <https://spdci.org/>

LinkedIn: <https://www.linkedin.com/company/digital-convergence-initiative/>

Email: contact@spdci.org

DCI receives funding from the European Commission and the German Federal Ministry for Economic Cooperation and Development (BMZ). The DCI is jointly coordinated by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), Expertise France), the Foundation for the Internationalization of Public Administrations (FIAP), the International Labour Organization (ILO) and the World Bank in strategic partnership with the International Social Security Association (ISSA).



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