



SOCIAL PROTECTION

DIGITAL TRANSFORMATION AND INTEROPERABILITY IN SOCIAL PROTECTION

8 – 12 JUNE 2026
TURIN, ITALY

Information Note



Digital
Convergence
USP 2030





PLACE
TURIN, ITALY



DATES
8 – 12 JUNE 2026



COLLABORATIVE LEARNING
**ONLINE RESOURCES
AND TOOLS**



LANGUAGES
RUSSIAN



APPLICATION DEADLINE
15 APRIL 2026

OVERVIEW

SNAPSHOT OF THE COURSE

As countries across Eastern Europe and Central Asia continue to modernize their social protection systems, digital transformation has become a key driver for improving the accessibility, efficiency and transparency of public services. This training course aims to strengthen the capacities of government officials and institutional partners to design, implement and govern inclusive, human-centered and interoperable digital social protection systems.

The programme will explore practical approaches to digital transformation, including business process mapping, system architecture, data exchange and interoperability between institutions. It will also address institutional governance, strategic planning and cross-agency coordination required to successfully manage digital reforms. Through international experience and peer exchange, participants will enhance their ability to develop sustainable digital solutions that support integrated service delivery and contribute to the progressive extension of social protection coverage in the region.

This course is offered under the umbrella of the [Digital Convergence Initiative \(DCI\)](#) - the global initiative for the digital transformation of social protection systems. The DCI is funded by the European Union and the Federal Ministry for Economic Cooperation and Development (BMZ), and is coordinated by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), Expertise France, Foundation for the Internationalization of Public Administrations (FIAP), the International Labour Organization (ILO) and the World Bank.

WHAT

WHAT WILL I LEARN?

- The fundamentals of digital transformation in social protection systems and how it differs from simple digitization of administrative processes.
- Practical approaches to designing **human-centered digital services** that respond to people's needs and life events.
- How to map and redesign business processes to simplify service delivery and reduce fragmentation across institutions.
- Key principles of **interoperability and data exchange** that enable coordination between ministries, agencies and programmes.
- Governance and leadership strategies required to manage digital transformation across complex public institutions.
- The role of data governance, **data quality and data sharing in strengthening** policy design, programme administration and accountability.
- Institutional and organizational factors — including talent, collaboration and change management — that influence successful digital reforms.

WHAT WILL I BE ABLE TO DO?

- Assess the strengths and gaps of existing digital social protection systems in your country or institution.
- Identify opportunities to simplify and digitize administrative processes while maintaining inclusiveness and accountability.
- Contribute to the design of interoperable digital solutions that connect social protection programmes and institutions.
- Support the development of governance arrangements and coordination mechanisms for digital transformation initiatives.
- Promote the use of reliable data and integrated information systems for better decision-making and service delivery.
- Engage effectively with technical teams, policymakers and partner institutions in planning and implementing digital reforms.

WHY

WHY SHOULD I JOIN?

- Digital transformation is becoming essential for improving **accessibility, efficiency and transparency** in social protection systems across Eastern Europe and Central Asia.
- Governments are increasingly required to coordinate multiple institutions, programmes and data systems to deliver integrated services to citizens.
- Strengthening digital systems can help expand coverage, reduce administrative burdens and improve responsiveness to emerging risks and labour market changes.
- The course provides **practical tools, international experiences and peer exchange** with professionals facing similar reform challenges in the region.
- Participants will gain insights into how to design sustainable digital solutions that strengthen institutions while improving outcomes for citizens.
- The programme offers an opportunity to connect with a regional community of policymakers and practitioners working on the modernization of social protection system.

SHARE YOUR KNOWLEDGE

Connect with a global network of practitioners in an engaging learning environment

LEARN DIFFERENTLY

The Centre's training methods include a participatory approach to distance and in-presence learning

MOVE CLOSER TO OBTAINING A DIPLOMA

Course eligible for the Diploma for Social Protection Managers, allowing you to move one step closer to obtaining your recognition

WHO

WHO TAKES THIS COURSE?

Participants from relevant government institutions and partner organizations across Eastern Europe and Central Asia are expected to take part in the training programme, including representatives from:

- Ministries responsible for social protection, labour and social development
- National agencies and institutions responsible for the administration of social protection programmes
- Government departments responsible for digital transformation, information systems and data management in the social sector
- Public institutions responsible for the delivery and management of social services
- Research institutes and policy units supporting the development and modernization of social protection systems

HOW?

The course consists of 60 total hours of learning, including an orientation and onboarding phase before the training, a one-week residential course in Turin and follow-up distance activities.

All components of the programme will be supported through the ITCILO eCampus online learning platform. Participants will have access to core training materials, practical resources and additional references shared throughout the course.

The training will be delivered in the Russian language.

Registered participants who successfully complete all mandatory activities by the end of the course and attend at least 80% of the sessions will be awarded the ITCILO Certificate of Participation and will receive digital credentials granting access to the certification.

Participants who achieve at least a 90% participation rate and successfully complete the assessment of the knowledge and competencies acquired will receive a Certificate of Achievement, qualifying them for the Diploma track.

HOW TO APPLY

Find the application form at <https://oarf2.itcilo.org/SHF/A4019610/en> and apply before **15 April 2026**.

PRICE

Tuition: €1,840

Subsistence: €755

Total: €2,595

CAMPUS LIFE

A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

ENVIRONMENT AND SURROUNDINGS

Grab a campus bicycle and explore the Turin Centre.

Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

COMMUNITY ENGAGEMENT AND DIVERSITY

Participants can enjoy social events organized by the Turin Centre as well as by their course facilitators. Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

International Training Centre of the ILO

Programme on Social Protection, Governance and Tripartism (SPGT)

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