

Lifelong integrated PES ICT Systems

A SOPHISTICATED ICT SYSTEM THAT, THANKS TO INTERCONNECTION WITH ICT SYSTEMS OF OTHER GOVERNMENTAL INSTITUTIONS, ENABLES THE SLOVAKIAN PES (OFFICE OF LABOUR, SOCIAL AFFAIRS, AND FAMILY) TO PROVIDE A LIFELONG SET OF SOCIAL AND EMPLOYMENT SERVICES TO INDIVIDUAL JOBSEEKER CLIENTS

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Before the modernisation of employment services in Slovakia, there were 658 various databases at 135 offices of the PES and social services. The software applications concerning social affairs were operated through 79 servers with local databases. That decentralised information system did not allow information sharing among labour offices. The information exchange with other authorities was clumsy – it could take several days to exchange data (information requests, collection of data from authorities, data uploading and consolidation, duplicity checking, 'manual export').

The decentralised system with local databases also resulted in the creation of duplicate data and it was problematic to distinguish which data was valid, when exporting it. Data for evaluation of ALMMs was hard to source and was dispersed over a myriad of systems.

Name of the PES

PES of the Slovak Republic – COLSAF (Office of Labour, Social Affairs, and Family)

When was the practice implemented?

April 2012 and on-going

What were the practice's main objectives?

The overall objective is the modernisation and quality enhancement of the services provided to the clients of the local offices – job applicants, people interested in being employed, employers, and other stakeholders on the labour market. Solutions to be provided for the social situation of a citizen and family as a whole is on a holistic lifelong basis with the individual client supported by one professional employee. Concurrently, the aim is to create better conditions for the work performed by employees in local offices related to the administrative burden in order to improve their work with clients.

The main objective of the project was to create a unified and centralised information system (IS) for employment services that would integrate data and software applications of the centre and offices of labour, social affairs, and family to provide lifelong services to clients on both the supply and demand sides of the labour market.

What activities were carried out?

- ▶ Creation of one integrated and centralised system of employment services for all offices and the centre:
 - creation of an integrated IT platform for all offices and the centre;
 - creation of automated interfaces with external applications;
 - database consolidation;
 - implementation of a central data access authorisation system;
 - implementation of data sharing among offices to eliminate inefficient drawing on different sources.
- ▶ Creation of a centralised database for unified reporting and statistics.
- ▶ Support for automated electronic data exchange with institutions (Social Insurance Agency, Ministry of Interior) and self-governments.
- ▶ Support for electronic services for clients of offices (citizens, entrepreneurs, companies).
- ▶ Implementation of a self-service zone.
- ▶ A centralised information system for provision of social benefits (RSD PRO in Slovak).

What outcomes/results have been achieved?

Through implementation of the ISs and their regular updates based on the legislation and requirements of both offices and clients, the bureaucratic burden has been reduced significantly for citizens, employers, and business entities and the systems have been supporting all the services provided by offices to those clients. The ease of use of the service provision by offices has improved significantly. Through implementation of the rule 'one time and enough', which means that no repeated submission of documents that the office already has on file is required, the *paperwork has been reduced* due to the switch-over to electronic files. All ICTs should serve to facilitate the contact with clients and reduce the demanding administrative burden.

Main outcomes include:

- ▶ implementation of electronic services that enable clients to connect and use the services provided by this information system in the form of so called 'web-services' technology;
- ▶ interconnection of ISs of labour offices – Employment Service Information System (ISSZ in Slovak), and the Information System for Management of Social Benefits and Family (RSD PRO in Slovak);
- ▶ interconnection of IS with other systems;
- ▶ interconnections remain online with responses taking milliseconds;
- ▶ interconnection with registers: register of natural persons, register of addresses, trade register, commercial register, etc.;
- ▶ integration with the Central Public Administration Portal – provision of electronic services to clients;
- ▶ enhancement of existing interfaces with the IS of the Social Insurance Agency;
- ▶ development of an interface with the RIS of the Ministry of Education – information about elementary school pupils and students at secondary and tertiary education institutions, information about the children at kindergartens and those subject to pre-primary education;
- ▶ development of an interface with the Register of Passenger Cars;
- ▶ higher data security;
- ▶ unified logging in to the IS;
- ▶ unification of code tables through RSD DSD;
- ▶ integration of IS with Document Management System, a registration information system;
- ▶ logging in to the system based on a domain policy.

Further benefits:

- ▶ launching of e-services in area of employment services;
- ▶ job search throughout the Slovak Republic, online publishing of available job positions via the web;
- ▶ monitoring of knowledge, experience, and skills of clients (through code tables) and its use within pairing aimed at covering all job types;
- ▶ electronic communication with clients through the central portal of VS and electronic mail boxes of offices;
- ▶ central processing of flows to the Social Insurance Agency, data for health insurance companies, processing of the data concerning persons eligible and not eligible for social benefits;
- ▶ monitoring of the history and course of employment of EU citizens as well as third-country nationals within Slovakia;
- ▶ monitoring of the data concerning mass terminations based on a joint database of employers in Slovakia;
- ▶ verification of data concerning all clients, persons, and employers within one IS;
- ▶ better quality and flexibility of new services;
- ▶ enhanced accessibility of public administration services to handicapped people, and for other disadvantaged groups of citizens;
- ▶ use of the services of reference registers, e.g. register of population, register of addresses, etc.;
- ▶ integration of ICT with other organisations (Social Insurance Company, Labour Inspectorate, Ministry of Interior, Slovak television, Slovak postal service, etc.).

What are the lessons learnt and success factors?

By the centralisation and consolidation of ICT systems we increased the effectiveness of the process of education and client intervention, process of placement in the labour market and the process of following of life-long professional participation through facilitating accessibility to centralised data. By centralising data and existing monitoring systems it is also possible to evaluate in a complex and systematic way the costs per one jobseeker related to his/her placement on the labour market, and issuing an evaluation of monitoring indicators of the ALMP.

A key success is the modernisation of ICT management of employment services.



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