



DIGITAL TRANSFORMATION OF THE NSSF OPERATIONAL SYSTEMS

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I. Progress of Social Security Schemes



NSSF was established in 2007



Private sector: 2008

Public sector: 2021



Private sector: 2016

Public sector: 2018

Self-Employed & Dependant: 2023



Private sector: 2022

II. Digital Systems Development

1. Application Development



2002-2016

- ❖ Developed **Desktop Applications** for internal use: registration, contributions, accounting and finance, and benefit claims.
- ❖ E-Form program introduced for worker declaration and contribution calculation.



- ❖ Upgraded systems to **Web Applications** for broader access
- ❖ Added further functions of photo and fingerprint for registration and contribution system
- ❖ Developed HSPIS, document scanning, administrative management systems, complaint and support system, pension system, and pilot registration systems for Tuk-Tuk drivers and domestic workers
- ❖ Introduced the NSSF Member Mobile App and the NSSF Agent Mobile App.

II. Digital Systems Development

2. Maintenance and Repair



2002-2013

Basic technical support, network setup, system repairs.



Since 2014

Phone systems (PABX, IP Phone, VoIP Phone, and Hotline: 1286), anti-virus, and online meetings.

II. Digital Systems Development

3. Information Technology Security



2002-2011: IT team work together for maintenance

2012: Introduced first-tier firewall and VPN for main branches.

2013-2020: Expanded VPN, network redundancy, and system backup.

2021-2022: Redesigned network infrastructure and data center, migrated servers, and installed second-tier firewall.

III. Information Technology Strategy and Planning 2022-2026



Goal 1: Information technology and data of NSSF has **high security** and **smooth operation**;



Goal 2: The NSSF users are provided the technical support for information technology and the facilitation for **good and punctual operation**;



Goal 3: **Service provision** of social security schemes to the NSSF member is **fast and punctual** in relation to the support for information technology;



Goal 4: **Good governance** of relevant departments and stakeholders is strengthened.

III. Information Technology Strategy and Planning 2022-2026

➤ Strategic initiatives for Strategic Goal 1

1. Develop Information Technology Infrastructure
2. Upgrade Capacity of Servers and Storage Devices/Machines
3. Improve Information Technology Security
4. Strengthen Human Resources
5. Implement Information Technology Infrastructure

➤ Strategic initiatives for Strategic Goal 2

1. Study and search information technology
2. Strengthen Human Resource
3. Provide Technical Supports
4. Maintain Hardware and Software

III. Information Technology Strategy and Planning 2022-2026

➤ Strategic initiatives for Strategic Goal 3

Stage 1:

- ✓ Registration and Contribution System: Mobile application, Web Application for Enterprise, Web Application for the NSSF Staff, and Data Transfer from the Old System to the New System
- ✓ Human Resource Management System: Mobile Application for the NSSF Staff, Human Resource Management Information System

Stage 2: User Data Management System, Inspection Management System through Web Application, Occupational Risk Scheme Management System through Web Application, and Data Transfer from the Old System to the New System

Stage 3: Document-Scanning Application, Complaint System Application, Health Care Scheme Management Application, and Data Transfer from the Old System to the New System

III. Information Technology Strategy and Planning 2022-2026

➤ Strategic initiatives for Strategic Goal 3

Stage 4: Modernization of Pension System and Customer Relationship Management System

Stage 5: Modernization of Member Mobile Application and Agent Mobile Application

➤ Strategic initiatives for Strategic Goal 4

1. Reorganize Information Technology Department based on strategic direction
2. Evaluate Competency Gaps
3. Implement Competency Development Program
4. Secure Investment for Infrastructure Improvement

IV. Ways Forward

NSSF will **modernize its ICT system** step by step in line with the context of Cambodia:

- ✓ By focusing mainly on the **client-centric service delivery**;
- ✓ In alignment with the Cambodia **Digital Economy** and Society Policy Framework 2021-2035.



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Thanks!

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