DIGITAL TRANSFORMATION
OF THE NSSF OPERATIONAL SYSTEMS

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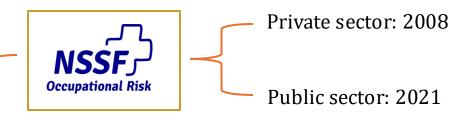Ministry of Labour and Vocational Training

The Kingdom of Cambodia

CONTENTS

I. Progress of Social Security Schemes

NSSF was established in 2007

NSSF Occupational Risk
- Private sector: 2008
- Public sector: 2021

NSSF Health Care
- Private sector: 2016
- Public sector: 2018
- Self-Employed & Dependant: 2023

NSSF Pension
- 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.

2016-2021

❖ 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.