

Personalized dashboard (e-panel) - e-service "SSIA information and services

Latvia

GENERAL INFORMATION	
Name of the organisation	Valsts sociālās apdrošināšanas aģentūra
Type of organisation	Social Security Organisation
Address	Lacplesa street 70A, Riga, LV-1011, Latvia
Web page	https://www.vsaa.gov.lv
Contact person	Name and surname: Kristine Vainovska Job position: Senior Expert, Pension Methodical Management Division E-mail: kristine.vainovska@vsaa.gov.lv
Member State	Latvia
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	Personalized dashboard (e-panel) - e-service "SSIA information and services
Topic of the good practice	Digitalisation in Social Security Coordination
Geographical focus	Cross-country (please specify) The system is available to persons who have acquired pension rights in Latvia, independently from their current country of residence. The system can be accessed remotely.
Duration	2 years
Summary of the good practice	In August 2022, the State Social Insurance Agency (SSIA) launched a new e-service titled "SSIA information and services" (referred to as the dashboard), accessible via the unified state and local government service portal www.latvija.gov.lv . This service provides a personalized online dashboard enabling users to access information held by the SSIA for each socially insured individual.

	<p>Features include tracking application progress and performing data-based calculations to estimate future old-age pensions and benefits. By 2023, the dashboard has been accessed over 800 thousand times, indicating its popularity. Additionally, users have generated over 200 thousand benefit amount forecasts via the dashboard.</p>
<p>OBJECTIVES AND ACTIVITIES</p>	
<p>Background/context</p>	<p>Although SSIA's services were previously available online, customers often struggled to navigate and apply for these services or obtain information. The existing e-services were neither user-friendly nor easily accessible. The new dashboard, however, significantly simplifies access to SSIA services, encouraging more individuals to opt for remote service rather than visiting customer service centres in person.</p>
<p>Objectives</p>	<p>This improvement was achieved by structuring the dashboard based on the interests and needs of various demographic groups, enhancing the clarity of the information provided. Consequently, there was less demand for consultants as users can now solve their questions independently. For instance, users can determine potential benefits if they lose their job, become ill, or have a child. The dashboard also allows users to calculate the possible amount of their old-age pension, view registered insurance periods, or find out their retirement eligibility. Given that some individuals are unaware of their entitlements and thus do not utilize available state support, the dashboard provides information on applicable benefits based on their status or life situation. The key advantage is that the dashboard's comprehensive display of social insurance information helps users better understand the system's functioning, assess their situation more accurately, potentially influencing their future behavior positively, and thereby enhancing social protection.</p>
<p>Main activities</p>	<p>To achieve the set goals, a comprehensive dashboard was developed. This platform compiles personalized social insurance information gathered by SSIA into one accessible location, presenting details such as social insurance periods, registered contributions, and assigned benefits. Customers can use it to forecast expected benefit amounts, submit applications, track their processing</p>

	<p>progress, or receive proactive invitations to request benefits. The resulting quantitative metrics are as follows:</p> <ul style="list-style-type: none"> • 37 types of e-applications for various benefits • 12 types of informative statements • 7 proactive notifications regarding benefits • 5 benefit amount calculators <p>The usage indicators of the dashboard reflect the achievement of these objectives. The potential user base comprises all 1.58 million individuals subject to social insurance in Latvia. In 2023, there were 321 thousand unique users of the dashboard, making up 20.3% of potential users. Considering that one-fifth of the country's population accessed this new dashboard within a year, this utilization rate is a notable success. Over the course of the year, the dashboard has become the third most visited state and local government e-service. Additionally, 20% of users employ the old-age pension prognosis tool while using the dashboard.</p>
<p>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in ELA Virtual library.)</p>	<p>No</p>
<p>Funding/organisational resources</p>	<p>National funding.</p>
<p>PARTICIPATION</p>	
<p>Stakeholders involved</p>	<ol style="list-style-type: none"> 1. State Social Insurance Agency – developer of e-service (dashboard) “SSIA information and services” 2. State Digital Development Agency – state portal Latvija.gov.lv provider, where e-service (dashboard) is published
<p>Target groups</p>	<p>Target group is all 1.58 million people who are subject to social insurance residing in Latvia and persons who have</p>

	<p>been socially insured in Latvia but now residing in another EU country.</p>
<p>Final beneficiaries</p>	<p>People who are subject to social insurance residing in Latvia or have been socially insured in Latvia, but now residing in another EU country.</p> <p>State Social Insurance Agency as time needed for consultation and the overall level of consultation has been reduced.</p>
<p>GOOD PRACTICE CRITERIA</p>	
<p>Achievements/ Results and outcomes (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility))</p>	<ul style="list-style-type: none"> ▶ The e-service (dashboard) solution has a positive impact on society as it reduces the administrative burden by eliminating the need for face-to-face access to the institution in order to obtain the necessary information, thereby reducing the time of performance of the service and the cost of providing the service. ▶ All residents of Latvia, regardless of region, could potentially use the e-service (dashboard) because it encompasses state benefit and social insurance information relevant to individuals from the age of 15 throughout their entire lives. It also includes details on disbursed services, like old-age pensions, which remain applicable throughout a person's lifetime. ▶ The e-service (dashboard) has been visited 2.1 million times in total between January and October 2024. It is the most frequently used e-service in Latvia. ▶ The actual unique users of the e-service (dashboard) during the first 10 months of 2024 were 616 thousand people, which is 39% of all potential users.
<p>Recognition (has this good practice been recognised on regional, national or EU level)</p>	<p>Recognised by International Social Security Association (ISSA) in 2024 (Good Practice Award for Europe).</p>
<p>Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)</p>	<p>By implementing the e-service (dashboard) solution, the opportunity for clients to receive and view service forecasts (sickness benefits, maternity benefits, parental benefits, pension) has significantly increased, which</p>

	<p>reduces the number of clients seeking in-person or telephone consultations at the agency.</p> <p>The figures show that the volume of forecasts obtained through the e-service (dashboard) solution has increased from 27,000 to 81,000 forecasts per month over two years. In the same two-year period, the volume of in-person consultations has increased from 3,000 to 9,000 per month, but it would have likely returned to pre-COVID-19 levels of 17,000 per month much faster if the highly demanded service forecasts were not available through the e-service (dashboard) solution.</p>
<p>Transferability (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this measure to be successful in their country/group/sector)</p>	<p>The developer and host of the e-service (dashboard) prototype must be familiar with the information that is stored in the organization's database and information that may be of interest to customers.</p> <p>Before the development started, a survey of potential e-service (dashboard) users was conducted, and professional consultants were engaged to create an e-service (dashboard) prototype. As a result, the product is understandable and easy to use for all potential users, the text displayed on the screen is in plain, understandable language for everyone.</p>
<p>Sustainability (how the practice is sustainable from a social, financial or environmental perspective)</p>	<ul style="list-style-type: none"> ▶ The e-service (dashboard) solution is sustainable from both a social and financial point of view, as citizens have access to extensive information free of charge on their accumulated social security data. Based on these data, citizens can plan their private lives in the short and long term, so the interest of citizens in this e-service (dashboard) is steadily high. ▶ The relevance and reliability of data have a major impact on sustainability, and it is therefore important to maintain a high level of data quality and relevance. ▶ This has a positive impact on the environment as it: <ul style="list-style-type: none"> ○ significantly expands the range of personalised information available to the citizen, available online and

	<p>visually displayed in a way that reduces the possibility and necessity of printing visible information;</p> <ul style="list-style-type: none"> ○ excludes the need to use any form of transport to travel to a customer service location for in-person information.
<p>Innovativeness (innovative features of the good practice)</p>	<p>The e-service solution and Visual Display (Dashboard) is an innovation in the e-services environment of the state of Latvia. A wide range of data are grouped together, while at the same time structuring and separating them thematically. The information is presented both textually and visually. The service is to be used interactively, interacting with data already stored with additional data entered by the user. The e-service (dashboard) solution enables a customer to comprehensively assess their social security situation and make data-based decisions about changes to it. The functionality and content included in the e-service (dashboard) generate user interest by promoting the use of ICT and increasing digital skills.</p> <p>The e-service (dashboard) solution has improved the effectiveness of the counselling process, as insured persons can get more accurate advice about their situation by independently making service projections or by reading available information. The time needed for consultation and the overall level of consultation will be reduced.</p>
<p>Digitalisation (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<p>The e-service (dashboard) solution is included in the comprehensive management of SSIA ICT resources. It involves overseeing and monitoring its performance, identifying and rectifying errors, and responding to feedback from collaboration partners regarding any issues with the solution's operation.</p> <p>E-panel usability is assessed through collaboration with SDDA, as a portal manager for registered customer applications, as well as by analysing customer views on social networks.</p> <p>Interacting with ICT and business management processes continuously builds and develops the e-service (dashboard) solution.</p>

The e-service (dashboard) is located in the Single State and local Government Service Portal in www.latvija.gov.lv, providing a solution for unified and centralised availability of services.

The data retrieval services developed in the e-service (dashboard) solution are also applicable to other systems for retrieving and using data stored in the SSIA and are published to the API Manager.