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COURSE

ICT **Governance and Innovation** in Social Security Institutions.

📅 May 24th, 2023

📋 Class Size Limited

CISS
INTER-AMERICAN CONFERENCE
ON SOCIAL SECURITY

60 CIESS
INTER-AMERICAN CENTER
FOR SOCIAL SECURITY STUDIES

PROGRAMME
DESCRIPTION

The use of Information and Communication Technologies (ICT) is spreading rapidly in all spheres of economic and social life. Companies representing one of the main economic agents, cannot ignore this process of inclusion and attainment of potential benefits of the implementation of an ICT Governance. This also affects all those non-private organizations, such as the institutions constituting social security systems.

Among the functions of ICT Governance is to ensure the transparency and credibility of information and processes, through an efficient and effective use of ICT. It has become an integral and important component of corporate governance or management to develop strategies allowing to meet the goals of the organizations.

This course provides the participants an insight of knowledge and skills that contribute to their professional training and prepare them for participation in ICT governance, strategic processes in the organization and achievement of goals.

TARGET AUDIENCE	This course is aimed at anyone interested in ICT governance understanding.
SCOPE	Participants will strengthen knowledge about ICT governance and management given the need for organizations to integrate human capital with skills on ICT management.
MODALITY	Hybrid (on site / remotely).
COURSE CLASSIFICATION	Professional training.
GENERAL OBJECTIVE	Know the process of implementation of an ICT Governance culture to enhance administration and decision making on technological resource management.
COURSE LENGTH	24 hours.
COST	250 USD (190 USD tuition / 60 USD technology fee).
SCHOLARSHIP	Participants from institutions of member countries of the Inter-American Conference on Social Security may access the CIESS Scholarship System in accordance with CISS Financial Regulations, Title VII. Scholarships. https://bit.ly/3poUJaK
REGISTRATION DEADLINE	May 19th, 2023
COUNTRY	México.

MODULES

1	***Corporate Governance and ICT Governance.***			
	Date:	May 24th, 2023.	**Time:**	11:00 a.m. to 1:00 p.m. Mexico City Time.
	Lecturer: Dr. Wendolyn Bravo (Research and Technical Assistance Coordinator at CIESS).			

Objective:

Examine the characteristics and differences between Corporate Governance and ICT Governance in a context where a proper relationship would imply to meet organization's goals, as well as greater competitiveness and success.

Content:

1.1 Presentation and introduction.

1.2 Definition and difference between corporate Governance and ICT Governance.

1.3 ICT management model.

1.4 Business framework for ICT Governance and management of an organization: COBIT.

2

Governance and maturity levels.

5

Date:	May 26th, 2023.	**Time:**	11:00 a.m. to 1:00 p.m. Mexico City Time.

Lecturer: Dr. Wendolyn Bravo (Research and Technical Assistance Coordinator at CIESS).

Objective:

Analyse governance as it is one of the main priorities to understand the performance of organizations and study the maturity levels of organizations.

Content:

2.1 Governance concept.

2.2 Types of Governance indicators.

2.3 Maturity models.

3

Management control system.

Date:	May 31st, 2023.	**Time:**	11:00 a.m. to 1:00 p.m. Mexico City Time.

Lecturer: Dr. Wendolyn Bravo (Research and Technical Assistance Coordinator at CIESS).

Objective:

Study the way in which management control systems promote, impact and improve the strategic decision-making of organizations.

Content:

3.1 Conceptualisation.

3.2 Types of control.

3.3 Key control points.

4

IT service infrastructure .

| **Date:** | June 2nd, 2023. | **Time:** | 11:00 a.m. to 1:00 p.m. Mexico City Time. |

Lecturer: Dr. Wendolyn Bravo (Research and Technical Assistance Coordinator at CIESS).

Objective:

Study a set of concepts and good practices that are achieved through the efficient management of the ICT service infrastructure.

Content:

4.1 ITIL definition and strategy development.
4.2 Service strategy.
4.3 Service design.
4.4 Service transition.
4.5 Service operations.
4.6 Continuous improvement.

5

ICT investments.

| **Date:** | June 7th, 2023. | **Time:** | 11:00 a.m. to 1:00 p.m. Mexico City Time. |

Lecturer: Dr. Wendolyn Bravo (Research and Technical Assistance Coordinator at CIESS).

Objective:

Study the assessment process of ICT investments.

Content:

5.1 VAL IT introduction.
5.2 VAL IT processes.
5.3 Value Governance.
5.4 Portfolio management.
5.5 Investment management.

6

Monitoring plan and risk control.

Date:	June 9ᵗʰ, 2023.	**Time:**	11:00 a.m. to 1:00 p.m. Mexico City Time.

Lecturer: Dr. Wendolyn Bravo (Research and Technical Assistance Coordinator at CIESS).

Objective:

Examine the process of monitoring management and risk control plan in an organization.

Content:

6.1 Introduction.

6.2 Basic concepts to understand a monitoring management plan.

6.3 How to build a monitoring plan.

6.4 Control levels.

6.5 Risk levels.

EXPECTED OUTPUT	The student will obtain a certificate of course completion. It will be achieved by meeting the evaluation criteria, which includes 80% of attendance and the delivery of assigned activities in each session.
ADMISSION REQUIREMENTS	The student should meet one of the following requirements: • Computer skills. • Reading comprehension and synthesis skills. • Interest in Governance and Information and Communication Technologies (ICT) subjects.
TECHNOLOGICAL RESOURCES	• Computer. • Internet connection: broadband. • Browser: Chrome, Firefox or Safari in their updated versions. • Access to Zoom platform. • Speakers and microphone. • Web camera (preferably).
REQUIREMENTS FOR COMPLETION	• 80% of attendance. • Comply with all planned activities.
TECHNOLOGICAL SKILLS (PREFERABLY)	• Use online communication tools such as email, discussion forums, chats, etc. • Use of video call programmes and virtual meetings. • Word management. • Use of webcam and microphone. • Use of web browsers. • File and folder management. • Use of search engines and databases libraries.
ASSESSMENT CRITERIA FOR CERTIFICATION:	• 80% attendance (50% grade). • Course activities (50% grade).

QUOTA	Minimum and maximum number of students for course development (to be considered by the Academic Coordination).
LANGUAGE	Spanish with English and Portuguese subtitles

LITERATURE

MODULE 1

- Fernández, Carlos y Piattini, Mario (2012). "El gobierno y la gestión de las tecnologías y sistemas de información" en Carlos Fernández y Mario Piattini (coord.), *Modelo para el gobierno de las TIC basado en las normas ISO*, AENOR ediciones, España.
- Flores, Julio y Rozas, Alan (2008). "El gobierno corporativo: un enfoque moderno", *Quipukamayoc*, 15(29).
- Vargas-Bermúdez, Francisco (2015). "Marcos de control y estándares para el gobierno de tecnologías de información (TI)"., *Revista I3+,3*, noviembre, pp. 30-44.

MODULE 2

- Aguirre, Jorge, Infante, José M. y De Ita, Liliana (2019). "Medir la gobernanza: un acto a favor de la calidad de la democracia", Asociación Internacional para la Gobernanza, la ciudadanía y la empresa (aigob). *Revista Gobernanza*, Núm. 45, abril.
- Páez, Gabriel, Rohvein, Claudia, Paravie, Diana y Jaureguiberry, Mario (2018). "Revisión de modelos de madurez en la gestión de los procesos de negocios", *Ingeniare, Revista chilena de ingeniería*, vol.26 N° 4.
- Rivas, Luis A., Trujillo, Mara y Lambarry, Fernando (2015). "La gobernanza. Conceptos, tipos, e indicadores internacionales: Los retos para México", en *Fiscalización, transparencia y rendición de cuentas. Tomo 2, Comisión de Vigilancia* de la ASF, UEC.
- IPMOGUIDE, en internet, https://ipmoguide.com/cobit-modelo-de-madurez/

MODULE 3

- Koonts, Harold, Weihrich, Heinz y Cannice, Mark (2012). Capítulo 18: "Sistema y proceso de control", *Administración. Una perspectiva Global y Empresarial*, Decimocuarta edición, McGraw–Hill/Interamericana Editores, México.

MODULE 4

- Manual ITIL v3
- Universidad Tec (2012). *Conceptos básicos para la certificación en itil.*

MODULE 5

- Governence Institute IT (2006). *Valor para la empresa: Buen gobierno de las inversiones en TI. El Marco "Val IT".*

MODULE 6

- Ealde Business School. Gestión de riesgos y control interno.
- Diseño e implementación de un sistema de monitoreo. Guía metodológica. Terre des hommes
  https://www.tdh.ch/sites/default/files/161019_tdh_guidemonitoring_es_version_impression.pdf

LECTURER'S
RESUME

WENDOLYN BRAVO

She holds a PhD in Economics with honours from the Postgraduate Programme of the Faculty of Economics of the National Autonomous University of Mexico (UNAM). Holds a Master's Degree in Social Studies (Social Economy field) and has a degree in Economics from the Universidad Autonoma Metropolitana (UAM) Iztapalapa. She completed a research stay at the Institute of Economics of the Federal University of Rio de Janeiro, Brazil.

Her research focuses on topics such as: Digital Agenda, Information and Communication Technologies and Social Security, as well as economic development, macroeconomic variables, financial and banking systems, financialization, monetary policy, credit and financing in Latin America and the Caribbean.

She has published a number of articles on financial systems, economic policy, banking systems, credit financing for development, economic development, digital economy, and information and communication technologies in social security systems in Latin America and the Caribbean.

She has taught courses at bachelor's and master's levels at UAM, Universidad del Valle de Mexico (UVM), the Universidad Tecnologica de México (UNITEC) and CIESS.

Former specialist at the American Commission on Organization and Administrative Systems (CAOSA), and currently works as Research and Technical Assistance Coordinator at the Inter-American Center for Social Security Studies (CIESS).

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