

**Day 1 – World:** On what current global situation are we inserted today and how have other countries managed to overcome this state of affairs? On this very first day of our congress, international speakers will be talking about the current situation and their experiences concerning the subject of Social Security and Public Service Management around the world.

Wednesday 16 November		
Time	Activity	Speaker
8:00 – 9:00	Cultural program: Cativara Brass Band  Registration	Congress Commission
9:00 -9:45	Opening Ceremony	Minister of Labor and Social Security; Minister of the Federal Court of Accounts - Brazil (TCU); President of INSS;  Representatives of Dataprev; Rector of the Federal University of Ceará (UFC) and Federal Technology University of Paraná (UTFPR);
9:45 – 10:30	Keynote Lecture: Digital transformation for social security institutions: challenges and opportunities	<b>Aroldo Cedraz, Minister of Federal Court of Accounts (TCU)</b>

<p>10:30 – 12:00</p>	<p>Panel: Challenges of work in the world</p> <p>Mediator: Monique Mercante Moura- Director of accountability in Minister of Labor and Social Security (MTP)</p>	<p>ONLINE: Valérie Schmitt - Deputy Director for Social Protection at the International Labor Organization (ILO)</p> <p>ONLINE: Monika Queisser - Organization for Economic Co-operation and Development (OECD)</p> <p>ONLINE: Marcelo Caetano - International Social Security Association (ISSA) - Participation and democracy in the world</p> <p>Asta Zviniene – World Bank - Social protection perspectives</p>
<p>12:00 – 13:30</p>	<p>LUNCH</p>	
<p>13:30 - 14:40</p>	<p>Conference: Challenges of global social security</p> <p>Mediator: Guilherme Serrano – INSS of President</p>	<p>Alvaro Velarca, General Secretary of the Inter-American Conference on Social Security (CISS)</p> <p>Emilio Carrasco, Director of the Inter-American Center for Social Security Studies (CIESS)</p> <p>Gustavo Canuto – President of Dataprev- Citizen's Social Journey: Assistance, Work and Welfare. The</p>

		socioeconomic ascent on the social ramp
14:40 – 16:00	<p>Conference: Challenges of social security in Latin America</p> <p>Mediator: Prof. Dr. Carlos Enrique Carrasco Gutierrez - Universidade Católica de Brasília (UCB)</p>	<p>Rodrigo Nicolás Cerutti, Director of Control and Prevention in Retirement, Pension and Pension Fund (CRJPPF - Argentina) – Retirement and pension systems for the armed forces, coverage, administration and sustainability</p> <p>Cristian Rojas, Chief of Programs of Development Division - Ministry of Labour of Chile - The current Chilean pension system and the necessary changes</p> <p>Dra. Tânia de Leon Baéz – President of World Compliance Association of the Dominican Republic – Regulation and ethics of social security and health management</p>
16:00 - 16:15	<p>COFFEE BREAK</p> <p>Cultural Session: Encantaria das Matas</p>	
16:15 – 17:30	<p>Conference: Challenges in the world of work and social protection</p>	<p>Edsel González Fariña, Human Resources Manager at Paraguay Central Bank - challenges of people management in a digital transformation environment</p>

	<p>Mediator: André Veras - Ministry of Labor and Social Security (MTP)</p>	<p>Merylaine Collado, Judge at the Superior Administrative Court - Dominican Republic - Civil service conflicts: federal employee vs administration</p>
17:30 – 18:00	<p>Keynote Lecture: Challenges of social security – a reflection about Brazil</p>	<p><b>Paulo Tafner, President of the Institute of Mobility and Social Development (Imds) and associate researcher at Fipe</b></p>
18:00 - 18:30	<p>Cultural Session: Encantaria das Matas;</p>	

**Day 2 – Solutions:** What lessons can we learn from what it's been done? In this sense, it is worth discuss new experiences and reflections about the themes proposed here in this congress, case studies and lessons learned.

Thursday 17 November		
Time	Activity	Speaker
08:00 – 08:50	<p>Conference: Occupational health and practical implications</p>	<p>ONLINE: Profa. Ana Magnólia Mendes – Universidade de Brasília (UnB) – Psychopathologies of work overload: acceleration and fear</p>

	<p>Mediator: Prof. Catharina Taquary Berino (Mackenzie)</p>	<p>Kelly Amorim - Universidade Mackenzie - Harassment, long hours and occupational diseases</p>
<p>08:50 - 10:00</p>	<p>Conference: Processes, automation, results and innovation</p> <p>Mediator: Gustavo Neri (Transformagov)</p>	<p>Guilherme Martins – Institute of Teaching and Research in São Paulo (INSPE) - Operational efficiency and customer experience</p> <p>Pablo Nicolás Biderbost - Comillas Pontifical University - Recent patterns of public innovation in social security: An international review</p> <p>Moacyr Santos Schiochet - Laboratory for Research, Development and Operational Innovation (DELAB) of the Brazilian Post Office - Correios in the Metaverse, a promising future?</p>
<p>10:00 – 11:30</p>	<p>Panel: Service improvement experience</p> <p>Mediator: Flávio Basílio - BB Tecnologia e Serviços (BBTS) / Mackenzie</p>	<p>Ailton Nunes de Matos Júnior - General Coordinator of Systems and Automation (CGAUT/INSS) - Case “Meu INSS”</p> <p>Paulo Xavier, BB Solutions Manager - The use of BB's analytical intelligence</p> <p>Cléo Matusiak Mazzotti – General Coordinator of Repression of Farm</p>

		Crimes and Nelson L. Kneip F. Chief Delegate of the Division of Social Security Crimes of the Federal Police - Biometrics as a management and prevention tool
11:30 – 12:00	INSS Professional Proficiency Certification	Presentation of the Professional Proficiency Certification of the Division of Corporate Education and Employee Valuation of the General Coordination of Education and Development of the Directorate of Personnel Management
12:10 - 13:30	LUNCH	
13:30 - 14:15	<p>Conference: digitization, processes and social security (e-gov)</p> <p>Mediator: Andrea Cabello - Universidade de Brasília (UnB)</p>	<p>Liis Mesi - Head of the Information Management Department</p> <p>Estonian National Social Insurance Board</p> <p>Mona Sõukand - Estonian Social Insurance Board</p> <p>ONLINE: Morten Meyerhoff Nielsen (UNU-EGOV Denmark) - Approaches and good practices of digital transformation in social security in Australia, Canada, Denmark, and France.</p>

<p>14:15 – 16:00</p>	<p>Panel: Collecting and Transforming Data into value for the State</p> <p>Mediator: Celso Vila Nova – Universidade de Brasília (UnB)</p>	<p>Juliana Ferris de Oliveira - Superintendent of Information Products at Products and Services Directorate of DATAPREV - Data integration and analysis to support social policy management</p> <p>Roberto Dal Col Filho – General Coordinator of INSS Insured Information Administration – Evolution of the CNIS and applicability of analysis on INSS benefits</p> <p>João Ricardo Pereira - Secretary of External Control of the Social Security, Labor and social assistance of the Federal Court of Accounts (TCU)</p> <p>Éder Faria, BB Previdência's CEO - Data-driven digital culture for value creation: challenges and opportunities</p>
<p>16:00 – 16:15</p>	<p>COFFEE BREAK</p> <p>Cultural Programme: Mestre Martinha do Coco</p>	
<p>16:15 – 17:10</p>	<p>Conference: Pension reforms and social programs</p>	<p>Fabio Zambitte – Universidade do Estado do Rio de Janeiro (UERJ) – The need for a reform - hits and misses of the 2019 pension reform</p>

	<p>Mediator: Prof. Dr. Luiza Beth Nunes Alonso - Universidade Católica de Brasília (UCB)</p>	<p>Moisés Oliveira Moreira - Centro Universitário do Distrito Federal (UDF) - Pension Reform and public management at CRPS</p> <p>Renata Gomes Alcoforado - Universidade Federal de Pernambuco - A public micro pension programme in Brazil: Heterogeneity among states and setting up of benefit age adjustment</p>
<p>17:10 - 18:00</p>	<p>Panel: Corporate Education in Public Practice</p> <p>Mediator: Eva Lorena Alves Ferreira - Personnel Management Director at INSS</p>	<p>Thiago Andriago Vesely and Andreia de Bem Machado, Faculdade Anasps - PAIDEIA - Alternative Education for People with Disabilities</p> <p>Sandra Cristina C. S. Luna - General Coordinator of Education and Development of the INSS Server - Innovation and Valorization of the Server</p> <p>Yane Marques, Olympic pentathlon medalist - A introduction to "Play with Life"</p>
<p>18:00</p>	<p>Cultural Programme: Mestre Martinha do Coco</p>	



**Day 3 – Future:** Where are we looking at towards future? On this day, the discussion will take place on future perspectives for the organization of people, processes, and work, such as new technologies and new paradigms

Friday 18 November		
Time	Activity	Speaker
8:00 – 8:40	<p>Conference: A future career perspective and the posture of the civil servant and the leader</p> <p>Mediator: Michele Carvalho – Prof. Getúlio Vargas Foundation (FGV) / SEBRAE/ Banco do Brasil</p>	<p>Maria Julia Pantoja, UnB – New constructs of work in the post Covid</p> <p>ONLINE: Henrique Sant’Anna - Inteeri – 5 pillars of leadership and systemic management</p>
8:40 – 10:10	<p>Conference: Challenges for a digital future</p> <p>Mediator: Luana Faria, LA-BORA!Gov</p>	<p>Anderson Costa - Digital Transformation Specialist - I.T. Analyst at the Digital Government Secretariat of the Federal Government of Brazil - Use of new technologies in public service</p> <p>Alan do Nascimento Santos, Director of Relationship and Business of DATAPREV – Reach of Citizen Service</p> <p>João Paulo Ferreira Machado – Undersecretary of Public Labor Policies of the Ministry of Labor</p>

		<p>and Social Security (MTP) – MTP Digital Work Card</p> <p>João Rodrigues da Silva Filho – Information Technology Director of the INSS - Threats of the Digital World</p>
10:10 – 11:00	<p>Conference: Quality of life and implications for the future</p> <p>Mediator: Prof. Dr. Carlos Andres Charris Vizcaino - Universidade Católica de Brasília (UCB)</p>	<p>Mario Cesar Ferreira – Prof. at Department of Social and Work Psychology at Universidade de Brasília (UnB) - Occupational health in telework</p> <p>Dra. Ximena Enriquez Lozano – Branch Manager at Positiva Insurance Company – Occupational risks and quality to develop improvements in health and well-being at work</p>
11:00 – 12:00	<p>Roundtable: Social Security - from the Present to the Future</p> <p>Mediator: Jefferson Antônio Gomes Cardoso – Advisor to the INSS presidency</p>	<p>Guilherme Serrano – President of INSS</p> <p>Edson Akio Yamada - Directorate of Benefits and Citizen Relations - Dirben</p> <p>Alexandre Guimaraes - Board of Governance, Planning and Innovation - Digov</p>

		<p>Larissa Andrade Mora - Budget, Finance and Logistics Directorate</p> <p>Sebastião Faustino de Paula – Specialized Federal Attorney's Office</p> <p>Eva Lorena Alves Ferreira - Personnel Management Director at INSS</p> <p>João Rodrigues da Silva Filho – Information Technology Director of the INSS - Threats of the Digital World</p> <p>Carlos Marnes - Secretary of Corporate Management at the Ministry of Labor and Social Security</p> <p>Jorge Oliveira Castro, Federal Auditor of Department of External Control of Social Security, Labor and Social Assistance (SecexPrevi) – Federal Court of Accounts (TCU)</p>
<p>09:00 - 11:00</p>	<p>Special activity: Amphitheater – Yane Marques – modern pentathlon olympic medalist</p>	

	Debater: Marga Ströher	
12:00 – 13:30	LUNCH Brasília Tour: modernity, light and transparency	
13:30 – 14:10	<p>Conference: New Governance Paradigms and Public Policies</p> <p>Mediation: Caroline Paranayba (Director of Benefits of the National Secretariat of Citizenship Income of Ministry of Citizenship)</p>	<p>Walter Emura, Director of the Cadastro Único Department - Executive Secretariat of the Ministry of Citizenship Ministry of Citizenship - Governance and Integration from the Cadastro Único</p> <p>ONLINE: Carlos San Juan – European Citizen Award 2022 - “Soy mayor, no idiota”</p>
14:10 – 15:00	<p>Conference: Strengthening Governance and the Future of Social Security</p> <p>Mediator: Evandro Soares - Universidade Mackenzie</p>	<p>ONLINE: Dra. Gina Riaño - General Secretary of the Ibero-American Social Security Organization (OISS) – Provision of social security services in the context of digitalization</p> <p>Dr. Francisco Velázquez – General Secretary of the Latin American Development Center (CLAD) - Digital transformation and access to public services</p>

<p>15:00 – 16:00</p>	<p>Conference: Complementary Pension, possibilities for a common future</p> <p>Mediator: Lúcio Capelletto</p>	<p>Dr.Simon Prideaux - Retired Professor of Social Welfare, Disability and Crime Studies at the School of Sociology, University of Leeds (England) - Controversies of public and private social security</p> <p>José Roberto Ferreira Savoia – Director at National Superintendency of Complementary Pension Plans (Previc)</p>
<p>16:00 – 16:15</p>	<p>COFFEE BREAK</p>	
<p>16:15 – 17:15</p>	<p>Keynote Lecture: Future of Work and World Trends inside organizations Presentation and</p> <p>Mediator: Jobson Sales</p>	<p><b>Domenico de Masi - labor sociologist at the University of Rome La Sapienza, author of the concept “Creative Idleness”</b></p>
<p>17:15 - 17:30</p>	<p>Launch of the multidisciplinary research group and  Honorable mention of the best works presented in the parallel rooms</p>	
<p>17:30 – 18:015</p>	<p>Closing ceremony</p>	<p>Guilherme Serrano, President of INSS;</p>

		José Oliveira, Minister of Labor and Social Security; João Ricardo Pereira, Secretary of External Control of Social Security, Labor and Social Assistance of the Federal Audit Court (TCU).
18:15 – 18:45	CULTURAL PROGRAMME – Closing Orchestra	
18:45 – 19:15	Autograph session - Domenico de Masi	