

Audit of the operation and maintenance of the EESSI data exchange platform

Federal Social Insurance Office and Central Compensation Office

Key facts

The system for the cross-border exchange of social security information, EESSI for short, connects over 10,000 social security institutions across Europe and supports the international exchange of data between organisations. The platform is part of the EU's digital governance strategy and is available to the 27 member states, the EFTA states – including Switzerland – and the UK. It was launched in 2017. The aim is to make the exchange of data faster and more cost-effective. In technical terms, the platform consists of a central component used throughout Europe and a decentralised infrastructure that is connected and managed at the national level. The Federal Social Insurance Office (FSIO) and the Federal Office of Information Technology, Systems and Telecommunication (FOITT) work together to operate the national infrastructure.

The Swiss Federal Audit Office (SFAO) examined whether this operation is efficient and effective in Switzerland. It also looked at whether the ongoing EESSI-CH project at the Central Compensation Office (CCO) was set up in a targeted manner. The purpose of this project is to optimise the CCO's proprietary applications that interact with the platform. The audit findings were good.

Appropriate change management

There is a new release for the EESSI component twice a year. Requirements are gathered, evaluated and prioritised throughout the organisation in order to then implement them in a consolidated manner. Change management requires coordination between all stakeholders. The FSIO plays a leading role in this coordination process both nationally and internationally. The FOITT develops the approved changes using an agile development method, with various stakeholder groups testing the changes extensively before they go live.

Although operation is ensured, there is no comprehensible test for data recovery

With the support of various applications, the FOITT and the FSIO monitor operationally relevant incidents and resolve deviations promptly. Specialist users report operational disruptions with a ticket, which is forwarded in stages from the decentralised units to the FSIO, which calls on the FOITT for a solution where necessary.

The SFAO issued a recommendation regarding the recovery of backed-up data. Carrying out such a test annually is seen as best practice.

The CCO is optimising the electronic data exchange processes with the EESSI-CH project

The EESSI-CH project at the CCO has resulted in the development of a solution that interacts with the EESSI network and integrates the existing business applications. Part of the solution has already gone live. The CCO also uses an agile development method to implement the necessary adjustments. The SFAO considers the method to be effective.

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