



**2024-2025**  
**Biennial Report**

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## Director's Note

Over the past two years, the United Nations system and international organizations have undergone a substantive shift in their operational approaches, reflecting the broader transformation agenda articulated under [UN 2.0 and the Quintet of Change](#). Organizations are increasingly required to sustain delivery while continuously adapting to heightened operational complexity and persistent resource constraints, increasing the importance of agility, efficiency, accountability, and measurable results. At the same time, the risk landscape has become more complex, driven by cyber threats and emerging governance challenges related to artificial intelligence and data. In this context, secure, resilient, and shared digital foundations that integrate digital, data, and innovation capabilities have become a core enabler of the continuity, effectiveness, and credibility of multilateral operations.

Against this backdrop, the period covered in this biannual report reflects a decisive step forward for UNICC and for the Partners and Clients it supports. It demonstrates an organization increasingly called upon to support the United Nations system in digitalizing core operations, strengthening cyber resilience, and adopting new technologies in ways that are secure, inclusive, and aligned with UN values. It also reflects an evolution in what is required of all stakeholders: not only to innovate, but to scale proven solutions, govern digital capabilities responsibly, and sustain the shared foundations upon which the system depends.

In 2024, collaboration was a defining force behind progress. Working closely with Partners and Clients across the UN system and other international organizations, and in cooperation

with stakeholders including UN Member States, non-profit organizations, the private sector, and academia, UNICC advanced initiatives that strengthened the shared digital ecosystem of the multilateral diplomatic world. Among these, the second implementation phase of the [UN Digital ID](#) and the deployment of [UNifyHR](#) demonstrated how trusted digital identity and responsible uses of generative AI can support everyday operations and improve mandate delivery. In parallel, UNICC advanced secure private cloud capabilities tailored to the needs of multilateral organizations, supporting resilience and scalability for critical services.

The year also tested operational continuity and risk management know-how. In Spain, the devastating floods in the province of Valencia required a rapid response to protect vital systems and maintain service delivery. The professionalism and agility demonstrated during that period reaffirmed that the strength of digital operations and coordination, depends not only on technology but on the people, processes, and preparedness behind it.

Cybersecurity remained a defining priority across both years. As threat activity continued to grow in both scale and sophistication, and as the potential impact on mandates and operations increased, the United Nations system required responses that are coherent, practical, and scalable. In 2024, UNICC established the Cybersecurity Fund as a collective mechanism to support the design, deployment, and sustained operation of core cybersecurity capabilities serving multiple entities across the system. This approach reflects a shared understanding that collective resilience is strengthened when capabilities are developed collaboratively, governed consistently, and adopted broadly across the entire UN system.

“In a context of increasing global complexity and constrained resources, the UN system must continue to deliver more and better, with less. In this regard, I have seen how UNICC has played a critical role, providing secure, reliable, and scalable services that support organizations across the system throughout this particularly challenging biennium. The new UNICC strategic framework for 2024–2030 places digital foundations at the core of its value proposition, enabling greater coherence, efficiency, and economies of scale. This approach supports UN80 reform efforts and contributes to a more agile and resilient UN family.”

### Tomas Lamanuskas

Deputy Secretary-General, International Telecommunication Union (ITU)  
Chair of the UNICC Management Committee

With the endorsement of UNICC's Strategic Framework 2024-2030 by the Management Committee (MC), the organization entered a new phase of strategic clarity and direction. The Framework provides a clear roadmap for delivering forward-looking and agile digital foundations, reinforcing UNICC's commitment to enabling Partners and Clients to digitalize core operations in a secure, efficient, and sustainable manner. In a system increasingly required to deliver more with constrained resources, this emphasis on shared foundations and economies of scale is essential.

In 2025, this trajectory advanced further through greater emphasis on scale, adoption, and responsible governance. Key initiatives, including [UNIQCloud](#) and the [UNICC AI Hub](#), entered important phases of expansion, supporting Partners and Clients in digitalizing infrastructure and exploring artificial intelligence within trusted and collaborative environments. UNICC also deepened its engagement in frontier technologies, building on its partnership with QDNL through targeted awareness-raising and capacity-building initiatives, including the launch of a global quantum learning programme.

UNICC further strengthened its role as a convener of communities of practice, bringing Partners and Clients together around digital sovereignty, cybersecurity, cloud strategy, digital identity, and the operationalization of artificial intelligence and emerging technologies. This convening role was reinforced through the first Annual UNICC Forum in 2025, which brought together over 100 technology leaders and digital experts from across the United Nations system and international organizations to exchange experience, share good practices, and advance collective approaches to digital transformation.

Sustainability, gender, diversity, inclusion, and integrity remained integral to UNICC's work throughout the reporting period. UNICC continued its engagement with the Greening the Blue initiative and, in 2025, joined the 2050Today network, reinforcing its commitment to measuring and reducing environmental impact across its operations and contributing to a more sustainable United Nations system. In parallel, gender equality remained a core priority, guided by UN-SWAP commitments and further strengthened through sustained leadership engagement, including my role as an International Gender Champion.

On 17 December 2025, UNICC entered its [55th year of service](#). This milestone underscores the continuity and trust required in a system that depends on reliable and secure digital foundations. Over more than five decades, UNICC has evolved alongside the United Nations system, adapting to changing operational realities while remaining anchored in its mission and mandate.

None of the progress reflected in this report would have been possible without the dedication, professionalism, and expertise of UNICC colleagues across all duty stations. I express my sincere gratitude to our teams, to our stakeholders for their trust and collaboration, and to UNICC's governance bodies for their guidance and support.



**Sameer Chauhan**  
Director  
UNICC



# UNICC in Brief

## UNICC at a Glance



**55**  
Years of Experience



**7**  
Industrial Certifications



**86.3%**

Overall Customer Satisfaction Score CSAT (2025)

Note: With a CSAT of 86.3%, UNICC performs at the upper end of global IT service satisfaction benchmarks (typically ranging between 75-85%). Source: UNICC Partner Satisfaction Survey 2025



↑ 20 in 24/25  
**136**  
Partners and Clients



**5**  
Global Offices

## 2025 Personnel Highlights

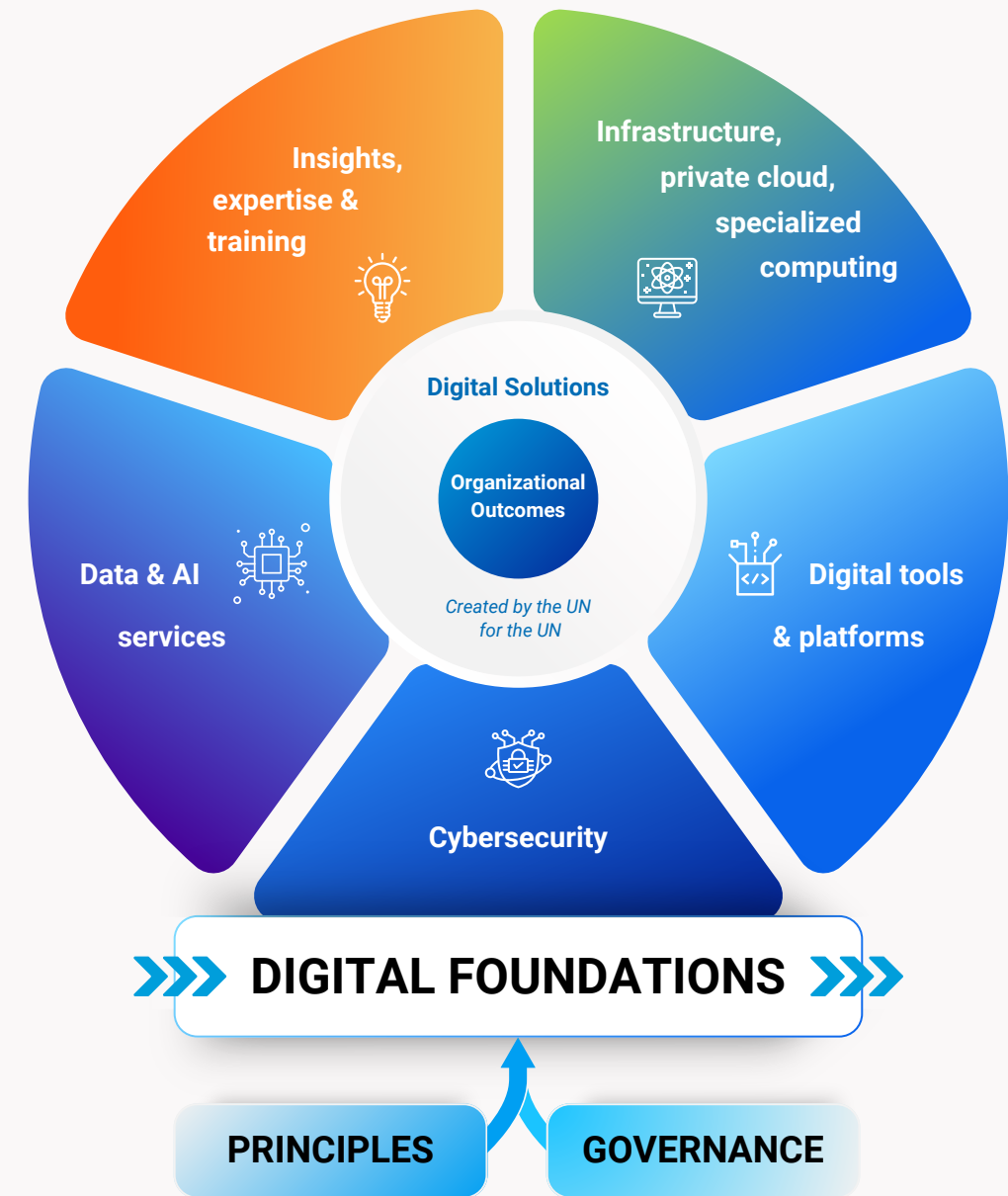


<b>Total Personnel</b>	<b>687</b>
Staff	370
Consultants	317

### Staff Nationalities

As of December 2025, UNICC staff represent **60 nationalities**, with the largest groups from Spain, Italy, India, France, the United States, Portugal, the United Kingdom, Mexico, Canada, Switzerland, and Romania.

## UNICC Digital Foundations



## Top 10 Partners by Funding Contributions (Service Revenue in 2025)



<sup>1</sup> UN Secretariat

# Digital Foundations

## Introducing UNICC Digital Foundations

In July 2024, the UNICC Management Committee (MC) endorsed the [Strategic Framework for 2024-2030](#), updating the organization's vision, mission, and strategic objectives. The Framework positions UNICC to deliver the shared digital foundations required to support the digital transformation, resilience, and future readiness of the UN system and other international organizations.

Within this framework, digital foundations are defined as the comprehensive technologies and services that enable and sustain broader digital systems and solutions. The principles, governance, and shared delivery models embedded in these foundations provide unique value to UNICC's Partners and Clients, ensuring that digital transformation efforts are secure, scalable, and aligned with the specific operational requirements of the UN ecosystem.

UNICC's digital foundations consist of a modular, integrated, and reusable set of secure, adaptable technologies, infrastructure, tools, platforms, and services. Designed specifically for multilateral environments, they underpin both the digitalization of existing processes and the development of digital-native initiatives. These foundations enable organizations to innovate while maintaining operational resilience, trust, compliance, and long-term sustainability.

Aligned with the [Global Digital Compact \(GDC\)](#), [UN 2.0](#), and other system-wide initiatives, UNICC's approach responds to shared priorities across the UN system while tailoring solutions to specific contexts and needs. By delivering shared capabilities governed by UN principles and implemented through collaborative, cost-efficient models, UNICC contributes to reducing duplication, generating economies of scale, and supporting the responsible adoption of digital technologies across the system, thus creating a more sustainable tech-ecosystem.

UNICC structures its digital foundations across five interdependent capability areas: Infrastructure, Private Cloud, and Specialized Computing; Digital Tools and Platforms; Cybersecurity; Data and AI Services; and Insights, Expertise, and Training. Together, these foundations provide the secure and scalable technical backbone that enable organizations to deliver mission-critical services, collaborate effectively, and advance digital transformation across organizational and geographic boundaries.





## Infrastructure, private cloud and specialized computing

Infrastructure, Private Cloud, and Specialized Computing together provide an integrated set of physical, cloud, and advance computing environments that provide the high-performance foundation required for the UN system and other international organizations to build, operate, and scale digital solutions securely. These environments underpin mission-critical operations across headquarters, regional, and field contexts, ensuring reliable and continuous service delivery.

Through this foundation, UNICC delivers operations-as-a-service capabilities covering core infrastructure, cloud, network, and application operations. This model allows Partners and Clients to focus on their mandates while relying on professionally managed, secure, and resilient digital environments. In parallel, UNICC designs and operates private cloud solutions tailored to the specific governance, security, and operational requirements of multilateral organizations, providing flexibility, control, and long-term sustainability.

This foundation also enables access to specialized computing capabilities, including high-performance and supercomputing environments, through partnerships with Member States and strategic stakeholders. As a UN entity operating trusted digital environments, UNICC is well positioned to consolidate affordable and secure access to advanced computing services, supporting large-scale data processing, analytics, and emerging computational needs across the UN system and beyond.

### Key Highlights

#### UNIQCloud

To address the growing need for a secure and trusted digital environment to support highly-sensitive workloads, UNICC launched UNIQCloud in January 2025 as its private cloud offering designed for the UN system and other international organizations. UNIQCloud complements the diverse cloud models already adopted across the UN ecosystem by providing a private cloud solution specifically designed to host sensitive data and mission critical digital assets under enhanced security and governance controls.

Built on open-source technologies, UNIQCloud promotes end-to-end transparency, flexibility, and vendor independence, while delivering robust data protection, resilience, and scalability. UNIQCloud serves as a foundational hosting platform for the UN system, enabling the deployment of Digital Public Goods (DPGs) and supporting Digital Public Infrastructure (DPI)-related initiatives where mandated. This approach promotes interoperability across the ecosystem and reduces the risk of vendor lock-in.

The solution operates under a partner-to-partner governance model, with participating organizations represented in oversight and cost-approval processes, ensuring predictability in pricing and terms and reinforcing UN control over critical infrastructure. UNIQCloud is also developed in alignment with UN sustainability objectives through energy-efficient practices and carbon offsetting, consistent with the Greening the Blue initiative of the United Nations Environment Programme (UNEP).

[Learn more](#)



#### Exploring Supercomputing Potential for the UN Family

To expand access to advanced computing capabilities, UNICC is working with Member States and strategic partners to explore how supercomputing resources can be made available to the UN system and other international organizations through UNICC service capabilities and know-how.

In this context, UNICC and the Grand Duchy of Luxembourg are partnering to explore access to Luxembourg's supercomputing capacities through UNICC digital infrastructure and operational capabilities. Discussions also include the potential establishment of a UNICC presence and data centre in Luxembourg, leveraging the country's strong digital ecosystem, robust regulatory environment, and its role as a hub for European and global institutions.

In Switzerland, UNICC is exploring options to modernize and future-proof its foundational digital infrastructure to support the evolving needs of the UN system and other international organizations based in the International Geneva ecosystem. These efforts would reinforce UNICC's presence in Switzerland and contribute to consolidating a strategic technology hub for multilateral organizations.

[Learn more](#)



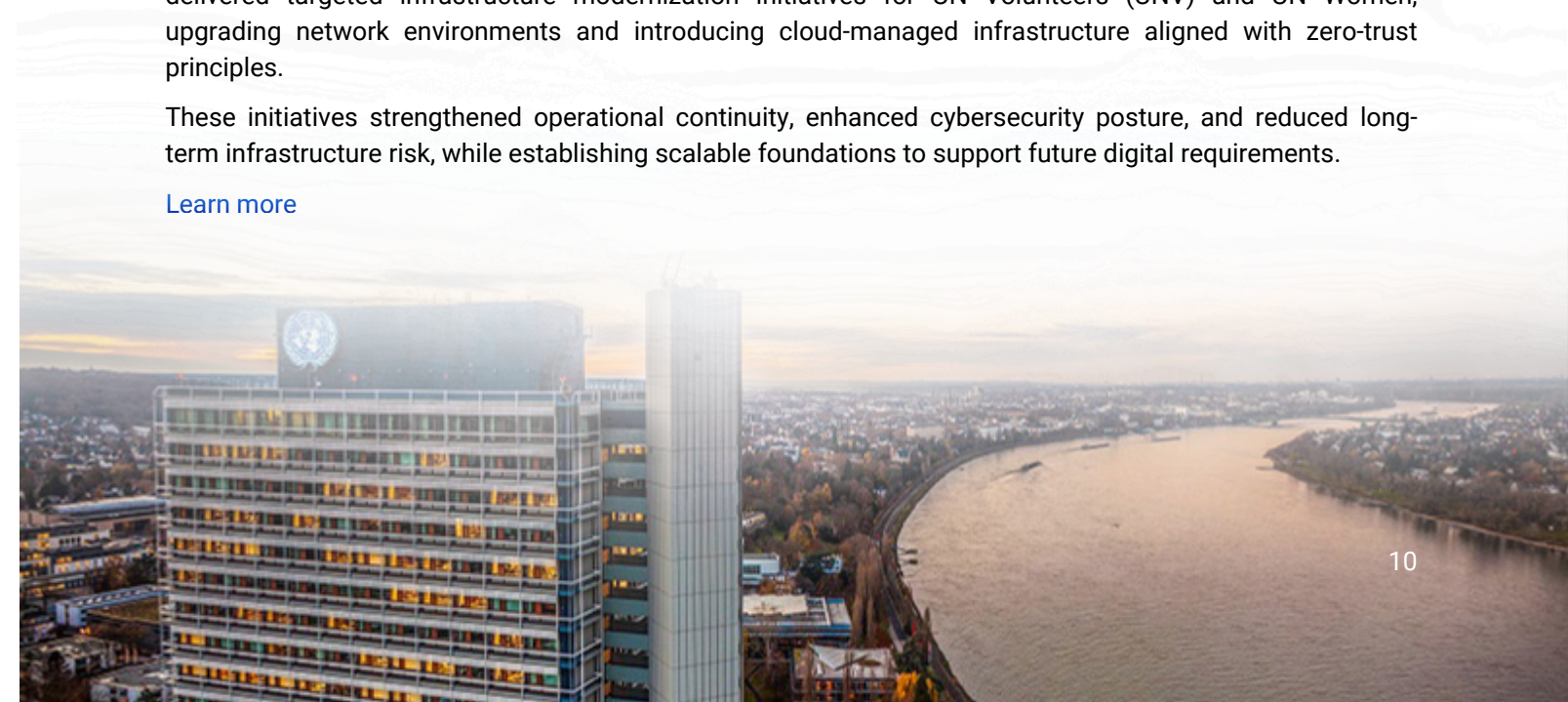
UNICC and the Grand Duchy of Luxembourg signed the partnership agreement during an official ceremony in July 2024. Photo: UNICC/Remedio

#### Enabling Secure and Resilient UN Operations in Bonn

During 2024 and 2025, UNICC supported the modernization of legacy infrastructure environments to meet evolving performance, security, and availability requirements. At the UN Campus in Bonn, Germany, UNICC delivered targeted infrastructure modernization initiatives for UN Volunteers (UNV) and UN Women, upgrading network environments and introducing cloud-managed infrastructure aligned with zero-trust principles.

These initiatives strengthened operational continuity, enhanced cybersecurity posture, and reduced long-term infrastructure risk, while establishing scalable foundations to support future digital requirements.

[Learn more](#)



## Digital tools and platforms

Digital Tools and Platforms provide the core foundation through which the UN system and other international organizations design, develop, and scale digital capabilities in a secure and collaborative manner. This foundation provides a trusted digital workspace where solutions can be reused, adapted, and extended across organizations, reducing duplication, avoiding fragmentation, and accelerating delivery.

Through secure development and operations practices, including DevSecOps (Development, Security, Operations) pipelines, UNICC supports secure-by-design software development aligned with UN system governance requirements. Shared platforms for open-source collaboration and reusable digital components enable organizations to build on proven solutions, adapt them to their needs, and scale them efficiently across programmes and geographies.

UNICC's extensive experience in managing shared digital tools, platforms, and reusable components allows organizations to benefit from collective innovation while maintaining security, quality, and cost efficiency. By fostering reuse and interoperability, this foundation supports more consistent, sustainable, and scalable digital transformation across the UN ecosystem.

### Key Highlights



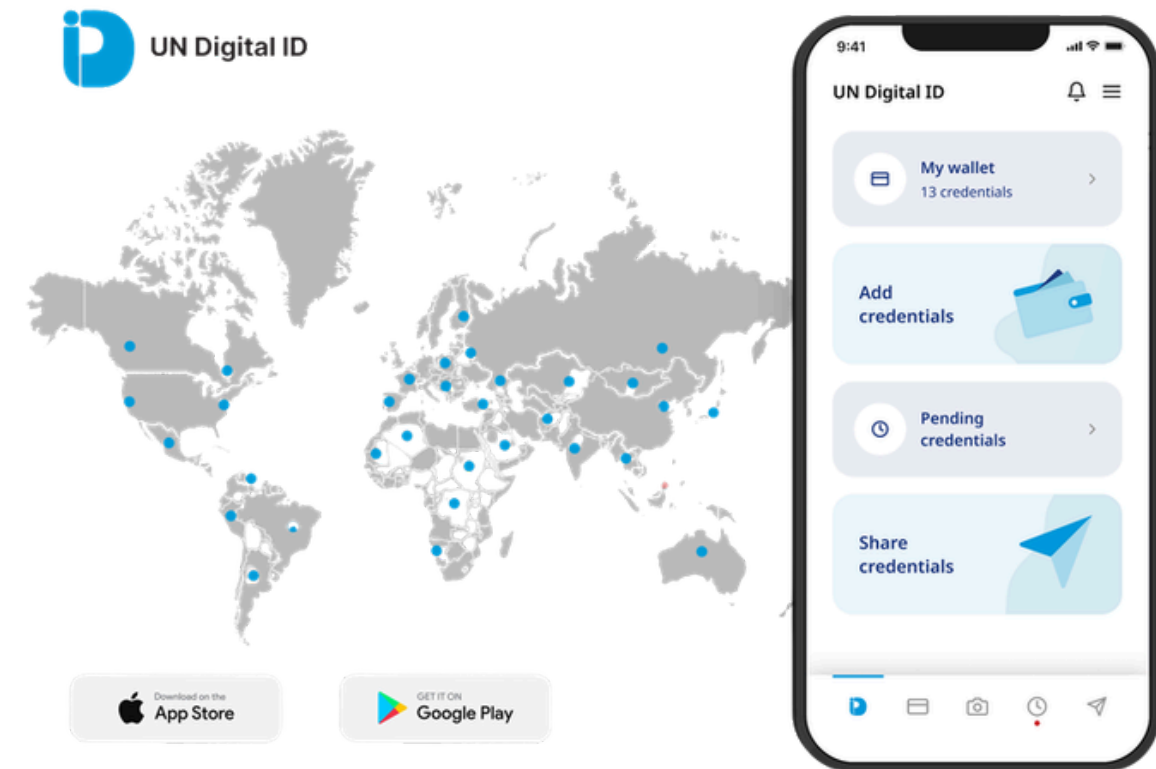
IOM staff provide one-on-one assistance and information to people seeking support. Photo: IOM

#### IOM Boosts Efficiency through UNICC HyperAutomation Support

UNICC has successfully supported the International Organization for Migration (IOM) in streamlining and enhancing one of its core financial processes, the Mission Funding Request (MFR), by leveraging [intelligent Robotic Process Automation \(RPA+\)](#). This approach combines automation with embedded decision logic to reduce manual processing, improve accuracy and accelerate transaction handling, thereby enabling IOM's Treasury team to allocate funds to field missions worldwide more efficiently and ensure that resources are available where and when they are needed.

This initiative demonstrates how automation, when applied within a structured governance framework, can help organizations scale operations, improve service delivery, and better respond to growing operational demands. The IOM experience highlights the value of shared automation capabilities in supporting complex, high-volume processes across the UN system and other international organizations.

[Learn more](#)



#### UN Digital ID

The UN Digital ID, sponsored by the UN-High-Level Committee on Management (HLCM), is a secure digital solution designed to enable UN personnel to share verified identity information seamlessly across participating UN entities. By reducing reliance on paper-based processes, the solution strengthens data protection, improves efficiency, and supports more streamlined inter-agency interactions.

Delivered by UNICC as the technology solution provider, the UN Digital ID is sponsored by the UN Secretariat, UNDP, UNHCR, UNJSPF, UNICEF, and WFP. In June 2024, Phase 1 of the solution was launched, enabling staff approaching retirement to securely share verified data with UNJSPF, reducing administrative burden and speeding up pension processing.

Phase 2 is now underway, introducing additional capabilities to further enhance efficiency across the UN system, including secure storage of BSAFE certificates and simplified inter-agency movements. These capabilities build on the initial deployment and expand the solution to support additional administrative processes. In November 2025, UNICEF went live with the UN Digital ID for staff approaching retirement, marking an important milestone in the operational rollout of the solution.

By the end of 2025, the UN Digital ID family expanded from six to ten participating organizations, including UNOPS, UNSSC, UNFPA, and UNIDO. Two more agencies pledged to join in early 2026, demonstrating the widespread belief within the UN system in the power and value of adopting a common solution for staff digital identity.

[Learn more](#)

## Open Source / Digital Public Solutions

### Creation of the OSPO at UNICC

The UNICC Open Source Programme Office (OSPO) was established to provide a structured and governed approach to the development, adoption, and reuse of open-source solutions across UNICC and its Partners and Clients. The Programme Office supports the acceleration of open-source initiatives by defining common standards, governance arrangements, and collaboration mechanisms, enabling the development and responsible sharing of software, AI, Data, knowledge, and learning products. In this role, the Office ensures that open-source efforts align with the UNICC Strategic Framework 2024–2030 and contribute to inclusive, sustainable, and well-governed digital transformation across the UN system.

The OSPO strengthens the organization's open-source ecosystem by ensuring policy and license alignment across all open-source assets, building internal competencies, and serving as the central hub for partner engagements related to Digital Public Solutions and open technologies. It promotes digital transformation through the strategic use of open-source tools, fosters collaboration with global open-source communities aligned with the GDC and the SDGs, and advances UN-wide cooperation to support the adoption and reuse of shared digital capabilities. Through this work, the OSPO also contributes to UNICC's broader objective of strengthening digital sovereignty by reducing vendor dependence, increasing resilience, and enabling secure and flexible technology choices for UNICC and its Partners and Clients.

### UNICC at the OSPOs for Good Week 2024 and 2025

As part of the Director's engagement in shaping UN-wide open-source discourse, Sameer Chauhan participated in a panel on "Open Source at the UN" in July 2024, during the OSPOs for Good Conference. The Conference provided a forum to examine key dimensions of open-source policy and to highlight emerging examples of open-source networks as catalysts for global cooperation.

In June 2025, UNICC formalized its membership in the Digital Public Goods Alliance (DPGA), marking an important step in advancing its commitment to inclusive and sustainable digital transformation across the UN system and other international organizations. The DPGA brings together governments, international organizations, and a broad range of partners to foster a collaborative global ecosystem for digital public goods in support of the SDGs. UNICC's membership was announced during the "Accelerate SDG Impact, Scaling OS" side event of the UN OS Week, June 2025, hosted by the NYU School of Professional Studies, and co-organized in partnership with the Permanent Missions of the United Kingdom and Spain to the United Nations, and the Generalitat Valenciana. Through this engagement, UNICC commits to actively contributing to the discovery, development, and responsible deployment of digital public goods, reinforcing system-wide cooperation and scalability.



Photo: UNICC/Ouyang

### Open Source United Platform

The Open Source United community of practice was established to simplify the process of adopting, contributing to, and sharing open source solutions for UN system entities, whether it is for internal developments within agencies, collaborations between organizations, or extending beyond the UN.

UNICC supports the operationalization of the Open Source United platform by hosting the Open Source Code Management Product where UN organizations can find, contribute to and collaborate on UN open source solutions. It serves as a centralized catalog of UN-stewarded open-source projects.

[Learn more](#)

### Digital Public Solutions

UNICC works closely with the UN system and other international organizations to support and train around Digital Public Infrastructure (DPI) ecosystem solutions, co-create public digital solutions with government partners, many of which have strong potential to become Digital Public Goods (DPGs) or to be incorporated into the DPI ecosystem. Building on its long-standing expertise in developing UN and open-source solutions, UNICC accelerates delivery by reusing modular digital (often open source) components—reducing costs, saving time, and avoiding duplication. Its world-class cybersecurity capabilities and responsible implementation methodologies further ensure that all solutions are safeguarded, resilient, and aligned with the highest standards of trust and protection.

#### UNICC's Digital Public Solutions at a Glance/Snapshot

##### DPI Digital Identity/Offline CRVS

**Secure and inclusive identify verification:** UNICC offers a self-sovereign identity wallet tailored to support diverse accessibility, enabling biometric and document verification—even offline. Integrated with national registries, it provides tamper-proof, QR-based credentials for secure service delivery and improved data quality. AI-driven biometrics, strong data protection, and hands-on deployment foster scalability, resilience, and national ownership, with cloud integration into local data centres.

##### DPGs and Digital Health

**Interoperable, secure and data-driven health systems:** UNICC deploys customizable digital health solutions supporting real-time monitoring and decision-making across mobile, web, and offline environments. Covering vaccination logistics and health information systems, these platforms are built for low-connectivity settings, interoperable with diverse national infrastructure, and strengthened through engagement with local vendor ecosystems to ensure sustainability and knowledge transfer.

##### Scalable DPI and DPG Hosting

**Neutral and high-performance infrastructure:** UNICC provides secure, scalable hosting for the DPI ecosystem and DPGs through partnerships with leading cloud providers. The UNICC-hosted UNIQCloud platform, built on the open-source project OpenStack, offers a UN-governed option specially designed for sensitive workloads and trusted multilateral use.

 **Cybersecurity**

Cybersecurity is a critical enabler of trust, continuity, and resilience across the UN system and international organizations. As digital dependency increases, cybersecurity must be addressed as a shared, system-wide capability, rather than an isolated technical function. Within this context, UNICC's Cybersecurity Division serves as a specialized hub providing coordinated, end-to-end protection through shared services, expert capacity, and common standards aligned with UN system-wide priorities and recognized best practices. Covering the full cybersecurity lifecycle, the Division supports Partners and Clients in strengthening digital resilience and enabling secure digital transformation to fulfil their mandate.

To address the growing scale and complexity of cybersecurity needs across the UN system and the wider multilateral ecosystem, UNICC continued to expand its cybersecurity portfolio and strengthen its delivery model. Cybersecurity capabilities are integrated into a comprehensive framework that encompasses all domains—identification, prevention, detection, and recovery—ensuring the resilience of the digital ecosystem.

In the 2025 UNICC Partner Satisfaction Survey, 94% of respondents reported being satisfied or very satisfied with the delivery of UNICC's Cybersecurity Services, reinforcing the value, quality, and relevance of these shared capabilities across the UN system.

**Key Highlights**

**Cybersecurity Fund for the UN System**

Launched in April 2024, UNICC's Cybersecurity Fund (CSF) is a direct action to the recommendations of the UN Joint Inspection Unit (JIU) report "[Cybersecurity in the United Nations system organizations](#)." The report called for the establishment of a dedicated funding mechanism to complement UNICC's role as the UN system's primary shared cybersecurity service provider.

The Cybersecurity Fund provides a structured mechanism for voluntary contributions from Member States to support the design, development, and scaling of shared cybersecurity solutions aligned with UN system-wide priorities and best practices. It complements UNICC's cost-recovery model by enabling targeted investment in critical capabilities that benefit the UN system as a whole and promote efficient use of resources.

Luxembourg became the first donor to the Cybersecurity Fund, pledging a multi-year earmarked contribution. Spain followed with a pledge in 2025. These initial contributions provide essential momentum to operationalize the Fund and support the phased implementation of priority initiatives aimed at enhancing cyber resilience.

[Learn more](#)



Representatives from UN entities, diplomatic missions, governments, and the technical cybersecurity community participate in the Cybersecurity Fund launch event in April 2024. Photo: UNICC/Remedio



Tima Soni, Chief, Cybersecurity Division at UNICC, addresses participants during the 2024 Common Secure Conference (top left), with group photos of participants shown at top right and bottom. Photo: UNICC/Remedio

**2024 and 2025 Common Secure Conference**

The Common Secure Conference (CSC) provides a forum for UNICC's Partners and Clients to align cybersecurity priorities, exchange practical experiences, and strengthen collective cyber resilience. Convened annually since 2019 by UNICC, the conference brings together technical experts, leadership, and stakeholders across the entire UN system to address emerging threats, good practices, and coordinated responses to UN system challenges.

The 2024 and 2025 editions focused on reinforcing common approaches to mitigate risks related to AI and leveraging AI for cybersecurity governance, incident preparedness, and operational resilience, while fostering collaboration across organizations facing increasingly complex and shared cyber risks. Through this conference, UNICC continues to facilitate knowledge exchange, promote consistency in cybersecurity practices, and support the development of trusted networks across the UN system and beyond.

[Learn more](#)

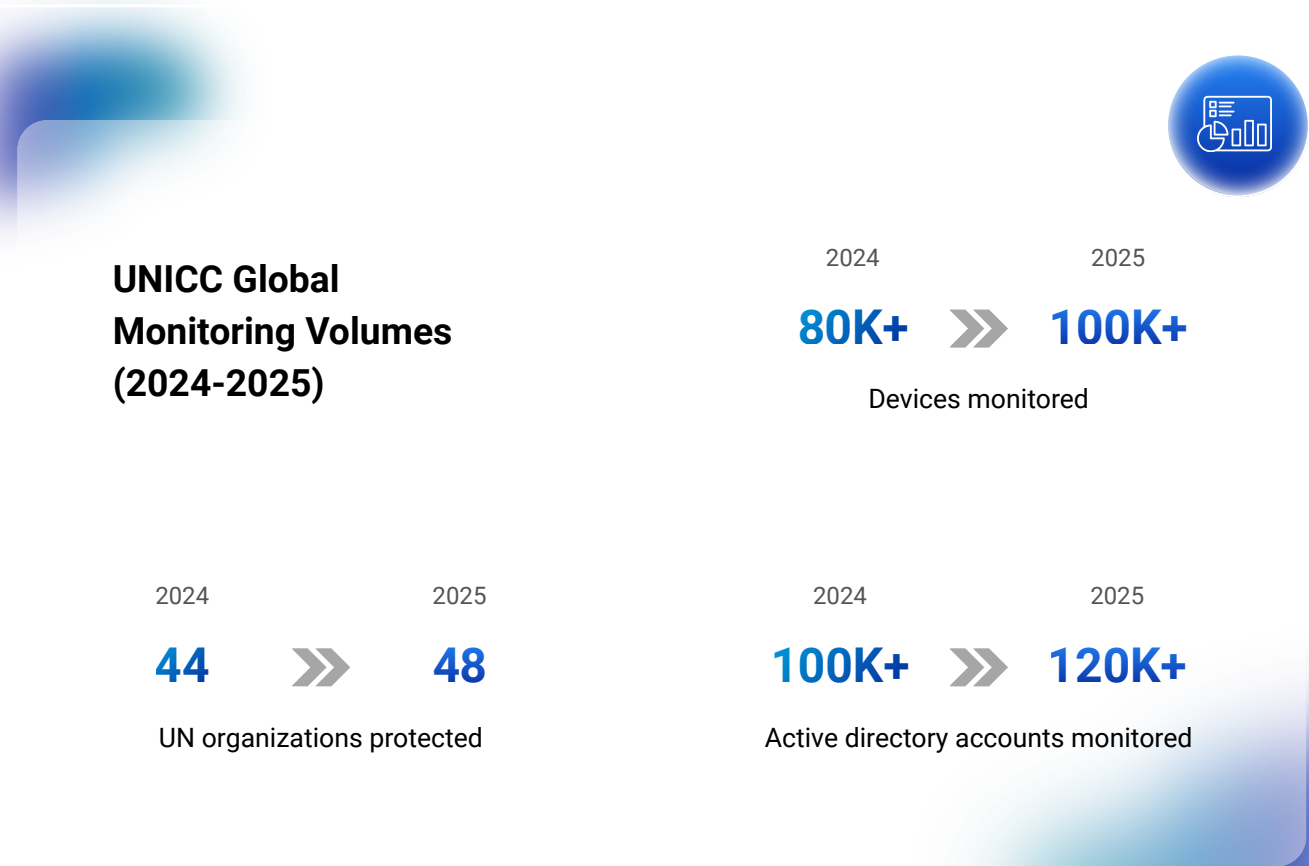


**Strengthening Cybersecurity Across the UN System**

UNICC cybersecurity teams enable UN organizations to maintain service continuity by actively preventing, detecting, and responding to cyberthreats. Through its **24/7 Common Cybersecurity Operations Centre (CSOC)**, UNICC continuously monitors, detects, and responds to cyber-incidents across participating organizations. The Common Secure Incident Response Team (CSIRT) leads coordinated actions to contain threats and mitigate their impact, while the Common Secure Cyber Threat Intelligence (CTI) team delivers timely, actionable intelligence that enables proactive defence.

UNICC expanded its cybersecurity coverage to 70+ UN entities, while increasing the scale and depth of its protection. In 2024, UNICC monitored **over 100,000 active directory accounts** and **more than 80,000 endpoints** globally. This expanded in 2025 to **over 120,000 user accounts** and **more than 100,000 devices** worldwide, reflecting an important growth in both coverage and operational capacity.

UNICC leverages this growing visibility to strengthen system-wide threat detection and response and enhance its ability to identify patterns and correlate threats across organizations. This evolving, system-wide approach positions UNICC as a critical enabler of cybersecurity across the UN system, ensuring that organizations can operate securely and effectively in an increasingly complex threat landscape.

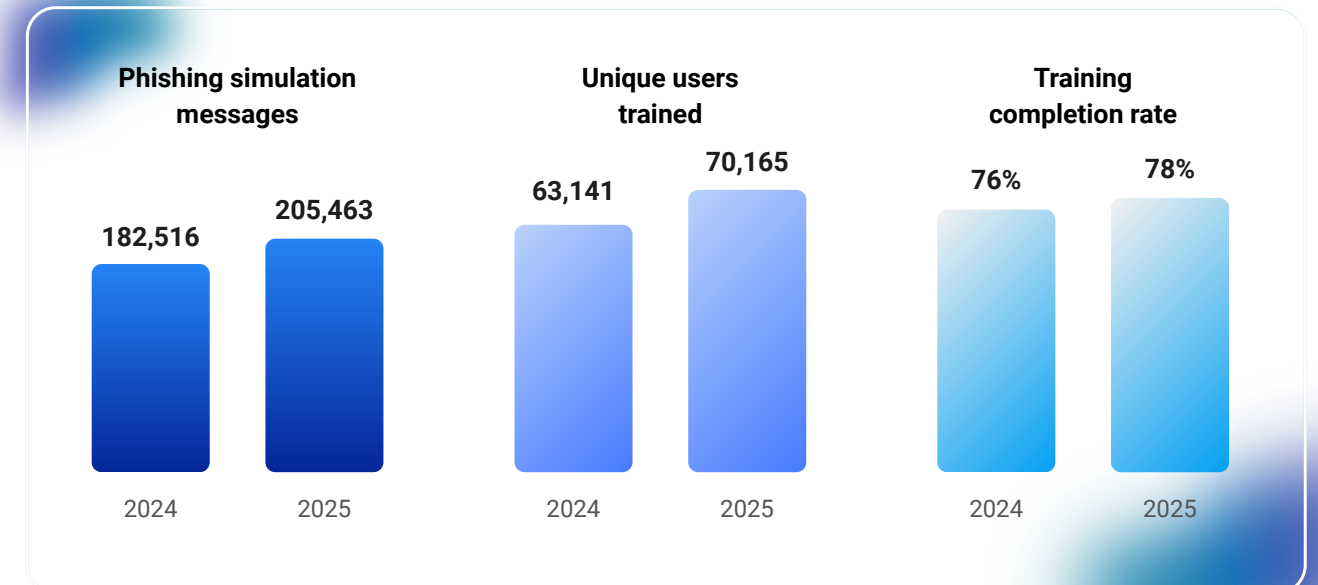


**Cybersecurity Awareness Programme**

UNICC strengthens the cybersecurity posture of UN organizations by advancing awareness as a core pillar of defence. Through its Cybersecurity Awareness Programme, UNICC supports organizations in embedding security-conscious behaviours and fostering a culture of shared responsibility.

Building on its established engagement, UNICC continued to support **22 UN entities** in both 2024 and 2025, while significantly expanding the reach and impact of its activities. In 2024, UNICC delivered **182,516 phishing simulation messages**, and in 2025, this effort scaled up to **205,463 simulation messages**, bringing the cumulative total to **more than 720,000** and further strengthening users' ability to recognize and respond to real-world threats.

In 2025, phishing simulations had equipped **70,165 users** with hands-on, scenario-based experience, reinforcing secure behaviours across participating organizations. At the same time, participation in cybersecurity awareness training increased, with completion rates rising from 76 per cent in 2024 to **78 percent**. Recognizing that the human factor remains both the greatest vulnerability and the strongest line of defence, UNICC supports its partners in promoting a culture in which personnel actively contribute to cybersecurity.



**Advancing Quantum-Resilient Cybersecurity**

UNICC supports its Partners and Clients in preparing for emerging cybersecurity risks associated with quantum computing. As technologies such as post-quantum cryptography (PQC) and Quantum Key Distribution (QKD) advance, UNICC enables organizations to anticipate and address the potential impact of quantum-enabled threats on current encryption standards.

Through tailored advisory services, UNICC provides strategic roadmaps, technical assessments, and scenario-based risk simulations, helping organizations transition towards quantum-resilient security frameworks. In parallel, UNICC is advancing the development of PQC and QKD solutions to deliver innovative, system-wide capabilities to its Partners and Clients

## Data and AI services

Data and artificial intelligence are increasingly central to how the UN system and other international organizations design policies, deliver programmes, and respond to complex global challenges. To support this new reality, UNICC provides state-of-the-art data and AI services that enable organizations to harness data responsibly, apply advanced analytics, and deploy AI solutions aligned with UN standards, principles, and operational realities.

UNICC's data and AI services focus on building foundational capabilities that allow organizations to move from experimentation to scalable, trusted implementation. This includes expertise in data management, machine learning, and governance, as well as the development and deployment of AI solutions that enhance operational efficiency, improve decision-making, and support digital-native approaches.

UNICC's value is anchored in its ability to operationalize data and AI services within the specific policy, governance, and risk context of the UN system. By combining shared platforms, secure digital environments, and specialized expertise, UNICC supports organizations in managing data effectively, applying AI responsibly, and scaling solutions in a coherent manner, reducing fragmentation and duplication while strengthening system-wide consistency and trust.

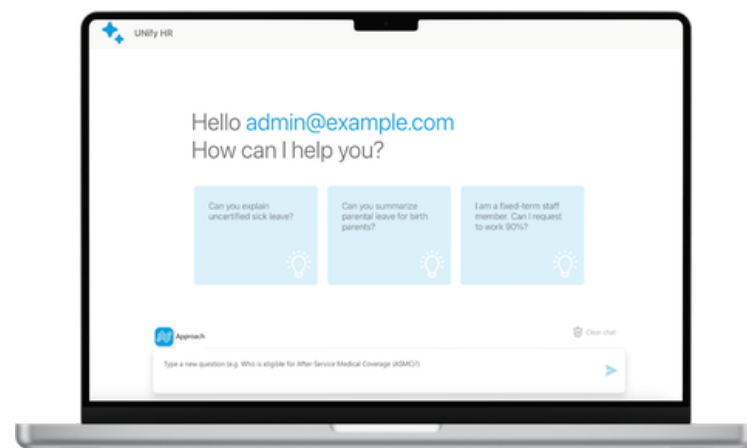
### Key Highlights

#### UNifyHR: Generative AI Transforming HR Operations Across the UN Family

UNifyHR is a shared Generative AI solution developed to support human resources operations across the UN system by improving access to HR policy information and enabling more efficient, consistent decision-making. Initially conceptualized by UNHCR and developed with technical leadership from UNICC, the solution brings together the expertise and resources of 13 UN agencies through a collaborative approach.

Launched in October 2024, the UNifyHR chatbot provides HR teams with rapid, multilingual access to HR policies from participating organizations, simplifying the retrieval and comparison of complex policy information. By enabling real-time responses to HR-related queries, the solution reduces manual effort, improves accuracy, and supports more timely and informed HR operations across organizations.

[Learn more](#)



Participants gather for the launch of UNICC's AI Hub (top), Anusha Dandapani, Chief of the UNICC AI Hub, addresses participants during the launch event (bottom left), and attendees engage in discussion during the event (bottom right).  
Photo: UNICC/Remedio

#### UNICC AI Hub

Established in July 2025, the UNICC AI Hub accelerates the responsible and efficient deployment of artificial intelligence across the UN system and other international organizations. Established under the Strategic Framework 2024–2030, the UNICC AI Hub provides a collaborative platform that brings together expertise, shared resources, and practical support for AI adoption.

The UNICC AI Hub delivers its capabilities through four complementary pillars: advisory and consultancy services to support AI design and implementation; shared AI solutions and reusable components that can be replicated across organizations; custom AI solutions tailored to specific operational needs; and capacity-building through targeted training.

As part of its initial flagship initiatives, the Hub introduced the AI Sandbox and the AI Academy. The AI Sandbox provides a secure environment for testing and scaling AI solutions using trusted datasets and models, while the AI Academy delivers structured, role-specific learning pathways to support AI upskilling and reskilling across the UN system, in alignment with UN 2.0.

Together, these capabilities position the UNICC AI Hub as a central enabler of responsible AI adoption, supporting organizations in translating data and AI potential into practical, impactful, and system-wide solutions.

[Learn more](#)



## Insights, expertise and training

Insights, expertise, and training are central to how UNICC supports the UN system and other international organizations in advancing digital transformation. As technology adoption accelerates, access to trusted knowledge, practical expertise, and skilled talent is essential to informed decision-making and sustainable change. Through consulting, advisory services, and structured learning, UNICC supports Partners and Clients in strengthening internal capabilities and advancing digital transformation in line with UN values and priorities.

### Key Highlights

#### System-wide Insights and Publications

UNICC shares evidence-based insights with Partners and Clients through system-wide reports, jointly developed white papers, and external publications, translating operational experience into practical guidance that supports informed decision-making across the UN system and other international organizations.

During 2024–2025, UNICC produced and contributed to the following system-wide reports, white papers, and publications, developed in collaboration with UN entities, academic institutions, and strategic partners:

- UNICC Cyber Threat Landscape Report 2024**
- UNICC Cybersecurity Awareness Landscape Report 2024**
- Transforming Public Digital Identity: A Blockchain Case in Action from the UN System**
- Responsible AI Innovation for Social Impact: A Case Study in Multilingual Media Moderation**
- From Total Cost of Ownership to Social Impact: A Frugal AI Framework to Measure Your AI Portfolio as a Strategic Asset**

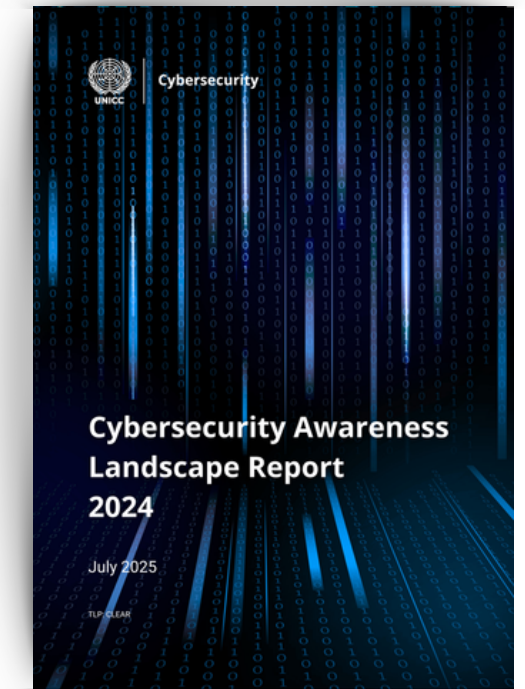
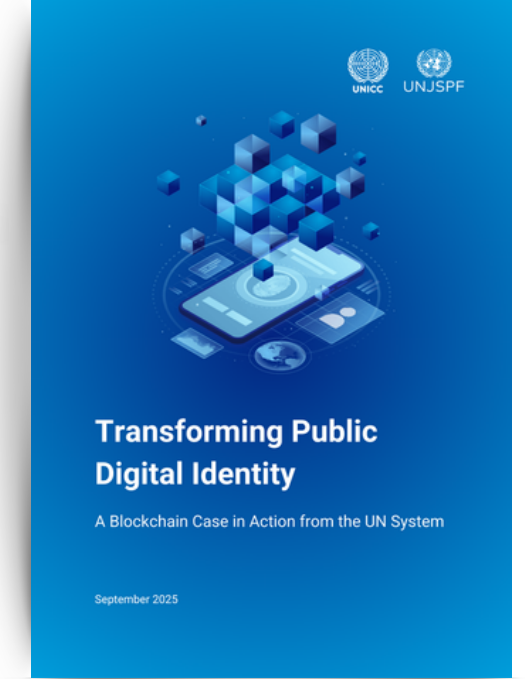
In addition to jointly developed white papers, UNICC was featured in the December 2025 edition of **UN Today**, which highlighted the organization's role as it entered its **55<sup>th</sup> anniversary** year. The feature explored UNICC's contribution to strengthening shared digital foundations across the UN system and other international organizations, its long-standing shared services model, and its role in supporting a more responsive UN system in the context of emerging technologies such as artificial intelligence and quantum computing.



[Read more](#)



Scan to read





### Learning, Webinars, and Capability Building

Through its Learning Services Portfolio Unit, UNICC provides structured learning and capability-building services to support the UN system and other international organizations in diverse environments, including at headquarters and peacekeeping missions.

During 2024 and 2025, the Unit delivered **188 courses** and organized **19 key webinars, events, and workshops**, sharing practical knowledge and strengthening digital capabilities across organizations. Over the same period, the learning portfolio expanded to include a Digital Literacy Programme designed for non-IT personnel, offering free, shareable, and scalable learning resources. UNICC also piloted a UN Digital Literacy Badging Programme, introducing secure, verifiable, and portable credentials to support recognition of digital skills across the UN workforce.

In parallel, the Unit designed and developed **more than 50 hours** of high-quality, engaging and interactive eLearning content per year, introducing scenario-based and niche training solutions for specific audiences. The Unit also adopted AI-supported translation tools to reduce multilingual delivery costs, and progressed work on a cross-agency training delivery solution called SCORM-proxy (Sharable Content Object Reference Model proxy), which supports shared development of common UN training content.

UNICC's contribution to learning and knowledge-sharing has been recognized by Partners and Clients. In 2024, UNICC and UN Office of Counter-Terrorism (UNOCT) jointly received the [Gold Award for Learning Platform of the Year](#) from the Learning and Performance Institute for the "Connect & Learn" platform, highlighting the impact of sustained inter-agency collaboration and inclusive digital learning at global scale.



UNICC and UNOCT jointly receive the Gold Award for Learning Platform of the Year 2024 for the "Connect & Learn" platform.  
Image: The Learning Awards.

### AI Literacy and Expertise

As artificial intelligence adoption accelerates, UNICC also plays a leading role in building AI literacy and expertise across the UN system. Through the UNICC AI Hub, the [AI Academy](#) pilot was launched to support responsible and consistent AI adoption, combining self-paced learning, expert-led sessions, and targeted coaching for both personnel and senior leaders. In addition, UNICC supported access to specialized expertise through initiatives such as the Artificial Intelligence Officer Talent Pool, strengthening its ability to mobilize qualified AI professionals aligned with UN requirements.



### Building Quantum Knowledge and Readiness

#### Free Quantum Courses

Launched in the context of the International Year of Quantum Science and Technology by UNICC, in partnership with QDNL, and ITU, the International Quantum Course aims to advance quantum literacy among students, professionals, businesses, and policymakers. The course is freely accessible to all and raises awareness of the emerging opportunities and societal implications of quantum technologies. Between October and December 2025, the platform recorded more than 40,000 unique visitors worldwide, reflecting strong global interest in building foundational knowledge on quantum technologies.

[Learn more](#)

#### Quantum Webinar Series

Another milestone was the Quantum Webinar Series, launched by UNICC in 2025. The Webinar Series, a new knowledge-sharing initiative, is designed to explore the potential of quantum technologies and their applications across the UN system and international organizations.

The Series kicked off its first session in November 2025 with a presentation by Diederick Croese, Director of QDNL's Centre for Quantum and Society, who shared insights on how quantum computing, communications, and sensing are shaping future infrastructures and creating opportunities for global collaboration. The series marked an initial step in establishing a structured platform for continued knowledge exchange on quantum technologies within the UN system and international organizations, laying out the groundwork for future sessions.

Partners and Clients Voices



“The best aspect of working with UNICC is that, as part of the UN community, they understand the UN operating model, which makes it easy for us to work together. Secondly, it also allows us to exchange knowledge across UN agencies and identify common interests and opportunities to consolidate and optimize our initiatives.”

**Prakash VAIDYANATHAN**

Deputy Director – Solutions and Support – ICT Division, Digital Core, UNICEF

“We’ve been working with UNICC for a long time, and for us, it’s really about trust and partnership. Whenever we face a challenge, we know we can turn to UNICC – and something good will always come out of it.”

**Bjorn MANSSON**

Chief of IT, OHCHR

“Knowing that we have a partner like UNICC is very valuable. It is an organization you can rely on to help navigate the complexities of the UN system. What I like most about UNICC is that it feels like family, built for and with UN agencies. If it did not exist, we would have to invent it.”

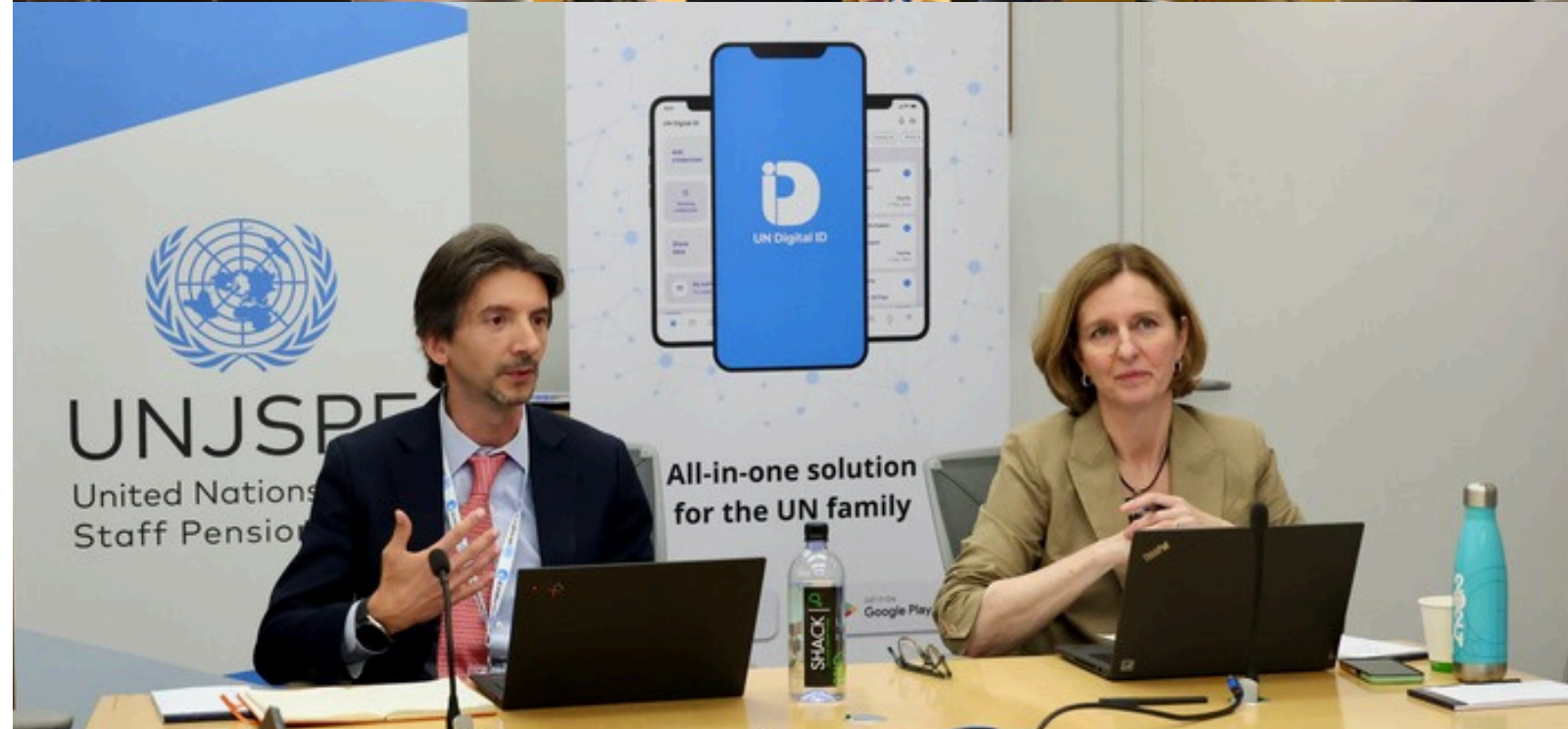
**Khuloud ODEH**

Chief Information Officer, ITU

“One of the main values of working with UNICC is that they understand the needs and challenges of international organizations. When they develop something for one partner, they can reuse it for another – that’s real shared value.”

**Valentin PRAT PADROS**

Division Chief, AI and Enterprise Architecture, IMF



# Partnerships and External Engagement

Guided by its Strategic Framework 2024-2030, the UN 2.0 Agenda, and the GDC, UNICC continued to strengthen its external engagement throughout 2024 to 2025, building on established partnerships and outreach to support system-wide digital transformation. In doing so, UNICC reinforced its role not only as a service provider but as a strategic contributor to the system-wide digital transformation, cybersecurity resilience, and the scaling of digital solutions in support of the Sustainable Development Goals. This evolution is evident in the growing participation of high-level forums, partner-led initiatives, and multi-stakeholder platforms, where UNICC contributes with technical expertise, policy insight, and operational know-how.

A notable milestone was the organization of the First Annual UNICC Forum, reinforcing UNICC's client-first principle. In parallel, UNICC increased the number of events co-organized with partners and deepened engagement with UN entities, Member States, academia, international organizations, and the private sector. These collaborations go beyond event participation, reflecting shared mandates and values around digital cooperation, secure and inclusive technology, and scalable digital public solutions. Collectively, this expanded engagement portfolio positioned UNICC as an active partner in shaping the global digital agenda, while reinforcing its role as the digital foundation for the UN system.

## Key Highlights

### First Annual UNICC Forum

9 October 2025

Geneva, Switzerland

UNICC Event



The First Annual UNICC Forum marked a significant milestone in strengthening digital collaboration across the United Nations system and international organizations. Held in Geneva, the Forum brought together over 100 technology leaders and digital experts to explore shared services, exchange implementation experiences, and showcase UNICC capabilities that accelerate digital transformation in alignment with the Global Digital Compact and UN 2.0 principles. Against the backdrop of the UN system's 80th anniversary and increasing demands to deliver impact with constrained resources, the Forum emphasized technology as a strategic pillar for efficiency, transparency, and secure service delivery. The Forum's sessions addressed digital sovereignty, cybersecurity, cloud strategy, digital identity, and the operationalization of AI and emerging technologies, including dedicated discussions on data security and UNIQCloud as a private cloud solution for the UN system. The Forum's programme combined strategic dialogues with consultation clinics, enabling tailored engagement between UNICC experts and participating entities. Closing remarks from senior leaders across UNICC, UNHCR, and the IMF underscored a shared commitment to advancing UNICC as a model for shared capabilities and deeper inter-agency collaboration. The Forum was widely welcomed as a recurring platform to align priorities, reduce fragmentation, and unlock innovation across the multilateral ecosystem.

[Read more](#)

Participants engage in discussions and knowledge exchange during the First Annual UNICC Forum, featuring plenary sessions, panel discussions, and collaborative working sessions. Photo: UNICC/Remedio





Sameer Chauhan, Director of UNICC, delivers opening remarks during the high-level dialogue “Shaping AI for Impact: Security, Efficiency and Accessibility for the Global Good,” with participants attending the event. Photo: UNICC/Ouyang

### Shaping AI for Impact: Security, Efficiency and Accessibility for the Global Good

22 September 2025 New York, USA

UNICC Event



In the framework of the 80th session of the United Nations General Assembly, UNICC—through its AI Hub—co-organized the high-level dialogue “*Shaping AI for Impact: Security, Efficiency and Accessibility for the Global Good*,” hosted by the NYU School of Professional Studies. The event convened representatives from the UN system, Member States, academia, and the private sector to examine how AI can be responsibly leveraged to advance global public good. Keynote speakers included H.E. Ambassador Thomas Guerber of the Swiss Federal Department of Foreign Affairs and Dr. Raied Aljadaany of the Saudi Data and Artificial Intelligence Authority. The discussions centered on expanding AI accessibility in resource-constrained environments and ensuring openness and knowledge sharing as cornerstones of collaborative innovation. The dialogue also marked the launch of the joint UNICC–NYU white paper, *Responsible AI Innovation for Social Impact: A Case Study in Multilingual Media Moderation*, reinforcing UNICC’s commitment to practical, ethical, and inclusive AI applications.

[Read more](#)

#### Co-organizers/partners



### UNICC at WSIS+20 and AI for Good Global Platforms

May 2024 and July 2025 Geneva, Switzerland

Event



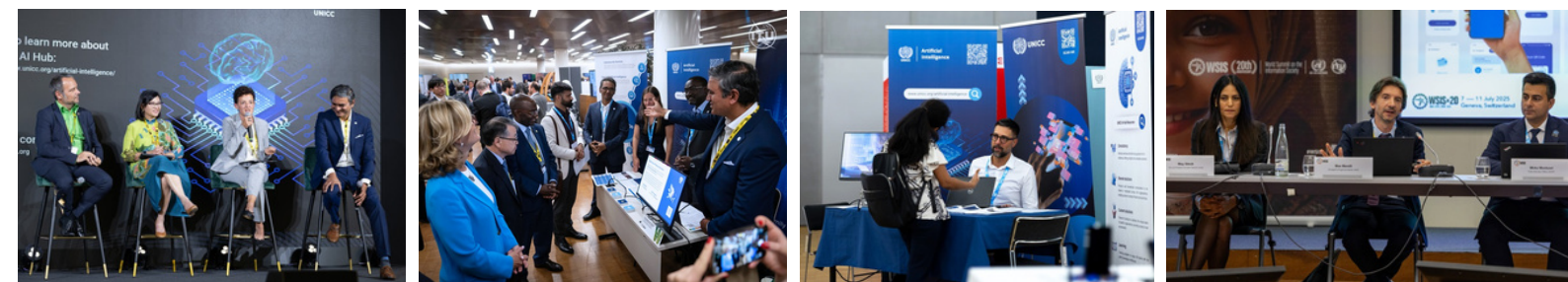
Across 2024 and 2025, UNICC maintained an active presence at the WSIS+20 Forum High-Level Events and the AI for Good Global Summits, reinforcing its role as a trusted partner for digital cooperation, cybersecurity, and responsible AI adoption within the UN system and international organizations. These global platforms convene governments, UN leaders, industry, academia, and civil society to shape the future of digital development and emerging technologies in alignment with UN 2.0. and the Sustainable Development Goals.

At the WSIS+20 Forum 2024, UNICC leadership contributed to high-level dialogues on the future of digital cooperation, emphasizing the importance of shared UN digital goods, modern data capabilities, and robust cybersecurity as foundational enablers for system-wide digital transformation. UNICC also shared operational insights on Digital Public Infrastructure (DPI) and showcased advancements in secure digital identity solutions, including UN Digital ID initiatives supporting identity verification and data integrity across the UN ecosystem. UNICC further engaged in AI for Good 2024 discussions, highlighting AI-enabled services and innovation approaches that support UN operational mandates.

Building on this engagement, UNICC’s participation in WSIS+20 and the AI for Good Global Summit 2025 further elevated its leadership in collaborative digital innovation. A key milestone was the high-level launch of UNICC’s AI Hub, introduced as a system-wide platform to enable the safe, efficient, and impactful adoption of AI through shared governance, capacity-building, and operational support. UNICC leadership contributed to strategic dialogues on reducing digital fragmentation through shared, mission-critical platforms, scaling AI responsibly, strengthening digital trust in virtual environments, and advancing inclusive digital identity frameworks. UNICC also maintained a strong exhibition presence across both years, showcasing UNIQCloud, UN Digital ID, the AI Hub, cybersecurity services, HyperAutomation, DHoTS, and the Quantum for Good initiative.

Together, these engagements demonstrate UNICC’s sustained contribution to shaping global digital cooperation frameworks while translating policy dialogue into practical, secure, and scalable digital solutions for the multilateral community.

[2024 | 2025](#)



Left to right

1. UNICC Director Sameer Chauhan and Deputy Director Milena Grecuccio participate in a panel on scaling AI responsibly during the AI for Good Summit. Photo: UNICC/Remedio.
2. UNICC’s booth at WSIS+20. Photo: ITU
3. UNICC’s booth at the AI for Good Summit. Photo: UNICC/Remedio
4. Massimiliano Merelli, Director of the UN Digital ID Programme, speaks during the Digital Identity Solutions session at WSIS+20. Photo: UNICC/Remedio.



Participants engage in panel discussions and exchanges during the side event "Accelerate SDG Impact: Scaling Open Source" at UN Open Source Week 2025. Photo: UNICC/Ouyang

**Accelerate SDG Impact: Scaling Open Source**

17 June 2025 New York, USA

UNICC Event



In the framework of the UN Open Source Week, in June 2025, UNICC co-organized the side event "Accelerate SDG Impact: Scaling Open Source," highlighting how open-source technologies and cross-sector partnerships can enable a more inclusive, transparent, and interoperable digital ecosystem. The session explored practical examples demonstrating how open-source solutions can drive digital implementation, empower communities, and strengthen digital public infrastructure across public and non-profit sectors. Discussions also addressed persistent challenges, including large-scale implementation and interoperability, underscoring that sustainable scaling requires coordinated collaboration among governments, international organizations, and industry. UNICC shared operational insights from real-world deployments, reinforcing the role of open-source approaches in closing digital gaps and supporting SDG delivery at scale.

[Read more](#)

**Co-organizers/partners**



Digital Hub of Treasury Solutions Launch Event  
Photo: UNICC

**UNICC Joins the Launch of the Digital Hub of Treasury Solutions (DHoTS)**

5 June 2025

Geneva, Switzerland

Event



UNICC participated in the official launch of the Digital Hub of Treasury Solutions (DHoTS) during the high-level event "Beyond Relief: Resilient Aid Systems for the Digital Era," hosted at UNHCR headquarters in Geneva. DHoTS is a cross-agency platform designed to streamline monetary transfers across the UN system, enhancing efficiency, transparency, and financial control. The initiative, led by UNDP and UNHCR and supported by UNICC, now serves more than 13 UN agencies, processes over 100,000 monthly transactions across 115 countries, and is being scaled up with the strategic support of the Swiss Agency for Development and Cooperation. UNICC plays a central role through its Centre of Excellence for Payment Technology and Innovation, contributing expertise in secure systems, interoperability, and financial technology. The launch highlighted how AI, blockchain, and digital innovation are reshaping humanitarian and development financing, while reinforcing Switzerland's role as a hub for financial and humanitarian innovation. Later in the year, in December 2025, UNICC further supported system-wide engagement on DHoTS through the UNSDG Global Shared Services Webinar, showcasing AI- and blockchain-enabled capabilities for secure and efficient UN financial operations.

[Read more](#)

**Partners**



### Quantum for Good Partnerships

September and November 2024 New York / The Hague

UNICC Event



In 2024, UNICC advanced the global dialogue on quantum technologies through the Quantum for Good event series, contributing to enhanced UN system readiness to understand, anticipate, and harness frontier technologies in support of the Sustainable Development Goals. The series was launched on 20 September 2024 in New York during the Summit of the Future Action Days. Co-sponsored by the Republic of Namibia, the Kingdom of the Netherlands, ITU, and the World Economic Forum, the event highlighted the importance of translating quantum innovation into mission-driven use cases across the UN system.

In parallel, UNICC and QDNL formalized a **new strategic partnership** through the signing of a Memorandum of Understanding. The agreement commits both organizations to jointly explore quantum applications for the UN system, raise awareness across the multilateral system, and identify priority pilot initiatives ahead of the International Year of Quantum Science and Technology (IYQ) 2025. The partnership also includes organizing awareness-raising activities and shaping a shared agenda for advancing quantum technologies within the UN system.

Building on this foundation, UNICC, QDNL, and ITU convened a **two-day conference** in November 2024 in The Hague, the Netherlands, titled 'Quantum for Good: Setting the Stage for the IYQ,' which brought together experts and stakeholders to explore how quantum technologies can help address global challenges.



1-4: Frontier Technology for the SDGs event, 20 September 2024, New York. Photo: UNICC/Ouyang  
5-9: Setting the Stage for the International Year of Quantum event, 20-21 November 2024, The Hague. Photo: QDNL

#### Co-organizers/partners



### Global Initiative to Promote Virtual Worlds Solutions for Cities



In June 2024, UNICC, ITU, and Digital Dubai launched the 'Global Initiative on Virtual Worlds – Discovering the CitiVerse' to promote innovative virtual worlds solutions that support sustainable urban development. The initiative was announced during the first-ever UN Virtual Worlds Day, organized by ITU in partnership with UNICC and 16 other UN entities.

As part of the Global Initiative, the UN CitiVerse Challenge was launched in February 2025 to inspire students and startups worldwide to design innovative solutions that leverage virtual worlds and digital public infrastructure. Focused on three critical themes—access to public services, sustainability and resilience, and tourism and digital culture—the Challenge invited participants to propose practical, future-ready applications. It was announced during a high-level panel at the World Governments Summit, which convened global leaders, policymakers, industry experts, and academic pioneers to shape the future of digital transformation and innovation.

The Challenge Award Ceremony marked key milestones of the UN CitiVerse Challenge. The UN CitiVerse Challenge Students Award was presented during the second edition of UN Virtual Worlds Day, held on 11–12 June 2025 in Turin, Italy, recognizing student-led solutions addressing public service delivery, sustainability, and digital culture through virtual world technologies.

The UN CitiVerse Challenge Startup Award was presented later in November 2025 in Valencia, Spain, during the 1st CitiVerse Assembly, recognizing innovative startup solutions leveraging AI and virtual worlds to advance sustainable urban development. Hosted by the City of Valencia, the Assembly served as a platform to present key deliverables of the Global Initiative, including the CitiVerse Alliance and the draft Global Digital CitiVerse Framework, reinforcing a shared, human-centred vision for the CitiVerse.



UNICC Director gives opening remarks at the 1<sup>st</sup> CitiVerse Assembly.  
Left Photo: UNICC/Jarour; Right Photo: Valencia Innovation Capital

#### Co-organizers/partners



#### 1st CitiVerse Assembly Hosts



# Gender, Diversity and Inclusion

UNICC places gender equality, diversity, and inclusion at the core of its organizational culture and effective digital transformation. 2025 marked the 30th anniversary of the Beijing Declaration and Platform for Action, adopted at the [United Nations World Conference on Women \(1995\)](#), providing an important global milestone and reinforcing the urgency of sustained action toward gender equality. This commitment is reinforced at the leadership level, with UNICC's Director, Sameer Chauhan, serving as an [International Gender Champion](#), demonstrating institutional accountability and visible advocacy for gender equality across the UN system. Guided by the Gender Parity Policy, aligned with the [UN Gender Equality Acceleration Plan](#), contributing to equity as a foundational dimension of the UN 2.0 and the [Pact for the Future](#), UNICC embedded inclusion across workforce, partnerships, and digital services. Through adherence to the [UN System-Wide Action Plan on Gender Equality and Empowerment of Women \(UN-SWAP\)](#), the organization strengthens accountability and ensures its internal practices and external engagement contribute to system-wide progress.

## UNICC Gender Parity Policy

At the workforce level, progress is driven through structured policy frameworks and accountability mechanisms that span the entire employee lifecycle. The UNICC Gender Parity Policy provides the foundation for equitable recruitment, selection, retention, and systematic monitoring of representation across all personnel. Internally, UNICC strengthens diversity and inclusion through awareness-building, dialogue, and partnerships that address workplace culture.

In strategic partnership with the [UN Globe](#), which advocates for equality and non-discrimination of LGBTIQ+ personnel across the UN system, UNICC supported initiatives such as the Inclusive Language in the Workplace webinar delivered by UN Globe and BeDiverse. Complementary sessions, including discussions on Understanding Impostor Syndrome led by UNICC Gender Champions volunteer group, create safe spaces to address bias, confidence gaps and professional development barriers. These efforts reinforce inclusion as a lived organizational value, complementing formal policy commitments with continuous learning and engagement.

## Women Representation in UNICC

### All Personnel

Year	Men	Women
2024	240 66%	148 34%
2025	227 64%	143 36%

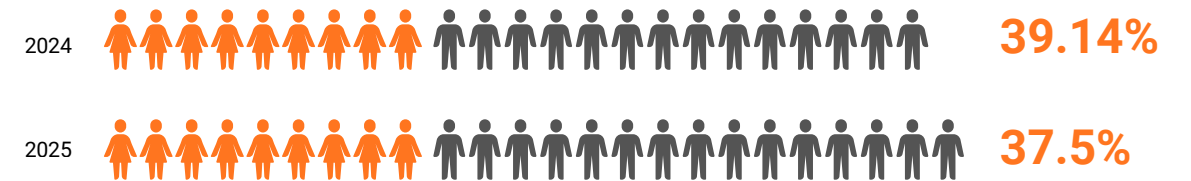
### Women's Representation among Staff



### Women's Representation among Consultants



### Senior Leadership (P5 and above)



### Interns

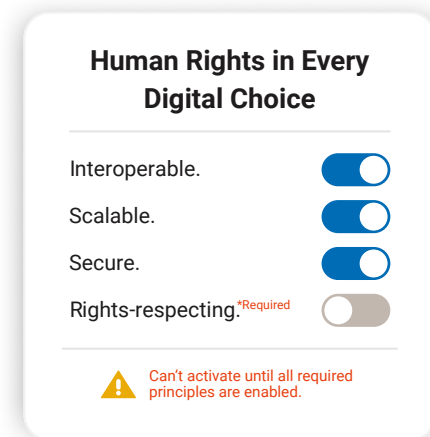


To build for everyone,  
we must build with everyone.

## Inclusion by Design

### Human Rights Due Diligence Approach

UNICC is committed to applying a human rights-based approach across the design and delivery of its digital business solutions. To reinforce this commitment, the organization has implemented a structured approach to identify and address human rights risks in close collaboration with its Partners and Clients. This approach is applied throughout the full solution lifecycle, from initial conception through to monitoring and evaluation.



In March 2025, UNICC introduced a Human Rights Due Diligence (HRDD) checklist into its Business Requirements Document (BRD) to support the early identification of project-specific human rights risks. Informed by the UN Guidance on Human Rights Due Diligence for Digital Technology Use, the checklist strengthens traceability and consistency, while enabling the early identification and mitigation of potential risks, including those related to Sensitive Personal Information (SPI) and Personally Identifiable Information (PII).

In parallel, UNICC has strengthened its performance monitoring by enhancing Key Performance Indicators (KPIs) and actively tracking client satisfaction to drive continuous improvement. Complementing the HRDD checklist, risk-based privacy and data protection safeguards are embedded in solution design from the earliest stages and applied throughout the lifecycle, enabling proactive risk mitigation rather than retrofits. This is supported by UNICC's dedicated privacy-by-design and by-default guidelines.

UNICC's HRDD approach strengthens the protection of individuals' rights while helping to avoid costly redesigns and implementation delays. It supports compliance with applicable standards and enhances overall solution quality, thereby reducing operational, reputational, and financial risk. Ultimately, HRDD contributes to the delivery of responsible, secure, and rights-respecting digital solutions that align with UN values.



UNICC's privacy-by-design and by-default approach

### Accessibility

Digital Accessibility is increasingly recognized worldwide as a fundamental aspect of organizational responsibility and is embedded in key UN commitments and global standards, including the Convention on the Rights of Persons with Disabilities (CRPD), the Web Content Accessibility Guidelines (WCAG), and the European Accessibility Act (EAA).

It focuses on ensuring that websites, applications, documents, and digital platforms are designed so that everyone—including people with disabilities—can use them effectively and independently. Features such as screen reader compatibility or keyboard-only navigation, captions, sufficient colour contrast, and clear content structure not only support users with disabilities but also improve overall usability, performance, and user experience.

For UNICC, accessibility is not optional, it is essential. Partners and Clients rely on the organization to deliver inclusive digital solutions, many end users operate in jurisdictions with strict accessibility legislation, and as part of the UN system, UNICC is committed to upholding human rights, equity, and universal access in all digital services.

To embed accessibility from the outset, UNICC applies a Digital Accessibility Baseline aligned with the Web Content Accessibility Guidelines (WCAG 2.1/2.2 Level AA) and integrates accessibility controls across the full solution lifecycle, from requirements and design through development, testing, and handover. This baseline establishes minimum mandatory standards and practical guidance, so accessibility is treated as a consistent organizational requirement rather than a project-specific add-on.

# Design for inclusion. Build for everyone.

<sup>1</sup>Guidance from the Secretary-General: Human Rights Due Diligence for Digital Technology Use (United Nations, publication, 2024). Available at: [digital-technology-use-guidance-sg-1-en.pdf](#)

Key Events, Efforts and Actions

**UNICC Celebrated International Girls in ICT Day**

Since 2018, UNICC has partnered with the ITU Liaison Office to the UN to mark International Girls in ICT Day. In 2024 and 2025, the two organizations co-hosted a design-thinking workshop with Columbia University School of Professional Studies and WIPO, connecting high school girls and young women with women professionals in ICT from across the UN system and the broader tech sector.

Beyond New York, celebrations have expanded globally. In Valencia, UNICC representatives participated in an event at the American School of Valencia. In Geneva, the UNICC Director addressed barriers facing women and girls in STEM, highlighting the need for equitable representation and targeted strategies to close the gender gap. In 2025, activities continued in New York and expanded to Brindisi through collaboration with Università del Salento and Women in Big Data Italy, further strengthening academic and professional linkages.

[2024 Global](#) | [2025 New York](#) | [2025 Brindisi](#)



Left: Participants with their designed products, 2025, New York. Photo: UNICC/Ouyang.  
Right: Colleagues in Brindisi Office organized the Girls in ICT Day event, 2025. Photo: UNICC

**Sprintership Programme – Sustained Annual Initiative Empowering Underrepresented Youth**

UNICC's long-standing partnership with [Break Through Tech](#) via the annual Sprintership Programme, further demonstrates its continued investment in the next generation of women and underrepresented talents in technology. 2025 marks the 7<sup>th</sup> year of this applied learning model, bridging academic learning with real-world digital challenges, and strengthening the pipeline of diverse talent entering the technology field.



2024 Sprinters and 2025 Sprinters at New York Office. Photo: UNICC/Ouyang



Celebration of International Women Day at Valencia Office, 2025. Photo: UNICC

**UN-SWAP: Awards and Progress**

UNICC has participated in the UN-SWAP since 2022. In 2025, it reported on both the UN-SWAP 2.0 and 3.0 Cycles—one of only 17 entities to do so. Following the 2018–2024 reporting cycle, UNICC and its UN-SWAP Focal Point received the following distinctions: **UN-SWAP 3.0 Co-Creation Award**, **UN-SWAP 3.0 Pioneer Award**, and **Best Performers – Technical Entities**.

These recognitions reflect sustained progress in integrating gender equality across UNICC's policies, operations and organizational culture, supported by coordinated internal efforts across performance areas and indicators.

**International Gender Champions**

UNICC Director Sameer Chauhan's personal commitment to advancing gender equality was reflected in his active engagement with the International Gender Champions (IGC), a network of leaders from international organizations, permanent missions, and civil society. In addition to making **two annual commitments**, he serves on the **IGC Geneva Steering Committee** and is a signatory to the **Geneva Pledge for Gender-Responsive Climate Action**, which establishes common principles for gender-responsive climate decision-making and action.

In 2024, one of the key activities he participated in was the **IGC Youth Champions Programme**, which connected Geneva-based Gender Champions with young gender equality activists. Paired with a youth data scientist from Nepal, he co-recorded a **podcast** on intergenerational leadership in gender advocacy. In March 2025, he also took part in the **6th Geneva Gender Debate**. During his intervention, he underscored the transformative potential of the digital revolution and encouraged the inclusion of women from the earliest stages of technological design to ensure innovation benefits all.



Top  
The Geneva Gender Debate, March 2025.  
Photo: IGC

Bottom  
IGC Ten-Year Anniversary Celebration, Geneva, July 2025. Photo: IGC/Golay

Together, these workforce policies, internal awareness efforts, inclusion-by-design solutions, and external engagement initiatives reflect UNICC's holistic approach to gender, diversity and inclusion. By combining leadership commitment, structured accountability and sustained outreach, UNICC continues to build a more balanced workforce and contributes to a more inclusive digital ecosystem across the UN system and beyond.

# Sustainability at UNICC

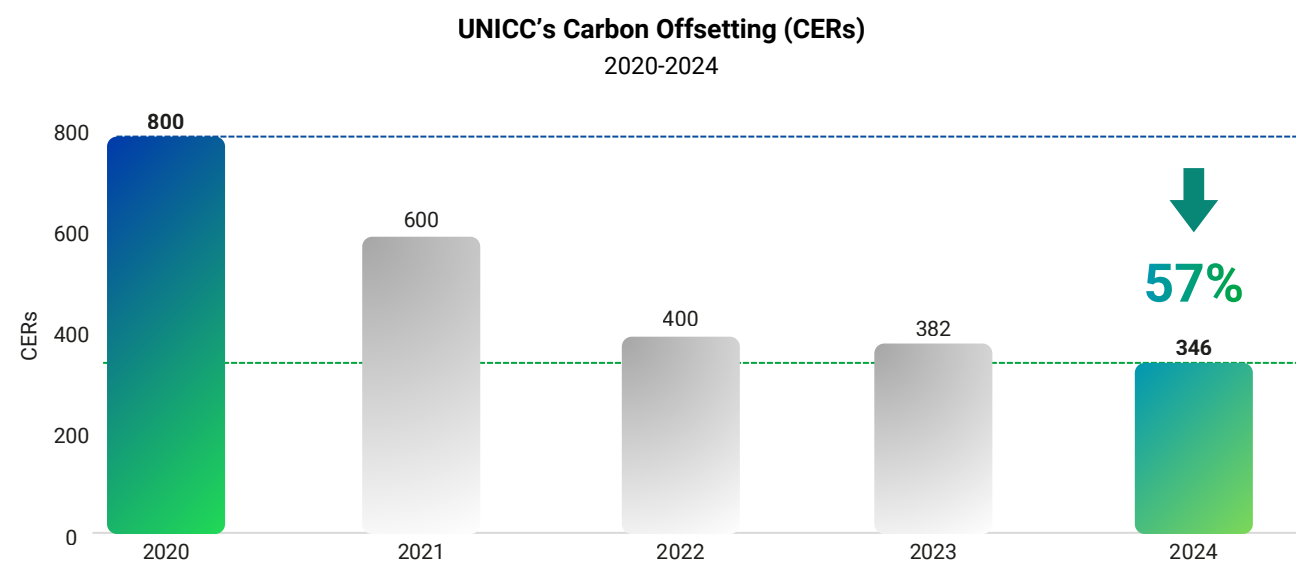
Sustainability remains a core priority for UNICC. Since 2020, the organization has implemented a range of initiatives to reduce its environmental footprint and progress toward carbon neutrality. At the same time, UNICC integrates environmentally responsible approaches into the digital services and solutions it delivers across the UN system and other international organizations, replacing less efficient processes with modern, lower-impact alternatives.

To support these efforts, UNICC has established an **Environmental Management System aligned with the ISO 14001:2015 standard**. This framework strengthens the organization's ability to systematically manage its environmental responsibilities and embed sustainability into its operations. UNICC's commitment to environmental stewardship is also demonstrated through its participation in the **UNEP's Greening the Blue initiative** and the **Geneva-based 2050Today initiative**. Through these partnerships, UNICC reports its environmental performance, works collectively to reduce its carbon footprint, and enhances operational efficiency.

Sustainability is also central to the management of UNICC's four data centres. Each centre is continuously monitored for energy use and environmental impact, with emissions reported regularly. Performance is assessed using **Power Usage Effectiveness (PUE)**, the Green Grid standard for data centre efficiency, and all UNICC facilities are rated as Efficient or Very Efficient, demonstrating a strong commitment to reducing the organization's environmental footprint while maintaining high-quality service delivery.


Beyond its core operations, UNICC continues to expand its sustainability initiatives. These include an **environmental learning and awareness-raising campaign for all personnel**, ongoing **optimization of power and cooling systems** in data centres, and efforts to minimize travel. To address unavoidable emissions, it participates in the **UNFCCC Carbon Offset Certificate Programme**.

Each year, UNICC calculates and reports its carbon footprint, with results published on UNEP's Greening the Blue platform. As a result of these sustained efforts, UNICC has **reduced its overall emissions by nearly 57%** since 2020, including a **further 10% reduction in 2025** compared with the previous year.




## Examples of how UNICC supports sustainable solutions for its partners

- **Cashless payment platform:** Designed and implemented a platform enabling cashless payments for the United Nations Booking Hub, reducing the need for paper-based transactions and improving operational efficiency.
- **Sustainable digital transformation:** Supporting partners and clients to digitally transform the way they operate and deliver their mandates, leveraging technology to streamline business systems and processes. UNICC also supports other UN entities in developing their own Environmental Management Systems.
- **Digital signature services:** Reducing paper consumption across the UN system by providing a document signature solution. Through the shared DocuSign service, UNICC helps partners and clients transition to paperless workflows.




**221,630,941**

Sheets of Paper Saved




**23,492,880**

Gallons of Water Saved




**1,296,541**

Ibs of Solid Waste Prevented



**23,936**

Trees preserved



**18,727,815**

Ibs of CO<sub>2</sub> Emissions Avoided

**Sustainable Impact of the UNICC-DocuSign Solution**

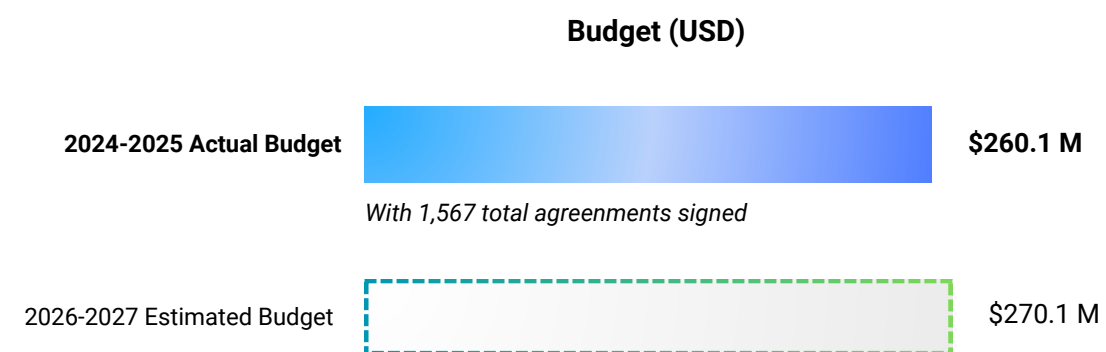
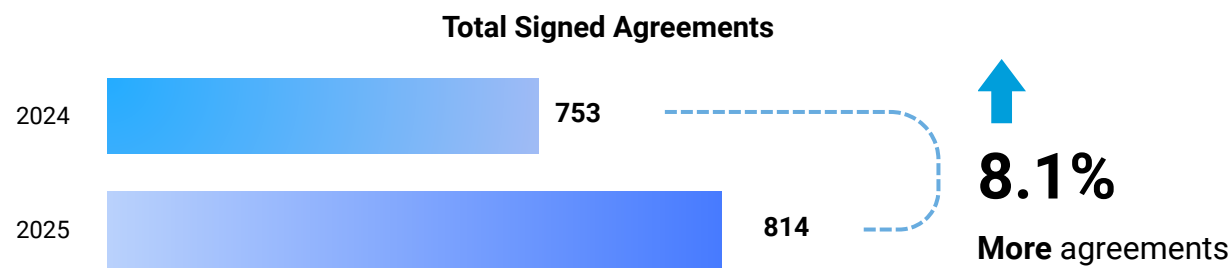
Environmental savings enabled through UNICC's shared DocuSign service

## Looking Ahead

UNICC is actively pursuing additional ways to strengthen its environmental performance. The organization plans to expand the use of green procurement practices, increase reliance on energy-efficient products, and deploy advanced environmental sensors to optimize infrastructure. It will also accelerate the replacement of outdated, energy-intensive technologies with more efficient systems. Further efforts include exploring sustainable energy options and using natural cooling methods – such as cold winter air and renewable lake water – to reduce the environmental impact of its data centres.

# Financial Context Overview

The 2024-2025 period was shaped by ongoing financial constraints across the UN system and other international organizations. Ongoing budgetary pressures, evolving geopolitical dynamics, and increasing expectations for efficiency continued to influence how operations were planned and delivered. At the same time, reliance on secure and shared digital solutions continued to grow, as organizations sought to sustain and modernize their work within limited resources. Nevertheless, UNICC maintained steady demand for its services throughout the biennium. The number of signed agreements increased from **753** in 2024 to **814** in 2025, reflecting continued Partners and Clients' confidence. During the period, UNICC operated with an actual budget of **USD 260.1 million** for 2024-2025, while forward planning for 2026-2027 indicates an estimated budget of **USD 270.2 million**, supporting continued service delivery and financial sustainability.



## Top 10 Partners by Funding Contributions (Service Revenue)



<sup>1</sup> UN Secretariat

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### About UNICC

The United Nations International Computing Centre (UNICC) is the largest strategic partner for common, trusted, and cybersecure digital foundations across the entire UN system. Through state-of-the-art ICT infrastructure, digital tools, cybersecurity, cloud, data and artificial intelligence solutions, UNICC promotes progress toward a more connected, secure, and sustainable UN.

With over 55 years of experience, UNICC supports the digital transformation and future of the UN family and other international organizations, delivering scalable and innovative solutions through a cost-effective and shared services model. This approach empowers our partners and clients to accelerate the adoption of required technologies to better serve global needs.

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