



ICC

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ICT SOLUTIONS
FOR THE
UN FAMILY

News Digest November 2019



New ICC Partner UNDP Somalia. Photo: UNDP Somalia/Dream Catcher

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The studies we conducted internally in the UN showed us that even if 10% of all of the manual processes we have in our back offices are automated or digitised, this could potentially save us up to a billion dollars that can be used to deliver to substantive missions. Sameer Chauhan, Director, ICC, speaking about Robotic Process Automation.



Photo: UNCCD

Partners in Economic and Social Development

United Nations Convention to Combat Desertification (UNCCD)

ICC is pleased to announce a partnership with the United Nations Convention to Combat Desertification (UNCCD), with headquarters in Bonn, Germany, the sole legally binding international agreement linking environment and development to sustainable land management. UNCCD addresses the arid, semi-arid and dry sub-humid areas, known as the drylands, where vulnerable ecosystems and peoples can be found. The mission of UNCCD, including work on the Great Green Wall of Africa, supports SDGs Goal 15 to conserve terrestrial ecosystems.

United Nations Economic Commission for Africa (UNECA)

ICC is amending and updating its partnership with the United Nations Economic Commission for Africa (UNECA), located in Addis Ababa, Ethiopia, with new projects. Established by the Economic and Social Council (ECOSOC) of the United Nations as one of the UN's five regional commissions, ECA's mandate is to promote

economic and social development of its member states, foster intra-regional integration, and promote international cooperation for Africa's development. Made up of 54 member states and playing a dual role as a regional arm of the UN and as a key component of the African institutional landscape, UNECA is well positioned to make unique contributions to address the continent's development challenges.

Organisation for Economic Co-operation and Development (OECD)

The Organisation for Economic Co-operation and Development (OECD), with headquarters in Paris, France, is an international organisation that works to build better policies for better quality of lives. Its goal is to shape policies that foster prosperity, equality, opportunity and well-being, establishing international norms and finding solutions to social, economic and environmental challenges. OECD draws on 60 years of experience to prepare for the world of tomorrow.



Photo: UN

New Strategic Partnerships

ServiceNow

ICC has established a partnership with ServiceNow, which delivers digital workflows for IT service management and related services, streamlining digital processes and workflows. ServiceNow helps Clients and their staff get what they need, when they need it - fast, simple, easy.

MediaPRO

MediaPRO security and privacy awareness training solutions are used by organisations of all sizes to protect sensitive data, demonstrate compliance, and reduce the risk to their reputation. MediaPRO's new partnership with ICC means Clients can keep employees engaged in cyber awareness while tracking program effectiveness.

UN Innovation Network

ICC has joined the UN Innovation Network (UNIN), a collaborative community of UN innovators interested in sharing their expertise and experience with others to promote and advance innovation within the UN system.

The UNIN is open to innovators from all UN Agencies,

as well as external partners and to date, representatives from 65+ entities in over 70 countries have joined the Network.

University of Salento

ICC has partnered with the University of Salento for recruitment, internships and collaborative activities. The University pursues all forms of collaboration aimed at promoting mutual knowledge and enrichment across cultures.

Polytechnic University of Bari

ICC has also been working with the Polytechnic University of Bari, an Italian university that offers many opportunities for its students, either undergraduate, postgraduate, and Ph.D. students in the marvelous Apulia region.

University of Bari

ICC also enjoys a partnership with the Italian University of Bari, a state-supported university that focuses on sciences and technology, mathematics, the arts, social sciences, literature, medicine, law and education.



Photo: IFAD/Carotenuto

UNHCR and WFP Launch UN DSC

The UN Refugee Agency (UNHCR) and the World Food Programme (WFP), in partnership with ICC, unveiled plans for an innovative UN Digital Solutions Center (UN DSC) to automate repeatable and duplicative work.

The Center aims to use cutting-edge technologies to address common operational challenges faced by both Agencies and the wider UN.

The idea is to jointly develop and deploy digital solutions such as Robotic Process Automation (RPA), artificial intelligence (AI), chatbots and blockchain technologies to help streamline how UN Agencies organise their support services.

Automation and Artificial Intelligence are transforming the private and public sectors. Much of the current focus for the UN DSC is on supporting functions such as accounting, finance, travel, procurement and human resources.

The UN DSC has already devised several potential use cases where technology can be used across the United Nations system to streamline the way organisations

Work, identify, analyse and manage automation and business process optimisation.

Some of the ideas include:

- Using RPA to automate joint sanctions screening lists and processes
- Automation of invoice processing
- Common platforms for self-services travel management and optimisation
- Blockchain as a solution to securely store staff records and ease inter-Agency transfers
- Intelligent software to aid in preparation and review of agreements
- Chat bots for internal and external queries to support functions like human resources or finance.

The UN DSC will be jointly managed by UNHCR and WFP and housed at ICC.

To remain agile and to manage costs, the UN DSC will initially operate virtually with cross-functional teams assembled from across the globe to develop solutions. The opportunity to provide optimised services to accelerate the SDGs is now at hand.



Photo: FAO Sri Lanka

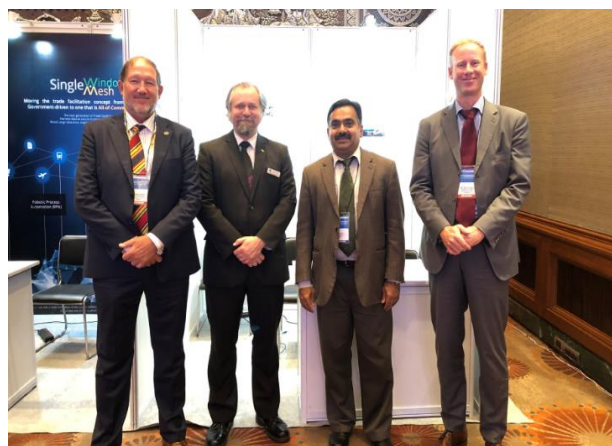


Photo: ICC/Venkateswaran

Award Celebrates IPPC and ICC Partnership for e-Phyto Project

ICC and FAO/International Plant Protection Convention (IPPC) have been collaborating on an innovative project for plant protection with an international ePhyto web hub to digitize trade facilitation. The system is rolling out to countries worldwide now, and ICC is pleased to announce that the project has received a trade facilitation innovation award at the Asia-Pacific Trade Facilitation Forum 2019, 17-18 September 2019, in New Delhi, India.

The award was granted for piloting and implementation of the Generic e-Phyto National System (GeNS) in Samoa and Sri Lanka.

The innovation award recognizes the work of IPPC and ICC in delivering the ePhyto certificate hub, providing tools and opportunities to accelerate the SDGs. There is strong interest in the Asia-Pacific region for further country participation and implementation.

Craig Fedchock, the e-Phyto project leader at IPPC's Secretariat, enlisted the expertise of ICC's Venkat Venkateswaran, Chief of Application Delivery, as the e-Phyto project manager. Together, their work helped develop and operationalise a central hub to facilitate the exchange of plant certificates through a

secure, web-based system. The e-Phyto application will help standardise plant trade certificates, as well as prevent the submission of fraudulent certificates for unfit and unsafe plants.

The IPPC/ICC partnership realised an innovative solution for developing countries to ensure plant safety and protection as plants move across borders. Electronic phyto-sanitary certificates, in place of paper certificates, ensure safety in the arrival and clearance of plants. Trade suffers when ePhyto certificates do not utilise a harmonized e-business standard.

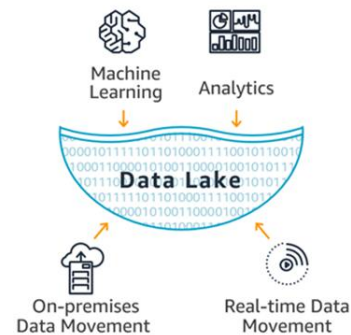
IPPC and ICC, through their collaboration on a Generic e-Phyto National Systems (GeNS) for plant trade certificates, have delivered a progressive and tangible solution to an on-going issue for plant trade.

The Asia-Pacific Trade Facilitation Forum (APTFF) is a leading platform for information exchange for plant trade. It is organized by the Asian Development Bank (ADB), the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) and partners like UNCTAD, the World Customs Organization (WCO) and WTO. The Forum meets biennially and attracts more than 250 participants from 30 countries.

Data Lake Beneath the Cloud at OCHA



Photo: Pixabay



Credit: Amazon Web Services

Archiving and Managing Big Data

OCHA is a very data intensive organisation which is working on consolidating our data standards and making them available in an easier format through an API managed Layer.

Suzanne Connolly, Chief, Information Services Section, OCHA

Humanitarian organisations like the UN Office for the Coordination of Humanitarian Affairs (OCHA) traffic immense amounts of data that need to be properly secured, managed, and eventually organized for use.

ICC has implemented a data lake for OCHA, and it has successfully coordinated the piloting of data lake operations and delivery.

ICC's team, including Shashank Rai, CTO; Akhilesh Nirapure, Cloud Architect; Enrique Puig, Database Systems Administrator; Elena Tejadillos, Business Intelligence Technician and Domingo Gavila, Applications Developer, worked with Suzanne Connolly, Chief of Information Services Section at OCHA and her team to successfully coordinate the piloting of their first data lake operations.

ICC designed a data lake architecture founded in Microsoft Azure and based on best practices to allow

data source ingestion, storage, analytics, security, data modelling and serving to data warehouses and then to consumers through application APIs and dashboards. OCHA's data lake, its raw data repository, will be used across 30 country offices in the five regions where OCHA coordinates humanitarian financing, policy, advocacy, and information management, including their 19 Humanitarian Adviser Teams.

The OCHA data lake secures humanitarian data of all sorts from files, objects and blobs (binary large objects - collections of binary data stored as single entities in database management systems) to data interrogation and discovery, easy access to all data, and insights on the impact of humanitarian data.

The data lake will provide and manage vast and growing sources of diverse data to help OCHA drive insight and inspiration in the delivery of its core mission of effective humanitarian response.

Shashank Rai, Chief Technology Officer, ICC

OCHA, with its data lake now in place, can begin to utilise its raw data and provide greater value and insight to the organizations as the lake fills up with information, with clouds overhead, to deliver across the OCHA humanitarian landscape.

UNJSPF Blockchain Delivers Digital Identity to its Beneficiaries



Recent UNJSPF beneficiaries in the Philippines. Photos: UNJSPF and ICC

Blockchain, Biometrics, Mobile Apps for Pensioners

The United Nations Joint Staff Pension Fund (UNJSPF) has taken the leap into emerging technologies to streamline service delivery to its clients, the retired UN staff around the globe. This is one part of the Fund's journey towards digital transformation, leveraging innovative technologies to update manual processes and secure end-to-end transactions.

UNJSPF provides retirement, death, disability and related benefits for staff upon cessation of their services with the United Nations. Benefits are based on the cost of living in the local country of residence. On an annual basis, the Fund has to determine that every beneficiary is still alive (proof of liveness) and that the beneficiary is still living at the address she or he has established.

The Pension Fund's Certificate of Entitlement (CE) validates that retiree beneficiaries are who they say they are, are still living, and still reside at their registered locations. This has always been a cumbersome and manual process that is prone to error and misrepresentation.

ICC together with the Fund and an effective partnership with Hyperledger, an open source blockchain technology firm, has created a solution to automate and make immutable the CE process with blockchain, biometrics and mobile applications.

The project team, spearheaded by Dino Cataldo Dell'Accio, CIO, UNJSPF, created and completed a Proof of Concept (POC) prototype demonstrating that technology can be applied to overcome existing issues with the CE without introducing any major risks that hamper the flow of entitlements.

The POC was a success and was approved at the Annual UNJSPF Board Meeting in August 2019. The Fund has decided to take next steps towards implementation across the organisation.

UN Agencies in Rome including WFP, IFAD and FAO will be piloting this solution with their pensioners as a first step to a full rollout, attesting to the incredible cost savings and streamlining of processes with these innovative technology solutions.

At the time that a participant initiates separation for the UN Agency, the person creates a digital identity by using a mobile app backed by blockchain technology.

The person has to take a picture that is submitted to the Fund for validation and approval, setting the basis for an immutable biometric face recognition identity.

This entire process is recorded in an immutable blockchain distributed ledger so no changes can be made - and a digital identity is born for beneficiaries.

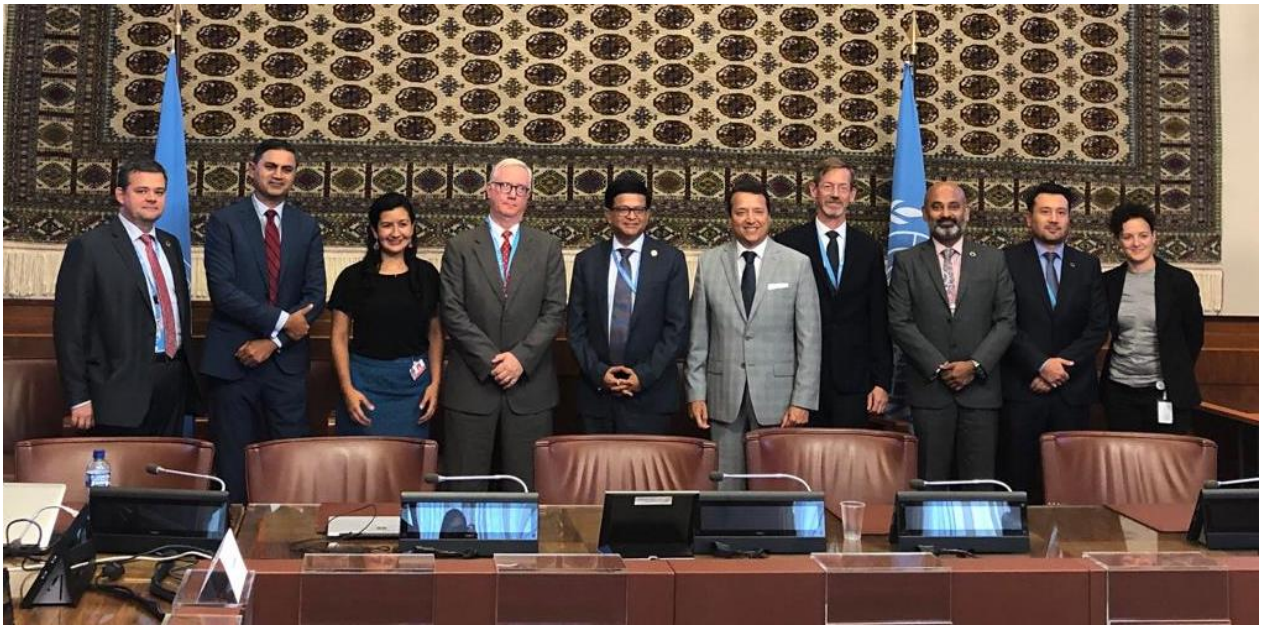


Photo: UNITAR

ICC Builds a Safe Surgery Mobile App

The United Nations Institute for Training and Research (UNITAR) and ICC have partnered to develop a mobile application for the WHO Surgical Safety Checklist. The app was launched in September 2019 during a celebration of World Patient Safety Day.

World Patient Safety Day was established to raise global awareness on accessible, safe, timely and affordable surgical care, an issue that is at the heart of universal health coverage and is key to achieving any health-related objectives outlined in the Sustainable Development Goals (SDGs).

Mobile apps with innovative technology like voice recognition can make all the difference in access and availability of information to people around the globe.

Sameer Chauhan, Director, ICC

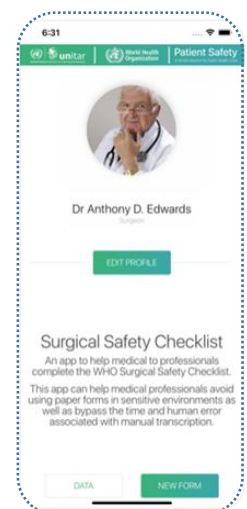
Energy, telecommunications, manufacturing and service industries have shown that innovative digital solutions can help increase safety in the medical field. The WHO Surgical Safety Checklist was developed to reduce errors and adverse events, improve teamwork and communication during surgery. The new mobile application aims to promote the use of WHO's

checklist by making it even easier to follow through a voice recognition system. As a result, the WHO expects morbidity and mortality rates to keep decreasing in patients during and after surgery.

ICC's Director, Sameer Chauhan, described the crucial link between technology and patient safety and how technology tools can contribute to surgical care.

The launch event, organized by WHO and UNITAR in Geneva, was preceded by a roundtable with WHO global surgery staff and health care specialists from around the world who met to discuss the need for safe surgery.

The WHO Surgical Safety Checklist app is available in the Apple App Store and at Google Play.



Microsoft Event on Social Impact through Innovation



Photo: ICC/Allen



Photo: ICC/Allen

ICC Attends Microsoft Leading Social Impact Through Innovation and Partnership Event at Microsoft NY

Microsoft hosted a UN General Assembly side event called 'Leading Social Impact through innovation and Partnership' at the Microsoft Technology Centre in Times Square, New York on 25 September.

ICC staff attended the meeting with colleagues from UNDP and UNICEF. The key question was: *How can we harness the power of technology to empower a sustainable future and enable the achievement of the SDGs?* The event highlighted examples of digital innovation to advance lasting solutions and to spark economic opportunity, social inclusion and drive progress.

Alex Pinho, Justin Spelhaug of Microsoft's Tech for Social Impact Group and Kate Behncken of Microsoft Philanthropies guided the evening, showing concrete examples of private-public partnerships to make a difference and support SDGs Goal 17 on partnerships.

Speakers at the event included Marcus Neto, Director of the Finance Sector Hub, UNDP; Mustafa Osman Turan, Ministry of Foreign Affairs and next Turkish Ambassador to Bangladesh; Zachary Carmichael, with the

Famine Action Mechanism (FAM) from the World Bank as well as Daniel Couture, CIO, UNICEF.

There are so many business opportunities to unlock in the SDGs. It is not easy for corporations to change, but at UNDP we want to help them redirect the flow of money towards the SDGs. We use digital transformation to solve development problems, but half the world's population still has no Internet.

Marcos Neto, Director of the Finance Hub, UNDP

We need to respond to threats in a more integrated way. We are dealing with financial information from beneficiaries and supporters, with information regarding children. We need to act responsibly to increase awareness, from threat management to threat prevention.

Daniel Couture, CIO, UNICEF

Couture emphasized the need to scale up to protect the information of beneficiaries and children by acting responsibly. ICC's ongoing partnership for social impact with Microsoft continues across its service spectrum.



Photo: ICC/Cadinu

ICC Wins 2020 CSO50 Information Security Award

ICC has been honoured with a 2020 CSO50 Award. This prestigious honor is bestowed upon a select group of organisations that have created through their security projects outstanding business value and thought leadership for their companies.

The CSO50 Award is a recognized mark of good risk management and security excellence. The award is given to organizations and companies rather than individuals, making it an honor in which everyone on the security team can take pride.

Client and Partner Organizations who have also won this award include UNDP (twice) and the Asian Development Bank.

ICC's Partners have requested a new approach to handling cyber security risks. ICC has responded with new tools and new processes that support flexible arrangements by the development of a cyber-security knowledge hub at ICC, with its expert, certified staff. ICC also brings 48 years of experience working within the United Nations landscape and offers the same UN privileges and immunities to this hub.

Sameer Chauhan, Director, ICC

ICC won a CSO50 award in 2017 for its Continuous Security Improvement Suite offering cyber security tools to a handful of UN Agencies, including infrastructure for UN field offices with security controls, a threat analysis tool and governance and operational solutions for smaller UN Agencies.

Its singular success has led ICC to scale into a comprehensive global solution, now including over 30 Agencies and growing. With tools in place, ICC initiated a Common Secure Hub for the UN family, including a Common Secure Operations Centre (CSOC), CSIEM, an information-sharing network and comprehensive cyber security solutions across the spectrum.

The Hub provides a community for everything cyber in the United Nations - oversight and governance solutions, an Inter-Agency intel-sharing community of practice, as well as operational controls, information security awareness, SWIFT security assessments and security incident response.

The Hub brings shared solutions to provide maximum efficiency and cost savings with a brand-new innovative approach. The award demonstrates a second time the added value of ICC's information security services.

Seeing What's Next- ICC - UN Library Sponsor Howard Yu



Photo: ICC/Vepa

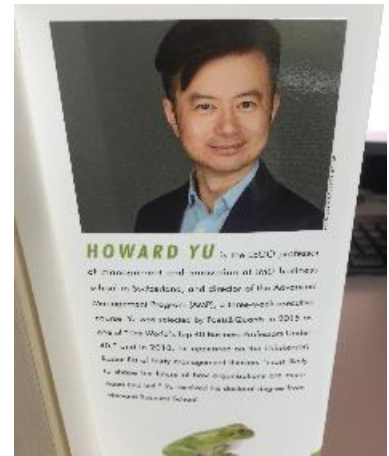


Photo: ICC/Vepa

UN Library and ICC Sponsor Talk

On October 8, the UN's Knowledge & Learning Commons at the UN Office in Geneva (UNOG) and ICC organized an afternoon entitled "Seeing What's Next: How Seismic Shifts in the Commercial World impact International Organizations" at the UN Library in Geneva.

Professor Howard Yu, professor of management and innovation at the International Institute for Management Development in Lausanne, Switzerland, delivered the keynote address. In attendance were many colleagues from ICC, UNOG and other ICC Partner Organizations.

Many participants attended remotely as well. In his introduction on Professor Yu, Sameer Chauhan, ICC Director said that the ideas that would be discussed were sure to help ICC and Client organisations with its own transitions. The main points of Professor Yu's keynote address were:

- Upcoming changes in our lives from virtual reality to Artificial Intelligence
- International organisations must lead differently across digital services, new operating models, new talent acquisition, new ways to innovate areas.

Yu also emphasised that automation knowledge (data, information) must be codified for AI, while emotional intelligence, creativity, and insight will continue to belong to humans.

Professor Yu also discussed the Three Waves of the Internet, the Network Effect and IT Company Platforms.

After the presentation and the Q&A session, Professor Yu gave everyone an autographed copy of his book *LEAP - How to Thrive in a World Where Everything Can Be Copied*.

In his new book *Leap*, Howard Yu shows that succeeding in today's complex marketplace, innovative companies need to continue their discovery processes, harnessing new strategies and advancements in technology.

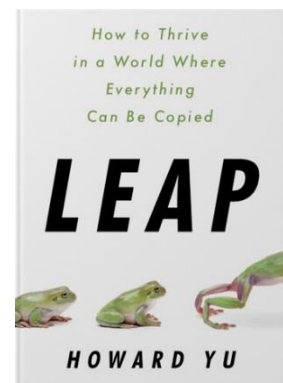




Photo: WomENCourage

ICC Participates in 'Gendering ICT' Workshop at WomENCourage 2019

As part of ICC's commitment to bringing women into ICT, Prado Nieto, Chief, Business Relationship Management, Milena Grecuccio, Chief of Staff, and Anna Ciampi, Information Systems Officer, all at ICC, participated in the workshop "Gendering ICT" at the WomENCourage 2019 conference held in Rome, Italy, between 16 - 18 September.

The Association for Computing Machinery's Council on Women at WomENCourage brought together women in the computing profession and related technical fields to exchange knowledge and experience, with a special focus on supporting women who are starting their careers.

Prado Nieto and Anna Ciampi presented at one session, tackling the issue of under-representation of women in computer science.

They looked at the role of stereotypes and their impact on the existing gender gap and discussed approaches to stimulate the participation of women in ICT education and research.

Participants emphasised including gender dimensions in computer science and engineering: *How can we formulate new scientific questions taking gender into account? Is data collected, processed and organised in a gender-neutral way? Are Artificial Intelligence and Robotics algorithms incorporating the gender bias present in society today?*

The all-women panel included Lorenza Perini and Silvana Badaloni, from the University of Padova, Francesca Alessandra Lisi, from the University of Bari and Gunay Kazimzade, from the Technical University of Berlin.

This year, WomENCourage focused on applications of computer science that impact the big challenges of our day, such as education, health, inclusive societies, civic engagement, climate change and humanitarian action.

The event featured technical talks, panel discussions, interdisciplinary research tracks activities, tutorials, a hackathon, and thought leadership workshops.



Photo: ICC/Simetic



Photo: ICC/Maggiore

Eight UN Agencies at Information Security Awareness Month Events

October is Information Security Awareness Month, and in the spirit of creating greater awareness and collaboration across the United Nations, ICC participated in a cyber-security event at the UN Office at Geneva (UNOG) on 15 October 2019.

The Inter-Agency Information Security Awareness Month group, including OCHA, ICRC, OHCHR, WHO, UNOG, WIPO, ICC and ITU, is a cross-organizational cybersecurity consortium that features programmes, activities and events aimed at raising UN staff awareness around information security challenges and opportunities.

Fabio Maggiore, Lead, Cyber Security Governance, ICC, presented "Open Source Intelligence Using Social Networks," highlighting benefits and risks that social networking presents for our private and professional lives. His presentation covered how these platforms can be abused for intelligence penetration.

Bojan Simetic, Information Security Specialist, ICC, presented "Leaked Credentials Endangering

People's Lives," providing a scenario of how violations of UN family missions can have serious consequences.

Each session was interactive and offered participants useful resources and real-life case scenarios for topics pertaining to cyber security.

This year's National Cyber Security Awareness Month theme is *Own IT. Secure IT. Protect IT.* This theme focuses on personal accountability and proactive behavior in information security best practices.

As an ICT service provider for many UN entities and affiliates, ICC has supported its Partner Organizations with information security awareness services, covering topics like social media, social engineering, phishing, sensitive information, cloud services, Ransomware, data privacy and more.

Part of ICC's commitment to staff and to Clients is to share information security resources and help keep organizational personnel safe online - both at work and at home.

UNICEF and ICC Host Information Security Awareness Event



Photo: ICC/Thomsen



Photo: ICC/Thomsen

Data Privacy, Information Protection

UNICEF and ICC sponsored an Inter-Agency event in New York at UNICEF headquarters called 'Stay Safe: Advancing Organizational Mandates with Strong Cyber Security Programmes.' UNICEF, UNDP, UN OICT, UN Women, ICC, UNFPA and PAHO all took part.

The goal of the event was to engage and increase user awareness around cyber security issues through interactive discussions and presentations on the challenges and opportunities faced by UN Agencies and the private sector.

This year's event featured a keynote speech from Aradhna Chetal, Global Head of Cloud Security Architecture, HSBC and a member of the Cloud Security Alliance. UN Agency executives and Chief Information Security Officers (CISOs) as well as cyber experts from all seven Agencies spoke about information protection and data privacy, personal data and Personally Identifiable Information (PII), linking concepts and policies to good practices.

Knowledge is power. We need to empower children and women who are equally at risk. We have to collaborate and come together to know how to stay safe where we are, right now.

Aradhna Chetal, Global Head, Cloud Security at HSBC

Besides keynote speaker Aradhna Chetal, speakers included Jorge Torres, Chief, IT Security, UNICEF; Sammy Njoe, Deputy Director, Solution Centre and Support, UNICEF; Anish Sethi, Chief, Clients and Projects, ICC; Luca Baldini, Director, Information Technology and Solutions Office, UNFPA.

After the keynote speech, there was a panel discussion moderated by Monica Price, Cyber Security Awareness Consultant for ICC and ex-World Bank Group expert. The panel discussion included:

- Jorge Torres, Chief, IT Security, UNICEF
- Thomas Braun, Chief, Cybersecurity Section, Office of Information & Communications Technology, UN
- Mila Romanoff, Data Governance and Policy Lead, UN Global Pulse
- Paul Raines, CISO, UNDP
- Sachiko Hasumi, Corporate Information Security and Compliance Manager, UN Women
- Aldo Gomera, Information Security Officer, PAHO
- Tima Soni, CISO, UNFPA and ICC and Chief, Information Security Services, ICC.

The event brought about discussions and tips for participants to take back to their organisations, to best understand the value of information security.



Photo: UiPath/Arjun Iyer

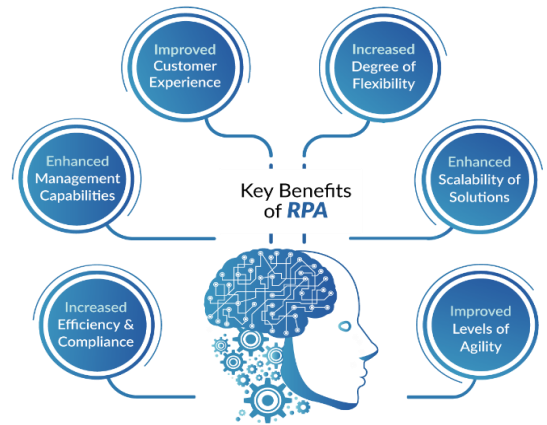


Photo: <https://analytics.rsystems.com>

Sameer Chauhan Speaks at UiPath Forward III Event in Las Vegas

On October 15, on stage with UiPath’s founder and CEO Daniel Dines, ICC’s Director Sameer Chauhan spoke to a packed audience at UiPath’s Forward III event in Las Vegas. He engaged the audience on how automation can support digital shared services across the UN family and help accelerate the SDGs.

Sameer attended the two-day conference with Anish Sethi, ICC’s Chief of Clients and Projects. Anish has been instrumental in setting up Robotic Process Automation (RPA) services along with the UN Digital Solutions Center, and with several strategic partners, including major RPA vendor UiPath.

The response was overwhelming, with many private sector groups expressing interest to help the UN family. They offered resources for given projects, widening a web of partnerships between private and public sectors to make a difference to meet the SDGs. Indeed, SDGs Goal 17 is all about such partnerships.

Sameer went on to explain that with adoption of automation solutions, the UN could reallocate up to a billion dollars from operational processes to mission delivery to address key challenges like educating kids,

ending hunger, addressing medical pandemics and disasters as well as taking care of refugees.

The studies we conducted internally in the UN showed us that even if 10% of all of the manual processes we have in our back offices are automated or digitized that could potentially save us up to a billion dollars that can then be used to deliver to substantive missions.

Sameer Chauhan, Director, ICC

ICC is pleased to announce a series of partnership engagements and a Robotic Process Automation (RPA) Centre of Excellence for the UN family and its friends, providing individual and shared automation services to support organizational business process optimization.

The goal of ICC’s RPA service is to help the UN minimize duplication of common processes and time spent in manual processes with new approaches to optimize costs. Together with its strategic partners, ICC provides the one-stop-shop to facilitate a fast adoption of innovative digital technologies.

ICC Presents at UN Tech Huddle at Microsoft Geneva



Photo: ICC/Nieto

Microsoft: Tomorrow is Here Today

Prado Nieto, Chief, Business Relationship Management, Gabriel Galati, Head of Azure Services, and Shashank Rai, CTO, all from ICC, attended the first UN Tech Huddle at Microsoft Geneva, Switzerland on 7 October 2019. The Microsoft roadmap 2020 as well as its Tech for Social Impact programme were on deck.

Gabriel Galati presented ICC's new Microsoft Office 365 Management Services and Microsoft Azure Management Services, which include:

- Comprehensive service for Clients who wish to use the SaaS capabilities of Microsoft's public cloud
- ICC's value-added expertise and experience coupled with an established relationship with Microsoft
- Full lifecycle support from inception to production
- Scalable to fit specific Client sizes and needs.

Shashank Rai presented on ICC's first data lake implementation for UN OCHA (see related article in this newsletter).

Other Microsoft partners presented on:

- Terraform on Azure - Tim Arenz (Senior Solutions Engineer, Hashicorp)
- Cloud Security In Azure & O365 - Paul Keely.



Some of the agenda topics included:

- Azure announcements and new solution areas - James Pearse (Senior Cloud Architect, TSI)
- Modern Workplace Updates - Clint Conlin (MS Modern Workplace, TSI)
- Cloud adoption framework - James Complin (MS Sr. Cloud Architect)
- Cloud transformation and modernisation through Microsoft CSE- Anaig Marecha (Cloud Engineer, CSE)
- UN System Digital Transformation Update - Alex Pinho (MS UN Lead, TSI).

Microsoft will run UN Tech Huddles on a quarterly basis in Geneva and New York, focusing on Microsoft Cloud solutions and Partner offerings. The next Tech Huddle is scheduled for 13 November in New York.

ICC New Digital Business Service Offerings



ICC Brindisi office bearing gifts. Photo: ICC

ICC has released a new suite of services across Client Services and Cloud Integration service areas.

Microsoft Office 365 Management Services

Microsoft Office 365 Management services are comprehensive services to best use Microsoft's public cloud capabilities with an emphasis on communications, collaboration, endpoint management, enterprise mobility and identity management.

Microsoft Azure Management Services

Azure Management Services provide value options to host applications, platforms and infrastructure in the Azure cloud, with varied services from Clients building and operating to ICC building, deploying and managing services on behalf of Clients.

Cloud Web Hosting

ICC Cloud Web Hosting services provide options to host or extend web applications into the public, ICC-managed cloud. ICC provides required automation, scalability and reliability so that Clients are able to focus on mission delivery.

ICT Communications

ICC offers ICT communications services including advisory services, information/content design and delivery, campaign management social media, technical writing, editing, translations and more.

Information Security Awareness

ICC offers information security awareness services from an industry-leading learning lab plus communications, events and training support.

Robotic Process Automation

Robotic Process Automation (RPA) is a digital enablement technology that leverages a combination of user interface and surface-level features to create scripts to automate routine, predictable data transcription work.

Microsoft Dynamics 365

Microsoft Dynamics 365 services help organisations in their digital process transformations, from licensing, configuration, custom development to integration, training and support.

ServiceNow

ServiceNow services help Clients adopt a single cloud platform for IT services and management, simplifying complex webs of legacy processes and systems.



ICC

international
computing
centre

ICT SOLUTIONS
FOR THE
UN FAMILY

About ICC



ICC women and others at Women in Data Science Conference at Stanford University with sessions in Valencia.

Photo: ICC/Mezzadri

ICC has nearly 50 years of experience providing Information and Communications Technology (ICT) services to United Nations programmes, funds and entities. Its mission is to provide ICT services to the United Nations family, maximise the sharing of infrastructure, systems and skills and generate economies of scale to benefit its over 60 Clients.

ICC provides digital business services to United Nations entities, including software-as-a-service, platform-as-a-service, infrastructure-as-a-service, advisory and professional services and training.

Clients can focus on core business activities by leveraging ICC's services, built upon industry best practices, standards and documented business processes subject to a Continuous Process Improvement cycle.

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United Nations International Computing Centre
Palais des Nations
1211 Geneva 10 Switzerland

+ 41 (0) 22 929 14 44 (business)
+ 41 (0) 22 929 14 44 (service desk)

United Nations International Computing Centre
300 East 42nd Street
New York, NY 10017 USA

+1 646 518 8000 (business)
+1 646 517 4144 (service desk)