![ICC international computing centre | ICT SOLUTIONS FOR THE UN FAMILY](logo)

News Digest Spring 2020

New ICC Partner EC- UNDP Joint Task Force on Electoral Assistance. Photo: EC-UNDP JTF/Malawi

ICC provides added value with their expertise in planning, building, training, and testing our information security and business continuity planning.

Rajiv Prabhakar, Head of Information Systems, OIM

Photo: EC-UNDP JTF Nepal

United Nations Institute for Training and Research (UNITAR)

The United Nations Institute for Training and Research (UNITAR) provides innovative learning solutions to individuals, organizations and institutions to enhance global decision-making and to support country-level action for shaping a better future. UNITAR supports governments to implement the 2030 Agenda for Sustainable Development. To solve complex global challenges, UNITAR works to transform mindsets by offering learning, analytical and capacity-centred solutions for a more sustainable world.

European Commission- United Nations Development Programme Joint Task Force on Electoral Assistance (EC-UNDP JTF)

The EC-UNDP JTF provides in-depth technical and advisory support to all EC-UNDP joint electoral assistance projects world-wide, through the conduct of in-country missions as well as remote support from Brussels. The JTF assists UNDP Country Offices and EU delegations in formulation, implementation, monitoring and evaluation, as well as in drafting of the narrative and financial reporting.

United Nations Global Pulse

UN Global Pulse is the UN Secretary-General's initiative on Big Data and Artificial Intelligence for development, humanitarian action, and peace. UN Global Pulse works through a network of labs to accelerate the discovery, development and responsible use of new innovations and policies for data , including data privacy and protection for sustainable development.

Capacity for Disaster Reduction Initiative (CADRI)

The CADRI Partnership was founded by OCHA, UNDP and the UN Office for Disaster Risk Reduction (UNDRR). CADRI represents 20 organizations working together in delivering an ambitious joint offering of services to countries that are most vulnerable to the impact of climate change and disasters.

CADRI integrates conflict-sensitivity and gender-responsiveness in its approach to capacity development. It scales up services at regional levels to respond to increasing country demand for capacity development support.

United Nations Digital Solutions Centre Goes Live

Photo: UNHCR/Yorgos Kyvernitis

Photo: UNHCR/Arnold

UN DSC's Innovative Technology Solutions

The United Nations Digital Solutions Centre (UN DSC) is a pilot project to support digital transformation across the UN.

Now live, its goals are to spark innovation, leverage modern technologies and support inter-Agency collaboration, with a focus on improving internal management processes to better deliver on UN mandates.

Founded by the UN Refugee Agency (UNHCR) and the World Food Programme (WFP), in collaboration with ICC, the UN DSC brings a holistic view of digitization, implementing new methods and technologies used across private sector organizations.

The UN DSC has delivered a first set of innovative services and celebrated its first innovation bootcamp in early March, with pitch sessions in Geneva, Rome and Munich.

As per its business model, teams of innovators came together virtually to explore solutions to common operational challenges using frontier technologies such as virtual reality, digital identity, centralised databases and process automation.

The cutting-edge, high-impact solutions designed in the bootcamp will be further developed and deployed by ICC, whose operational capacity and best practices for project management will allow scaling pilot projects across multiple UN organizations, starting with WFP and UNHCR.

UN DSC projects help streamline how UN Agencies organize their support services, from Finance, ICT, Human Resources and Procurement, digitizing repetitive tasks and processes, allowing staff to focus on substantive mission delivery.

See the UN DSC video and find out more about UN DSC events, operations and projects at the new UN DSC website.

ICC Helps Migrate UNHCR's IrisGuard to Microsoft Azure

Cash Assistance in the Blink of an Eye

ICC recently helped the United Nations High Commissioner on Refugees (UNHCR) migrate its IrisGuard biometric registration and identification system to Microsoft Azure cloud services.

IrisGuard is a critical system used in the Middle East and North Africa (MENA) region to deliver services to refugees and forcibly displaced populations. It operates by scanning any enrolled refugee or inter-displaced person, then having them select a refugee database transaction like cash assistance, medical care, food voucher assistance, resettlement repatriation, among many others.

Refugees can safely enroll in the system from the five countries of Jordan, Lebanon, Iraq, Egypt, and Syria, at hundreds of UNHCR-supported IrisGuard stations.

ICC provided aid to UNHCR in the form of project management and solution architecture services. ICC also coordinated the collaboration of multiple suppliers and internal teams to deliver a successful migration of IrisGuard.

IrisGuard is a key component of the Common Cash Facility used by multiple Agencies to provide aid in the form of cash and goods to beneficiaries. It is also part of the UNHCR Population Registration and Identity Management Eco-System (PRIMES) applications. PRIMES is an integrated service platform, which serves as a single data entry point for all digital interaction between UNHCR and its partners. PRIMES makes it easier for refugee registration, case management, monetary assistance, as well as reporting for partners.

An integrated PRIMES trust and service platform will be the singe-entry point for all digital interaction between UNHCR and partners with the individuals who are registered. PRIMES is an enabler for:

› Registration (biographic and biometric) and certification
› Case-management (including the principal Protection aspects: Refugee Status Determination, Resettlement, Repatriation, Legal and Physical Protection, Child Protection, SGBV and others)
› Assistance (cash and in-kind)
› Data management, including reporting and sharing.

ICC's assistance with UNHCR's IrisGuard project has provided an invaluable service to the refugee and other displaced populations, who although face some of the greatest risks while in transit, can now receive basic services with dignity and efficiency.

ICC Presents Azure - M365 Services at Microsoft UN Tech Huddle

ICC's Gabriel Galati and Paolo Valenza present cloud services at Microsoft. Photo: ICC/Thomsen

ICC at Microsoft New York UN Tech Huddle

ICC presented at the UN Tech Huddle event organized by Microsoft's Tech for Social Impact (TSI) team at the Microsoft Technology Centre in New York on Wednesday 13 November2019. The goal of this day-long event was to bring together ICT experts from different UN Agencies and Microsoft partners to share new cloud solutions addressing common challenges.

Paolo Valenza, Chief of Cloud Services and Gabriel Galati, Head of Azure and M365 Services, discussed ICC's Microsoft managed cloud services with many ICC Clients and other non-profit organizations. They highlighted ICC's role in providing expert and experienced managed cloud services support.

Cloud services are building blocks at the base of many other ICC services.

Paolo Valenza, Chief, Cloud Services

An example of a Data and Analytics service built on an Azure cloud foundation is the data lake that ICC developed for OCHA, as a centralized repository to store organizational raw and unstructured data from diverse sources in a secure and managed environment.

Nitesh Kudva, Information Security Specialist and Leiming Yao, Information Security Specialist also attended the event. Other Agencies present included ICAO, PAHO, UNDP, UNFPA, UN OICT, and UN Women.

During the day, Microsoft shared their latest on comprehensive solutions and best practices. Other topics on the agenda during the session were the UN's digital transformation and cloud adoption, Terraform on Azure and the fast-growing PowerApp platform.

ICC's Azure Management services provide a controlled and secure back-end for solutions that ICC develops on top of the Azure backbone.

Gabriel Galati, Head, Azure and M365 Services

Microsoft runs UN Tech Huddles on a quarterly basis in Geneva and New York with the goal of sharing knowledge and expanding the impact of UN organizations. ICC also attended the UN Tech Huddle in Geneva in October 2019, where Gabriel Galati and Shashank Rai, ICC's Chief Technology Officer, discussed the implementation of OCHA's data lake.

ICC Presents at OHCHR and UN Global Pulse Symposium

Photo: ICC/Maggiore

Data Governance, Artificial Intelligence, and Human Rights at the Fore

A recent symposium on data governance, Artificial Intelligence (AI) and human rights brought together probing questions and diverse participants, as international development organizations explored data-driven insights, approaches and deliverables related to the achievement of the UN Sustainable Development Goals.

ICC presented at the 13-15 November 2019 event at the Palais Wilson in Geneva, co-hosted by the Office of the United Nations High Commissioner for Human Rights (OHCHR) and UN Global Pulse, including participants from the MIT Media Lab, IFC, IOM, UNHCR, UPU, UN Women, WFP and others from the private sector.

Meetings focused on the development of a human rights-based approach to AI, with an emphasis on identifying practical solutions to address data transparency and access to information, accountability for harms caused by AI-supported decisions, equality and non-discrimination. As digital technology evolves in collecting, storing and analyzing data, so too, many argue, must UN Agency approaches to data privacy.

Cloud storage is just one aspect of this shifting conversation. It is an efficient and convenient way to store large amounts of data. It has become a part of daily operations for many organizations. Cloud storage, situated across global locations with a varying levels of security, is subject to different laws and not free of physical threats to data.

ICC's Fabio Maggiore, Lead, Cyber Security Governance and Carlos Correia, Head, AWS Services, presented on the second day of the event on public cloud storage options and how to best align data protection with governance in a rapidly changing technology environment.

The sessions, introduced and facilitated by Sachiko Hasumi, Corporate Information Security and Compliance Manager at UN Women, explored key considerations for setting up cloud storage and focusing on the needs of international organizations. They addressed technical and legal safeguards that may need to be considered before selecting a cloud storage provider, including issues such as storage lifecycles and data erasure.

University Career Days in Switzerland and Italy

Left: Ian Colliar, Dimitra Ralli, Frederic Laval at the University of St. Gallen. Photos: ICC

Right: Julia Cassista and Luca Contursi at University of Salento.

ICC Presents at Swiss and Italian Career Days

ICC was invited by the Swiss Federal Department of Foreign Affairs to participate in the 16th edition of International Career Day (ICD), in St. Gallen, Switzerland, on Wednesday 11 December 2019.

International Career Day is an annual event that serves as a platform for students, recent graduates and young academics to meet representatives of high-profile international organizations from different sectors to find about career opportunities, internships, activities and recruitment processes.

This year fifty organizations participated, including UN Agencies such as the World Health Organization (WHO), the International Organization for Migration (OIM), the International Atomic Energy Agency (IAEA), the World Food Programme (WFP) and UN Women, as well as other European and international organizations.

ICC's Dimitra Ralli, Head of Service Management; Ian Colliar, Chief of On-Premise Services and Frédéric Laval, Chief of Human Resources, interacted with visitors from the University of St. Gallen and other academic institutions in Zurich, as well as students of various profiles beyond social sciences and humanities, with the goal to increase ICC visibility among young and highly skilled professionals.

ICC has been participating in career events in Italy, Switzerland and the United States for several years, with the goal to share its message about trusted ICT services and digital business solutions for the UN family.

ICC also attended the 19th edition of Career Week (Settimana del Lavoro) organized by University of Salento, in Lecce, Italy. Over fifty local and international companies, mostly technology and engineering firms, met with 800 students and alumni to introduce career opportunities in the local job market.

ICC's Technical Expert Luca Contursi, Human Resources Assistant Julia Cassista and Application Systems Technician Annalisa Diana introduced a young and inquisitive audience to ICC's services and its unique opportunities for working in an international, United Nations and digital business environment.

The ICC delegation answered questions about the organizations' values and the work that is done at the Brindisi office and worldwide.

The University of Salento, in Lecce, a town 30 km south of Brindisi, has been a partner with ICC since 2016 for coordinated internships, lectures and various technology collaboration initiatives.

ICC Communications Officer William Allen, Associate Communications Officer Maria Thomsen, Communications Aide, Britteney Laurenceau with Samantha Berenzon and Arifa Baksh, two of the three interns who joined ICC for the month of January 2020. Photos: ICC/Allen

ICC New York Hosts Three Winter Interns

ICC, working with Women in IT and Entrepreneurship New York (WiTNY), is committed to help bring more young women into the ICT field. As there is much work to do in gender parity in ICT generally (and within the UN specifically), the ICC New York office was happy to host three undergraduate students from the City University of New York (CUNY). Arifa Baksh, Norma Blum and Samantha Berenzon teamed up to deliver an ICC teams recognition project focused on learning about ICC's services, technologies and project teams.

The 'Winterns' were at ICC for January 2020, working on a team recognition task, where they gathered information on ICC projects and services. Communications Aide Britteney Laurenceau facilitated global interviews with a dozen ICC staff, as the students learned about ICC projects and the business value of ICC services.

The interns also worked with ICC's partner in gender parity projects, the International Telecommunication Union (ITU). Ursula Wynhoven, ITU Representative to the United Nations, tasked them with a project for EQUALS, a global partnership founded by ITU, UN Women, the International Trade Centre (ITC) and United Nations University (UNU) that contributes to

actions and evidence-based research aimed at closing the digital gender gap.

The interns learned about many ICC projects, why they were important for each UN Client, seeing project challenges, status and outcomes. They also complied results from their research for EQUALS and their ideas for upcoming events for ITU.

During the internship, Arifa, Norma and Samantha were exposed to different job roles in ICT and were able to get an overview of what it means to work for the United Nations and to support the Sustainable Development Goals. ICC is committed to their success in finishing college studies and perhaps returning afterwards to work in the United Nations system.

ICC strategic partnership with WiTNY started in 2018 and has already brought seven interns to the organization, both through the winter internship program and in longer-term internships. WiTNY was launched in 2016 by the City University of New York (CUNY), Cornell Tech and industry partners working to propel women into tech careers through education, work experiences, and community-building, with the goal to narrow the gender gap in technology.

Photos: WFP Innovation Accelerator

WFP-UNHCR Virtual Bootcamp

Five teams of innovators from the World Food Programme (WFP) and the United Nations Refugee Agency (UNHCR), from 9-13 March 2020, came together virtually for the United Nations Digital Solutions Bootcamp.

The joint venture, led by both Agencies' finance leadership teams, and taking place in Geneva, Rome and Munich, created a suite of digital solutions to address common UN operational challenges and streamline core areas of management work. This was the WFP Innovation Accelerator's first-ever remote bootcamp and was a testing ground for new ways of facilitating what is usually an in-person workshop.

The teams explored how to develop and deploy innovative digital solutions such as virtual reality, digital identity, centralized databases and process automation. Supported by innovation experts, the teams dove into challenges, devised solutions and refined their project plans. Ideas were tested and pitched virtually to a United Nations panel for later implementation, with the goal of further developing ideas through the United Nations Digital Solutions Centre (UN DSC) and as ICC shared services.

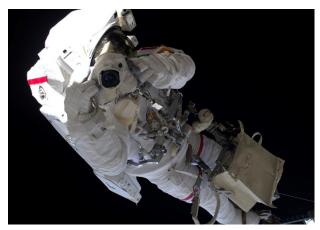Participants were supported by innovation experts who delivered lectures on human-centred design,

lean start-up methodology and minimum viable product (MVP) ideas. Each team developed a business case that at the end of the week was pitched to a virtual United-Nations inter-Agency panel. The five topics the teams worked on included:

› Humanitarian booking clearinghouse hub
› UN digital identity
› Virtual/augmented reality for supply chain training
› Automated medical clearance
› Centralized skills database.

The cutting-edge, high-impact solutions designed in the bootcamp will be considered for development and implementation by ICC, whose operational capacity and best practices for project management allow scaling pilot projects across multiple UN organizations, starting with WFP and UNHCR. Find out more at the WFP Accelerator Lab site.

The mission of the UN DSC is to leverage economies of scale, operating with a small footprint but providing high impact solutions, deploying top talent in a flexible structure that designs, develops and deploys innovative modern technology. Find out more about UN DSC events, operations and projects at the new UN DSC website.

ICC Connects to the International Space Station

Left, Italian Astronaut Luca Parmitano. Photo: ESA

Right. Brindisi high school students in conversation. Photo: ICC/Bruno

Climate Change Seen from Outer Space

ICC's office in Brindisi, Italy, together with the UN Global Service Centre (UNGSC) and the European High School of Brindisi, organized an interview with the Italian astronaut Luca Parmitano onboard the International Space Station (ISS) on 13 November 2019.

The event gathered over 300 participants who were able to discuss the topic *Climate Change Observed from the Space Station* with Commander Parmitano.

The session took place at the UN Global Service Centre (UNGSC) in Brindisi after months of planning, preparing and coordinating with the European Space Agency (ESA) and the National Aeronautics and Space Administration (NASA).

The conversation on climate change lasted four and a half minutes, as students were thrilled to hear about climate change effects as seen from space.

After contact with Parmitano ceased, students continued the climate change conversation with a debate led by Marco Liuzzi, ICC Chief of Operations and Giovanna Ceglie, Director of UNGSC, with inputs from Giovanna Metrangolo, Principal of the European High School in Brindisi, Elena Tiziana Brigante, Vice-Mayor of Brindisi and Antonio Angelotti, Service Desk Technician.

Antonio Angelotti, back in April 2018 first suggested to the ICC Brindisi Welfare Committee to organize this event. As part of its School Contact program, NASA selects 20 European schools every year to connect with the ISS crew through the Amateur Radio on the International Space Station (ARISS).

ICC's conversation grew to include the European High School of Brindisi and UNGSC. After having been selected in February 2019, Antonio and UNGSC radio amateurs helped the students to properly prepare for the event.

Special thanks goes to:

› European High School of Brindisi
› Michel Bergeron, UNGSC Acting Director in 2018
› UNGSC Radio Amateurs Ivo Pezer and Paolo Pristipino, for the technical support
› Fernando Maglio, for his graphic contribution
› Luigi Bruno, who took pictures
› UNGSC colleagues, who worked with ICC
› Marco Liuzzi who approved the project and conducted the entire event masterfully!

The Brindisi Welfare Committee reminds ICC and ICC's Clients that it relies on its main resource, ICC personnel to connect to the world…and beyond! Over and Out.

UN Digital Academy - A New ICC Service for UN Digital Literacy

Photo OSCE

Photo: UNHCR/Ostermann

Enabling Continuous Learning and Capacity-building for UN Organizations

The UN Secretary-General's Strategy on New Technologies defines how the United Nations system can leverage the use of innovative technologies to accelerate the achievement of the 2030 Sustainable Development Agenda.

The UN Digital Academy, a new service offering from ICC to UN Agencies, is a learning platform to deliver training to staff and stakeholders in an easy and efficient way. The platform serves as a central location and repository of training resources and content.

It supports the first commitment in the Secretary General's strategy: deepen the UN's internal capacities and exposure to new technologies. It does so by offering Microsoft knowledge and engagement for its current and continuous technology solutions that UN Agencies have deployed or may be deploying within their organizations.

What does the UN Digital Academy offer?

This new ICC service will offer curated content on role-based learning tracks on Microsoft productivity tools, accessibility features, app development, data science and cloud computing through an interactive learning environment customised for the UN family.

The UN Digital Academy platform allows UN Agencies to track learning and training progress while offering rich reporting.

The platform supports learning in low-bandwidth networks and offline. Learners can access courses anytime and from any device. Mobility support means users can learn on the fly while they are on the road or away from the office. Content is curated to be relevant to UN staff and is kept up to date by Microsoft.
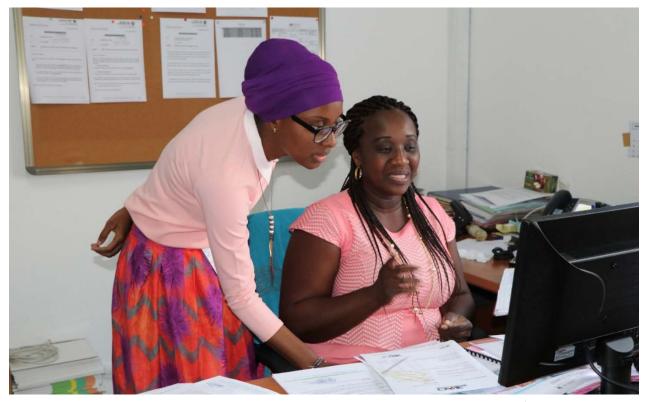
Learning paths can be customized according to an employee's job function. Content is available in English, Spanish, and French. Moreover, UN Digital Academy offers the ability to track the learner's training progress, with reports that display progress at an organization, group or course level.

Microsoft directly supports the UN Digital Academy by providing regularly updated content while ICC manages the service to ensure the highest quality at a minimum cost.

Several UN Agencies are interested to join the Academy and a pilot with three Agencies is underway to assess the value and benefits for their organizations.

ICT Communications Services for Effective Digital Transformation

UN Women asked ICC to gather and write an article on the UN Women O365 AD migration to Azure. Photo: UN Women/CI

Content Design and Delivery	Advisory Services	Campaigns	Website Support	Information Security Awareness	e-Learning

ICC offers ICT strategic, technical and operational communications services, including advisory services, information, content design and delivery, campaign management and website content management.

In this era of UN Reform and digital transformation, communications is key - and if an Agency has no dedicated resources for ICT communications, ICC can help. ICT communications services include crisis communications, social media support, technical writing, editing, translations, event planning, photography and multimedia (video, audio, animations), campaigns, collateral and creative marketing (templates, documents, posters, presentations, etc.) as well as e-learning and information security awareness support.

ICC has been supporting UN Agencies from 2016 through 2020, including the following projects:

› UN Women news article on AD migrated to Azure
› UNV Digital Transformation Plan communications
› OCHA Crisis Response Dashboard technical writing
› UNHCR Change Lead and Comms for O365 Rollout
› UNHCR Cybersecurity Transformation Programme
› UNICEF Infosec Awareness Programme
› ITU O365 Rollout Change and Comms assessment
› ICC Change and Comms Lead for its O365 Rollout
› UN Digital Solutions Centre communications.

ICC offers custom one-time and regular communications service support from a talented and experienced team.

Photo: Pexels/Morillo

Creating a Culture of Cyber Awareness

ICC has started a shared service for information security awareness, with an expanded team and an agreement in place with an industry-leading cloud-based learning platform, MediaPro.

To date, UNDP, CTBTO and ICC have launched their awareness services with the new e-learning platform, with a handful of other Agencies interested to join or already in the pipeline.

ICC has been offering strategic advisory services to help organizations set up state-of-the-art, effective information security awareness programmes and now is offering an agreement for the cost-efficient use of a cloud-based, industry-leading cloud-based learning lab, as well as communications and training support.

This includes developing information security awareness strategy/roadmaps, delivering and supporting the new MediaPro Learning Lab awareness platform and delivering awareness programs, events, training and communications.

Client benefits include streamlined procurement, tools to develop a security-focused culture, empowering employees, protecting assets and increasing adoption of user security best practices. ICC has helped a dozen UN Agencies with awareness strategies for state-of-the-art, effective information security awareness programmes.

The awareness platform offers global education for an organization's personnel and targeted, non-technical education for specific groups of users (e.g. C-suite, finance, emergency response, ethics and compliance, staff with sensitive roles for the business).

There are also detailed, technical training courses for ICT, development, security and technical roles.

BC/DR Planning Services for UN OIM, UNDP and UN Women

UN OIM's Greentree Retreat: Crisis Management Team and staff, with Anish Sethi and Lyle McFadyen of ICC. Photo: ICC/Kudva

Prepared, Not Scared with BC/DR Plans

The United Nations Development Programme (UNDP), the United Nations Office of Investment Management (or OIM - formerly, the Investment Management Division or IMD) and UN Women are all subscribers to ICC's new Business Continuity and Disaster Recovery Planning (BC/DR) services. They supplements many areas of the business, ranging from ICC advisory (continuity planning), infrastructure, platform, cloud management, and information security.

UN Women has had ICC perform annual Disaster Recovery planning review for several years, complemented by training, surveys and testing.

ICC is now working with OIM to enhance its Business Continuity, Disaster Recovery, and Information Security posture. ICC is helping OIM obtain two certifications; one for ISO/IEC 27001 (information security management) and ISO/IEC 22301 (business continuity management).

UNDP subscribes to ICC's service, relying on its service availability and continuity agreements (SCA) to measure its service failover capabilities.

The BC/DR Planning service from ICC provides solid support to our Service Continuity and Availability process and helps UNDP to comply with ISO 20000 certification requirements. We are highly satisfied with how evaluation of the continuity and recovery provisions for each of our mission-critical services is planned and performed by ICC.

Alexey Kuzmenko, Cybersecurity Specialist, UNDP

ICC provides added value with their expertise in planning, building, training, and testing our information security and business continuity planning.

Rajiv Prabhakar, Head of Information Systems, OIM

Often disaster recovery and business continuity are forgotten because we are busy meeting our organizational mandates. This service provides the UN with needed skills that many organisations do not have.

Soren Thomassen, Chief of Information Systems and Technology.

ICC is proud to have the opportunity to offer its BC/DR planning services and expertise to the UN family.

Upcoming Shared Services Initiatives

ICC Valencia office. Photo: ICC

ICC provides a wide range of ICT services, including client services, information security, data and analytics, software and cloud integration, infrastructure and platform services to over 60 Clients including UN Agencies and related non-for-profit organizations. Some of the near-term projects underway include:

› Asian Development Bank - ICT resiliency services

› CADRI - Website development for the multi-Agency Disaster Reduction Initiative (CADRI)

› ESCWA - Robotic Process Automation (RPA) expertise

› EU-UNDP Joint Task Force of Electoral Monitoring - Develop a platform and mobile application for electoral incidents reporting

› Global Climate Fund (GCF) - eLearning Course Development services

› IMO - Common Secure Threat Intel Network services (joining ADB, CTBTO, IAEA, ICC, ICJ, IFAD, ILO, OECD, PAHO, UNCTAD, UNDP, UNESCO, UNFPA, UNHCR, UNICEF, UNOIM, UNRWA, UNWOMEN, WFP and WHO)

› ITC - Hosting of the African Trade Observatory platform

› ITU Microsoft Office 365 Email Migration

› OHCHR - Common Secure Operations Centre (CSOC)

› UNDP, CTBTO, WTO and UNFPA - Information Security Awareness services

› UNECA - Application Development services

› UNHCR, UNICEF and WFP - UN Partner Portal for NGO partnerships

› UNHCR and WFP - UN Digital Solutions Centre for innovative shared solutions.

ICC Service Continuity Planning - Coronavirus (COVID-19)

Preparedness for all ICC Services & Staff

ICC has invoked its business continuity processes into a state of preparedness and have activated them, taking steps to prevent any impact on services due to eventualities regarding the Coronavirus disease 2019 (COVID-19).

ICC is closely monitoring the situation and following advice from WHO, UN, national and local authorities.

ICC has robust Service Continuity processes that are tested and audited every year under our ISO 20000 certification for Service Management Systems.

ICC routinely performs operations with staff working with secure tools at off-site locations.

ICC will work closely with all our Partners, our staff, and our Providers, to ensure that we continue to provide our ICT services without interruption.

ICC will ensure that it operates in accordance with the best available advice to protect and respect the needs of its UN Clients as well as its staff and their families.

Beyond our professional commitment to support ICC service continuity, ICC's concern in this (and any) situation is the health and well-being of its personnel.

ICC is doing everything in its power to ensure the safety and security of the ICC (and its UN) family.

Please contact the ICC Service Desk or your ICC Business Relationship Manager if you have specific questions or concerns regarding ICC services or staff.

About ICC

ICC women and colleagues at Women in Data Science Conference in Valencia, Spain. 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.

For more information, please visit our website at www.unicc.org or contact business@unicc.org.