



ICC

international
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ICT SOLUTIONS
FOR THE
UN FAMILY

News Digest Summer 2020



Photo: UN

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There are countless stories of teams and individuals who have been working evenings and weekends to ensure each of our UN Partner Agencies has the technologies and digital tools to be able to operate effectively while working remotely, so their missions can continue unabated.

Sameer Chauhan, ICC Director, ‘These Are Humbling Times’ ([LinkedIn](#))

New Clients and Strategic Partners



Photo: UNAIDS

ICC welcomes the International Civil Service Commission (ICSC) and the Joint United Nations Programme on HIV/AIDS (UNAIDS) as new Partner Organizations.

International Civil Service Commission

The [International Civil Service Commission](#) (ICSC) promotes and maintains exemplary service to the United Nations common system.

Headquartered in New York since its inception in 1974, the ICSC has redoubled its efforts to strengthen and maintain high standards in international civil service, while balancing the needs and concerns of its major stakeholders.

In support of the work of the Commission, the ICSC Secretariat performs substantive and administrative work, such as performing studies, producing analytical papers and making recommendations on policies and practices related to human resources management.

United Nations Programme on HIV and AIDS

Since the first cases of HIV were reported more than 35 years ago, 78 million people have become infected with HIV and 35 million have died from AIDS-related illnesses. Since it started operations in 1996, [UNAIDS](#) has led global, regional, national and local leadership, innovation and partnerships to ultimately consign HIV to history.

UNAIDS places people living with HIV and affected by the virus at the decision-making table and at the centre of designing, delivering and monitoring the AIDS response. It charts paths for countries and communities to get on a fast track to ending AIDS.

UNAIDS provides the strategic direction, advocacy, coordination and technical support needed to connect leadership from governments, the private sector and communities to deliver HIV services.

Automation Anywhere

ICC also has a new technology partnership with [Automation Anywhere](#), a leading Robotic Process Automation firm. The company empowers people whose ideas and focus make companies they work for great. Their mission is to enable companies to operate with unprecedented productivity and efficiency by automating any part of the enterprise that can be automated with the intelligent and intuitive robotic process automation platform, what they call the “Intelligent Digital Workforce.”

Automation Anywhere liberates users from mundane, repetitive tasks, allowing them more time to solve higher order business challenges.

The products and services provided by Automation Anywhere aim to create a world where every on-premise employee works side by side with digital workers, making them exponentially more productive and far more fulfilled with their work operations.

ICC's First Virtual Management Committee



Photo: ICC/Allen

105th Meeting Marks Historic Milestone

ICC's Management Committee, the organization's governance body, met 22-23 April and marked a historic landmark: the first-ever fully virtual meeting. The Management Committee, comprised of members from forty Partner Organizations, shares responsibility with the ICC Director for key decisions, providing guidance for ICC's strategic direction and approving the Centre's budget, financial reports and services rates.

In the midst of the COVID-19 pandemic, ICC invited attendees from diverse time zones to two, two-hour sessions using cloud-based Microsoft Teams.

The sessions covered statutory business including the transition to a new Chair and Vice Chair of the Board.

ICC Director Sameer Chauhan welcomed new Partners, presented new service offerings, shared recent audit certifications and updated the Management Committee on the organization's progress on ICC's Transformation Plan approved in its 102nd session.

ICC's financial growth was discussed, with remarks on the organization's healthy state with the increase in contracts and contract values over the past year.

In addition, it was noted that the ICC Transformation Plan made progress across almost all work streams, including developing new capabilities, optimising the organization, building strategic vendor partnerships, deepening ICC's Client focus and strengthening the organization's cultural values.

The sessions also addressed ICC's response to the COVID-19 pandemic. Despite strongly affecting the countries of the five ICC office locations (Brindisi, Geneva, New York, Rome and Valencia), ICC acted fast to invoke business continuity plans so as to fully support, with 100% of its staff teleworking, its Clients and Partner Organizations without missing a single beat.

ICC's rapid reaction to the pandemic and its prior teleworking culture allowed it to achieve 60 % of staff and consultants teleworking by 10 March and 100% by 16 March, aside from the technical staff supporting some critical managed services.

The ICC Management Committee typically meets twice a year (virtually and otherwise). ICC will continue to support Clients and Partners and help them fast-track their digital journeys, so the UN's mission, now more critical than ever, can continue.

ICC Mentors Three Teams for Digital Solutions Bootcamp



Photo: ICC/Aziz

Digital Solutions for UN Operational Challenges

The World Food Programme (WFP) and the United Nations Refugee Agency (UNHCR) in collaboration with ICC delivered the first virtual UN Digital Solutions Bootcamp over 9-13 March.

The joint venture was to take place at the WFP Innovation Accelerator in Munich, Germany, but the outbreak of COVID-19 forced a change of plans.

Instead, the three Agencies embraced a digital solution – a virtual innovation bootcamp.

More than technology, it was the innovators' mindsets that made the remote bootcamp a success. Having digital collaboration tools for visual ideation (Mural), communications (MS Teams, Zoom) and content sharing (Google Docs) provided the core capability; the teams themselves brought about the winning solutions.

Shashank Rai, Chief Technology Officer, ICC

Five teams of innovators met virtually, three of them connecting from ICC's offices in Geneva and mentored by ICC's Chief Technology Officer Shashank Rai.

Other teams and mentors called in from Bangkok, Budapest, Cox's Bazaar, Dar es Salaam, Munich, New York, Rome, San Francisco, Tel Aviv and Vienna.

The curriculum designed for the physical bootcamp in Munich had to be adapted to fit the virtual innovation approach, but the main goal remained the same: to create a suite of digital solutions to address the common UN operational challenges improve internal UN management processes and streamline core areas of work.

Viable solutions were sought to take forward by the [UN Digital Solutions Centre](#) and ICC as potential UN family innovations for optimising operational delivery.

One of the teams formed by WFP innovators - and mentored by Shashank Rai - developed a solution for global UN digital identity, to address data fragmentation within the UN, to enable reliable data interaction between Agencies and optimise processes such as onboarding, transfers and reference checks.

The idea is to digitize all employee data and information and record it in an immutable blockchain distributed ledger, in a solution similar to the one ICC developed for United Nations Joint Staff Pension Fund (UNJSPF) to deliver digital identity to its beneficiaries.

Microsoft Tech Huddle Introduces UN Digital Academy

The Need: Continuous Next



- Mar-May 2020: 3 months - 0.5% of a 45 year old's life
- Now think of the change witnessed in this 0.5% of lifetime
- The upheaval in our personal and organisational lives
- The need of the hour is to be ready

Photo: Cary Ramage/APF/Getty

Microsoft - ICC Present UN Digital Academy

ICC and Microsoft presented the [UN Digital Academy](#) at the UN Tech Huddle event organized by Microsoft's Tech for Social Impact (TSI) team on 2 June. The UN Digital Academy is a new ICC service - a learning platform developed jointly by Microsoft and ICC that serves as a central repository of training resources and content to enable UN staff and stakeholders in their digital transformation journeys.

After an introduction by Microsoft's Global UN Lead Alex Pinho, Shashank Rai, ICC's Chief Technology Officer provided an overview of the service to an audience of 150 ICT experts from different UN Agencies.

We wanted not only to strengthen the way we provide technology and technical support, but to empower UN employees to use themselves these technologies in the most effective ways.

Alex Pinho, Global UN Lead, Microsoft

Shashank Rai explained that the UN Digital Academy hosts bite-sized courses curated by Microsoft that are meant for end-users to develop their digital and technology skills. As ICC develops the platform, it is expected that it may evolve more broadly with additional quality content from other sources, including content produced by the UN, always tailored for the UN.

Alex highlighted how the UN Digital Academy was built as an ICC and Microsoft investment, with the goal of creating a really affordable platform.

Additionally, in response to the COVID-19 pandemic, ICC and Microsoft are offering all organizations three months of free access with a minimum 12-month subscription in 2020.

This platform is coming at a very right point in time, when the pace of change is unprecedented. The next big challenge we all face is to always be ready, a continuous learning platform is a very important piece to achieve this goal.

Shashank Rai, Chief Technology Officer, ICC

Apurva Chandra, Senior Program Manager at Microsoft Philanthropies, offered a demo to showcase key features to participants and answered questions at the end of the presentation.

UN Tech Huddles bring together ICT experts from different UN Agencies and Microsoft experts to share the latest cloud solutions and best practices to help UN Agencies digitally transform and accelerate the impact of their organization.

ICC Shares Best Practices for Secure Conferencing

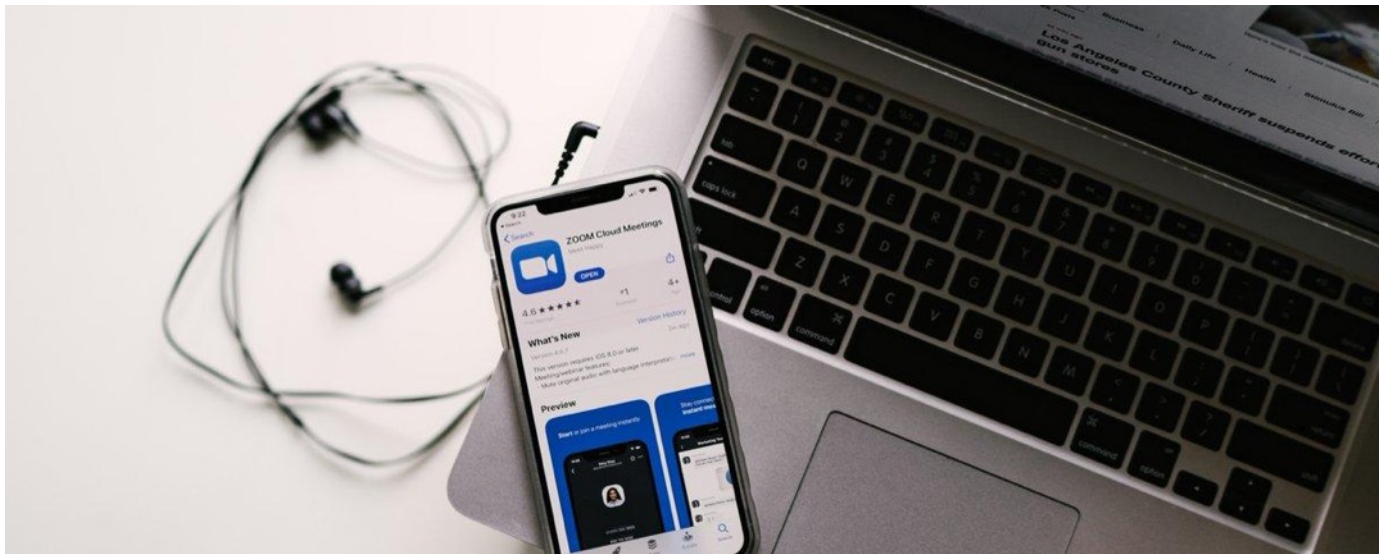


Photo: Unsplash/Smith

'Working from Anywhere' Tips & Tricks

ICC's Common Secure team is working closely with Clients and UN Agencies, other international organizations, the private sector, academia, law enforcement and intelligence agencies to share information on the cyber threat ecosystem.

The COVID-19 pandemic has forced individuals and organizations to rapidly adapt to an environment where the default mode of communications is digital.

Remote conferencing services have experienced a huge increase as a result. For example, Microsoft reported a 500 percent increase in Teams meetings, calls and conferences since January 31.

At the end of March, Google Meet users had experienced more than 60% day-over-day growth. Zoom's monthly usage heavily increased from an average of 10 million daily meetings to a peak of 200 million daily meetings in March.

While remote conferencing services are meeting an important societal demand, with Microsoft Teams being the widespread tool of choice across the UN family, the surge in popularity has led to increased scrutiny from the security community and malicious threat actors.

Users of remote conferencing services should apply basic security practices when relying on these solutions for business or personal communications.

Additionally, ICC's Common Secure team recommends the following best practices:

- › Check and choose: Conduct a risk assessment, consider core requirements when selecting a vendor and make sure that those requirements can be met. For example, are meetings sufficiently sensitive that end-to-end encryption is always necessary?
- › Assess and evaluate: Evaluate the product's security features. Subscribing to or licensing these technologies could provide more security features than free versions
- › Set up and use it safely: Avoid posting meeting invitation details publicly
- › Use a unique meeting password on publicly accessible meeting platforms if possible, to prevent unauthorized and uninvited conference attendees
- › Keep the software up to date.

The number of vulnerabilities reported in a product may be a result of extra scrutiny rather than an indication that the product is less secure than its competitors.

ICC's Emergency Service: Enterprise Notification System

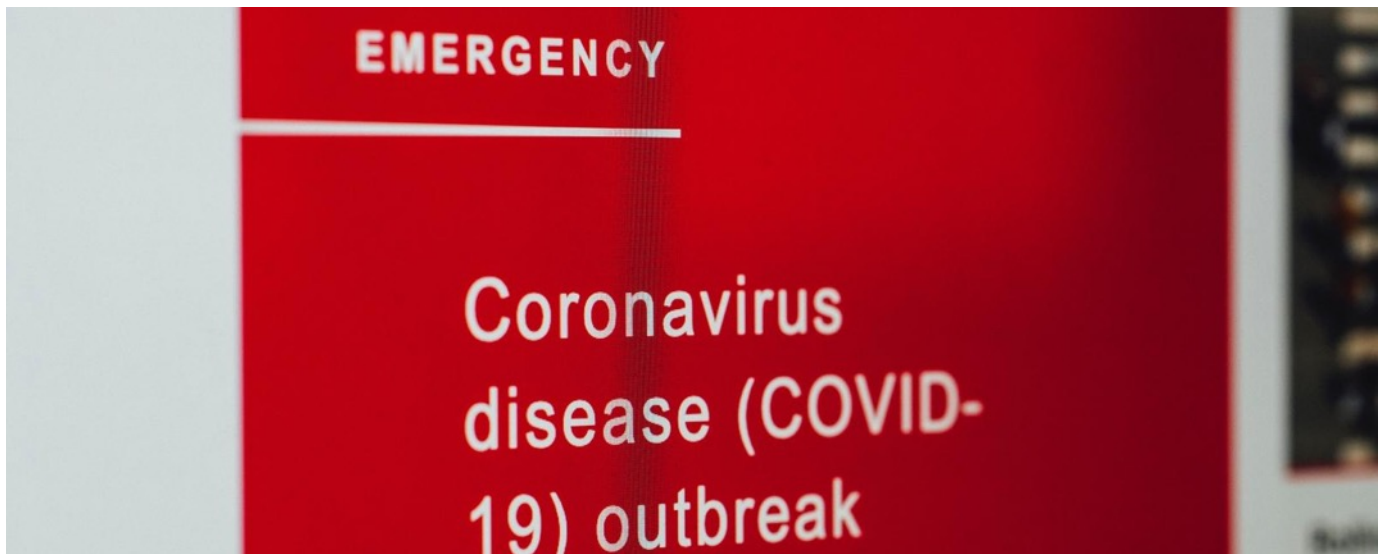


Photo: Pexels/Spiske

A Crisis Management Service from ICC

Due to the outbreak of the COVID-19 disease, many more people and sometimes entire organizations are working away from the office. When this current pandemic has slowed, there will be a new normal where remote working will be further embraced. This introduces a new priority: have an effective tool to share emergency updates and alerts.

ICC's Enterprise Notification System (ENS) is an emergency communications service that allows ICC to connect with its personnel at any time and in any place. This tool delivers efficient two-way communications to employees during emergencies and unplanned disruptions.

Notifications can be sent on diverse media, including email, mobile phones, landlines and text messages. The ENS tool also allows for instant communication with the entire organization or selected target groups defined by location and/or function.

The ENS tool uses multiple communications channels depending on the type of notification or the escalation settings defined in the user profile. The ENS features:

- › User settings
- › Escalation settings
- › Broadcast groups
- › Notification templates
- › Schedule notifications
- › Notification response processes.

The ENS can be used in the following situations:

- › Sending alerts for an immediate threat that requires contact with all personnel and follow-up action in case of no response
- › Triggering service continuity procedures following a widespread incident
- › Reaching out to personnel to request specific action with a confirmation receipt.

ICC is now offering support to customize the ENS tool for its Clients and Partner Organizations. This entails configuring each subscriber's ENS to manage its organizational users and groups, set up data collection specifications, create notification templates to use, compose and send alerts and notification.

It also allows relevant teams and organizational leadership to review notification reports.

The ENS service is managed by the Client with ICC providing tier-2 support and escalations to the vendor. The service allows Clients to ensure fast and efficient alerts to all organizational personnel.

This simple, effective and efficient ENS tool provides excellent business continuity value to keep the UN family aware and safe during these challenging times and beyond.

COVID-19 Response: The Crisis Communications App



Photo: Pexels/Thanyakij

A Core ICC Capability and New Service

With the outbreak of the COVID-19 disease, every UN organization has staff and stakeholders teleworking worldwide. In this situation, organizations can benefit from an effective tool for centralizing and managing its up-to-the-minute personnel work status, specific and changing geolocations and disseminating critical crisis alerts and updates.

ICC has customized and deployed a Crisis Communications app to support its almost 500 staff and contractors, all teleworking until further notice. The ability to locate staff at a moment's notice and to send alerts is a critical function in a business-as-usual scenario; in a crisis like the current pandemic it is absolutely necessary. Personnel may be sheltering in place at home or other unspecified locations – the app makes it a breeze for users to enter their current location and other work status details.

The Crisis Communications app, developed using Microsoft's PowerApps, connects the organization to its staff with real-time updates. It also shares relevant and timely information to personnel. Users can access company and world news, helpful tips, FAQs, important links and emergency contacts.

They can readily share their individual work status with their teams and the organization and make requests to the crisis management team

The application can be customized to fit the needs of any organization:

- › Personalization of presence status
- › Text and number of email messages
- › Enabling user location capture
- › Adding functionality for segregation of information, for example by country
- › Integration of information with local data sources
- › Creation of approval mechanisms
- › Customization of the dashboard aggregating organization's data from other sources, for example with contact data.

This simple, effective and efficient tool provides excellent business continuity value to keep the UN family aware and safe.

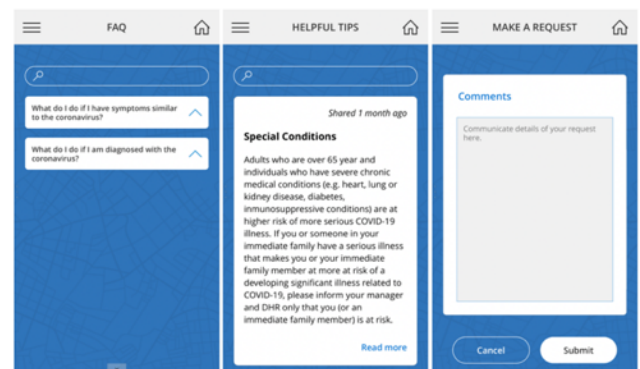




Photo: UNDP Bangladesh/Kaize

UNDP Crisis Bureau COVID-19 Response

The UNDP Crisis Bureau coordinates speedy, effective and predictable responses to emergency situations of all kinds, from natural disasters to civil conflict, now including the COVID-19 pandemic.

The Crisis Bureau needed data to inform UNDP’s assessment of and response to the COVID-19 crisis in support of national partners.

ICC’s Data and Analytics Unit worked with the Crisis Bureau to build and deliver in record time a data warehouse solution that sources information from various data sets - two from the World Health Organization (WHO) and one from Johns Hopkins University - displaying it in dashboards.

The COVID-19 data mart provides the number of confirmed cases and deaths and related statistics from the novel coronavirus globally, nationally, regionally and locally, to interpret trends as well as projections, models and forecasts.

WHO reports cases at the country level, while Johns Hopkins University data shows information for various modalities, such as the province level in China, at the city level in the U.S., Australia and Canada and at the country level across the globe.

COVID-19 data is extracted from sources on an hourly basis, reconciling web response restrictions imposed by the different platforms where data sets are hosted.

The information is then loaded to a staging area, transformed and extracted in presentation-ready formats into the data warehouse. From there, the UNDP team can easily build their own dashboards with real-time information for analysis and interpretation.

The COVID-19 data warehouse and dashboard capabilities designed and implemented by ICC’s team will help the Crisis Bureau assess and deliver effective strategies to respond to the ongoing pandemic.

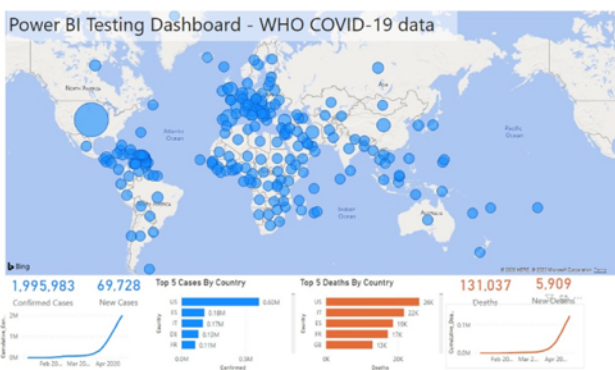




Photo: UN OCHA

ICC Assists with Documenting CERF Grant Management System

The United Nations Central Emergency Response Fund (CERF) is one of the fastest and most effective ways to ensure that urgently needed humanitarian assistance reaches people caught up in crises.

CERF enables humanitarian responders to deliver life-saving assistance whenever and wherever crises strike.

As an essential enabler of global humanitarian action, CERF's Rapid Response window allows country teams to kick-start relief efforts immediately in a coordinated and prioritized response when a new crisis emerges.

CERF's window for Underfunded Emergencies helps scale-up and sustain protracted relief operations to avoid critical gaps when no other funding is available.

In 2016, ICC assisted CERF's secretariat to manage the documentation for an upgrade to the Grant Management System (GMS) with a technical writer, Kirsten Sandberg. In 2020, they invited ICC and Kirsten to assist with the documentation of the 2020 upgrade.

Kirsten's role was to document the upgrade changes in the system, write step-by-step instructions for its different user roles and update the user manual - all in close collaboration.

The goal of the upgrade was to make the system more accessible to users, more efficient in expediting grant funding to areas of need and more transparent and granular in reporting on the populations served.

Users can access it from mobile devices through Internet browsers of their choice (e.g., Internet Explorer, Chrome, Firefox, Safari). They can visualize, export and analyse allocation and project data

The upgrade streamlined numerous processes and resulted in availability of data that is published in the real time through the new allocations module.

The new functionality represents another major step forward in CERF's transparency, information sharing and reporting on the fund's performance.

ICC Staff Supports Local COVID-19 Response



Photos: ICC/Angelotti

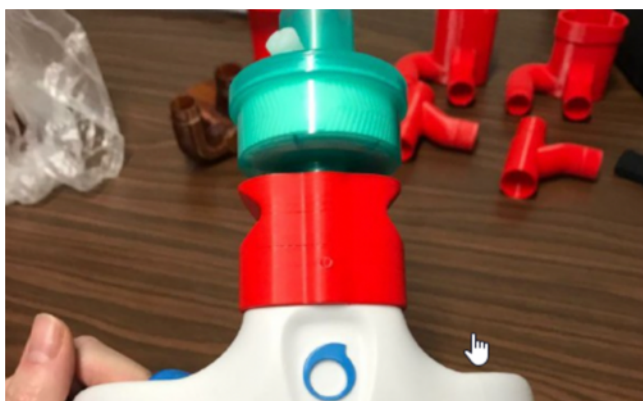


Photo: ICC/Allen

3D-Printed Masks for Local Hospitals

Technology and creativity are good allies for solving problems. Antonio Angelotti, a Service Desk Technician at ICC, is using his 3D printer to produce masks and valves to be used in hospitals.

Antonio chairs Baslug (Basilicata GNU/Linux Users Group), a group disseminating open source software and exploring new technologies. The group helped hospital workers by 3D-printing respiratory objects.



The team has printed 2000 face shields and is working on customizing Charlotte valves. The group follows health protocols and the Italian Department of Civil Protection (Protezione Civile) is helping with the logistics by collecting and distributing the products.

Business Continuity Planning Webinar

ICC's Lyle McFadyen was invited to present a webinar of the series "COVID-19 Pandemic Overview" organized by the Canadian Association of IT Professionals (CIPS). He delivered a presentation on business continuity planning during the COVID-19 pandemic to an international audience.

Lyle highlighted how organizations should plan and prepare for how to operate during this pandemic. He emphasized that having an up-to-date business continuity plan is a first step in any disaster response.

The second step is to test that business continuity plan to see if it works and what can be improved. In the case that you do not have a business continuity plan, an action plan should be in place.

Even for a well-prepared organization, there are challenges when staff is working remotely, for example an increase in cyber-risks or issues with work equipment. Lyle provided suggestions on returning to the office with a "new normal" as restrictions from the pandemic gradually fade.

ICC has applied these steps to ICC's 100% remote working. ICC's gradual return-to-office plans are still in the preparing and planning phase, to ensure the safest and most efficient return for ICC staff.



Credit: ICC

Cyber Health Best Practices for UN Agencies

ICC's Cyber Threat Intelligence (CTI) team is working closely with UN Agencies, other international organizations, the private sector, academia as well as law enforcement and intelligence agencies to share information on the cyber impact of the Coronavirus outbreak and to have a broader understanding of the active cyber threat ecosystem.

Threat actors are taking advantage of the fear of Coronavirus disease (COVID-19) to carry out their malicious activities, such as the spread of malware, access to confidential information or to financial assets.

The current situation makes all of us vulnerable for malicious exploitation, either intentional or opportunistically. Cyber criminals are misusing this crisis to deploy malware and make money. For instance, there is a rise in COVID-19-themed Ransomware campaigns.

Tima Soni, Chief, Cyber Security Section, ICC

Here are some tips to help you stay safe:

- › Use trusted sources for up-to-date, fact-based information about COVID-19
- › If you are trying to buy medical supplies online, take the time to verify that you are in fact dealing with a legitimate company
- › Be wary of unsolicited emails offering information, supplies or treatment for COVID-19 or requesting your personal information for medical purposes
- › Don't fall for telephone fraud. Criminals call or send text messages to victims pretending to be hospital officials, who claim that a relative of the victim has fallen sick and request payments for medical treatment
- › Be cautious of "investment opportunities" tied to COVID-19, especially those based on claims that a company's products or services can stop the virus. If you decide to invest, carefully research the investment beforehand
- › Check the websites and email addresses offering information, products or services related to COVID-19. Scammers often employ addresses that differ only slightly from those belonging to the entities they are impersonating
- › Spread the word at home and especially for children who are spending more time online.

Staying safe online during this pandemic, when most of the world is at home and staying in place, will remain critical for many to come.

Food for Thought: An Inter-Agency Investigations Hub



Photo: Unsplash/Silas

Joint UN System and Service for Digital Investigative Support

Over the years and through changes in technology, ICC has accumulated unique knowledge of the challenges that its Clients are facing. This includes experience and expertise in the collection of raw data and information, its processing, storing, availability and presentation.

The digital transformation that is taking place all around us also applies to evidence-gathering in various investigative areas, whether it is incident response related to information security incidents, investigations in relation to HR and financial resources, war crimes or the protection of human rights.

ICC believes that a single, modular system and service for digital investigative support, would be of a great value to our Clients and Partner Organizations, since it would empower them in performing modern-day end-to-end investigations, involving digital evidence and digital representation of traditional evidence.

Such a system and service would need a robust ICT infrastructure at its core. It could be modular, allowing for customized functionalities in particular areas

Subscribers would greatly benefit from ICC's economy of scale, since such a system would greatly reduce the costs of procurement and maintenance of specialized hardware and software for digitally-driven investigations.

Challenges with evidence acquisition would be lowered with professionally trained staff. When evidence is collected in a forensically-sound manner and registered as such, it can be safely stored in a dedicated and secured vault for future processing.

A United Nations professional service for evidence custodianship would mitigate risks of evidence being lost, damaged or misplaced.

Evidence owners could rely on ICC professional services support in digital forensics, empowered by enabled remote web review, direct querying, investigative coordination and orchestration, tagging and reporting for future use. Another add-on for subscribers would be cognitive services like speech-to-text, facial recognition, voice identification and handwriting recognition.

Clients could benefit from specialized training in mobile devices forensics, computer forensics, big data processing, OSINT, digitally driven investigations, etc.

ICC believes the UN system could greatly benefit from an inter-Agency Digital Investigations Hub. We are currently exploring with our Partners the possibility of establishing and running this service.

ICC Director Presents at Youth Leadership Roundtable



Photo: UNITAR

ICC Director Joins Global Youth Forum

The United Nations Institute for Training and Research (UNITAR) hosted together with 1Million 2030 Youth Leaders and the Global Challenges Forum (GCF) a virtual roundtable on “COVID-19 and Global Youth Leadership.” The 14 May event was part of UNITAR’s Division on People and Social Inclusion COVID-19 webinar series.

There were eight 1M2030 spotlight speakers, brought together by renowned international experts and inspiring global youth leaders to discuss the latest ideas, projects and initiatives leveraging capacity building to protect and restore communities around the world affected by COVID-19. After jointly sponsoring a business seminar with UNITAR in October 2019, ICC was keen to be involved.

Director Sameer Chauhan, invited as one of the senior experts, stepped up to provide some insightful thought leadership to the group.

The event began with a presentation from each 1M2030 participants, and was followed by remarks from senior experts, who spoke about the role of young people during the pandemic and who discussed the presentations of the youth speakers. The session ended after a thorough Q&A session.

Focus on net positive impact for the planet, and for fellow human beings. You may well be the first post-provincial generation. Your vision and global outreach allow you to have the ability to think broader – broader than anyone in any prior generation. But when you think of the planet, don’t just focus on humanity, but on the well-being of the entire planet.

Sameer Chauhan, Director, ICC





Credit: ICC/Laurenceau

Girls and Women Talking Tech

In support of [International Girls in ICT Day 2020](#) and of the [EQUALS](#) Global Partnership for Gender Equality in the Digital Age, the International Telecommunications Union (ITU) and ICC kicked off the celebration with a social media challenge where women in tech across the UN and the private sector posted about what ICT for Girls Day meant to them, identifying any mentors they had along their tech careers and journeys. Then, ITU and ICC began the video project portion of the initiative, a series of online interviews by girls in technology in conversation with women in technology. The objectives of these interviews were to:

- › Interest and inspire girls and younger women with information about a range of ICT careers that can be had
- › Bring before a broader audience some of the role model women in tech and share information about their career journeys and work
- › Offer diverse examples of how ICT is being used to support achievement of the Sustainable Development Goals and other UN goals
- › Showcase initiatives that are working with girls to support them in ICT studies or future ICT careers

- › Provide girls with a leadership opportunity to represent and promote a tech organization or their school's support of STEM programs
- › Support technology skills' learning for girls and young women and promote it to a broader international audience.

Thought leaders from ICC have participated in this on-going virtual event. Emily Bennett, Business Relationship Manager, Kate Krukiel, General Manager of the UN Digital Solutions Centre, and graphic designer Lorena Henriquez have all been part of the first wave of interviews.

I hope that those whoever will listen to our discussion will encourage the young people in their lives to also apply these same themes to their dreams as well.

Emily Bennett, ICC Business Relationship Manager
Each woman gave an account of her dynamic career in tech to young women interviewers who were either pursuing degrees in tech or beginning their careers in a specific field in tech.



Photo: Unsplash/Sikkema

Business Continuity *Is* Preparedness

ICC's BC/DR services provide continuity planning, testing and training services and comprise a comprehensive management and support system for Clients seeking to improve their organizational resiliency and their ability to react. The main goal of this service is to help ICC Clients:

- › Safeguard life, property and the environment
- › Minimize confusion and enable effective decision-making in a time of crisis
- › Minimize the loss of assets, controls, revenue, and impact on customers
- › Continue business operations - providing products and services even during a crisis
- › Facilitate the timely recovery of business-critical functions
- › Satisfy any legal, regulatory or contractual requirements.

For several clients including UNDP, OIM and UN Women, ICC reviewed Skype for Business service sizing with validations. The service sustains significant usage increase.

Additional VPN gateways have been set up and enabled in Valencia, with enough capacity for increased number of simultaneous users on connections to the VPN.

For specific Clients, ICC also worked on:

- › Scaling up MS Teams Telephony from 80 users to scale up to 2.5K; Setup in 2 weeks
- › Polycom AV Conferencing /Teams integration, global rollout - worldwide
- › Fast tracked VDI transition to operations; Provision of 100+ VDI instances; Increase of capacity to 250+ VDI instances
- › Implementation of a Cloud Management Gateway to manage laptops over internet
- › Integration of new laptop models and improvements on the deployment process for big rollout
- › Set up of additional SSLVPN licenses
- › Roaming laptops and MEMCM communications
- › Build of a new terminal server and terminal server licenses installation
- › Supporting increased demand for VPN usage
- › Help managing devices over the internet with VPN + Split tunnelling
- › Implementing Cisco Jabber client to extend IP Telephony to teleworking devices.



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.

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