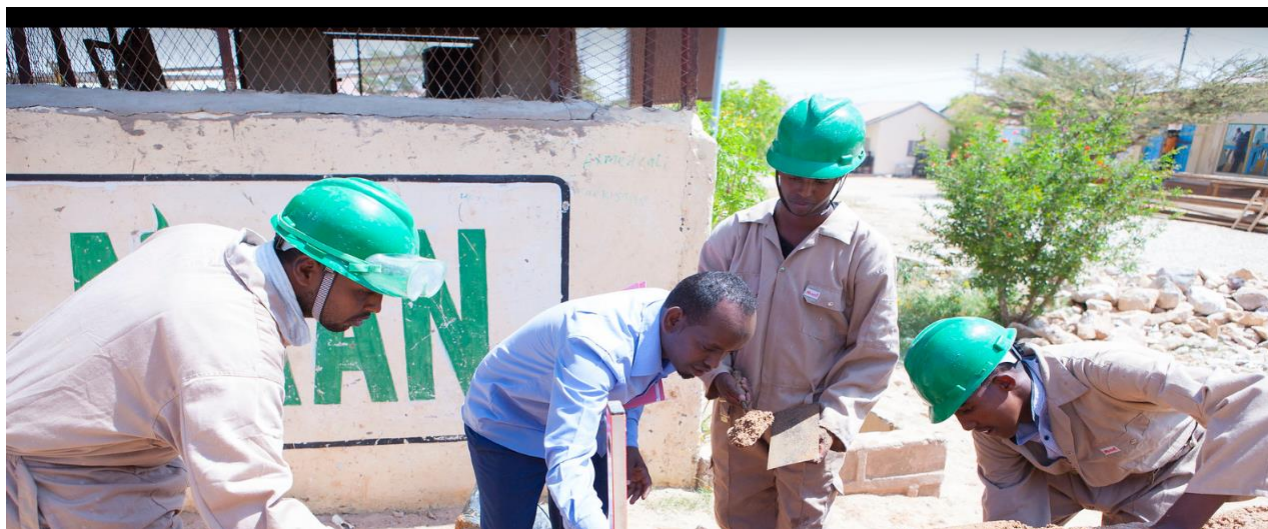# News Digest July 2019

Photo: IOM

Photo: UNDP/Dreamcatcher

New Clients and Partner Organizations

International Organization for Migration

The International Organization for Migration (IOM) works to ensure the orderly and humane management of migration. It promotes international cooperation on migration issues to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need. See more information at: https://www.iom.int/

UNDP Somalia

UNDP in Somalia promotes Somali-led development solutions which address root causes of recurrent humanitarian crises and which set the stage for sustainable development. They support the Government of Somalia, local authorities, and civil society with development programmes that address the following focus areas: disaster reduction and resilience, peacebuilding and conflict resolution, people-centered governance and rule of law, economic recovery and environmental protection, and protecting and empowering women. See more information at: http://www.so.undp.org/

United Nations World Tourism Organization

The World Tourism Organization (UNWTO) is the United Nations Agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide. See more information at: http://www2.unwto.org/

International Centre for Migration Policy Development

Active in more than 90 countries worldwide, the International Centre for Migration Policy Development (ICMPD) takes a regional approach in its work to create efficient cooperation and partnerships along migration routes.

Its three-pillar approach to migration management - structurally linking research, migration dialogues and capacity building - contributes to better migration policy development worldwide. See more information at: https://www.icmpd.org/home/.

Photo: UN

New Strategic Partnerships

UiPath

UiPath is a Robotic Process Automation vendor that provides a software platform to help organizations efficiently automate business processes. UiPath is one of the fastest-growing enterprise software companies today with scores of offices, thousands of employees, partnerships with the world's best consulting and BPO firms, a 200,000-strong developer community, and 5MM+ robots at work in over 2,500 global enterprises. See more information at: https://www.uipath.com/

Automation Anywhere

Automation Anywhere is a Robotic Process Automation software developer that automates end to end business operations for organizations. See more information at: https://www.automationanywhere.com/

BluePrism

BluePrism is a multinational corporation that pioneered and develops Robotic Process Automation software for businesses and organizations. See more information at: https://www.blueprism.com/

Hyperledger

Hyperledger, created by Linux Foundation, is an open source collaborative effort created to advance cross-industry block chain technologies. Hyperledger's Open Source, collaborative software development approach ensures transparency, longevity, interoperability and support required to bring block chain technologies forward to mainstream adoption. Hyperledger is a community of software developers building block chain frameworks and platforms. See more information at: https://www.hyperledger.org/

Women in Technology and Entrepreneurship in New York

ICC and Women in Technology and Entrepreneurship in New York (WITNY) began a partnership in 2018 and have collaborated on a series of internships including cybersecurity, marketing and Communications as well as ICT4Girls events in New York (see article Celebrating Girls and Women in ICT).

WITNY works with the City University of New York (CUNY), Cornell Tech and industry partners to propel women into tech careers through education, work experiences and community-building. See more information at: https://witny.tech.cornell.edu/

Members of the UNDP Atlas ERP team. Photo: UNDP/Allen

UNDP Refreshes its Atlas ERP Infrastructure

UNDP has hosted its Oracle PeopleSoft Atlas ERP at ICC for a decade and has just renewed its managed service with ICC. UNDP, UN Women, UN Volunteers, UNCDF, UNITAR, UN System Staff College, United Nations University and UNFPA all take advantage of this service.

UNDP is bound to maximise its return on investment in ERP systems and support, by working with a trusted partner who provides value for money, efficiency, expertise at every step of the way. We are pleased to renew our decade-long relationship with ICC and look forward to continuing to optimise the system with new technology and the most trusted service support.

Paul Raines, OIC, CTO, Office of Information Management and Technology, UNDP

Atlas ensures strengthened usability, data control and harmonization, improved finance, procurement, human resources, and travel and extended functions in reporting, external access, and project management.

Towards the end of its last five-year contract with ICC, UNDP went through an assessment and cost-benefit analysis on moving in a new direction or re-engaging

with ICC, which it did. Key to the plan is to refresh hardware infrastructure using the new Oracle Exadata platform, achieving higher performance and availability at lower costs by moving database algorithms and intelligence into storage and networking, bypassing traditional processing layers.

The new agreement is for migration, hardware refresh, managed hosting and service management. This includes environmental control and monitoring, physical security, hardware provisioning and refresh, managed storage and backup services, installation, configuration, maintenance and support of hosted equipment and operating system.

This includes 24/7 service monitoring with provision of server tools for monitoring, security and anti-virus, application of system patches, service packs, hot-fixes for operating systems and standard monitoring and security software, event and log-file management.

Despite the many options that an organization has today across public and private sectors - on premise, hybrid or public cloud - ICC's platform and services remain UNDP's solution of choice - and ICC the trusted service provider they count on.

UNDP's commitment to ICC's on-premises hosted and managed ERP service attests to the quality of service and technological viability of this hosted ERP solution.

Photo: ICC/Cadinu

Common Secure Conference - Enlarging the Circle of Trust

Common Secure members met together in Valencia 12 - 13 June 2019 for their annual meeting. With the goal to bring members together to increase the circle of trust, share information on cyber practices and provide feedback on services suites, ICC held a two-day workshop of blended vendor and regional stakeholder sessions with feedback, presentations and input from participating Agencies.

Tima Soni, Head of Information Security Services, ICC, noted that because cyber criminals are progressively collaborating, cyber security professionals need to step up on sharing intelligence and information. Common Secure members envision a UN family to collect and share information to keep our Agencies secure and aware.

Member Agencies including IFAD, PAHO, WFP, IMD, UNDP, OSCE and UNESCO joined, while ADB, IOM, WFP, UNDP, UNICEF, ILO, IAEA participated remotely.

This was in addition to presentations from the Computer Emergency Response Teams from the Spanish government and the city of Valencia.

Day One featured sessions from IBM, Microsoft, Cynet, Qintel and the Spanish CERT, followed by a tour of the Valencia CERT, who are involved in awareness sessions with the citizens and schools.

Day Two had an internal focus with sessions by UNDP, PAHO and IFAD jointly, UNICEF, WFP and ICC.

Participants took something away from sessions like Using Microsoft 365 and Azure to Defend against Cloud Cyberattacks, Threat Intel for Risk Reduction and learned from panel discussions about threat intelligence-driven security operations.

For as the idea of Common Secure implies, it's by sharing intelligence and ideas that ICC can build a strong network of security-aware partners.

ICC has built a strong information security program, from governance, risk and CISO support services to the Common Secure Threat Intel Network, Common Secure Operations Centre (CSOC) and Security Incident and Event Management (CSIEM) services.

The program also includes services around phishing, vulnerability management, awareness, pen testing, incident response, network and infrastructure security and now a PKI service.

Photo: ICC/Fernandes

Celebrating Girls and Women in ICT

The International Telecommunication Union (ITU), Women in Technology and Entrepreneurship in New York (WITNY) and ICC joined together on 25 April to sponsor an International ICT4 Girls Day at the new SMART campus of Cornell Tech on Roosevelt Island, working together with the NYC Mayor's Office and UNICEF.

The goal was to provide middle school girls (and a few boys) and young women from the City University of New York with an opportunity to meet women technologists and thought leaders for inspiration and empowerment with group activities and discussion on Women in ICT themes.

Professional women came from all walks of life across industries and organizations in New York and Washington, D.C.: full-stack developers, innovators, business analysts, operations managers, data scientists, cyber security experts, public policy directors, directors, ICT associates, and technical solution specialists joined from Verizon Media, Barclays, Facebook, Microsoft, UNICEF, UN Women, ICC, ITU, Ferraro chocolates, and many others.

The event featured introductions from the Women in Tech, followed by a design-thinking workshop where 60 women, young women and middle school students worked in groups to prototype ideas on how to help a

set of particular girls from developing nations find progress towards meeting their personal and professional goals using technology.

Students came from Baruch College, College of Staten Island, John Jay College of Criminal Justice, Brooklyn College, City College of New York, Baruch College, Borough of Manhattan Community College, Hunter College, City College of New York, La Guardia Community College, Queens College and City College. Many New York City Junior Ambassadors came from the Icahn Charter School IV and Mott Hall Charter School in the Bronx as well as Brooklyn Science and Engineering Academy in Brooklyn.

The passion in the room was palpable as peer groups discussed projects and got to know each other. They learned, through play, visualization and story-telling a little bit about agile development, design thinking and a human-centrist approach to design and delivery.

Students had the opportunity to share their ideas that included solar powered houses and iPads, a free mobile library app, a robot Siri, a matchmaker app for girls and inspiring role models, drones to deliver Wi-Fi hotspots and a wonder map to help you find your path in life. But more than that it was an affirmative experience to champion opportunities for women to expand their horizons, build confidence and friendships and work on changing attitudes across the globe.

Photo: UN/Billy

ICC Helps UNMISS FTS Earn COBIT 5 Certification

Globally, organizations are under increasing pressure to deliver value and manage risk. Effective IT governance, which includes implementing processes and organizational structures, is clearly required to ensure IT supports the organization's overall strategy and objectives. Keeping this in mind, COBIT 5 incorporates the most up-to-date techniques for governance and management by bringing together COBIT 4.1, Val IT and Risk IT into one single framework.

COBIT 5 is among the many IT-related courses offered through the ICC Learning Services Group. Missions can request available courses in the ICC course schedule. The Field Technology Section (FTS)/Geospatial, Information and Telecommunications Technologies Section (GITTS) of UNMISS organized a first-of-its-kind COBIT 5 Foundation course together with a certification examination at its Juba headquarters in 2018.

The objective was to allow FTS officials to explore key elements and principles of the framework and to gain an understanding of the IT enterprise governance.

UNMISS organized this training with the help of the ICC Learning Services Group. What made this unique was the fact that UNMISS wanted the training in Juba and most trainers were not willing to come to South Sudan because of the perceived security situation.

ICC was able to secure a well-seasoned trainer from the UK who delivered the training in such a way that the concepts were appreciated by one and all.

The motivation to have the training was based on the organizational direction to embrace the UN Field Technology Framework and governance principles. It was important for UNMISS middle managers to know their roles and their responsibilities to drive improvements in FTS operations.

During the three-day training, FTS staff learnt how to successfully govern and manage enterprise IT with COBIT 5. Once the training sessions were complete, a certification examination was administered.

The certification examination consisted of 50 multiple choice questions to be answered within 40 minutes.

With only 48 seconds per question, the exam not only focused on proving knowledge of the framework but also time-management skills.

Commendably, the pass rate for UNMISS was 100 percent, and APMG International issued badges to all successful participants. For more details on learning services, contact icttraining@unicc.org.

Photo: ICC

The Future of Women in Data Science Conference

We all still have a long way to go before we reach any sort of gender parity in the general workforce, in technology sectors and in the data science field.

Research indicates that data science is a promising career path and it's a field likely to offer job security and growth for the foreseeable future. Women are still significantly underrepresented, though.

On 4 March 2019, ICC took part in a significant initiative organized by Global Women in Data Science (WiDS) highlighting the growing representation of female data scientists. ICC joined others at the Universidad Politecnica de Valencia for the first Women in Data Science Valencia, including two workshops and a panel discussion.

The Women in Data Science initiative aims to inspire and educate data scientists worldwide, regardless of gender and support women in the field. WiDS includes a global conference with 150+ regional events worldwide, a datathon encouraging participants to hone their skills and a podcast.

During the roundtable discussion with the topic of identifying challenges, a common concern arose: when girls show an interest in science, technology,

engineering and math (STEM) careers during their youth, the foundations might be laid for later data science work as adults. However, they often lose interest before it's time to choose their college (even high school) courses.

Statistics show that the gender gap in technology and data science has grown significantly over the last two decades, raising global concern about the state of open-mindedness of the information and tech industry

Speakers agreed that the aim of gender equality in the workplace is to achieve broadly equal outcomes for women and men. To achieve this, it requires workplaces to provide equal pay for work of equal value, removal of barriers to the full and equal participation of women in the workforce and elimination of discrimination on the basis of gender.

By achieving gender equality in the workplace it can improve national productivity and economic growth, increase organizational performance, enhance ability of companies to attract talent and retain employees and enhance organizational reputation.

As ICC develops its own data analytics services, it will be important to apply these issues and concerns within our own working culture, to ensure top quality, great services and gender parity as well.

Photo: WFP/Muñoz

ICC Supports WFP Patient Nutrition Programmes with SCOPE CODA

Around the world, 51 million children suffer from acute malnutrition, which leads to the death of 2.6 million children under the age of five. Children suffering from malnutrition are at risk for long-term health issues such as stunt growth and development and illnesses that can lead to death.

In order to reduce the amount of children effected by malnutrition, World Food Programme (WFP) added CODA (Conditional On-Demand Assistance) to their SCOPE application.

SCOPE first began as an identity management system that links the patients with what health benefits they may receive, instructions on how it is received and feedback on treatments.

CODA was then added to the application to keep track of patients nutrition programmes. SCOPE CODA transfers traditional paper records to digital records.

This helps reduce the time and effort that is used to manually record the patient's health status and progress, ration cards and reports with a personalized smartcard. The smartcard can be used in areas with no little to no service, which can make it easier for

frontline workers to make decisions for individuals based on up to date data.

ICC was a part of this transformative innovation by aiding in the support of running the application. The support was mainly provided by the ICC Rome team, with, for example, a dedicated DBA team supporting the SCOPE database landscape on Postgress.

Support is also provided by ICC colleagues in Geneva and Valencia with Linux administration. The SCOPE infrastructure is a dedicated one, hosted in Rome and supported by the Rome team.

The ICC Rome team is currently building a Disaster Recovery system in Geneva and will be performing an overall infrastructure review as they are now willing to have 99.99 percent availability.

This year, WFP's SCOPE CODA won a Global Mobile GLOMO award for outstanding contribution to the UN SDGs. The Global Mobile Award is the most significant award that can be received in the mobile industry.

The Mobile World Congress is the largest exhibition held in Barcelona for the mobile industry. Companies gather together to show their latest innovations that are revolutionizing the world. See the WFP article for more information.

Photo: ITU/Wood

IPPC and ICC Present on the ePhyto Hub at ITU's WSIS Forum in Geneva

The International Plant Protection Convention (IPPC) and ICC joined forces to present a session on its most recent successes with their joint web development project to protect plant trade.

IPPC and ICC have delivered an innovative solution for developing countries to ensure plant protection in their international trade. Electronic phyto-sanitary certificates, ensure safe standards in the arrival and clearance of plants across national boundaries. Trade suffers when ePhyto certificates do not use harmonized e-business standards. IPPC and ICC have developed and are operating a centralized hub to facilitate the exchange of certificates and a Generic ePhyto National System (GeNS) web-based system for countries without the infrastructure to produce, send and receive certificates.

Sri Lanka is an early adopter for implementing the GeNS system for expected efficiencies of exploration and importation of pants and plant products to increase trade benefits. For example, mangoes from Sri Lanka trying to enter the European market, the NPPO carries out a set of treatments to ensure no contamination of the fruit with any pest that can

affect the biosecurity of the destination countries. The NPPO must issue a phytosanitary certificate – and paper based certificates are time-consuming and subject to loss and human error or fraud.

With the GeNS electronic system, the Sri Lankan NPPO can issue an ePhyto quickly an deficiently – in a matter of seconds. An import customs officer can review he ePhyto certificate and request modifications ahead of the product reaching port. When the product arrives, the correct phytosanitary certificate is ready and customs need only inspect the mangoes. ePhytos are exchanged among NPPOS and can be verified against the system, eliminating the threat of fraud certificates being used.

As a vision for 2025 and beyond, ICT can act as a driver for development – as seen in the 2030 Agenda for Sustainable Development, with the great potential to accelerate progress and to develop knowledge societies bridging digital divides with innovative technology.

IPPC and ICC will continue to partner with crosscutting innovation labs as well as technology providers who are already delivering innovative cost-efficient UN shared systems. See the WSIS web page for more information.

Photos: OPCW/Women in Chemistry

OPCW Selects Okta for its Multi-factor Authentication Solution

The Organisation for the Prohibition of Chemical Weapons (OPCW) asked ICC to assess an identity and access management (IDM/IAM) solution enabling OPCW staff and external users to securely log onto a variety of web-based applications, including internally hosted custom applications, externally hosted platforms and SaaS solutions.

The assessment that was conducted last year has defined the key identity management functions required by OPCW and suggested several IAM options based on the products available in the current market and the needs of OPCW to integrate the solution with various applications.

Following the assessment, OPCW selected Okta as the most suitable solution given its maturity, ease of integration with modern applications, services and systems, as well as its granularity in the licensing model.

OPCW requested ICC to implement Okta multi-factor authentication (MFA) with the purchase of Okta modules for 3500 users and setup and configuration of Active Directory, design of user profiles as well as integration of Okta with the OPCW Security Incident Event Management tool. The work package also included making OPCW SharePoint farms Internet-facing and involved setup of policies to enable MFA for select application, setup of policies for external users and progressive integration of Okta with OPCW applications.

This included TalentSoft, SharePoint 2013, Unit4 Business World, TopDesk, Arbor Connected Views, Amlib, social media accounts, Outlook Web Access and the Qlik Sense platform.

Thanks to those who helped us live up and complete - so many OPCW - ICC joint ventures. I'm excited about OKTA being "live" for OPCW users and as you can see from the message below, our Director of Administration is a proud sponsor. Thanks to your guidance and for setting up a strong technical team for us.

Jan Stowisek, Head of SDI, OPCW

Okta brings convenient remote access to OPCW applications, paired with an extra layer of security to protect our data. Security and access are both paramount for the OPCW to succeed as a 21st century organization. Thanks to the team that worked hard to make this possible.

Chris Buck, Director of Administration, OPCW

Photo: ICC/Gil

UN DOS and ICC - New Telephony Solutions

Internet Protocol-enabled solutions are radically changing traditional Public Switched Telephone Network (PSTN) telephony solutions, where voice signals are transmitted over the Internet rather than by traditional phone lines. This approach, known as Session Initiation Protocol (SIP) trunking, adds new capabilities and reduces telecommunications costs.

The ICC OPBI team has successfully migrated the UN Department of Operational Support (DOS) to this new solution.

As Voice-Over IP (VoIP) technology and SIP trunking has evolved and become more mature, the largest telecom providers are moving away from Integrated Services Digital Network (ISDN) PSTN services and have announced their phasing-out over the next years. Now they are widely offering SIP trunking, a direct connection between an organization and a PSTN provider over IP, using IP-based data network to deliver voice to/from public telephony services.

Under UN DOS, the United Nations Global Service Centre (UNGSC) is serving as the hub site operating in Europe, providing centralized Telecommunications and Information Technology Services to the UN

Peacekeeping missions, political missions, UN offices and other UN Agencies. The UNGSC engaged with a selected vendor for the provision of SIP trunk connections to the PSTN in Brindisi and in Valencia.

The project started at the end of 2018, with the objective of transitioning a service of around 50 E1 legacy connections to a geo-redundant cluster of voice Session Border Controllers (SBCs). Due to a complete change in technology, connections to the SIP-based VoIP service had to be provided through SIP trunks over dedicated leased lines terminated at both UNGSC sites.

ICC and DOS accomplished the project together in two phases: the first phase focused on the new infrastructure deployment, disaster recovery exercises and migration of test environments. The second phase was about migrations.

The ICC team worked hard to deliver both, a ready to use reliable infrastructure and to achieve all requirements, with different country regulations constraints, in 60 days.

This migration is an important enhancement to the DOS infrastructure, as it is a major release change with a hardware upgrade that enables DOS to move forward with their UN Unified Communications Project.

Photos: UNICEF

UN Partner Portal Launched in South Sudan

UNHCR, UNICEF, WFP and ICC have joined forces to develop the UN Partner Portal (UNPP), a platform for civil society organizations to engage with the UN on partnership opportunities for the benefit of those we serve.

The UNPP is designed to facilitate a harmonized, efficient and easy collaboration between the UN and partners.

As result of publicity around the launch and the hard work of the UNICEF South Sudan team, dozens of South Sudanese civil society organizations (CSOs) have registered on the UNPP.

As of today, the UNPP contains the profiles of 128 South Sudanese CSOs. A big congratulations to our colleagues in South Sudan!

At the moment, UNICEF South Sudan has posted 10 health sector partnership opportunities on the UNPP.

The UNPP will facilitate the rigorous and transparent identification of civil society partners to deliver essential health services to children, women and communities in South Sudan.

The Portal can stimulate further UN inter-Agency collaboration, and provide greater opportunities for national and local CSOs.

UNICEF South Sudan is joined by our early adopters in UNICEF Somalia and UNICEF Nigeria, where the teams have likewise worked hard to rollout the Portal.

As of today, the Portal contains the profiles of 168 Somali CSOs and 108 Nigerian CSOs. UNICEF Somalia and UNICEF Nigeria have posted several partnership opportunities on UN Partner Portal in recent weeks.

Over the coming months, we hope that other Country Offices will be inspired by the success of our three early adopters. With the support of our Regional Office IP Management Specialists and the eTools rollout team, UNDP South Sudan can achieve still more together.

So far, the social media comments on UN Partner Portal have been very positive. This echoes the feedback that we have received from civil society partners during recent webinars.

A big thanks to all of the many colleagues in different teams who helped to get the UN Partner Portal to this stage.

Photo: UNGSC

'Agile' Application Development Business Roundtable

ICC hosted an Application Development business roundtable on 27 March 2019 for Clients and Partner Organizations primarily gathered in Valencia for ICC Management Committee meetings.

The value of the new business roundtable format is to provide face-to-face sessions where Clients can shake hands and get questions answered in person, providing value in the ICC business relationship management cycle and circle of trust.

Sameer Chauhan, Director, ICC, provided a welcome, followed by an opening from Prado Nieto, ICC's new Chief, Business Relationship Management. The session was then driven by Venkat Venkateswaran, Head, Application Delivery at ICC and his team.

The team discussed growing 'agile' application development services and, with Clients presenting, showcased successfully delivered application

solutions, including ePhyto Solutions with IPPC and the UNICEF/UNHCR/WFP UN Partner Portal (UNPP). As part of the ICC Transformation Initiative, App Dev is an area where ICC is building extended and innovative capabilities.

Application Delivery Services help ICC partners design, enhance and build mission-critical custom enterprise applications and collaborative solutions.

ICC been developing and supporting applications for ICC Partners, including Intranet, Extranet and corporate website redesign, custom business application development, application integration, data migration, certificate exchange hubs, toolkits, mobile apps and more.

ICC follows an iterative approach, using Agile methodologies and a Design, Build and Transition approach, so that project delivery plans prioritize ongoing partner requirements and timelines. Clients can view the session recording from ICC Business Roundtables at PartnerNet.

Credit: https://analytics.rsystems.com/robotic-process-automation
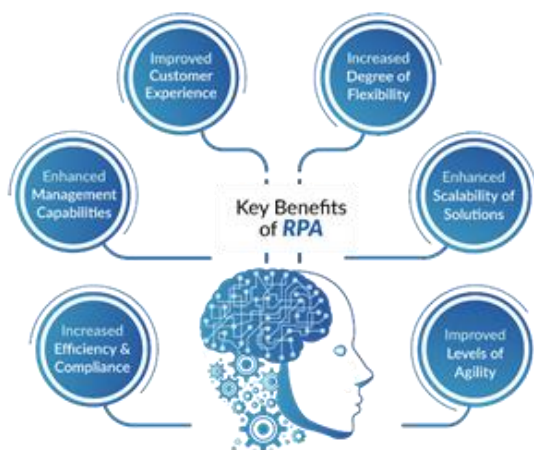
Photo: ICC

Robotic Process Automation Business Roundtable

ICC hosted a Robotic Process Automation (RPA) business roundtable on 26 June 2019 for Clients and Partner Organizations primarily located in New York.

RPA is an emerging form of business-process-automation technology based on the notion of software robots, chat bots and/or artificial intelligence (AI) workers. RPA is especially relevant to automating processes with a high level of repetition or regularity, saving hundreds of man- or woman-hours for basic process interventions.

Anish Sethi, Prado Nieto and Venkat Venkateswaran took leading roles in providing updates and information. There were 30 people, from UNFPA, UNDP, UN Secretariat, UN Women, OIM (IMD), and including ICC's RPA partner UiPath, with several colleagues led by Arjun Iyer, V.P. Partner Management America.

Anish introduced the session by reminding participants that RPA services and the new partnerships are in alignment with the UN Secretary-General's Strategy on New Technologies, defining how the United Nations system will support the use of technology to

accelerate the achievement of the 2030 Sustainable Development Goals.

ICC RPA Services Benefits

- ICC will create value by providing the 'best-of-breed' and 'absolute fit-for-purpose' RPA solutions in order to create value across the UN family
- Strategic long-term partnerships directly with world-leading platform vendors like UiPath, Blue Prism, Automation Anywhere etc.
- Working with implementation RPA specialists, ICC will manage program delivery and be the single point of contact accountable for the highest quality of delivery and support.

ICC in partnership with UiPath (and several other vendors) envision a set of Centers of Excellence that allow for flexibility in hosting and managing RPA interventions through ICC.

ICC, Clients and UiPath shared use cases and demos illustrating the value and particular contexts for RPA use in the UN system.

ICC will be eager to continue to share these new approaches and directions with Clients worldwide.

Clients can view the session recording from ICC Business Roundtables at PartnerNet.

Photo: ICC/Allen

ICC's New Business Relationship Management Team

ICC has merged its Client Account Managers (CAMs) and Technical Account Managers (TAMs) into a Business Relationship Management (BRM) team.

While historically CAMs were often (more) pre-sales and TAMs were (more) post-sales, now BRMs will independently manage their Clients throughout the business lifecycle.

This change will ensure that each Client has a single point of focus for all of their needs. Prado Nieto is now the Chief, Business Relationship Management.

Portia Machancoses has joined as a BRM in Valencia working with GCF, GGGI, ICJ, IMO, OPCW, STL and UNWTO.

Emily Bennett has joined in New York working with UNICEF.

Nyuta Fortuna, who began last year, is based in Geneva and is working with ILO, ITC, IUCN, OFID, SIF, UNAIDS, UNESCO, UNFCCC, UNV and WTO.

Prado Nieto

Emily Bennett

Nyuta Fortuna

Portia Machancoses

The team is both growing (now at eleven members) as well as bringing more gender parity to light at the same time.

Colleagues at Green One UN House (GOUNH) in Hanoi, Vietnam

ICC New Service Offerings

Data Analytics Common Services

Data and Analytics services include consulting, implementation and managed services for decision, analytics and information capabilities, executed on a technology platform that supports an organization's fact-based decision making. Data and Analytics solutions contain information analysis and information management (IM) competencies, with commercial off-the-shelf and proprietary assets.

Business Continuity and Disaster Recovery Planning Services

ICC Business Continuity/Disaster Recovery (BC/DR) Planning Services is a comprehensive management and support solution for Clients seeking to improve their organizational resiliency and ability to react to events that affect critical services or functions.

Common Secure PKI Services

A PKI environment provides and manages public-key encryption and digital signatures to establish a secure network environment for electronic transactions or data transfers and secure authentication, encryption and non-repudiation.

ICC's PKI services are divided into three categories:

- Internal UN system-wide PKI services
- Hosting and managing of organizational PKI infrastructures
- Publicly trusted PKI services.

AWS Management Services

ICC provides architecture, business analysis and application development services in conjunction with the AWS Management Services, to build turnkey solutions for its Clients. The overall services is structured with three pillars:

- Cost management
- Cloud administration
- Cloud deployment.

The ICC AWS Management Services include a full lifecycle support from inception to production, with one-time and recurring activities as well as cost management.

Common Secure Operations Centre

The Common Secure Operations Centre (CSOC) involves a specialized unit that monitors, analyses and responds to cybersecurity events generated by these initiatives using a combination of technology solutions and processes.