UNICC Digital Services Overview

Digital.
For the UN family

Cover - UNICC services: Client Services, Software Services and Cloud Services, Cybersecurity, Data and Analytics Services, Network and Infrastructure Services, Platform Services

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Who We Are

The United Nations International Computing Centre (UNICC) has over 50 years of experience as a strategic partner in the UN system providing digital business solutions across the enterprise landscape. Its mission is to provide digital business solutions, maximizing the sharing of innovation, infrastructure, systems and skills in order to generate economies of scale to benefit its more than 80 Clients and Partner Organizations.

The organization has a strategic view of technology support for United Nations goals and results, with expertise and complex knowledge about UN systems and processes. As a United Nations entity, UNICC is uniquely positioned to understand and meet the needs of its Clients.

Photo: UNICC/Ouyang

What We Do

UNICC provides core business services to United Nations Agencies, including Client services, support for innovative technologies, cybersecurity, data and analytics, software as a service and cloud integration services, infrastructure and platform services including network service, enterprise backup, ERP, web hosting and enterprise collaboration platforms.

UNICC offers cost savings, business efficiencies and volume discounts based on the scale of its engagements. UNICC operates on a full cost recovery basis, with surplus funds being refunded at the end of projects or initiatives.

Over **80** Clients and Partner Organizations

50+ Years of UN and Industry Experience

50 Trusted Services and Digital Solutions

5 Strategic and Operational Locations

The UNICC Advantage

UNICC is the premier shared service provider for the United Nations, providing agile, cost-effective, UN-audit compliant digital business services. UNICC is highly competitive with today's technology marketplace, building synergies with industry partners as well as with its Clients.

UNICC's data centres and offices are extra-territorial, meaning that they are not under the jurisdiction of any national authority. The data and systems UNICC hosts are protected from any national interest or intrusion,

safeguarding United Nations jurisdiction. UNICC is governed by the same rules as its Partner Organizations for procurement, financial audits and reporting.

Business First

UNICC maintains a strategic view of digital business support for the UN family and their goals and deliverables around the globe. UNICC's expertise and complex knowledge about UN digital business environments means that Clients and Partner Organizations get the top of today's technology marketplace services with the best value money can buy.

Several principles frame the engagements UNICC has with its Clients:

- Business acumen and responsiveness
- Courteous and professional attention
- Collaborative, honest communications
- Aligned services, architecture, portfolio
- Proactive understanding of Client needs
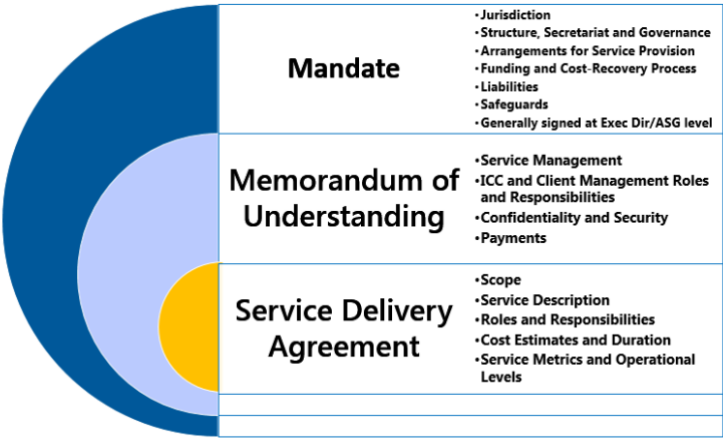- Timely and useful information sharing.

Business First
Strategic Partnerships
Cost recovery
UN Privileges and Immunities
Experience with the UN System
Client Relationship Management
Partner Organization governance

Superior Operations
ICC Data Centres
Disaster Recovery and Business Continuity
24/7 monitoring and support
Manned Service Desk
Proactive response times
Cloud integration and management

Staff Expertise
Global presence
Deep UN experience and expertise
Versatile and international
Trained, qualified and certified across technologies

Best Practices/Standards
ITIL V3 based service management standards
ISO 20000 service level management certification
ISO 27001 Information Security certification
SAS 70 ISAE 3402 Audi certification
PRINCE 2 project management standards

ISO 22301:2019 Business Continuity certification

Credit: UNICC

Governance

UNICC is governed by its Management Committee membership, comprised of representatives from its Partner Organizations. The UNICC Mandate, the Memorandum of Understanding that all Partner Organizations sign and Service Delivery Agreements provide the policies and guidelines governing all service engagement.

The UNICC Mandate covers jurisdiction, structure, governance, arrangements for service provision, funding and cost recovery processes, liabilities and safeguards. UNICC's Memorandum of Understanding includes rules

Mandate
· Jurisdiction
· Structure, Secretariat and Governance
· Arrangements for Service Provision
· Funding and Cost-Recovery Process
· Liabilities
· Safeguards
· Generally signed at Exec Dir/ASG level

Memorandum of Understanding
· Service Management
· ICC and Client Management Roles and Responsibilities
· Confidentiality and Security
· Payments

Service Delivery Agreement
· Scope
· Service Description
· Roles and Responsibilities
· Cost Estimates and Duration
· Service Metrics and Operational Levels

UNICC's governance model and approach. Credit: UNICC

for service management, UNICC and Client management roles and responsibilities, confidentiality and security as well as payment protocols. Service Delivery Agreements govern the scope, service description, roles and responsibilities, cost estimates, and service metrics and Operational Levels (OLAs) for every service partnership.

Superior Operations

Operational excellence, service level management and continuous service improvement are fundamental to UNICC's mission, vision and governance. They span the landscape of UNICC's digital projects and services and account for UNICC's trusted reputation with Partner Organizations and other Clients. UNICC's operations are tried and trusted, with:

- Strategic oversight
- Enterprise architecture
- Product development
- Efficient project management
- Continuous service improvement.

UNICC is a core contributor to UN programme delivery. Photo: UNDP

UNICC is committed to improving its Client experience by building trust through standards-based service delivery, improving value for money, fostering cross-functional collaboration and communications and advancing the capabilities of its Clients and Partner Organizations to respond to and anticipate their needs in an ever-changing digital business landscape.

Global Presence and Impact

UNICC' 80+ Clients and Partner Organizations today. Credit: UNICC
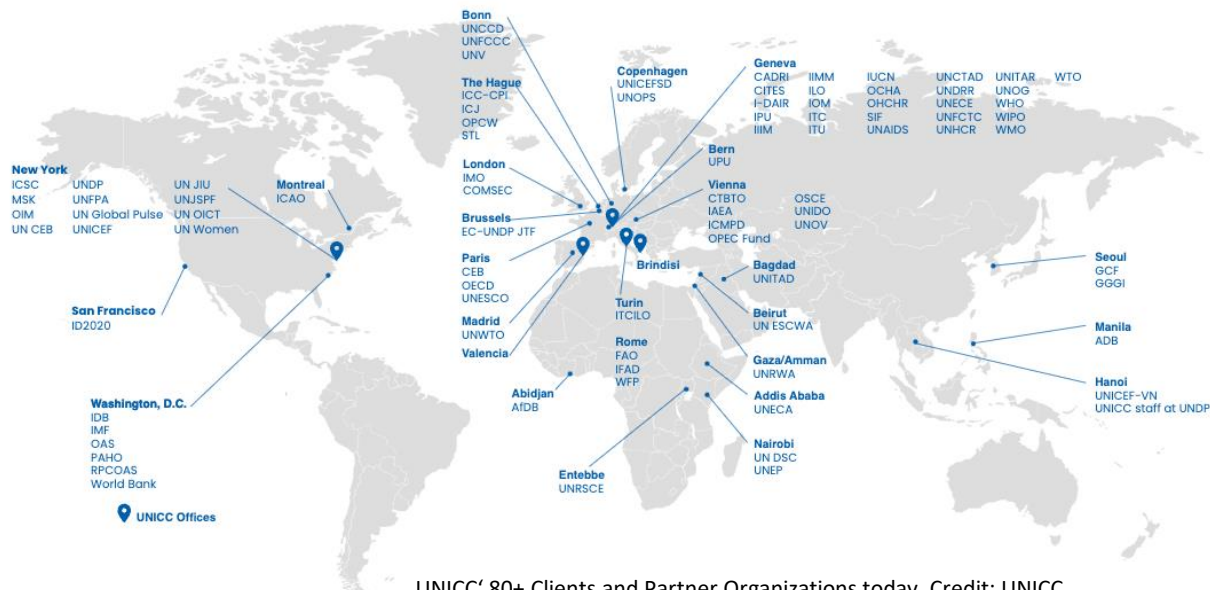
In order to meet its goals and provide quality services to its Clients, UNICC has offices in five strategic locations:
- Geneva, Switzerland
- New York, USA

- Brindisi and Rome, Italy
- Valencia, Spain.

UNICC prides itself on the expertise and professionalism of its personnel, comprised of 800 staff and consultants. The expert team at UNICC brings decades of experience within the United Nations family together with state-of-the-art technology and business skill sets, spanning the digital business landscape.

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

UNICC's Clients and Partner Organizations. Credit: UNICC

Business Continuity

Business continuity ensures through comprehensive processes and procedures that mission-critical functions continue during and after a service disruption or disaster. Disaster recovery involves the steps taken to resume operations, ensuring that a robust and fault-tolerant technology infrastructure is in place to continue or restart operations in the event of a natural or man-made disaster or disruption.

At UNICC, this includes restoring business critical data with backups, re-establishing telephony exchanges or network infrastructure to meet immediate and longer-term business needs.

UNICC services incorporate a high level of business continuity and disaster recovery, as well as enterprise backup services available to complete Client requirements.

Photo: UNICC

Worldwide Data Centres

UNICC's data centres are geographically distributed over the world and comply with United Nations jurisdiction. The organization ensures that Client data meets all UN Immunities and Privileges.

UNICC provides service continuity and Disaster Recovery for all of its environments and service delivery options. Data centres are located in Geneva, Switzerland; Valencia, Spain; and Piscataway, NJ, USA.
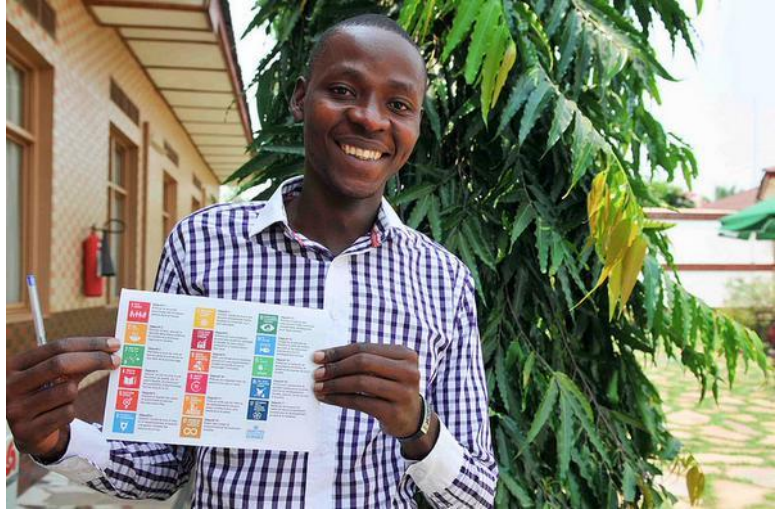
Staff Expertise

UNICC's unique business environment requires a workforce that is versatile and skilled in deploying and supporting diverse technologies across the digital business spectrum.

It demands knowledgeable staff who are familiar with United Nations goals, ethics, regulations, procurement, business and technology environments.

Staff and contractors command industry-standard certifications in the areas of strategic advisory services, professional services, training, communications, data and analytics, application development, Robotic Process Automation (RPA), software services, platform services, infrastructure services, as well as public cloud integration and management services.

With UNICC, Clients can focus on core business activities. Photo: UNDP

UN S-G visits UN Support Base in Valencia. Photo: UNICC/Cadinu

This includes training, qualification and certification from key industry partners and suppliers, including Microsoft, Oracle, and Cisco, and professional certifications in governance (COBIT 5), information security (ISO 27001), project management (PRINCE2, PMBOK and ISO 21500), business continuity (ISO 22301) and service management (ITIL and ISO 20000).

This advanced expertise allows UNICC to function as the go-to digital business organization for the entire United Nations family.

Best Practices, Standards and Certifications

UNICC services use industry standards and certifications. Credit: UNICC

UNICC's staff are trained in Information Technology Infrastructure Library (ITIL) service management standards, PRINCE2 and agile project management methodologies and use the COBIT 5 standard as a governance internal control framework.

UNICC has established and embedded a culture of continual improvement in the quality of digital business services by implementing ISO 20000 certification for all UNICC services.

Cybersecurity for the UN System

UNICC is committed to maintaining appropriate levels of cybersecurity, pursuing a number of relevant certifications and independent audits based on international standards, including ISO 27001:2015 for information security management and ISAE 3402 for audit assurances.

UNICC's cybersecurity services, with over 50 Clients, offer continuous, reliable and timely information security protections and controls, including gathering critical cyber information from Partner members, commercial security firms, service providers, federal, state and local government agencies, law enforcement and other trusted resources. These services help to strengthen relationships with the cyber community at large on behalf of United Nations organizations and to foster a reputation for excellence. UNICC is thus uniquely positioned to quickly disseminate cyber threat alerts and other critical information to subscribing organizations across the world.

UNICC has a Cybersecurity Centre of Excellence in its Valencia, Spain offices. UNICC is a 2017 and 2020 CSO50 information security award winner.

2022 UNICC Common Secure Conference. Photo: UNICC

Strategic Partnerships for UN System Solutions and Services

UNICC has been the go-to strategic partner for digital business solutions for United Nations programmes, funds and entities since its inception. UNICC, a United Nations entity itself, provides services to its Partner Organizations, other United Nations Agencies and related not-for-profit organizations.

UNICC's Clients number over 80, including nearly 50 Partner Organizations (those with membership or representation in UNICC's Management Committee).

UNICC takes pride in its strategic partnerships management and operational excellence, with particular emphasis on the performance and availability of its services and the level of security associated with them.

Testimonials

The need for the multilateral system to visibly help the world reach the SDGs and ride the existing crisis has never been so high. It needs a UNICC which delivers both reliable value for IT services and agile digital innovative solutions.

Fabrice Boudou, Director of IT Solutions Division, WTO and Chair of the UNICC Management Committee

There is no way that we can get to the outcomes that we all want - that we all need - without leveraging science and technology, with adequate capacity building.

Amandeep Singh Gill, UN Secretary-General's Envoy on Technology, participant in UNICC's Common Secure Conference 2022

UNICC joined 77th UNGA on a Roundtable on Digital Cooperation with UN Secretary General's Tech Envoy Amandeep Gill and other stakeholders.

Technology and partnerships play a large part in making the dollars go further. We have to partner across Agencies, leveraging and building on institutions like UNICC.

Hans Baritt, Director, Division of Financial and Administrative Management, UNHCR

With UNICC's data and analytics solutions, UNJSPF can transform the way it does business. The data visualization is wonderful - a picture really is worth a thousand words!

Miharu Goto Gill, Chief, Enterprise Solutions, UNJSPF

We are pleased to renew our decade-long relationship with UNICC and look forward to continuing to optimise the system with new technology and the most trusted service support.

Paul Raines, CISO, UNDP

UNICC Services At-a-Glance

Client Services
- UNICC Consulting
- App-Dev Services
- Robotic Process Automation
- IT Advisory Firm Services
- Project, Programme and Portfolio Management
- Training and Learning
- Communications

Data and Analytics
- Consulting and Support
- Business Intelligence
- Advanced Analytics
- Data Management
- Database Services

Platform Services
- Enterprise Resources Planning
- Enterprise Web Applications, Hosting and Traffic Analysis
- Enterprise SharePoint
- Business Intelligence Platform Support

Infrastructure Services
- Business Continuity & Disaster Recovery Planning
- Servers/Enterprise Server Support
- Storage on Demand/Management
- Enterprise Backup
- Data Centre Consolidation
- Network Services
- Internet and Connectivity
- OneICTBox

Software Services & Cloud
- AWS Management
- Cloud Web Hosting
- Ms 365 Management
- Ms Azure Management
- Ms Dynamics 365 Hosting and Management
- ServiceNow Support
- Digital Hub of Treasury Solutions

Cybersecurity
- Governance and CISO Support
- Cybersecurity Assessments
- Threat Intelligence Network
- Common Secure CSOC and CSIEM
- Phishing - Vulnerability Management
- Penetration Testing
- Incident Response and Forensics
- Infosec Awareness
- Infrastructure and Network Services
- Electronic Signature Services
- SecureAuthN Services
- PKI Digital Identity
- Organizational Resilience
- Application and Offensive Security

Credit: UNICC

UNICC offers a full range of services and solutions built upon industry best practices, international standards and documented business processes subject to a Continuous Process Improvement cycle.

The unique business environment of UNICC requires a workforce that is versatile and skilled in deploying and supporting diverse technologies. It demands knowledgeable staff who are familiar with United Nations goals, ethics, regulations, business and technology environments.

Client Services
UNICC offers Client Services in the areas of consulting (strategic advisory services and subject matter expertise), IT Advisory Firm Services, project management, ICT communications, application development, training and learning, Robotic Process Automation (RPA) and monitoring.

Data and Analytics
UNICC offers Data and Analytics services including 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.

Platform Services
UNICC offers computing platforms that allow administrators and developers to create, run and customize their application suites, including software-as-a-service components.

Network and Infrastructure Services

UNICC provides computing infrastructure resources that allow administrators and engineers to easily manage networking, data centres and infrastructure elements for their business needs and application stack.

Software Services & Cloud

UNICC offers its Clients hosting and delivery of software applications designed to be delivered over the Internet for their end-users. This includes business applications, business data as well as the underlying cloud platforms and infrastructure tailored to run the software. Benefits include resiliency, end-to-end setup and support, cloud services management and cost management, lower total cost of ownership, scalability and seamless state-of-the-art solutions.

Cybersecurity

UNICC's information security services cover cybersecurity oversight and governance as well as a whole spectrum of operational components. UNICC is certified with ISO 27001 and is a 2020 and 2017 CSO50 information security award winner.

UNICC is a SWIFT Cybersecurity Service Provider across many global locations, providing:

- Cybersecurity services experience & credentials
- Strategic focus on cybersecurity services
- Good reputation & commitment to customers in the financial industry.

Client Services

Client Services

UNICC offers Client Services from consulting services and IT Advisory Firm Services to application development, project, programme and portfolio management, training and learning, communications, Robotic Process Automation (RPA) and monitoring.

UNICC Consulting

UNICC provides strategic consulting to CIOs and other executive managers. This includes business model mapping, IT strategy development, project portfolio prioritization and industry benchmark research and writing. High-level peer review of major projects at key points in a project lifecycle is provided to assess and make appropriate recommendations for the likelihood of successful delivery.

UNICC offers specific subject matter advice across the digital business landscape. From enterprise architecture and risk management to cloud computing, UNICC has a wide range of knowledge in various subjects that can be readily offered according to individual Client needs. UNICC can rapidly assemble the right team of experts and define a proposition tailored to Partner requirements.

ISO (International Standards Organization) standards represent best practices across a number of different fields. UNICC can assist with certification, providing independent assurance of practice excellence through a knowledgeable and experienced team of Governance, Risk and Compliance (GRC) experts.

IT Advisory Services Firms

UNICC provides cost-efficient and volume-discounted packages for industry research groups, including Gartner, 451 Research, Cutter Consortium, Forrester, IDC Research, Info-Tech and McLean & Company advisory services.

These groups provide excellent research and development as well as industry trend analysis to drive digital business strategic governance and project planning, acting as arbiters between organizations and outside service providers.

Digital Business Communications

UNICC offers digital business communications services, including advisory services, information/content design and delivery, campaign channel management, website content management, crisis communications, social media support, technical writing, editing, translations, event planning, photography and multimedia (video, audio, animations) campaigns, collateral and creative marketing design (templates, documents, posters, presentations, etc.) as well as e-learning and cybersecurity awareness support.

UNICC's strong and mature experience within the UN family and the knowledge of its unique context of business activities allows it to offer communications services with professional standards and proactive delivery applied to UN Agency communications context.

Project Management

UNICC's project management services offer Clients an opportunity to tailor or build the required "tools and processes" to align strategic investments with corporate goals, thereby working to yield the highest return, with efficiency and transparency. Based on a proven Project Management Office (PMO) framework, this service leverages the shared expertise of many UN Clients and is adaptable to particular needs.

UNICC provides project management services with direct end-to-end project support from a multi-tiered and multi-locational team that takes full control and responsibility for projects aligned to a Client's governance model.

UNICC services employ best practices and are up-to-date with models and techniques that enable Clients to focus on business competencies and innovation. UNICC aligns to project management standards including PRINCE2, PMBOK and ISO 21500.

Application Development

UNICC's application development services help Clients design, enhance and build mission-critical custom enterprise applications and collaborative solutions, including Intranet, Extranet and corporate website design or revamps, business application development, application integration, data migration, certificate exchange hubs, mobile apps and more.

UNICC's services follow best practices in selecting the fit-for-purpose development process, quality code management, rigorous testing and validation, and other processes and tools for continuous integration and continuous deployment. UNICC's software development framework and techniques follow industry standards and best practices for the Secure Software Development Lifecycle (SSDL).

Learning Services

UNICC helps Clients deliver organizational learning programs, developing training strategies, needs analyses, vendor relationship management, certification programs and training content. UNICC organizes workshops for technical, business, and executive staff focused on specialized topics.

UNICC provides learning and training in all areas of best practices and standards, from Microsoft, Cisco, and Oracle technical training to standards-based training in ISO 27001 for information security, ISAE 3402 for audit, ITL V3 for service management, ISO 20000 for service management system certification and COBIT 5 for IT governance.

Monitoring

IT infrastructure monitoring supports monitoring Clients' end-to-end or component infrastructures by using a common pool of knowledge, resources, tools and systems. The service collects and aggregates near real-time data from a Client's IT infrastructure to generate alerts of unplanned downtime as well as resource saturation.

This service is provided on a 24/7, 365-day basis from a Central Monitoring System and offers support for geographically dispersed locations. It is scalable with quick deployment, customisation and adaptation to Client requirements. Clients can subscribe to a mixture of monitoring levels for a variety of environments from development and testing to production.

Robotic Process Automation (RPA)

Robotic Process Automation is a logical step forward for organizations to increase efficiency in performing rule-based, high volume repeatable business process activities. UNICC's value proposition provides for complete services, from inception to management of 'bots' and all related RPA functions. UNICC co-creates value by offering the 'best-of-breed' and 'absolute fit-for-purpose' RPA solutions across various RPA platforms.

Powered by strategic partnerships with the top three RPA platform vendors (UiPath, and Automation Anywhere) and world-class implementation partners, a robust enablement plan within UNICC delivers the highest quality of RPA work to drive Client Return on Investment.

Cybersecurity

UNICC's cybersecurity services, as part of a wide range of expanding professional services, cover cyber security oversight and governance as well as operational components.

UNICC is certified with ISO 27001 and offers consulting services to assist other Clients to obtain this key Information Security Management System certification. UNICC is a 2017 and 2020 CSO50 information security award winner.

Common Secure Governance and CISO as a Service

A proper Information Security Management System (ISMS) framework mitigates the risk of exposure of an organization to a high risk of negative reputational impact, loss of valuable information, exposure to malicious acts as well as sophisticated and complex cyber-attacks. Institutions without an identified person (or group) responsible for overall information security are susceptible to exposure, attacks, financial damage as well as an unquantifiable loss of information.

Based on its proven record of accomplishment in managing end-to-end cybersecurity, UNICC offers governance and CISO support services. This is an Information Security Management System service with the goal to protect organizational assets, intellectual property, sensitive data, and reputation. The service leverages the shared expertise umbrella of UN Clients and is adaptable to Client needs.

Common Secure Threat Intelligence Network

This UNICC cybersecurity service functions primarily to share timely, relevant and actionable physical and cyber security threat and incident information. This enhances the ability of the United Nations to prepare for, respond to, and mitigate risks associated with these threats.

It offers continuous, reliable and timely information gathering from Agency members, commercial security firms, service providers, federal, state and local government agencies, law enforcement and other trusted resources. It works to build relationships with the cyber community on behalf of the United Nations system and develop a reputation for excellence. Common Secure is positioned to disseminate cyber threat alerts and critical information to organizations across the world.

Common Secure Operations Centre (CSOC)

Many UNICC Clients have implemented cyber security initiatives including Security Information and Event Management (SIEM) systems, endpoint detection and response tools, firewalls, intrusion prevention systems and threat detection and analytics tools.

Many UNICC Clients subscribe to Microsoft and Amazon cloud services, which generate continuous security alerts of various severities. The Common Secure Operations Centre (CSOC) involves a specialized unit that monitors, analyses, and responds to cybersecurity events using a combination of technology processes and solutions.

The CSOC is staffed with skilled cyber security practitioners who have deep knowledge of cyber threats, with matrices and service level agreements that enable Clients to respond to security incidents in a timely manner. CSOC analysts work closely with organizational incident response teams to ensure security issues are addressed quickly upon discovery.

Common Secure Information and Event Management (CSIEM)
Security Information and Event Management (SIEM) solutions and services are typically part of an organizational security operations regime. They provide real-time analysis of security alerts generated by applications and network hardware.

UNICC's Common Secure SIEM services (CSIEM) gather, analyze and present information from network and security devices, including identity and access-management applications, vulnerability management and policy-compliance tools, operating system, database and application logs and external threat data assessment. They provide log auditing, review and incident response. A well-managed CSIEM is a pre-requisite for any successful Security Operations Centre (CSOC).

UNICC provides a managed CSIEM service to help Clients configure business and organizational specific use cases, fine-tuning the CSIEM to reduce false-positives and align systems to organizational security requirements. Clients can benefit from standardized use cases provided by UNICC for other Partners. Additional security services complement the CSIEM service, such as Common Secure Threat Intel Services and Common Secure Security Operations Centre (CSOC).

Phishing Simulation Services
UNICC's phishing simulation services enable Partner Agencies to test effectiveness of their cybersecurity awareness programme. UNICC's Information Security Specialists work with Clients to develop content and manage phishing simulation exercises including customizing phishing campaigns and platforms to Client requirements, moving from a reactive program to a proactive one.

The service includes design and execution of phishing simulation campaigns, with reports showing results of campaigns (number of users who have clicked on links, number of users who have entered credentials, etc.).

Vulnerability Management Services
UNICC's vulnerability management services provide continuous identification and remediation of vulnerabilities and configuration flaws through a combination of processes and technologies that its cybersecurity specialists can leverage.

These services include host and application vulnerability scans, security configuration checks and Internet footprint monitoring.

Penetration Testing
Penetration testing consists in actively exploiting vulnerabilities in order to prove (or disprove) real-world attack vectors against an organization's IT assets, data, staff, and/or physical security.

It allows to identify weaknesses in cybersecurity controls and determine the extent to which adversaries can penetrate into the network or systems being tested. UNICC has partnered with leading cyber security firms to perform third-party penetration tests for those Agencies who are interested.

Incident Response and Forensics

UNICC's Digital Forensics and Incident Response (DFIR) services provide well-defined incident handling procedures for analyzing incident-related data and for determining appropriate responses to any organizational security incident.

UNICC utilizes industry standard best practices to assist its Partner Organizations in the creation of their incident response program, including the establishment of a Computer Security Incident Response (CSIRT) team.

Public Key Infrastructure

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

UNICC's PKI services are broadly divided into three categories: internal UN system-wide PKI services for secure communications between Agencies, hosting and managing of organizational PKI infrastructures and publicly-trusted PKI services complemented with a full range of certificate types. UNICC centrally manages an efficient, productive and secure certification environment.

Infrastructure and Network Support

UNICC's infrastructure and network support services span across infrastructure, platform and applications from the delivery of fully managed components to the utilization and analytics of tools as well as techniques.

It includes:
- Two Factor Authentication (2FA)
- Managed firewall infrastructure
- Network intrusion detection and prevention
- Network access control
- Email security services
- Content filtering.

Information Security Awareness

UNICC offers strategic advisory services to help an organization set up a state-of-the-art, effective cybersecurity awareness strategy, an industry-leading cloud-based learning lab and communications support including deliverables with messages, bulletins, posters and portal support.

Organizations will benefit from a security-focused culture, empowering employees to protect assets, prevent downtimes, increase adoption, institute proactive practices, collect risk data, reduce risks and maintain audit compliance.

Electronic Signature Services

UNICC provides an electronic signature solution with automation technology to confirm the irrefutable validity of every signature in any process workflow, backed up by a comprehensive audit trail.

The electronic signature solution, in partnership with DocuSign, offers the following out-of-the-box benefits:
- Increased efficiency with automated signature workflows
- Customised and mobile experiences
- Effortless compliance with industry and global regulations
- Elimination of errors and risk by integrating the solution in systems of record.

SecureAuthN

The Secure AuthN Service provides a connection for enterprise solutions, platforms and applications to authenticate users against their own organizational identity management directory. With minimum modification (the service supports modern authentication protocols), any app can be registered to use the service.

Linking an organization's user directory service (such as Azure AD, on-prem AD or Google Directory) with Secure Authentication is a one-time activity, enforcing all security policies defined by the linked organization, such as multi-factor authentication (MFA), disabled accounts or password rotation. There is no compromise on app-security, as the application is responsible for user authorization and controls user rights.

Organizational Resilience Management Services

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

Application Security Services

Application Security Services involves the provision of application security testing by adding guidance on adding processes and integrating security testing tools, helping improve the quality of the software development.

The service follows the OWASP framework and revolves around application security testing through tools and automation, that includes secrets scan, static code analysis, software composition analysis, and dynamic analysis. Guidance on secure coding through best practices, processes, and procedures.

Offensive Security Services

Offensive security services comprise a suite of services that aim to unveil vulnerabilities that cannot be found by simply running automated tools. The attacker mindset allied with industry testing frameworks, ensure that you will obtain the best results and benefit from the recommendations to improve your overall security posture.

Data and Analytics Services

UNICC offers Data and Analytics services including consulting, implementation and managed services for decision, analytics and information capabilities, executed on a technology platform that supports and organization's fact-based decision making. UNICC offers years of data and analytics expertise and experience with a proven track record of projects delivered to multiple UN Agencies.

Consulting and Support

UNICC offers Analytics and Data Management Services including consulting, design, setup, implementation and support services, on diverse technology platforms and organization's fact-based decision-making processes.

5 Clients

Data Analytics – Visualization

Analytics services consist of technologies, techniques and solutions to transform raw data into meaningful insight for business analysis and strategic decision-making through structured and unstructured data management.

3 Clients

Data visualization services include enterprise dashboard, reporting, data analysis, data modelling and data discovery. Business Intelligence helps Clients to align decisions against organizational goals with consolidated data visualization.

Advanced Analytics

Advanced analytics is the set of techniques used to discover relationships, recognize complex patterns or predict current trends in Client data. Its objective is to model data from internal and external variables in order to obtain useful business insights.

7 Clients

Advanced Analytics offers diagnostic, predictive and prescriptive analytics, including data lake and data storage, Big Data management and discovery.

Data Management

Data management spans the entire lifecycle of a data assets from original data sources through to final disposition. It involves progress and change throughout data lifetimes for internal and external data streams of an enterprise.

3 Clients

Data management platforms and support services, both on premise and in the cloud, are an all-in-one service including all the necessary hardware, software, hosting and support.

Database Services

Database services, based on the Database Management System (DBMS) from Microsoft, offer advanced features for hosting critical database systems with high performance in a secure environment. UNICC offers fully managed solutions including all the underlying infrastructure.

3 Clients

Platform Services

Platform Services

UNICC's Oracle and SAP Enterprise Resources Planning managed services provide fully managed solutions for many of the major products from Oracle and SAP.

Oracle and SAP ERP Managed Services

UNICC offers its Clients a variety of ERP platform hosting solutions and support, to give Partner Organizations integrated views of core business processes, often in real-time.

Current solutions include:
- Oracle E-Business ERP
- Oracle PeopleSoft ERP
- SAP ERP
- Fusion Middleware Applications/Modules
- Oracle database.

Enterprise Web Hosting

UNICC offers Microsoft Windows or Linux servers as hosting environments and several content management system (CMS) solutions, such as Drupal, Liferay, Sitecore and others (Microsoft SharePoint is supported through separate Enterprise SharePoint services).

Features include enterprise search engines, load balancing, clustered database back ends, hardware, software, storage, hosting support as well as backups and restore. UNICC web hosting comprises development, staging, and production environments.

Professionally managed website hosting with UNICC allows organizations to benefit from full technical support. For organizations seeking sensitive data hosting, UNICC will provide the needed data backup and restoration features as well as secure hosting features, both at infrastructure and software levels.

Website Traffic Analysis
UNICC offers a high-performance website traffic analysis service providing Clients with an analysis of website traffic (e.g. who visited a site, which pages were visited, and how long users stayed on a site). UNICC uses a powerful web analytics software tool to produce website usage statistics in HTML format for viewing with a standard web browser.

The service is available for websites hosted in UNICC such as SharePoint, Drupal, WordPress, Liferay as well as custom websites (Java, Asp.net, PHP, etc.). The results present in both columnar and graphical format, which facilitates interpretation. Yearly, monthly, daily and hourly usage statistics present, along with the ability to display usage by site, URL, referrer, user agent (browser), search string, entry/exit page, username and country. The web analytics tool also provides custom reports for website applications.

Enterprise SharePoint 2013
Enterprise SharePoint 2013 services are all-in-one services including all necessary hardware, software, hosting and support. Some of the key features offered include:

- Intranet, extranet, enterprise social, collaboration and other websites
- Collaboration, publishing, content, document and records management capabilities
- Business Intelligence and analytics
- Business process management and workflows
- Office Web Apps services.

Enterprise SharePoint Online can be found under Microsoft 365 Management services.

Enterprise SharePoint 2016 and SharePoint 2019 and SharePoint Online
Enterprise SharePoint 2016 and SharePoint 2019 services are fully managed solutions designed to leverage the platform and respond to a wide range of requirements. Accordingly, they offer a variety of subscription plans and options each one with different capabilities.

This service aims at maximizing sharing of resources among tenants while maintaining data isolation and application flexibility. In addition, it offers fully dedicated environments tailored to Client requirements and managed based on individual agreements. Key features offered include:

- Intranet, extranet, enterprise social, and websites
- Collaboration and publishing capabilities
- MS Workflow Manager service
- Content, document and records management
- Business Intelligence and analytics
- Business process management and workflows.

Enterprise SharePoint Online can be found under Microsoft 365 Management services.

Infrastructure Services

Infrastructure Services

UNICC offers a wide range of computing services and service packages, including business continuity and disaster recovery (BC/DR) planning, servers and enterprise server support, storage and management, scalable and managed enterprise backup solutions, and data centre and technical equipment room consolidation for Clients.

UNICC provides networking, Internet and connectivity services that leverage well-proven designs, up-to-date technology and best practices. UNICC resources are certified and well versed in many networking and digital business and technology disciplines, from core routing and switching to a full range of applications and services at every network layer.

Servers and Enterprise Server Support

This service includes a wide range of computing service packages. While servers provide virtual CPU and RAM instances, allowing Clients to commission their own operating systems, enterprise server support services include licensing and Operating Systems support with security, health, hygiene, and monitoring systems.

It provides physical server provisioning and hosting services for Clients opting for a bare metal solution hosted in UNICC's Tier-3 data centres. VMware support services offer Clients full management of dedicated VMware environments including setup, configuration and ongoing administration following VMware best practices.

Storage on Demand and Management

These online storage services are based on UNICC's data centre grade technologies in high-end and mid-range arrays over SAN and TCP/IP networks. With multi-vendor setup (HP, DELL, Violin, ORACLE, NetApp, EMC, IBM and HDS), optional combination environments of SSD for high response time, SAS for high performance, and/or NL for high volume are offered to Clients with around-the-clock monitoring and support in UNICC's Tier-3 data centre.

Enterprise Backup

This service offers full and scalable backup, restore and archiving solutions with retention options. With automation and scheduling under highly secure environment, it seamlessly integrates a wide range of operating in VMware

infrastructure, with agents for application including Oracle, SAP, SQL Lotus Domino, MS Exchange, and direct block-based backup from any storage solution.

Backup data is secured using at-rest and in-flight encryption. Supporting infrastructure is monitored through UNICC's enterprise monitoring service and data is stored in a highly secure environment. Enterprise backup can be combined with storage on demand for complete end-to-end management.

Data Centre Consolidation

Data centre consolidation services provide a management and support system for Clients data centre/technical equipment rooms that provides on-premises management, consolidation, migration and decommissioning services.

UNICC's value-added expertise in IT infrastructure management also allows UNICC Partners the ability to consolidate its infrastructure before, during, and after cloud migrations. This service features allow Clients to:

- Manage IT infrastructure - on site or remotely
- Support migration to virtual or container technologies
- Help perform hardware refreshes - updating to newer equipment
- Decommission outdated infrastructure
- Relocate equipment to other data centres (such as UNICC's shared service data centres).

Network Services
UNICC provides a wide range of network services, including the management, maintenance and monitoring of switching and routing infrastructure, wireless access, web proxy, WAN optimization, load balancing and application delivery controllers, as well as IP address management to ensure networks are available, secure, nimble and responsive to performance and capacity demands.

Internet and Connectivity Services

UNICC offers a secure, shared Internet Access Service from highly redundant infrastructures complemented with firewalls and caching components.

The DNS hosting and domain registration service is a fully managed 2nd Level DNS system, while FTP Protocol services allow Clients to store/retrieve files in a secure environment.

The service is fully managed with 24/7 support, flexible, secure, highly available and versatile allowing mobility.

Cloud Broker, Management and Support Services

Cloud Services

UNICC is meeting the challenges and drivers for organizations to move to new private, hybrid and public cloud offerings.

UNICC offers assessment, migration and implementation as well as fully managed operational support and cost management for a number of cloud solutions, including Microsoft O365, Microsoft Azure, cloud web hosting, AWS Management services, Microsoft Dynamics 365 and ServiceNow services.

Microsoft 365 Management Services

Microsoft 365 Management services help Clients who wish to use the Software as a Service capabilities of Microsoft's public cloud with an emphasis on communications, collaboration, endpoint management, enterprise mobility and identity management.

This service includes full lifecycle support from inception to production, with one-time and recurring activities designed to fit specific Client sizes and needs. From on-boarding to full administration of tenants including support of individual Office 365 services and applications, the service is scaled to provide powerful and controlled cloud productivity support to organizations of all sizes, helping them control cloud operations, costs and free up valued resources.

Microsoft Azure Management Services

Microsoft Azure management services provide value added options for Clients who seek to host their applications, platforms and infrastructure in the Microsoft Azure cloud. The service spectrum varies from Clients building and operating services in Azure to UNICC building, deploying and operating these services on their behalf.

UNICC provides architecture, business analysis and application development services in conjunction with Microsoft Azure management services, to build turnkey solutions for its Clients. The overall services is structured with three pillars: cost management, cloud administration and cloud deployment.

Microsoft Azure management services include a full lifecycle support from inception to production, with one-time and recurring activities as well as cost management.

AWS Management Services

AWS management services provide value-added options for Clients who seek to host their applications, platforms and infrastructure in the Amazon Web Services cloud. The service spectrum varies from the Clients building and operating services in AWS (leveraging UNICC's AWS Enterprise Agreement) to UNICC building, deploying and operating these services on behalf of Clients.

UNICC provides architecture, business analysis and application development services in conjunction with AWS Management services, to build turnkey solutions for its Clients. The overall service is structured with three pillars: cost management, cloud administration and cloud deployment.

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

AWS services now include Enterprise Support services for affiliates, who are able to leverage enterprise support services from UNICC or Client licensing models.

AWS Enterprise Support for Affiliates

The AWS Enterprise Support Affiliation Service allows Clients with either a direct agreement or through a UNICC agreement with AWS, to get the AWS Enterprise Support in a shared model.

UNICC remains as "Master AWS ES Organization," responsible to pay the Enterprise Support bill and split the Enterprise Support costs through the Affiliates.

All AWS accounts under the ES affiliates payer account can be covered by AWS Enterprise Support. The following type of affiliates are covered by this service:

- External ES Affiliates
- Internal ES Affiliates
- Managed ES Affiliates.

Cloud Web Hosting

Cloud web hosting services aim to be the go-to cloud web hosting solution when control, security and performance are of utmost importance. UNICC provides the required automation, scalability and reliability so that clients are able to focus on development.

This service is built to provide flexible cloud web hosting solutions for distinct platform and deployment control needs to Clients who seek to host or extend their web applications into the public, UNICC-managed cloud by the use of latest platform technologies, coupled with controlled deployments. All major Content Management Systems (CMS) solutions and programming languages are supported.

ServiceNow

ServiceNow is an integral service that will help organizations adopt a single cloud platform across the IT value chain. Organizations are in the midst of digital transformation across all aspects of their businesses, but they are often hindered by a complex web of legacy processes and systems.

UNICC, through ServiceNow services, provide partners an opportunity to quickly transform the employee experience and optimize corporate services so they can focus on business innovation. Build to manage everything as a service, ServiceNow services helps the modern enterprise operate faster and be more scalable than ever before. It does this by placing a service-oriented lens on the activities, tasks and processes that make up the day-to-day work life.

Microsoft Dynamics 365

Microsoft Dynamics 365 Services is an integral service that will help organizations in every step of their digital transformation journey for their processes, from licensing needs in Microsoft Dynamics 365, to Dynamics 365 configuration, custom development, integration, training and support.

Clients can modernise their processes by using the right tools, removing information silos and leveraging the full potential that Microsoft Dynamics 365 and the Power Platform offer.

UNICC's Dynamics 365 services help Clients transform their processes across domains. This will facilitate resilient, secure, automatable, repeatable and predictable processes. UNICC can analyse, install, configure, customise and integrate Dynamics 365 for the entire Client's organization.

Microsoft Dynamics 365 Managed Services and Power Platform

The UNICC Managed Services for Dynamics and the Power Platform, under the Dynamics Service, provides support to secure, monitor, manage and evolve environments and systems deployed in the Power Platform. UN and other international organizations can benefit from the experience, expertise and knowledge transfer that UNICC provides to all its Clients using the service.

Managed services for Dynamics 365 and the Power Platform is part of the wide offering of services that the Dynamics Practice in UNICC offers to its partners. These services provide the full lifecycle of business systems for the organization. Starting with Governance & Adoption and flowing to development of systems and the maintenance through our Managed Service.

Digital Hub of Treasury Solutions (DHoTS)

Digital Hub of Treasury Solutions (DHoTS) provides direct and simplified access to banking mechanism and modalities to deliver cash assistance straight-through to beneficiaries at large through standardized payment rails for all payment types (disbursements and collections) and various secure connectivity options.

DHoTS provides opportunities to harness collaborative approaches for Connectivity by making available direct and easy access to global financial ecosystems for the entire UN system. DHoTS enables UNICC Partners to build upon a secure and fast beneficiary centric digital cash delivery platform together with providing access to banking, marketplaces, and financial inclusion for sustainable development.

About UNICC

The United Nations International Computing Centre (UNICC) has over 50 years of experience as a strategic partner providing trusted services and digital business solutions within the United Nations system. UNICC has been expanding the services it provides to over 70 Clients and Partner Organizations in all parts of the world and across the technology landscape.

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