ICC | international computing centre | ICT SOLUTIONS FOR THE UN FAMILY

News Digest Fall 2020

Photo: UNRWA/Hinnawi

UNRWA's partnership with UNICC is providing a new chance for Palestine refugee youth, and it is contributing to UNRWA efforts to seed, grow and nurture talented resources among the refugee community.

Hani Cordiya, Head of IT Service Centre, Information Management and Technology Department, UNRWA

New Partner Organizations and New Strategic Partners

Photo: NetHope

New Partner Organizations

International Criminal Court

UNICC is pleased to welcome the International Criminal Court (ICC-CPI) as a new Partner Organization. The International Criminal Court investigates and, where warranted, tries individuals charged with the gravest crimes of concern to the international community.

New Strategic Partners

EQUALS

The EQUALS Global Partnership for Gender Equality in the Digital Age is a committed group of corporate leaders, governments, business, non-for-profit organizations, academic institutions, NGOs and community groups.

EQUALs partners around the world are dedicated to promoting gender balance in the technology sector by championing equality of access, skills development and career opportunities for women and men alike.

International Gender Champions

The International Gender Champions (IGC) is a leadership network that brings together female and male decisionmakers determined to break down gender barriers and make gender equality a working reality in their spheres of influence.

Nethope

UNICC welcomes strategic partner Nethope, a consortium of 60 leading global non-profits, unites with technology companies and funding partners to design, fund, implement, adapt and scale innovation to solve development, humanitarian and conservation challenges.

UN Secretary-General's Envoy on Youth

The UN Secretary-General's Envoy on Youth serves as a global advocate for addressing the needs and rights of young people, as well as for bringing the United Nations closer to them.

Perception Change Project

The International Geneva Perception Change Project aims to highlight the impact of the work done by all of the UN and international organizations, non-governmental organizations and other institutions based in Geneva.

UNRWA

The United Nations Relief and Works Agency for Palestine Refugees (UNRWA) provides assistance and protection for some 5.6 million registered Palestine refugees to help them achieve their full potential in human development.

Seven UN Agencies Join Jambo, the Mobile Phone Book App

Photo: Pexels/Shvets

The Global Network is Growing:

Find. Connect. Say Jambo

The Jambo ('Hello' in Swahili) phone book app's family keeps growing, with seven new UN Agencies joining, allowing their staff and stakeholders easy access to find and connect with colleagues from other UN Agencies.

Developed by UNICC, the UN Digital Solutions Centre app jumps from four to eleven members, now including:

- International Labour Organization (ILO)
- International Office for Migration (IOM)
- UN International Computing Centre (UNICC)
- UN Industrial Development Organization (UNIDO)
- UN Development Programme (UNDP)
- UN Refugee Agency (UNHCR)
- UN Joint Staff Pension Fund (UNJSPF)
- UN Office of Information and Communications Technologies (UN OICT)
- UN Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)
- UN Women
- World Food Programme (WFP).

The app's global directory facilitates cooperation, collaboration and communications between different UN Agencies to address global challenges. With the outbreak of COVID-19 and millions of people working remotely from their homes, this application is more relevant than ever.

> *Jambo is a dream! We work with communications staff at other UN Agencies, needing to reach new contacts. With Jambo I have their phone numbers and email contacts in an instant.*

William Allen, Communications Officer, UNICC

Jambo allows any user to log in with their own organizational credentials. UN personnel can search for colleagues by name and find information such as email address, phone number, UN Agency, Department, title or other standard Active Directory data.

Users can call or send email messages and add notes about contacts. The UN DSC is offering any and all UN entities to join Jambo at no cost. The wider the use of Jambo, the richer the experience.

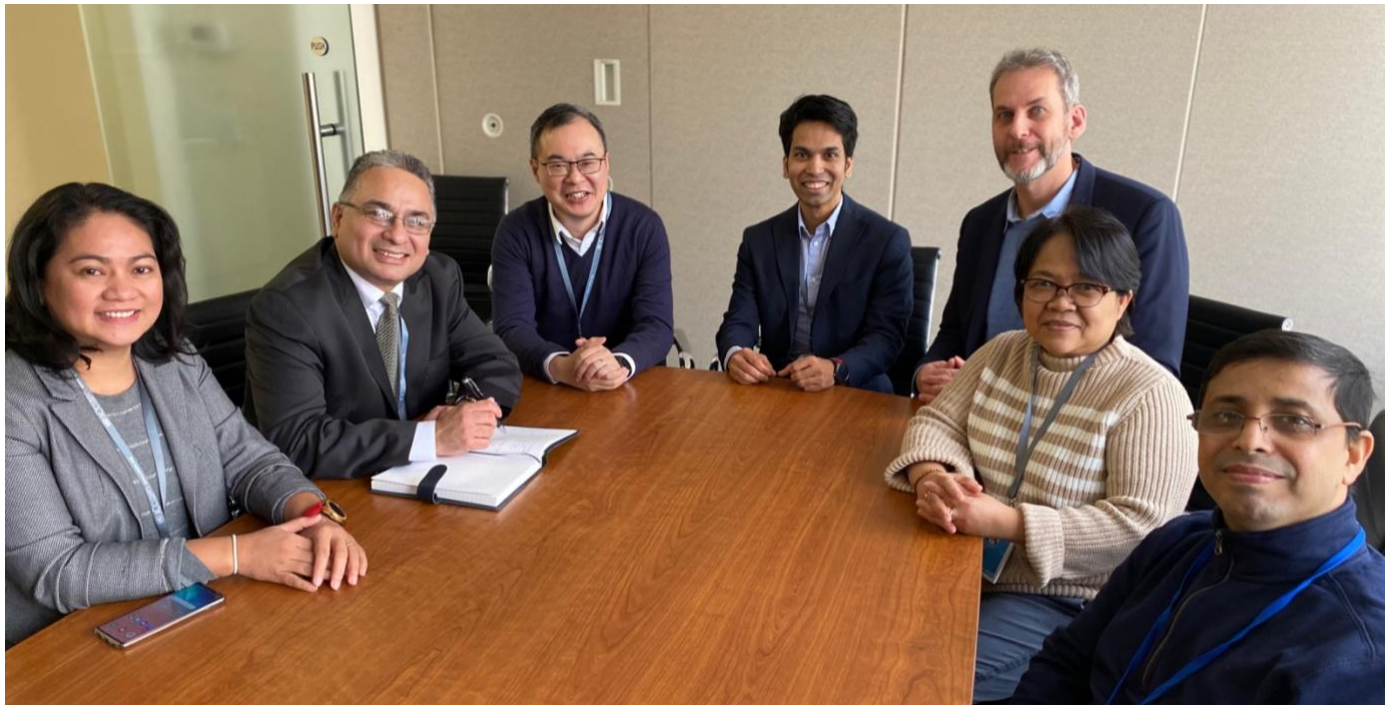# UNICC Facilitates UN Collaboration for Cybersecurity

Photo: UNICC/Thomsen

Nearly 30 Agencies Subscribe to Common Secure Threat Intelligence Services

The United Nations family, in its unique position as a global, humanitarian body and a holder of large sets of sensitive data, is a natural target for hackers. To deliver its mission uninterruptedly, it is crucial that UN Agencies are able to prepare for, respond to, and mitigate risks associated with threats through a common approach to information security.

UNICC launched Common Secure Threat Intelligence services to share timely, relevant cyber security threat and incident information that is sourced from member Agencies as well as commercial security firms, service providers, federal, state and local government agencies, law enforcement and other trusted sources, bridging the cyber community and the United Nations system.

Beginning in 2016 with a handful of subscribers, the service has grown to nearly 30 UN Agencies and related international organizations, including ADB, CTBTO, FAO, IADB, IAEA, ICJ, IFAD, IIIM, ILO, IMO, ITU, OECD, PAHO, UNCTAD, UNDP, UNESCO, UNFPA, UNHCR, UNICC, UNICEF, UNIDO, UN OIM, UNRWA, UN Women, WFP, WHO, WIPO and WTO.

The Common Secure service features automatic dissemination of curated threat intelligence through a Malware Information Sharing Platform (MISP), credential theft notifications and an annual meet-up to enhance collaboration and build trust among subscribing partners.

> *A shared cyber security knowledge hub results in maximum impact and greater efficiency and effectiveness across the UN. With experienced and certified cyber security experts, we help Agencies to create secure business solutions thereby making cyber security as a business enabler.*
>
> Tima Soni, Cyber Security Section, UNICC

This service aids development of professional, trusted relationships among peers and subject matter experts and allows Clients to share information and mitigate threats, fostering collaboration among organizations with the goal of working together to protect organizational reputations and their privileged information assets.

World Food Programme Puts Bots to Work

Photo: Unsplash/Kelly

How Robotic Process Automation Helps Organizational Efficiency

With Robotic Process Automation (RPA) solutions, organizations can transform routine, manual data transcription processes with automated software programs that run whenever needed, completing repetitive, rules-based tasks that otherwise expend precious human capital.

RPA frees up people to do what people do best – innovate, collaborate, motivate each other and fulfil an organization's substantive mission and mandate.

For the World Food Programme (WFP), this means achieving Zero Hunger (SDG 2), whereby countries can draft and implement policies that promote food security and nutrition objectives.

Among the opportunities to increase organizational efficiency, WFP and UNICC identified three workstreams:

- Processing outstanding employee travel advances
- Downloading and distributing an investment status report once a day
- Checking the financial sections of annual country reports periodically.

The joint team agreed to use an RPA platform by UiPath, a seasoned RPA software vendor. The UNICC team went to work in close collaboration with WFP's focal points to assess all processes carefully to define steps, decision points and rules - and to design a software solution.

They then developed, tested and implemented each process, connecting the components of each automation solution to UNICC's shared RPA Centre of Excellence infrastructure, from network to workstations to thus enable WFP's business users with each bot.

At every stage, testing and security were paramount. The first two processes were ready to go live in about four to six weeks.

All these bots are now running on UNICC's servers, connected to a UiPath solution called Orchestrator, hosted within UNICC's shared RPA Centre of Excellence infrastructure. While UN Agency staff and stakeholders get a good night's rest, the bots stay at it till every task is completed.

Photo: Unsplash/Ferguson

UNICC Learning Services Teams Develops Correspondence Management Training

UNICC has built a customised course to train Green Climate Fund (GCF) staff in the management of correspondence. GCF uses the Microsoft Dynamics Executive Correspondence Management system for official and executive correspondence, including postal letters and electronic mail, tracked upon receipt and replied to in a timely manner.

The goal of the course developed by UNICC is to provide a clear understanding of system roles, responsibilities and processes for all stakeholders, including personnel at the Office of the Executive Director, Division staff, Team Assistants and Focal Points.

For targeted and efficient instructional design, the UNICC Learning Services team worked closely with a GCF subject matter expert familiar with the Dynamics CRM Correspondence Management system, its policies and procedures, to identify user needs and shape the training accordingly.

The course contains seven modules that amount to an estimated duration of 150 minutes. There is a total of 132 interactive screens for users to learn about the different subjects, including an introduction to the course, a system and process overview and a 'how-to' guide for all processes.
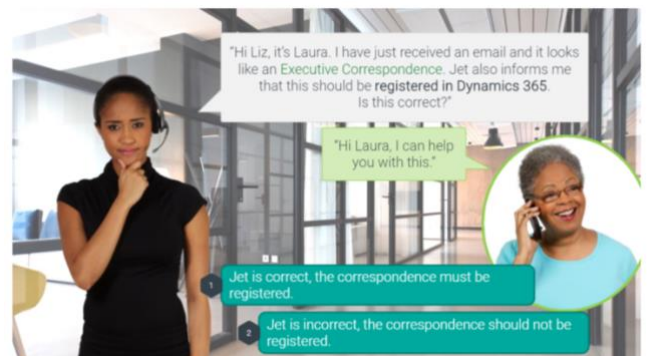
The UNICC team, including training coordinator Katia Distante, graphic designer Lorena Henriquez and instructional designer Adrian Pugh, delivered interactive assessments of various questioning types for users to answer at the end of each module, as well as a final assessment of 25 questions based on the contents of each module. To confirm the knowledge transfer, learners receive feedback after tests and can retake unsuccessful questions. At the end of the training, students can download a Certificate of Completion.

The training has been developed using Articulate Storyline 360, compliant with the Shareable Content Object Reference Model (SCORM) and was executed following Success Approximation Model principles.

Photo: UNRWA/Hinnawi

UNICC Partners with Palestinians at UNRWA for Its Substantive Service Delivery

In June 2020, UNICC announced a ground-breaking agreement with the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) that would give skilled Palestinian professionals an opportunity to join UNICC in supporting the digital transformation of the UN system.

> *UNRWA's partnership with UNICC is providing a new chance for Palestine refugee youth, and it is contributing to UNRWA efforts to seed, grow and nurture talented resources among the refugee community.*
>
> Hani Cordiya, Head of IT Service Centre, Information Management and Technology Department, UNRWA

This reflects UNICC's substantive thinking around the Sustainable Development Goals, with progress on SDG 1 for no poverty, SDG 5 for gender equality, SDG 8 for decent work and economic growth and SDG 17 for partnerships to achieve the SDGs. The agreement also allows UNICC to advance its agenda on bringing more youth and women into the fold.

With the agreement in place, Venkat Venkateswaran, Head of Application Development Services, jumped at the chance to recruit talented Palestinians to help with UNICC's growing portfolio of app-dev services. Marco Liuzzi, Acting Chief, Operations, followed suit with some operations support personnel as well.

> *Engaging the talents and experience of Fatma, Abeer, Reeham, Belal, Ahmed and Ashraf is a great way, a mutually beneficial way, to contribute to the UN Sustainable Development Goals.*
>
> Venkat Venkateswaran, Head of Application Development Services

Eight people are already on board and hard at work on interesting projects for UNICC Clients. Hani Cordiya, Head of the Information Technology Service Centre at UNRWA headquarters in Gaza, helped to forge this partnership, with the new team reporting to UNICC Application Delivery team leaders in Geneva and Brindisi. UNICC welcomes all of its new colleagues in Clients and Projects as well as in Operations.
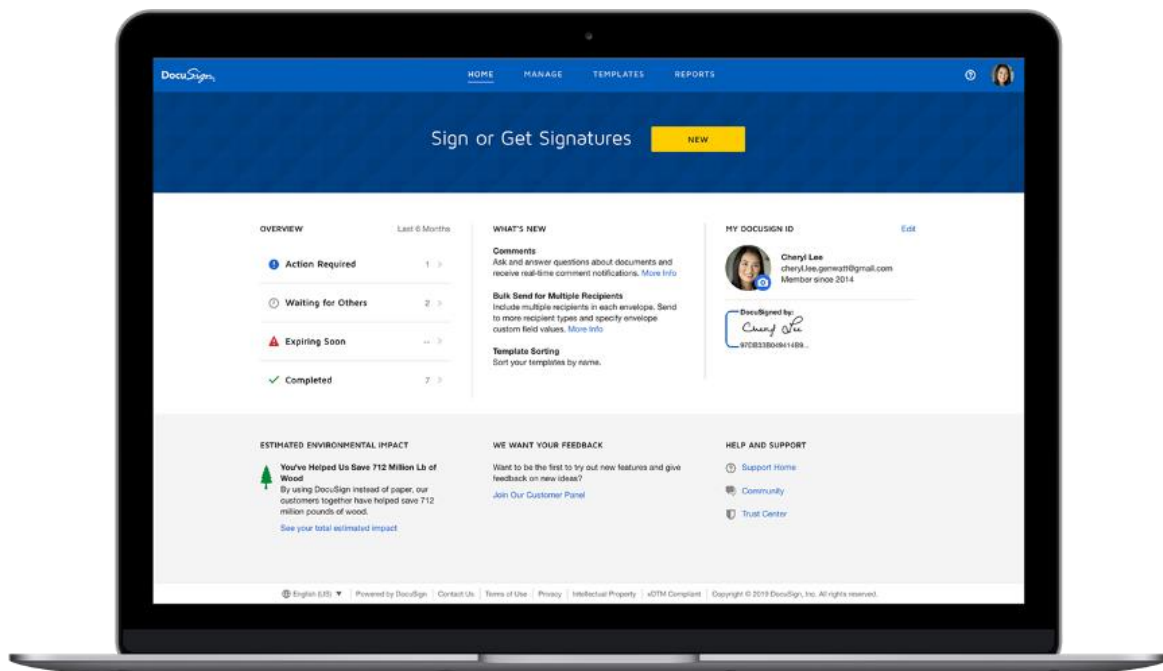
Credit: DocuSign

UNICC Electronic Signature Services

While digital transformations unfold around the United Nations at a record pace, why are so many still out to capture signatures the analogue way? Whether by paper or electronic document, signing the old-fashioned way consumes hundreds of hours of back and forth that can be solved with a simple electronic signature solution.

UNICC researched and secured an electronic signature solution where technology would guarantee that the validity of every signature is irrefutable, because it is backed up by a comprehensive audit trail.

The electronic signature solution with DocuSign offers increased efficiency by automating signature workflows, customised and mobile experiences, effortless compliance with industry and global regulations and elimination of errors and risk by integrating solution in a system of record.

The service includes a dashboard for Clients to track the status of every document, including actions they themselves must take. Once everyone has signed, DocuSign creates a hash of the signed document. If anyone tries to tamper with it, the hash of it won't match the valid document, and that will also raise a flag.

Audit logs, critical to traceability and compliance, can be maintained as long as users maintain all documents in the DocuSign platform. Each electronic signature envelope has a history, where administrators can view transactions on the platform, verifying, for example, that it was really a given person's email that opened the document from a specific IP address, at a specific time.

UNICC adds value to the DocuSign service, including hosting the data in EU data centres, applying UN immunities and privileges, expertise in integrating with different applications, economies of scale through special pricing and unique cost recovery model.

Currently, UNICC provides Electronic Signature Services to FAO, IFAD, OPEC FUND, UNESCO, WFP and WIPO and is using it for its own workflows.

DocuSign estimates that, since 2003, its customers have saved 2.5 million trees. This service supports SDG 12: Responsible Consumption and Production, SDG 15: Sustaining Life on Land and SDG 17: Partnerships for the Goals. Partnering that makes a difference, getting the work done, one signature at a time.

UN Digital Academy Introduces New Content and Features

Photo: Pexels/Morillo

Microsoft and UNICC Take Next Steps to Power Up UN Capacity Development and Learning

UNICC and Microsoft's Tech for Social Impact Group have launched new features and content for the UN Digital Academy, a central repository of digital learning resources to enable continuous learning and digital capacity-building for UN staff and stakeholders to assist in the delivery of the 17 Sustainable Development Goals.

Indeed, the project and portal itself supports SDG Goal 4 (Quality Education) and Goal 17 (Partnerships for the Goals, including Capacity Development in Developing Countries).

> *Developing a tech-savvy workforce is critical to the success of UN Agencies that deploy these modern productivity tools.*

Franca Vinci, Head, Learning Services, UNICC

The new version of the learning platform has additional content, with courses on Microsoft 365 applications including Forms, Planner, To-Do as well as Microsoft 365 Administrator training in English, Spanish and French.

There are also new courses on Power Apps and Power Automate, and Azure certification training including Data Science basics, Azure and Azure AI Fundamentals, Azure Administrator, Developer, IoT Developer and Solutions Architect.

This release comes with new features such as courses for IT Professionals in line with popular Microsoft certifications, quizzes for 90% of the courses and certificates for M365 courses. Additionally, the mobile application for Android is already available in the Google Play Store.

The UN Digital Academy hosts bite-sized courses that are meant for end-users to develop their digital and technology skills. As the platform develops, it is expected to evolve more broadly with additional quality content from other sources than Microsoft, always tailored for the UN.

A further release is planned for December 2020. In the meantime, the team will continue to publish more content and exams.

GeNS Training is now live

UNICC Teams Collaborate for an Agile, Inexpensive and Professional Solution

UNICC's Learning Services team assisted in the in-house development of an eLearning course for the International Plant Protection Convention (IPPC) ePhyto hub, a collaborative project between IPPC and UNICC's Application Delivery team. IPPC is utilizing the open-source Moodle platform to host the eLearning courses, with support from Rosa Alianelli, Service Desk Technician, as Instructional Designer and Lorena Henriquez as graphic designer.

This course is part of a much more complex project. UNICC and IPPC have been collaborating for several years on the global ePhyto web hub to digitalize and facilitate safe trade of plants and plant products. The system, that has received a trade facilitation innovation award, is now rolling out to countries worldwide.

IPPC requested a solution to easily train all personnel involved in the GeNS platform of the ePhyto hub solution. Courses are meant to train National Plant Protection Organizations (NPPO) Assistants, NPPO Administrators, NPPO Officers, NPPO Inspectors, company users and company administrators from different countries.

The eLearning course was developed from beginning to end by the UNICC Learning Services team. The ePhyto solution platform is a Moodle-based solution implemented and hosted at UNICC for IPPC. The project involved creating, structuring and developing the content of different roles in the application, based on IPPC user manuals. UNICC's Application Delivery team served as subject matter experts and technical liaisons for the project.

Four courses were developed covering the six roles involved in the ePhyto system. All courses have a brief explanation on what the users will see in short, how-to videos. The videos take users through the system to perform certain actions. A final assessment for each course was also created. After passing the assessment the users can download a PDF copy of their certificate of achievement. UNICC will maintain all modules to keep content up to date.

This project is a great example of cross-team collaboration and the possibility to achieve an end-to-end project with UNICC internal resources.

UNICC's CTO Speaks on Digital Public Goods at UNITAR

Credit: UNITAR

Shashank Rai Presents at UNITAR Webinar on Coding for Social Capital

The United Nations Institute for Training and Research (UNITAR) and the First Code Academy hosted on 16 July a virtual roundtable on building a better future for the world's youth through coding. UNICC's Chief Technology Officer Shashank Rai was invited to speak as an expert panellist on the topic of digital public goods.

After an introduction by Alexander Taylor, Youth Ambassador to the Global Challenges Forum Foundation, and an opening statement by Moses Satralkar, Associate Director for Program Development at the Global Challenges Forum Foundation, five young panelists presented their projects, where through programming and technology they solve societal challenges.

> *The foundation of coding for social capital is open collaboration. We can all contribute by participating in open source projects that contribute to our communities and the well-being of humanity.*

> Shashank Rai, Chief Technology Officer, UNICC

Shashank focused his contribution on digital public goods, technology and freely and openly available content. He noted that open collaboration, including open content, open-source software and open standardization, is the bridge that stands between coding and social capital.

> *The biggest challenge for open source content is that it is written from techies for the techies, and not focused on the social sector. At UNICC, for example, we have to write software for use in harsh conditions around the globe, areas with low bandwidth or little Internet connectivity.*

> Shashank Rai, Chief Technology Officer, UNICC

Shashank encouraged the panellists and everyone in the audience to 'stand on the shoulders of giants' and start or join an open-source project that contributes to the well-being of others, focusing on human-centred design and capitalizing on social connections to create digital public goods.

Credit: UNICC

Clients Learn about Business Continuity and Disaster Recovery Planning Services

UNICC presented its Business Continuity/Disaster Recovery Planning Services, including UNICC's solid support to Clients during the COVID-19 pandemic, to over thirty people from 12 UN Agencies and non-profit organizations interested in subscribing to UNICC's new service.

UNICC is taking the moment as a timely reminder that a set of Business Continuity/Disaster Recovery Planning services were introduced at the last Management Committee meeting.

Together with UNICC's Chief of Business Relationship Management Section Prado Nieto and other BRMs, Lyle McFadyen, Senior Solutions Architect, and Sami Belquas, Senior Service Management Coordinator, presented UNICC's BC/DR Planning service, which provides continuity planning, testing and training services.

This is a comprehensive management and support system for Clients seeking to improve their organizational resiliency and improve their ability to react.

The main goal of this service is to help UNICC Clients:

› Safeguard life, property and the environment

› Minimise confusion and enable effective decision-making in a time of crisis

› Minimise 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, including ISO-IEC 22301:2019 certification.

Photo: UNFPA

UNICC Provide UNFPA Google Cloud Platform Managed Services

Today's cloud and mobile technologies are enabling organizations to capitalise on digital transformation and to optimise in the way they operate.

As UNICC's experience and expertise in cloud services delivery expands, it is now supporting UNFPA's Google Cloud Platform (GCP) workloads, from corporate applications and services to its data-oriented application platform, procurement service infrastructure, application support as well as stand-alone application infrastructure for country offices, partners and stakeholders.

UNFPA, the United Nations sexual and reproductive health agency, moved its enterprise application workloads and foundational infrastructure two years ago to the Google Cloud Platform (GCP), together with Google's G-Suite for collaboration and productivity.

Google's GCP provided UNFPA with an integrated, cloud-based solution for hosting and managing all of its corporate applications and data stores, providing cost efficiencies and risk mitigation.

The challenge in this move to the cloud involved the ongoing management and continued expansion of GCP components, including application add-ons to the API ecosystem, data analytics, Big Data, Artificial Intelligence and more. In addition, UNFPA found they had documentation and information security requirements that needed sound expertise to manage.

> UNFPA has achieved cost savings, optimisation of infrastructure resources and a general piece of mind with the trusted services of UNICC. Our GCP platform services were previously lacking integration, proper oversight and the skilled operational support that UNICC continues to provide.

Luca Baldini, CIO, UNFPA

The IT team at UNFPA can sleep at night knowing that everything is up and running and there's a shop of experts to keep the lights on and continue to expand the GCP toolset with new functionalities and capabilities over time.

Photo: ICJ

UNICC is Determined to Achieve Gender Parity at All Levels by 2028

UNICC's Director Sameer Chauhan joins the International Gender Champions (IGC) network, a leadership community that brings together female and male decision-makers determined to break down gender barriers and make gender equality a working reality in their spheres of influence.

In the post-COVID world we must ensure that we build back better our community. UNICC will be tasked with delivering scalable digital solutions for the UN family, as effectively and creatively as possible. We can only live up to these expectations by ensuring we have adequate diversity of perspectives: by gender as well as by sexual orientation, nationality and race.

Sameer Chauhan, Director, UNICC

In addition to supporting the IGC Panel Parity Pledge, Sameer has set two objectives. The first goal is to achieve gender parity by 2028, and in order to reach that milestone, to have by the end of 2021 at least 30% of women among UNICC Directors.

The second commitment to advance gender equality at UNICC is to have in all recruitment panels at UNICC more than 30% of women, excluding HR representatives.

Ensuring we have Gender Parity at all levels within our organisation is a priority for us at UNICC, and for me personally, as this will be instrumental to best support the UN system.

Sameer Chauhan, Director, UNICC

In becoming an International Gender Champion, Sameer joins a network of more than 250 gender parity advocates from over 60 countries, including the UN Secretary-General António Guterres, UN Deputy Secretary-General Amina Mohammed, UNICEF Executive Director Henrietta Fore, Director of the Kofi Annan Foundation Corinne Momal-Vanian, Ambassador, Permanent Representative to the UN Office in Geneva Jürg Lauber and many other heads of international organisations, Permanent Missions and civil society organisations.

Credit: UNICC

The biannual report highlights UNICC's achievements and the way forward

UNICC has published the 2018-2019 Director's Report that highlights the organisation's achievements during the challenging and exciting transformation journey of the past biennium. The report also presents the renewed vision that drives the organization as well as some context for the direction UNICC is taking in the coming biennium.

The Director's Report provides context and background, governance and financial overviews, UNICC's transformation plan journey through the biennium, an overview of partnerships and key highlights.

During the 2018-2019 biennium UNICC extended its operations in Valencia, Spain. In partnership with the Government of Spain and local authorities, Valencia is now rapidly moving from a key enterprise data centre to a Digital Centre of Excellence for the UN.

UNICC has redoubled its focus on the Sustainable Development Goals with a special attention on SDG 5: Gender Equality, SDG 9: Innovation and SDG 17: Partnerships, in line with the Secretary-General's Strategy on New Technologies.

No one could have predicted the challenges we are facing in 2020. However, UNICC had built resilience and moved core functions to the cloud during the past biennium, which allowed moving effortlessly to working from home.

Additional highlights in the report include the JIU report on Managing Cloud Computing Services, UNICC's information security services and innovation.

Entering the UN Decade of Action, with 2030 around the corner, and as UNICC prepares for its Golden Jubilee, UNICC strives to deliver the best digital tools and solutions at scale for the UN family.

> *I am grateful for the hard work and dedication of the UNICC staff, our Management Committee and its Advisory Group, and all our partners and stakeholders who have helped make this transformation happen.*
>
> Sameer Chauhan, Director, UNICC

Find the Director's Report here: www.unicc.org/wp-content/uploads/2020/09/Directors-Report-2018-2019.pdf
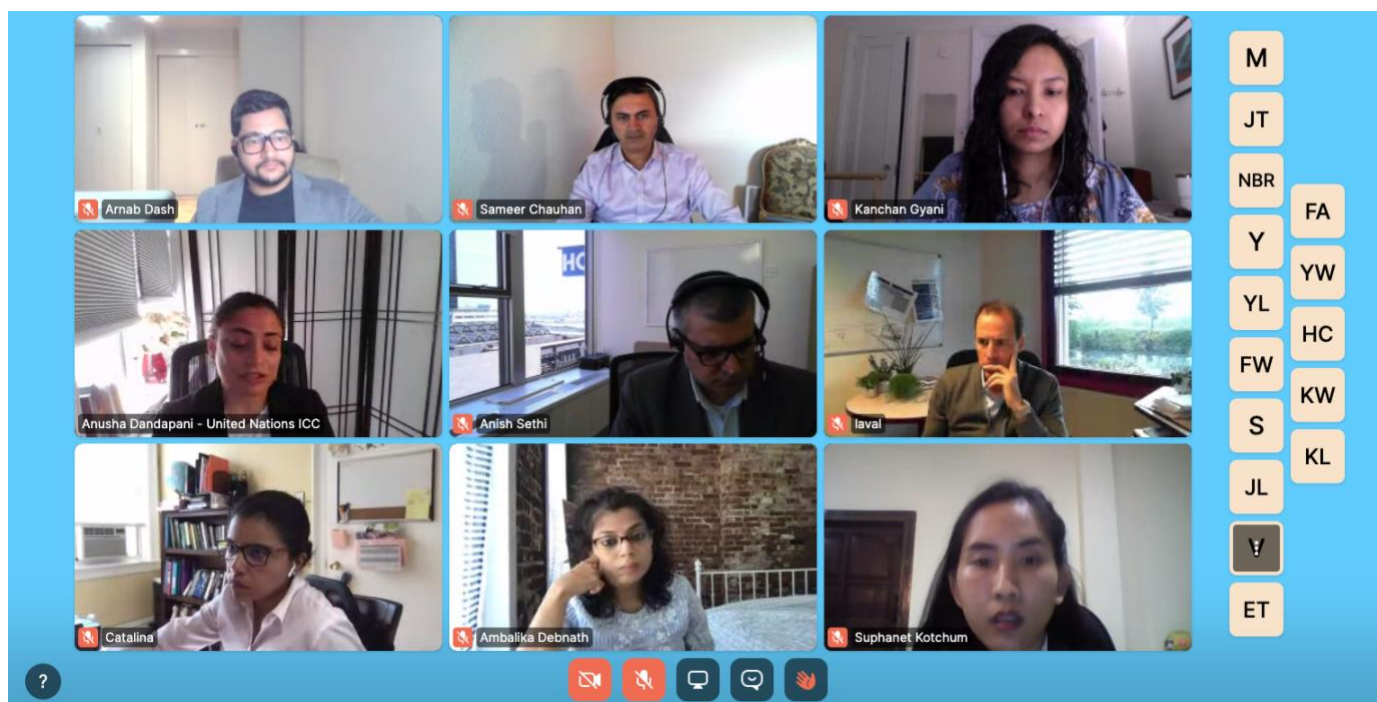
Credit: UNICC

UNICC Meets Applied Analytics Students with a Potential to Join the Organization

On October 1, UNICC and its Data and Analytics team attended the Fall 2020 Columbia University School of Professional Studies Applied Analytics virtual career fair.

UNICC, with a growing Data and Analytics programme aligned with UN Secretary General's Data Strategy, is looking to add two interns to the team to help work on Client data science projects, discovering trends and information hidden in vast amounts of data to improve decision-making and help deliver better services.

The entire event, including a spotlight session, 1:1 meetings with students and a virtual booth with "office hours," was conducted using a video-enabled virtual platform.

> *UNICC needs talented students that are looking to apply their skills to help find solutions to global challenges through data and analytics.*
>
> Anusha Dandapani, Chief, Data and Analytics, UNICC

The day started with a 30-minute spotlight session where different UNICC staff introduced the organization and explained what makes it so unique.

UNICC's Director Sameer Chauhan opened with a general overview. Frederic Laval, UNICC's Chief of Human Resources, encouraged students to ask themselves what drives them and choose a career that is fulfilling. He offered details about available internship opportunities and explained that interns at UNICC get a chance to gain hands-on experience, work on actual projects and see tangible results of their work, all while getting paid and helping to optimise UNICC team outputs and results.

Anusha Dandapani, Data and Analytics Chief at UNICC, shared with attendees the details of UNICC's growing programme and asked students to consider applying to the internships if they wanted to make an impact through analytics.

After this session, Anusha and UNICC's Chief of Digital Solutions Ninna Roco met with 22 students in a 1:1 format. During the entire day, UNICC's virtual booth was open and students were offered the possibility to "drop-in" to converse about careers in a less formal setting. By the end of the event, over 100 students had visited UNICC's virtual booth and more than half had submitted their resumes for UNICC's review.

About UNICC

UNICC women and colleagues at Women in Data Science Conference in Valencia, Spain. Photo: UNICC/Mezzadri

UNICC is a specialized entity providing digital business solutions to the UN family. UNICC is committed to delivering reliable digital services driven by best practices, offering world class technology, state-of-the-art infrastructure and a system-wide cross domain experience of knowledge and data, enabling Clients to achieve their SDG mandates through accelerated digital delivery.

Over the past 50 years, UNICC has acquired a strategic view of the technology needs of its more than 70 Clients and developed relevant expertise and a nuanced understanding of the complexities of their digital environments. As a United Nations entity, UNICC operates with UN privileges and immunities. Its cost-recovery business model uniquely positions it to meet the needs of its Clients. UNICC offers cost savings, business efficiencies and volume discounts based on the scale of its engagements.

UNICC Clients can focus on their substantive business while leveraging the organization's nearly 50 trusted services and digital business solutions in five strategic operation locations around the world. For more information, please visit our website at www.unicc.org or contact business@unicc.org.

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

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

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

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