DIRECTOR'S REPORT 2021

UNICC

Forward

Director's Note

> The need for the multilateral system to visibly help the world reach the SDGs and ride the existing crisis like COVID, Climate or Ukraine has never been so high. It needs a UNICC which delivers both reliable value for money IT services and agile digital innovative solutions. At 50, UNICC's human force mixes the right balance between expertise and dynamism to chart an exciting course together.
>
> **Fabrice Boudou**
> Director of IT Solutions Division, World Trade Organization
> Chair of the UNICC Management Committee

I am pleased to introduce this year's Director's Report, highlighting UNICC's accomplishments in 2021.

This report reflects the groundbreaking milestones we achieved throughout the year. As we celebrated our 50th anniversary, we matured our capabilities and strengthened the partnerships we had established in previous years; we optimized the organization through economies of scale and deepened our Client focus; we reinforced our cultural values of gender equality, diversity and inclusiveness; and we became a sustainable, carbon-neutral and more risk-resilient organization.

UNICC, as the leading provider of digital business solutions to the UN family, faced the ongoing COVID-19 crisis with continued innovation and an expanded range of digital tools, finding countless opportunities to support the UN through technology, and serving organizations in the areas of client services, cybersecurity, analytics and data management, software services and cloud, network and infrastructure services, as well as platform services.

2021 continued testing our resilience, trying our risk assessments and straining our most valuable assets – our people – who continued providing the best quality service uninterruptedly while working remotely for the second year in a row. Two years into the pandemic, our Clients and Partner Organizations continued to receive secure, trustworthy and cost-efficient state-of-the-art technologies. UNICC remained resilient, agile and creative, and continued promoting more than ever the use of shared digital technology across the UN system to better serve the peoples of the world.

We also set a new record for personnel, reaching almost 700 staff and consultants. Our continuous growth is testimony to the solid trust that more than 80 Clients and Partner Organizations place in UNICC's ability to support them in delivering their mandates.

One of UNICC's priorities for 2021 was to become a greener organization. With that goal in mind, UNICC partnered with the UN Environment Programme's (UNEP) Greening the Blue initiative to start measuring and reporting UNICC's carbon footprint. We committed to becoming carbon-neutral as of 2020 via carbon offsets. We also took a leading role in promoting digital solutions for a climate-friendly UN system by leveraging our technical expertise on green technologies.

The impact of technology on the Sustainable Development Goals (SDGs) is ever-growing. As the Decade of Action moves forward, UNICC is proud to continue supporting all of the Goals, with a focus on implementing SDG 9: Industry, Innovation and Infrastructure, SDG 13: Climate Action and SDG 17: Partnerships for the Goals, in line with the UN Secretary-General's Strategy on New Technologies, the UN Secretary-General's Roadmap for Digital Cooperation and the Common Agenda.

I would like to express my profound gratitude for the hard work and dedication of all my UNICC colleagues, our Clients and Partner Organizations and all UNICC stakeholders. I am also grateful for the support of UNICC's Management Committee (MC) and Advisory Group. Special thanks go to MC Chair Fabrice Boudou (WTO - World Trade Organization) and MC Vice-Chair Anthony O'Mullane (Director, Operations Support Division, OICT/UN-Secretariat) for their sage advice and good guidance over this unique and challenging year.

Technology has the capacity to be the world's great equalizer, enabling the conditions for greater peace and prosperity on a global scale. In 2021 UNICC harnessed its unique capabilities as the main shared services and digital solutions provider for the UN system, helping our Clients and Partners reach the most vulnerable in the field during these exceptional and trying times. I hope you will find inspiration in this report and the snapshot of UNICC's past year that it captures.

Sameer Chauhan
Director
UNICC

Content

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Icons: Flaticon

UNICC in Brief

51 Years of experience

50 Shared services

UNICC was created on **17 December 1970** by the United Nations General Assembly
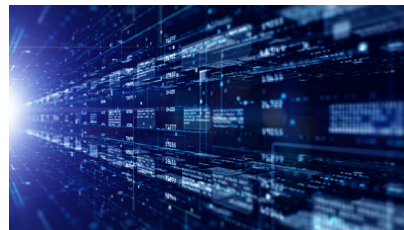

Client Services

Software Services and Cloud

Cybersecurity

Data and Analytics

Network and Infrastructure Services

Platform Services

UNICC has its headquarters in **Geneva** (Switzerland) and offices in **Brindisi** and **Rome** (Italy), **New York** (USA) and **Valencia** (Spain).

5 Offices around the world

4 Certifications
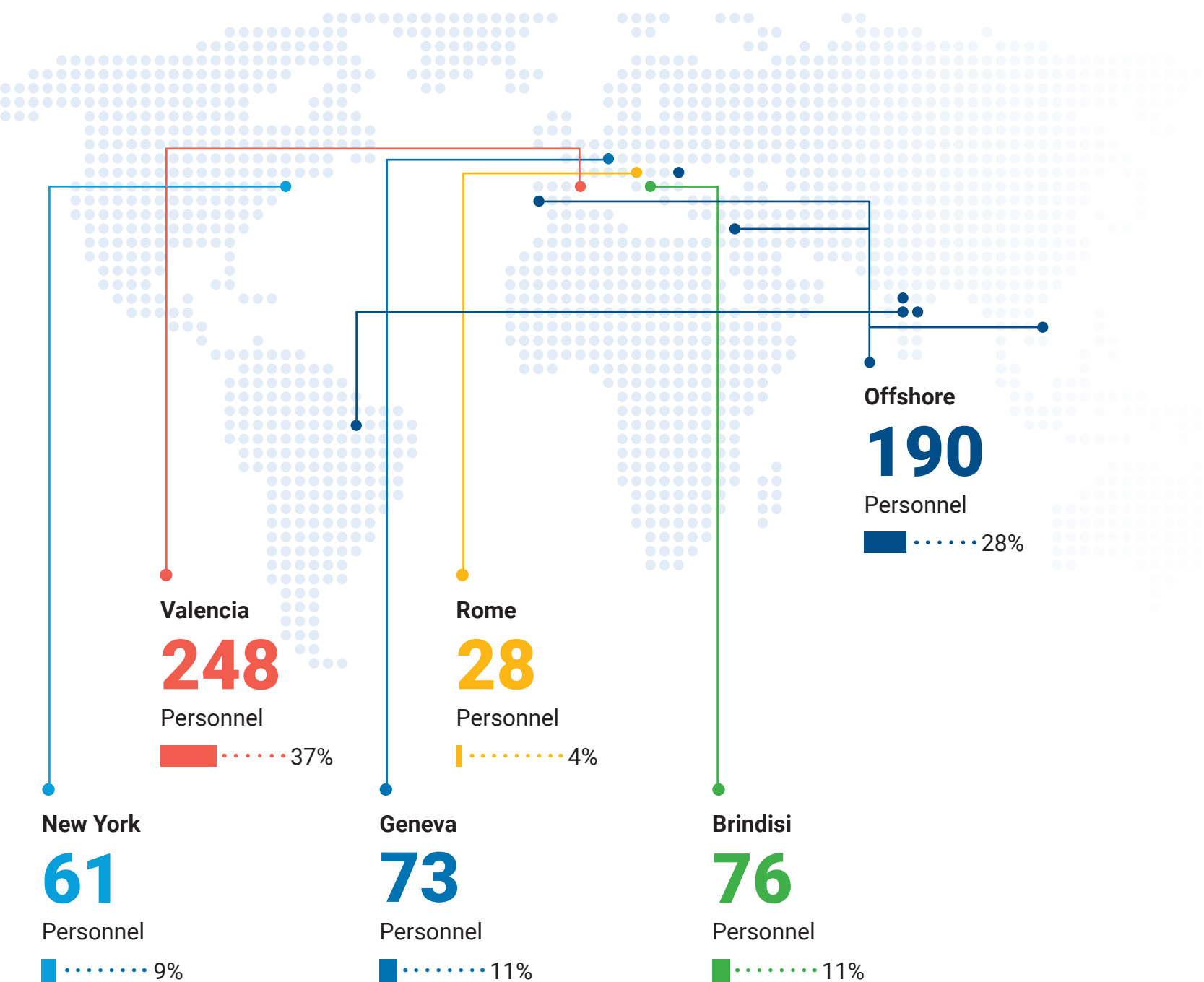
Top 10 Partner Organizations by Funding Contributions

9 New Clients and Partner Organizations

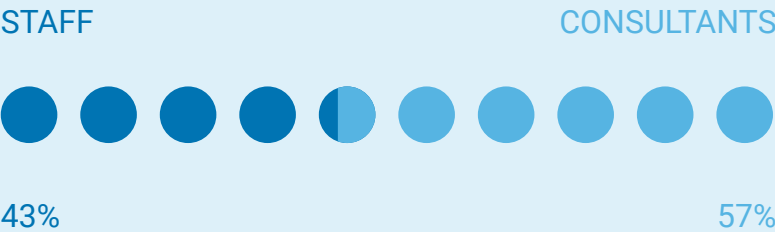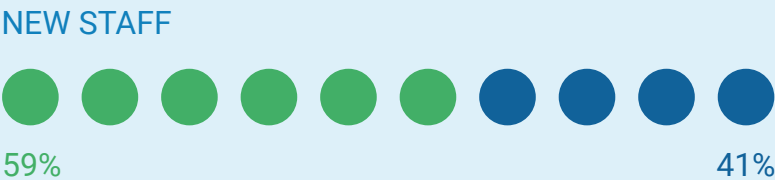## 80 Clients and Partner Organizations

HR Highlights

676 ↑
UNICC Personnel

Gender Parity ●

Offshore
190
Personnel
■ ┄┄ 28%

Valencia
248
Personnel
■ ┄┄ 37%

Rome
28
Personnel
■ ┄┄ 4%

New York
61
Personnel
■ ┄┄ 9%

Geneva
73
Personnel
■ ┄┄ 11%

Brindisi
76
Personnel
■ ┄┄ 11%

Nationalities ●
49 in Total

STAFF   CONSULTANTS
● ● ● ● ◑ ● ● ● ● ●
43%   57%

STAFF & CONSULTANTS

WOMEN **23%**   MEN **77%**

NEW STAFF
● ● ● ● ● ● ● ● ● ●
59%   41%

INTERNS
● ● ● ● ● ● ● ● ● ●
61%   39%

TOP 10 NATIONALITIES

🇪🇸	Spain	┄┄ ● ● ● ● ● ●	71
🇮🇹	Italy	┄┄ ● ● ● ● ●	60
🇺🇸	USA	┄┄ ● ●	21
🇫🇷	France	┄┄ ● ●	20
🇮🇳	India	┄┄ ● ●	18
🇵🇭	Philippines	┄┄ ●	8
🇵🇹	Portugal	┄┄ ●	7
🇲🇽	Mexico	┄┄ ●	6
🇬🇧	UK	┄┄ ●	6
🇧🇪	Belgium	┄┄ ●	5

Historical Background

UNICC was created in 1971 by a Memorandum of Agreement between the United Nations (UN), the United Nations Development Programme (UNDP) and the World Health Organization (WHO). In line with General Assembly resolution 2741 (XXV) of 17 December 1970, UNICC was born as an inter-organizational body to provide a common electronic data processing (EDP) facility. UNICC established a hosting agreement with WHO, which also provided the first data centre. The initial agreement between the three founding organizations explicitly encouraged other UN Agencies to join the newly born inter-Agency structure.

UNICC celebrated its 50th anniversary on 17 December 2020 and launched a year of celebration with multiple events throughout 2021.

UNICC provided mainframe services to its growing number of Clients and Partner Organizations during the 1980s. Low-speed lines between UNICC and its Partners' premises were mostly used as dedicated links for accessing UNICC's mainframe system.
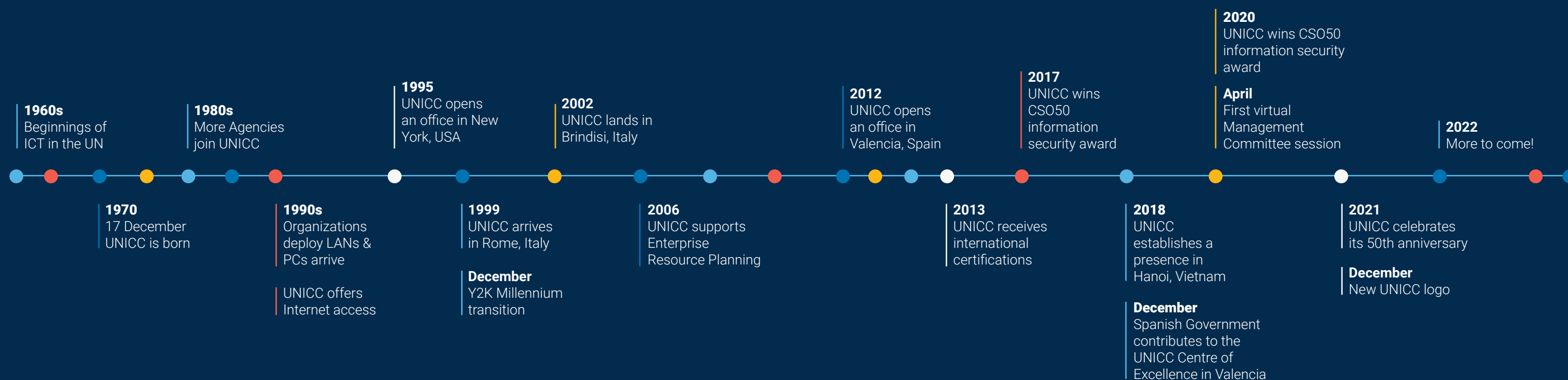
In the following decade, UN organizations began to deploy Local Area Networks (LANs) and by the middle of the 1990s, UNICC installed an Internet gateway. Access to the Internet was initially provisioned through the European Organization for Nuclear Research (CERN), with an initial access bandwidth of 64 Kilobytes per second (KBps). In 1995, UNICC started offering Internet access as well as Gopher and World Wide Web (www) hosting services; UNICC also installed a messaging hub which allowed clients to exchange emails.

UNICC expanded with its global footprint to include client-facing offices in New York, USA, in 1995 and in Rome, Italy, in 1999. UNICC opened operational Centres of Excellence in Brindisi, Italy, in 2002 and in Valencia, Spain, in 2012, after signing a Memorandum of Understanding with the United Nations Department of Field Support (DFS), now called the Department of Operational Support (DOS), for the use of office space and data centre facilities in the United Nations Support Base (UNSB) premises.

UNICC has grown from an Inter-Agency organization of three members to more than 80 Clients and Partner Organizations in 2021. A once small entity with a limited number of staff supporting mainframe computers, infrastructure, networking, storage and computing has grown to almost 700 staff and consultants supporting an entire spectrum of reliable digital services driven by best practices, with world class technology, state-of-the-art infrastructure and a system-wide, cross-domain experience of knowledge and data, enabling customers to achieve their Sustainable Development Goals (SDGs) mandates through accelerated digital delivery.

UNICC, as the leading service provider to the UN family, now covers the areas of client services, cybersecurity, analytics and data management, software services and cloud, network and infrastructure and delivers these services from five strategic locations around the world: Brindisi and Rome, Italy; Geneva, Switzerland; New York, USA and Valencia, Spain.

1960s
Beginnings of ICT in the UN

1970
17 December UNICC is born

1980s
More Agencies join UNICC

1990s
Organizations deploy LANs & PCs arrive

UNICC offers Internet access

1995
UNICC opens an office in New York, USA

1999
UNICC arrives in Rome, Italy

December
Y2K Millennium transition

2002
UNICC lands in Brindisi, Italy

2006
UNICC supports Enterprise Resource Planning

2012
UNICC opens an office in Valencia, Spain

2013
UNICC receives international certifications

2017
UNICC wins CSO50 information security award

2018
UNICC establishes a presence in Hanoi, Vietnam

December
Spanish Government contributes to the UNICC Centre of Excellence in Valencia

2020
UNICC wins CSO50 information security award

April
First virtual Management Committee session

2021
UNICC celebrates its 50th anniversary

December
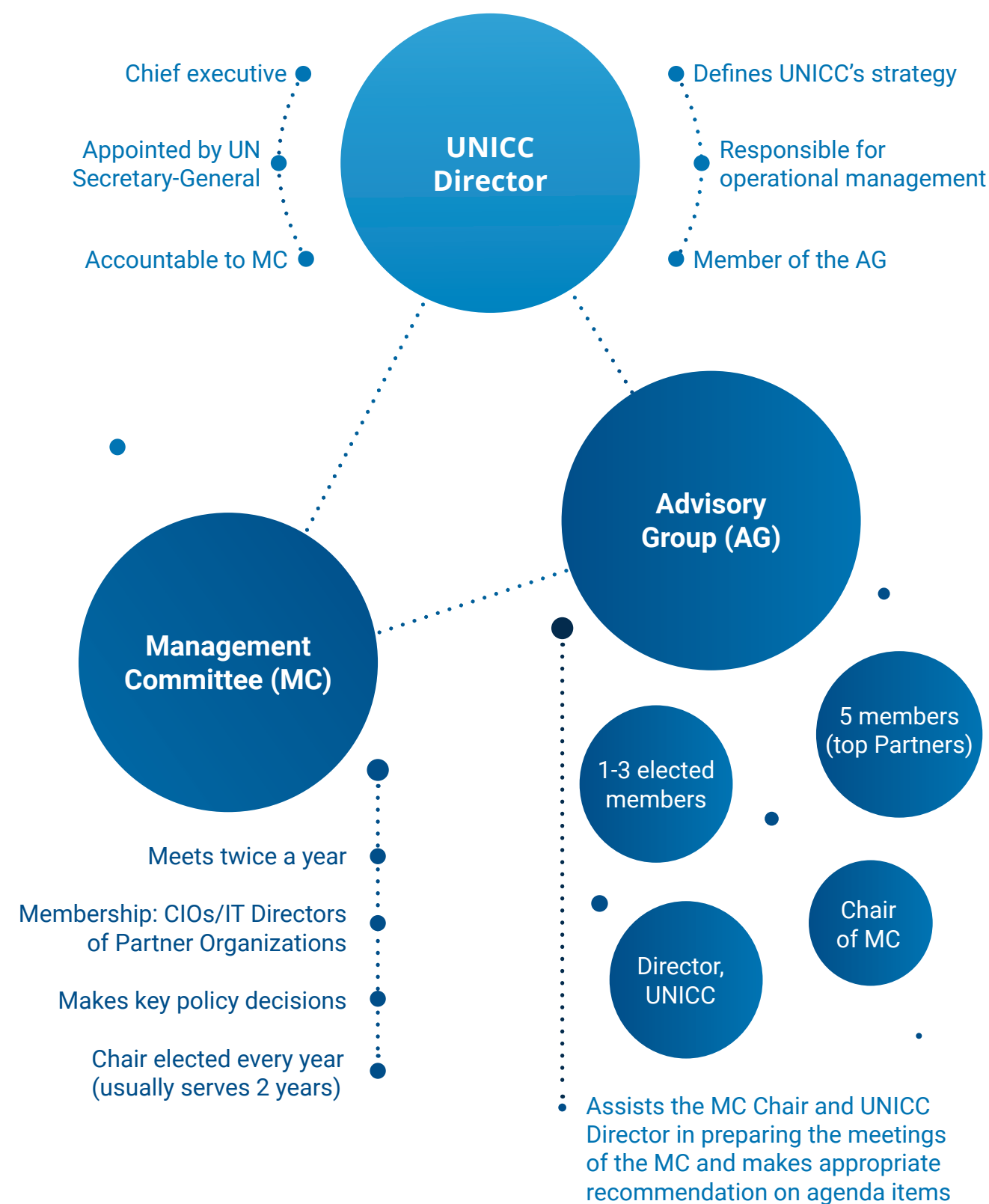New UNICC logo

2022
More to come!

Governance

UNICC is governed by a Management Committee (MC) comprised of one representative from each of its Partner Organizations. All Partners share responsibility for key decisions, providing guidance in charting UNICC's strategic direction and approving the Centre's budget, financial reports and service rates.

Both MC sessions of 2021, the Spring meeting in April and the Fall meeting in October, were held fully virtually for the second year in a row, in response to the constraints posed by the COVID-19 pandemic.

The MC's Advisory Group (AG) is composed of the MC representatives of the top five contributors to UNICC plus one to three additional MC members suggested by the Chair of the MC and endorsed by the MC members. The Advisory Group is chaired by the Chair of the MC and works throughout the year with UNICC's Director to undertake preliminary work on topics of interest, to provide advice on MC agendas and to make recommendations on items presented for MC decisions.

UNICC established an MC Audit Sub-Group in 2019 as an advisory and oversight body, independent from UNICC management, reporting to the MC. The UNICC MC Audit Sub-Group assists the MC in fulfilling its obligations in financial reporting, audit and assurance processes, system of internal controls, compliance with applicable regulations and risk management. The MC Audit Sub-Group is composed of at least three and a maximum of five members nominated and appointed by the MC from its membership, based on the interest and expertise of the members. The MC Audit Sub-Group members serve impartially in their personal capacity and in the interest of the MC.

UNICC Director
- Chief executive
- Appointed by UN Secretary-General
- Accountable to MC
- Defines UNICC's strategy
- Responsible for operational management
- Member of the AG

Advisory Group (AG)
- 5 members (top Partners)
- 1-3 elected members
- Chair of MC
- Director, UNICC

Assists the MC Chair and UNICC Director in preparing the meetings of the MC and makes appropriate recommendation on agenda items

Management Committee (MC)
- Meets twice a year
- Membership: CIOs/IT Directors of Partner Organizations
- Makes key policy decisions
- Chair elected every year (usually serves 2 years)

Financial Overview

The COVID-19 pandemic has posed immense challenges to the work of the United Nations and has reversed progress on meeting the Sustainable Development Goals (SDGs). Nevertheless, the pandemic has also granted countless opportunities for digitization. Technology has been a great enabler for the UN system to continue its work during uncertain times, instability, lock-downs and everchanging emergency measures, ultimately boosting recovery efforts that will help restart economies and accelerate the implementation of the 2030 Agenda.

For UNICC, the pandemic resulted in an unprecedented number of agreements signed, with more than **600** in 2021 alone.

2019	338 Agreements
2020	497 Agreements
2021	600+ Agreements

2019-2021 agreements signed

2021
2020
2019

14%
22%
33%

Income from projects
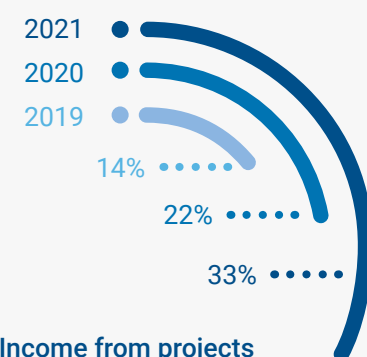
The financial biennium 2020-2021 also saw the highest budget approved by the Management Committee. This was in part due to the continued COVID-19 crisis and the exceptional challenges all UN Agencies had to face, resulting in an increase in the demand for UNICC services, including UNICC's capabilities in high-demand areas like information security, automation, data and analytics and cloud services.

UNICC's 2022-2023 budget has been calculated based on factors such as:

- Committed expenditures of UNICC as a result of current contractual agreements for UNICC and Partner Organizations' requirements.
- Service Delivery Agreements that are in force at the time of the budget preparation.
- Expenditures undertaken in 2020 and 2021 and planned to continue in the 2022-2023 biennium.
- Funding Estimates from Partner Organizations.

UNDP **13%**

4%

UNJSPF **8%**

WIPO **12%**

2%

9%

WFP **8%**

3%

UNHCR **7%**

4%
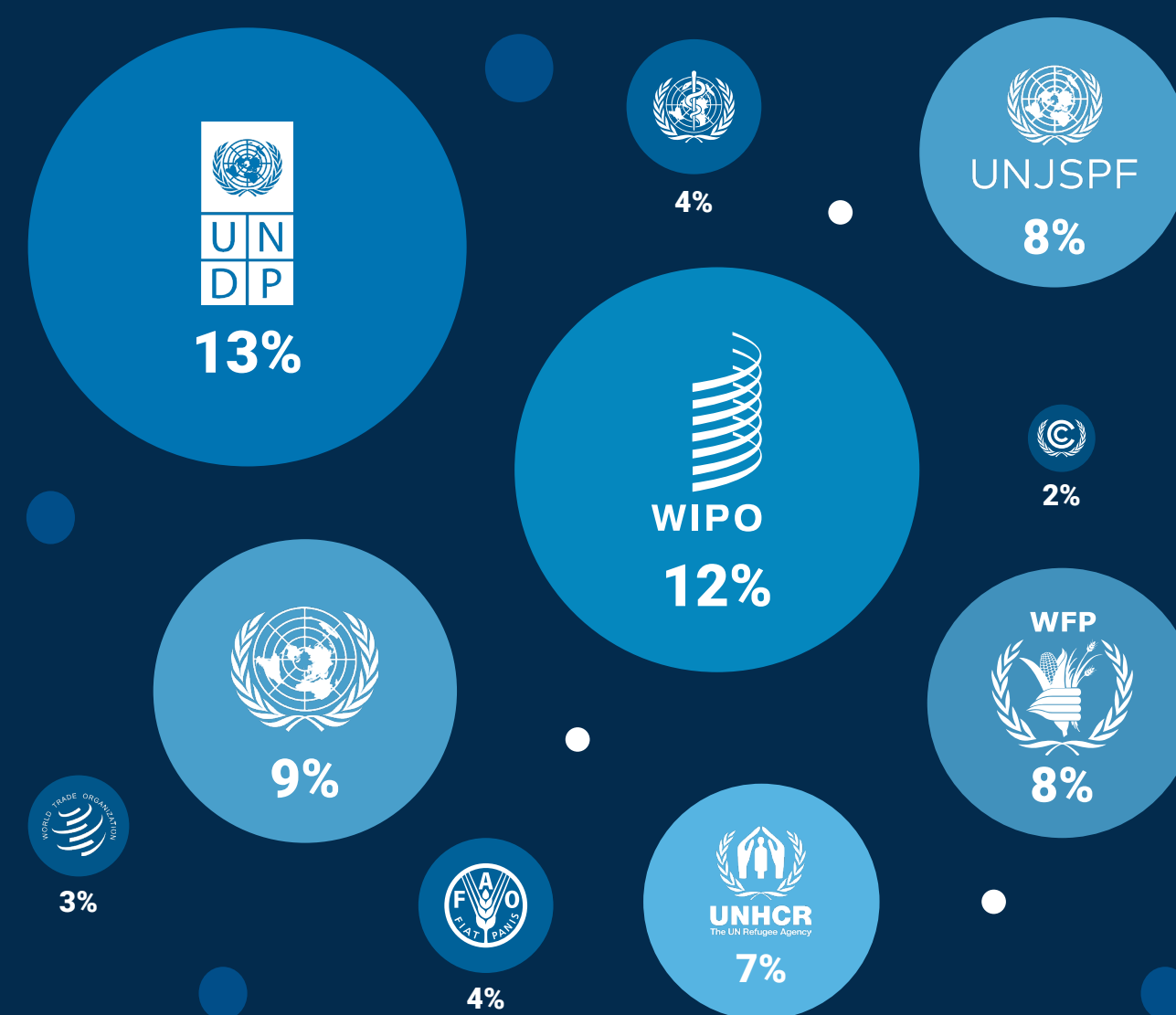
PARTNER ORGANIZATIONS

2021 Top 10 Partner Organizations by Funding Contribution

2021 Highlights

50th Anniversary

Half a century ago, Member States of the United Nations, through the Advisory Committee on Administrative and Budgetary Questions (ACABQ), foresaw that technology would someday permeate all spheres of humanity and advised the UN Secretary-General, through the General Assembly Resolution 2741, to create the United Nations International Computing Centre. UNICC was born on 1 January 1971 as the first and only UN entity for information systems and related activities, initially providing common electronic data processing (EDP).

50 years later, UNICC is the largest provider of digital business solutions within the UN family, designing and deploying digital tools and programmes to support over 80 Clients and Partner Organizations in fulfilling their mandates.

Reaching 50 years is a milestone for any organization, but especially for one in the fast-changing field of technology and digital business partnerships. UNICC's 50th anniversary celebrated the impact of technology on human advancement and as an accelerator for the implementation of the Sustainable Development Goals (SDGs), with several milestone events throughout the year.

Global Hackathon: Data for Good

In February, UNICC brought together 140 students from 54 universities around the world in its first ever hackathon to explore issues around the COVID-19 pandemic, refugee crises and the UN's accomplishments during its 75 years of history, three timely topics in 2021. Good data collection and analysis can help UN Agencies make smarter decisions and determine where to direct their resources, while hackathons solve challenges by bringing young talent together for thinking and designing solutions.

Trusted Partnerships: Catalysts for Creative Digital Public Solutions Roundtable

Prominent thought leaders from the UN family, like former CIO and Director of Technology of WFP, the Controller and Director, Division of Financial Administrative Management of UNHCR, the Chief Innovation Officer of NetHope, among others, discussed the power of partnerships at a roundtable event. Panelists discussed the definition of successful partnerships and the key ingredients to build trust and agreed that the UN should continue to enhance collaboration and expand the use of shared solutions.

UN Secretary-General Visits the UN Support Base in Valencia

UNICC and its Director Sameer Chauhan were part of the committee that welcomed UN Secretary-General António Guterres to the UN Support Base in Valencia (UNSB-V) in July, in celebration of UNSB-V's 10th anniversary. UNICC's office in Valencia hosts nearly 250 personnel and is home to the organization's Digital and Cybersecurity Centres of Excellence and Common Secure Operations Centre (CSOC). UNICC is the largest Agency in the UNSB-V and the UN entity with the most expansive footprint in Spain.

From Geneva to the World - #MultilateralismMatters Photo Exhibition

In September, UNICC took part in the photo exhibition 'From Geneva to the World - #MultilateralimsMatters' organized by the European Union (EU) Delegation to the United Nations Office in Geneva and the United Nations Office at Geneva (UNOG), with a UNICC kiosk image and caption highlighting how UNICC is reimagining digital diplomacy and supporting multilateral processes with innovation and technology.

2021 HIGHLIGHTS

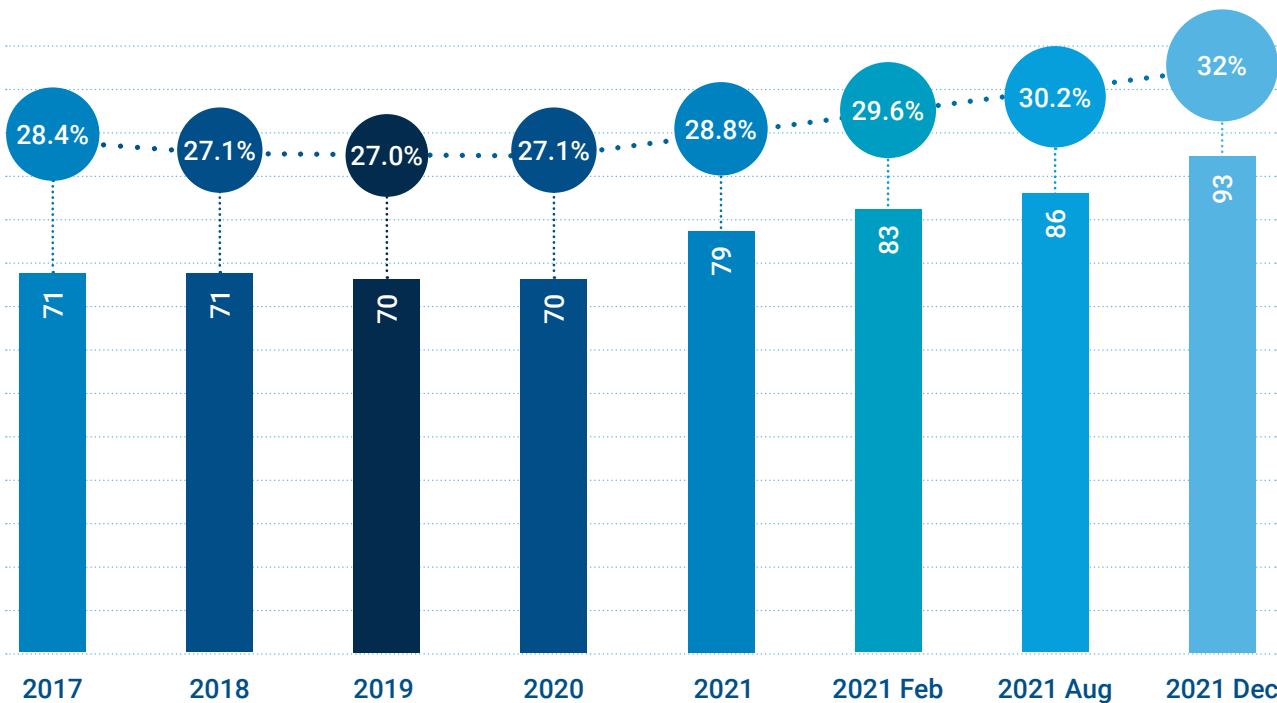# Gender, Diversity and Inclusiveness

UNICC is committed to bringing gender parity, diversity and inclusiveness into the digital business field. Ending discrimination is crucial to an equitable, sustainable world and it is key to meeting SDG 5: Gender Equality. The organization has made gender, diversity and inclusiveness central to its mission in serving its stakeholders.

Internally, the organization is focusing on increasing its gender and diversity rates. In 2021, the organization reached 32% representation of women among staff. This represents a 5.3% increase since 2019, with uninterrupted improvement of gender parity since 2020. UNICC is on similar footing with the private sector and more advanced than some ICT departments within UN entities.

While there is still a long road ahead, nevertheless there is progress. The total headcount for staff hired in 2021 shows that 59% were women (10 out of 17). Additionally, UNICC's Professional Internship Programme provided equal opportunities to 14 young women and 9 young men.

Another milestone was the development of a UNICC Gender Parity Strategy, designed to improve gender balance in the organization, to promote the advancement of women and to help create a diverse and inclusive workforce by identifying improvements in selection processes, training and career development efforts, accountability, monitoring and reporting applicable to all staff members. The purpose of the Gender Parity Strategy is to have a clear roadmap on how to achieve gender parity across UNICC by 2028, as pledged by UNICC's Director.

5.3% ⬆
In gender parity since 2019

59%
New hired staff were women

	2017	2018	2019	2020	2021	2021 Feb	2021 Aug	2021 Dec
Ratio	28.4%	27.1%	27.0%	27.1%	28.8%	29.6%	30.2%	32%
Staff	71	71	70	70	79	83	86	93

Women Gender Ratio Evolution (Last 5 Years): Women Staff and Ratio

UN Joint Inspection Unit Report on Cybersecurity in the United Nations

In today's digitalized world, cybersecurity has emerged as a matter of critical importance for international organizations, and the United Nations is no exception. The potential consequences of a weak cybersecurity posture go beyond the disruption of ICT infrastructure and systems - rather, it affects the ability of the United Nations to deliver its mandate .

In 2021, the United Nations Joint Inspection Unit (JIU), an independent external oversight body that conducts evaluations, inspections and investigations in the UN, reviewed the use of cybersecurity practices across the UN.

The JIU report (JIU/REP/2021/3) identifies common cybersecurity challenges and risks faced by the UN system, analyses responses to these threats and examines current inter-Agency dynamics as well as the potential for shared solutions.

The report also includes a set of recommendations for UN Agencies to leverage cybersecurity services and know-how from UNICC, taking into consideration that about two thirds of UN system organizations have already benefited from UNICC cybersecurity services on an opt-in basis for a number of years. The report recognizes the business model of the organization, based strictly on cost-recovery, as an advantage to providing a high degree of transparency, ensuring continuous coordination with Partner Organizations and requiring the closest possible alignment between service needs and offers.

The JIU report also points out that the same cost-recovery model and absence of profit-orientation can represent an obstacle, as UNICC's service offerings depend on its Partner Organizations providing seed funding to cover the costs of developing new services for their requirements, while smaller entities can only afford to buy a service once a critical mass of Clients has already subscribed to it.

The report includes five formal recommendations and 35 informal or 'soft' recommendations as additional suggestions that could enhance the cybersecurity posture of the UN system. One of the formal recommendations is the establishment of a trust fund to strengthen the capacity of UNICC to design, develop and offer shared services and solutions to enhance the cybersecurity posture of the UN system, complementing existing funding mechanisms with voluntary contributions. The fund would lower the costs of some of UNICC's current services to enable more organizations to benefit from them, creating more robust opt-in options for UN entities of all sizes thereby enhancing economies of scale for the entire UN family.

The JIU report dives deep into current cybersecurity challenges the UN system is facing, while recognizing the unique capacities of UNICC and its intimate knowledge of the system and the needs of individual organizations. The report advises UN Agencies to further adopt UNICC's services to increase the cybersecurity maturity of the UN - with the objective of rendering the system more nimble, cost-effective and secure for all, including UNICC as a member of the UN family.

The JIU and the United Nations Secretariat presented these findings to the UN General Assembly to inform Member States on the cybersecurity situation of the system and reiterated the invitation for UNICC to establish a fund to allow Member States to support the provision of shared solutions and system-wide cybersecurity services for the entire UN system.

UNICC Cybersecurity

UNICC has grown its global cybersecurity programme to serve 40 UN Partner Organizations since its inception in 2017. UNICC's cybersecurity experts work from the new Cybersecurity Centre of Excellence in Valencia, Spain and from around the globe. UNICC is certified with ISO 27001 and offers consulting and services to assist Clients to obtain this key Information Security Management System certification.

The JIU Report on Cybersecurity highlights the importance of a good cybersecurity posture for the UN system and endorses the portfolio of services offered by UNICC. UNICC's cybersecurity services cover governance and oversight, threat intelligence network services, incident response, forensics, Public Key Infrastructure support and a whole spectrum of operational components.

UNICC performs early detection findings and responds in a timely manner to cyber threats impacting its infrastructure, thanks

to the technical controls deployed across all shared services. These controls involve enhanced and continuous monitoring of all UNICC infrastructure instances by UNICC's Common Secure Operations Centre (CSOC). Suspicious detection results are escalated and investigated according to security incident response standard operating procedures. With the implementation of these controls, UNICC has been able to detect and mitigate security incidents in very early stages of attacks, thereby limiting the impact they might cause to UNICC and all its Clients and Partner Organizations.

As in previous years, UNICC invited its UN cybersecurity practitioners to share insights on cyber practices and provide feedback on UNICC Common Secure services during its annual Common Secure Conference. The 2021 edition gathered nearly 200 participants from 33 organizations in a virtual setting.

UNICC Common Secure members had

the opportunity to provide input on UNICC's services through theme-focused sessions. The conference offered a blend of UN, public sector and cybersecurity vendor presentations, with speakers from the Asian Development Bank (ADB), the European Union's Computer Emergency Response Team (EU-CERT), International Atomic Energy Agency (IAEA), Interpol, the Spanish National Institute for Cyber Security (INCIBE), the United Nations Development Programme (UNDP), the United Nations Population Fund (UNFPA), United Nations Industrial Development Organization (UNIDO), UN Women, World Food Programme (WFP) and the World Health Organization (WHO).

According to a majority of participants, the Common Secure Conference helps them improve their skills and support cyber programme development, with presentations relevant to their current work as well as the opportunity to build relations with cybersecurity peers from other Agencies and beyond.

UNICC's Common Secure Operations Centre (CSOC), with its certified cybersecurity experts and their many years of experience in the UN system, together with a qualified, best-of-breed Common Secure Security Information Event Management (CSIEM) solution, delivers cyber security peace of mind to the UN family. The experts provide organizational risk mitigation, oversight for multiple and dynamic relationships as well as security intelligence for online and cloud services, network, servers, telecommunication, messaging, databases, firewalls, mobile device management, endpoints, web services, authentication, packaged applications, storage and threat detection and mitigation.

UNICC was awarded a 2020 and 2017 CSO50 Award for its Common Secure Information Security services demonstrating outstanding business value and thought leadership.

2021 HIGHLIGHTS
Partnership for the Planet

In today's digitalized world, partnerships are the key vehicles to reach further, encourage and drive more creative solutioning, and accelerating sustainable development. In this spirit of collaboration, the United Nations Framework Convention on Climate Change (UNFCCC) partnered with UNICC in March 2021 to optimize climate change events with digital business solutions.

During 2021, UNICC served as a UNFCCC partner in delivering to pre-COP26 events, including Subsidiary Bodies meetings and Regional Partner meetings, bringing a breadth of digital capabilities and addressing the constraints of large-scale physical conferences imposed by the COVID-19 pandemic. For these events, UNICC supported the delivery of a seamless conference management solution with single sign-on for different conference platforms. From guest registration to document management, this solution allowed organizers and participants to carry out the same activities as a physical conference, and more.

For the Conference of the Parties (COP26) that was held from 31 October to 12 November 2021, UNICC performed as a cross-functional team to deliver innovative solutions through eight workstreams to support the meetings and negotiations that took place in Glasgow.

8 Workstreams   **4+** Months   **20** Team Members

Digital ID Validation

Suite of AI-powered mobile applications to issue virtual badges with bar code by capturing registered attendee facial biometrics against official ID photos

23000+ ID validations

Virtual Meeting Provisioning

Development of a service enabling the provisioning of meetings from the UNFCCC booking system across multiple third-party platforms

2090+ meetings

Cyber Security

Security reviews in collaboration with UNFCCC and third-party providers

Assessments & monitoring

01-12 NOV 2021
GLASGOW

COP26

IN PARTNERSHIP WITH ITALY

Onsite Presense
Management | Support | Cybersecurity | Data Analytics

Support

Dedicated team for the Digital ID validation Tier 2 support and QA for Tier 2 tickets
Digital Clerk coordination
Concierge functionality

2400+ support calls
16 digital clerks

Training

Provided quality assurance and supported training efforts onsite in addition to delivering user guides and facilitating dry-runs for 7 preliminary meetings

11 PDFs, 8 user guides and 6 dry-runs for events leading to COP26

Data Analytics

Development of dashboards, reports, ad-hoc queries and lists, provision of participants statistics, event feedback and overall timely visibility. Transfer to key team members under the UNFCCC Registration team.

10+ real-time management and operational dashboards

Change Management

Defined the vision and measures of success with UNFCCC delivery teams

5+ workshops

User Journeys

Defined the participants' journeys from registration to attending and running meetings

As part of this set of digital solutions for digital diplomacy, UNICC developed the COP26 ID Check App, an AI-powered application that leverages facial recognition technology to securely and efficiently verify the identity of participants and issue virtual badges, avoiding fraud and ensuring a seamless user experience. All registered participants, including representatives of the Parties to the Convention and Observer States, members of the media and representatives of observer organizations such as NGOs and IGOs, could verify their identity with the COP26 ID Check app any time before the start of the conference, which reduced registration wait times by at least 50%.

Through this unique partnership, UNFCCC joined forces with UNICC to deliver digital tools for climate change diplomacy. UNICC's virtual conferencing services enabled global inclusivity and participation during COP26, allowing more stakeholder voices to be heard in a multilateral and multiplatform setting. UNICC's user-centric solution helped turn challenging negotiations into productive dialogues between thousands of participants attending in person and virtually.

Carbon Neutrality

> " *The UN system is a leader in integrating environmental and social sustainability considerations across its work in a systematic and coherent way, practicing the principles that it promotes and leaving a positive legacy.*
>
> UN System Chief Executives Board for Coordination

Technology is a great ally for humanity; it has become essential for the implementation of the Sustainable Development Goals (SDGs), accelerating the development agenda as well as humanitarian services, helping us reach farther. However, technology carries a carbon footprint.

Every time we use a digital solution or tool, from attending a virtual meeting, sending an email or storing a file on a server, we impact our environment. This impact can be measured, analyzed and most importantly, reduced or offset, allowing us to benefit from the many advantages of technology in a sustainable way.

The UN's journey towards carbon neutrality began in 2007, when then UN Secretary-General Ban Ki-moon publicly called on all UN Agencies, funds and programmes to 'go green.' Considerable steps in this direction were taken across the system from 2007 until 2019, when, under the leadership of Secretary-General António Guterres, the UN System Chief Executives Board for Coordination endorsed the Strategy for Sustainability Management in the United Nations System 2020-2030.

This Strategy includes a vision for sustainability that invites the UN family not only to promote green practices around the world, but to 'walk the walk'.

In line with the Strategy, in 2021 UNICC joined forces with Greening the Blue, a UN-wide initiative managed by the United Nations Environmental Programme (UNEP) to engage and support UN personnel at all organizational levels to integrate environmental considerations into management decisions and actions. Greening the Blue's Sustainable United Nations (SUN) facility assists UN entities in measuring their environmental performance, reducing their impact and offsetting their unavoidable greenhouse gas emissions. The interventions of the SUN initiative focus on the environmental footprint resulting from facilities and operations.

With this important partnership, UNICC started measuring and reporting its carbon footprint and developed a plan to become greener with guidance and support from SUN.

Currently all four of UNICC's data centres are classified as Efficient or Very Efficient, with practices that include the use of solar panels covering 25% of daily needs in the Valencia data centre, 100% renewable energy and cooling by circulation of water from Lake Geneva for both Swiss data centres, as well as the deployment of environmental sensors and optimization in the North American data centre.

Internally, UNICC has run several campaigns for sustainable office space and sustainable home offices for remote workers, ensuring that UNICC staff follow sustainability principles even when working out of office.

Some examples of UNICC services that promote sustainability are:

- Facilitating global participation and engagement in multilateral processes through digital diplomacy platforms, allowing more participants to join virtually

- Reducing the use of paper by offering an electronic signature service, directly impacting SDG 12: Responsible Consumption and Production and SDG13: Climate Action

- Enabling dozens of organizations to continue business operations through online platforms, virtual desktops and collaboration tools, reducing the carbon footprint due to reduced travel and other mitigation efforts.

With the tools and mechanisms available through SUN and the Greening the Blue initiative, UNICC has now become a carbon neutral organization, leading in green technologies across a greening UN family.

2021 HIGHLIGHTS
Innovation

The need for technology and digital solutions is at an all-time high across businesses and sectors. Especially with the onset of the COVID-19 pandemic, all areas of humanitarian action and international development have seen an increased call for advanced technology products and services to respond to the many challenges the world is facing. Digital transformation allows for more productivity, streamlined operations, agility and resilience in ever-changing scenarios and is a catalyst for economic growth. Moreover, it attracts investment, talent and global players.

UNICC is responding to this growing need in the international system with innovation and state-of-the-art digital business solutions tailored to many of its more than 80 Clients and Partner Organizations. With UNICC's shared services business model, Clients can benefit from affordable, accessible and flexible solutions to support their mission delivery. At the same time, Member States benefit because more UN entities are harnessing smart technologies to fulfil their mandates, reaching further into the field to support country offices and their results.

UNICC continues to fine-tune many of these new technologies and through strategic partnerships their impact is even greater, as in the following successes.

Photo:UNICC

UN Digital ID – A building block for UN digital cooperation

The UN is taking steps to digitally transform its identity management solutions, with a system to streamline information sharing, daily workflows, access to platforms and premises, operating across UN Agencies by providing its personnel with a universal, system-wide solution.

In the spirit of emerging technologies supporting the UN Secretary-General's Strategy on New Technologies, the UN Digital ID is harnessing blockchain, biometrics and mobility to provide online UN credentials and 'digital wallets' for UN employees from onboarding to separation. The UN Digital ID aims to solve data fragmentation and broken processes in the UN, and give ownership of personal data back to employees. It is reliable, scalable, dependable and interoperable between Agencies.

The UN digital ID uses various open-source solutions, ensuring transparency and bias avoidance. In order to further build digital trust, UNICC has also released the source code of the UN Digital ID, so the efforts spent in creating the software are available and can be used by other organizations for public good.

The Pan-American Health Organization welcomes Mia and Max, their first 'digital workers'

The Pan American Health Organization (PAHO) has added two Acquisitions Technicians to their Procurement and Supply Management team - two new members that can work 24 hours per day, 7 days a week, year-round. Mia and Max are PAHO's first-ever bots, developed by UNICC's Robotic Process Automation (RPA+) Centre of Excellence alongside PAHO's Procurement and IT teams.

The robots execute repetitive and time-consuming tasks, allowing the human teams to forget about paperwork and focus on strategic aspects of procurement, such as PAHO country office support and enhanced relationships with suppliers. A single purchase order requisition can take a human buyer an average processing time of 20 minutes, while Mia is able to do the same work in approximately 5 to 8 minutes, thanks to automating redundant and time-consuming steps.

The Food and Agriculture Organization (FAO) embraces RPA for vendor sanctions screening

The UN Digital Solutions Centre (UN DSC), operated in partnership by the UN World Food Programme (WFP) and the UN High Commissioner for Refugees (UNHCR), supported by UNICC, developed the Joint Sanctions Screening solution using Robotic Process Automation (RPA) to streamline repetitive, manual and inefficient vendor screening processes.

High standards of integrity and compliance mean zero tolerance for fraud and corruption. The UN minimizes fraud by imposing sanctions on potential vendors, partners and their employees. The Joint Sanctions Screening Solution speeds up the vetting process and improves efficiency of vendor records management, eliminates human error in analysing and reviewing data and reduces operational risk.

The UN Joint Sanctions Screening solution, embraced by FAO as well as several other UN Agencies, optimises back-office operations to bring peace of mind to managing public funds for social good, unlocking the promise of the SDGs.

UN Partner Portal

Civil Society Organizations (CSOs) and their UN Partners, the UN Secretariat, UNFPA, UNHCR, UNICEF and WFP, with operational support from UNICC, have joined forces to deliver the UN Partner Portal, a platform for CSOs to engage with the UN on partnership opportunities. The UN Partner Portal is designed to facilitate a harmonized, efficient and easy collaboration between the UN and its partners, simplifying and strengthening UN partnership processes. By choosing the right partners, we can better support projects and programs, achieve better results and be that much closer to reaching our goals, making life better for everyone everywhere.

The development of the UN Partner Portal draws on decades of successful partnerships between the UN and civil society, consultations with networks of NGOs, as well as best practices in partnership management, to support the streamlined business processes. UN Partner Portal teams have a continuous improvement approach, where feedback from UN Agencies and CSO users drives enhancements. Thus, the Portal is designed to encourage harmonization within the UN and it is expected that more UN Agencies and their associated Partners will join the Portal in the near future.
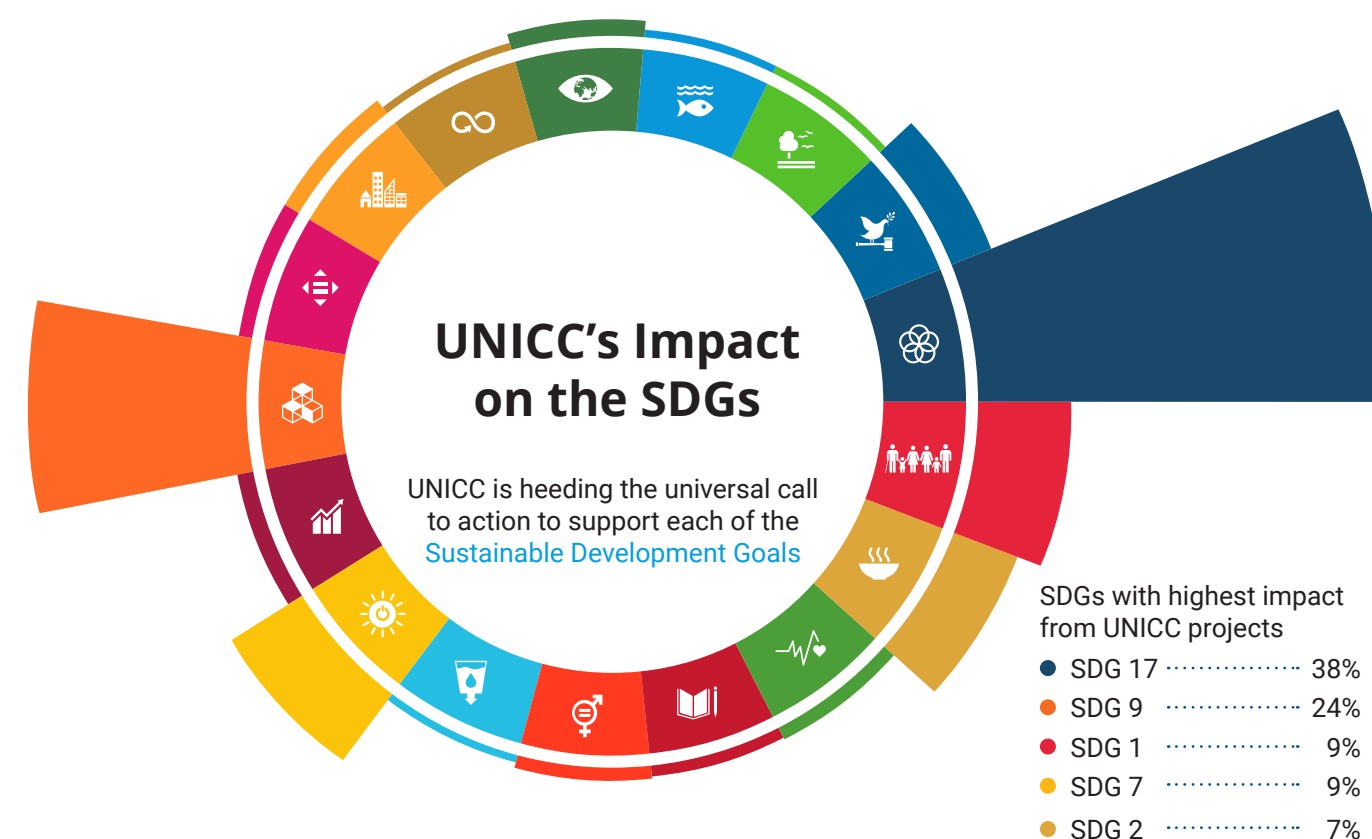
Data Action Portfolio

The *Data Strategy of the Secretary-General for Action by Everyone, Everywhere* is a call to action for a data-driven transformation to build ecosystems that unlock the potential of global action on the SDGs. Data drives all aspects of the UN's work and its power harnessed responsibly is critical to global agendas.

As the digital business and technology shared services hub for the UN, UNICC is uniquely positioned to heed the call, embrace and implement the UN Secretary-General's data strategy in every corner of the UN system.

UNICC is well-situated with its Data Action portfolio to assist UN Agencies in implementing their alignments to the Data Strategy of the UN Secretary-General and take their data programmes to the next level with development and humanitarian use cases across many UN Agencies, in the areas of analytics, advanced analytics, data management and data exchange as well as data governance.

The Travel Data Cube: an Inter-Agency project to drive savings in UN travel costs

Several UN Agencies have recently come together with the UN Digital Solutions Centre to build the Travel Data Cube, a consolidated data cube platform that allows comparing and contrasting travel

UNICC's Impact on the SDGs

UNICC is heeding the universal call to action to support each of the Sustainable Development Goals

SDGs with highest impact from UNICC projects
- ● SDG 17 ················ 38%
- ● SDG 9 ················ 24%
- ● SDG 1 ················ 9%
- ● SDG 7 ················ 9%
- ● SDG 2 ················ 7%

spending, including reviewing average travel cost rates on top travel routes.

In the cube, data is aggregated, cleaned, consolidated and shown in a visual and interactive web-based dashboard that allows users to perform data-driven fares negotiation with airlines, ultimately driving savings. The dashboard includes a mapping tool through which users can see which UN Agencies are covered by which UN airline contracts plus the savings they deliver.

Innovative Technology and Partnerships for International Criminal Investigations

The United Nations Investigative Team to Promote Accountability for Crimes Committed by Da'esh/ISIL (UNITAD) partnered with UNICC as well as Microsoft to support data management for accountability in UNITAD criminal investigations, with UNICC offering

Microsoft Azure hosting services, development, data and cognitive services.

UNICC Data and Analytics, Application Development and Cloud Infrastructure teams supported the collection, preservation and storage of evidence in the form of images, audio, video and digital text files that has been recovered from sources on the field. This solution streamlines evidence in independent criminal proceedings to hold members of ISIL accountable for the crimes they may have committed.

The partnership helps UNITAD fulfill its mandate in a more efficient and cost-effective manner, also creating new opportunities for UNICC Partners Organizations to leverage for similar challenges with this innovative technology.

The Way Forward

UNICC was created 50 years ago with a forward-thinking mission to serve the UN system and the world through shared technology services and trusted partnerships for the UN family. Today, UNICC continues to fulfill the mandate that Member States entrusted to us. In response to one of the most severe global crises on record, UNICC – as the largest digital service provider for the UN system – continued to adapt to the needs of our stakeholders, developing practical, cutting-edge tools and solutions for the UN system and innovating to empower other UN Agencies to fulfill their missions and mandates.

Shared digital solutions and strategic technology partnerships were even more relevant during 2021, the second year of the COVID-19 pandemic. UN Agencies and their stakeholders and beneficiaries had to adapt, innovate and stay focused on digital transformation throughout this difficult year. The weight of the crisis was felt across the world and across UN entities.

Yet difficult times can also bring fresh opportunities – that was the spirit behind this year's success stories captured in this report, highlighting how technology can be an accelerator, an enabler and an equalizer. I trust you found that inspiration here.

Although we faced many new challenges and constraints in 2021, we also reached many new heights. This would not have been possible without the hard work and support of our dedicated, curious and talented personnel. To every single one of my colleagues, I want to thank you for making this possible during these uniquely demanding times.

The coming years will not be easy. We know we must continue listening carefully to our multilateral stakeholders to build back better our communities and systems, working together to bring about a more prosperous and sustainable future. Strategic partnerships are the key to accelerating digital transformation across the UN system, as we work to create shared

value, long-term social impact, and enable the development and implementation of sustainable solutions, moving forward the digitalization of the UN system and its Member States.

The world of technology is rapidly and continuously evolving, and UNICC will remain ahead of the curve in providing our Partners and User Organizations what they need tomorrow, today. We will continue diversifying our Robotic Process Automation (RPA) portfolio with next-generation hyper-automation capabilities that strengthen the value of automated software processing, intelligently integrating it with other strategic technologies. We will also continue our strong work on data and analytics, helping our Partners and Clients make the best decisions possible by harvesting and analyzing UN data and using that data to design cutting-edge tools needed to confront tomorrow's challenges. And as cybersecurity threats rise, they will continue to be met head-on by the state-

of-the-art cybersecurity services offered by UNICC's Common Secure Operations Centre (CSOC).

The way forward will require better use of data, more emphasis on cybersecurity and a UN System Private Cloud for the protection of information across the UN family. I am confident that our support for the SDGs will continue and expand with every project UNICC designs, executes and delivers, accelerate their accomplishments through digital solutions. The next years will be defined by how quickly we can embrace sustainable technologies and put them to the good use and benefit of the UN system and the people we serve.

Truly yours,
Sameer Chauhan