



UNICC Director's Report 2022

Contents

3

4

5

6

7

8

17

19

Director’s Note

UNICC in Brief

Personnel Highlights

History & Governance

Financial Overview

Technology in Action

- 9 Human Rights
- 11 Peace and Security
- 13 SDGs: Climate Action
- 15 Digitalization of the United Nations System

2022 Highlights

- 17 Cybersecurity
- 18 Gender, Diversity and Inclusiveness
- 18 Greening UNICC
- 18 77th UN General Assembly

The Way Forward

Director's Note

2022 was a very exciting and eventful year for technology-oriented organizations. Digital processes and systems put in place as temporary solutions during the height of the pandemic became the new normal, consolidating flexible working arrangements with hybrid and remote modalities, virtual meetings and conferences.

The United Nations system continued its digitalization journey and UNICC, as the largest strategic entity for digital solutions and cybersecurity services, responded to the new challenges with innovative projects and partnerships, in line with the [UN Secretary-General's Roadmap for Digital Cooperation](#), his [Strategy on New Technologies](#), the [UN 2.0 Quintet of Change](#) and the Global Digital Compact process. In this regard, I am pleased to introduce some of the highlights of 2022 in this Director's Report.

During 2022, UNICC achieved a new record of personnel growth, with **830** people. Our growth is testimony to the trust that over **90** Clients and Partner Organizations place in UNICC to support them in delivering their mandates.

The report also shows how UNICC is focusing on partnerships to have a greater impact on the implementation of the UN Sustainable Development Goals (SDGs). In 2022 we worked with an array of stakeholders, both in the private and public sectors, including UN Member States, non-profit organizations and academia. Thanks to our focus on partnerships we received the Business Relationship Manager (BRM) Institute Community Excellence Award and the Data4Good Award for Quality Education. UNICC also joined its partner PAHO in winning the World Procurement Award for Digital Impact.

UNICC, in support of the UN system's digital transformation, drives innovation and change with digital business programmes and tools to further human rights, development, peace, climate action and more. It acts as a strategic partner to scale-up tools and platforms across the UN ecosystem. To keep up with the rapid pace of change, the system needs more than ever economies of scale, innovative, reliable, scalable and secure digital solutions from UNICC.

Fabrice Boudou

Director, IT Solutions Division, World Trade Organization and Chair of UNICC's MC

Other areas of priority for UNICC in 2022 were green technology, gender equality, diversity and inclusiveness, innovative data and analytics solutions as well as enhanced cybersecurity for the UN family.

I would like to express my gratitude to all of my UNICC colleagues for their hard work and dedication, to all of our partners for their ongoing trust and to UNICC's Management Committee (MC)

and Advisory Group, with a special thanks to MC Chair Fabrice Boudou and MC Vice-Chair Anthony O'Mullane (Director, Operations Support Division, Office of Information and Communications Technology, United Nations), for the sage advice and good guidance over the year.

As we look to the new year, we remain committed to delivering innovative, forward-looking and reliable system-wide solutions to help the UN family reach the most vulnerable. We will keep championing technology as the world's great equalizer to enable sustainable development and prosperity at a global scale. I hope you will find inspiration in this report and the snapshots it captures of UNICC's work over 2022.



Sameer Chauhan
Director
UNICC

UNICC in Brief

52+

Years of Experience

5

Global Offices

\$238 million

2022-2023 Estimated Budget

Clients and Partner Organizations

90+

Client Services

Software Services & Cloud

50+

Data & Analytics

Shared Services

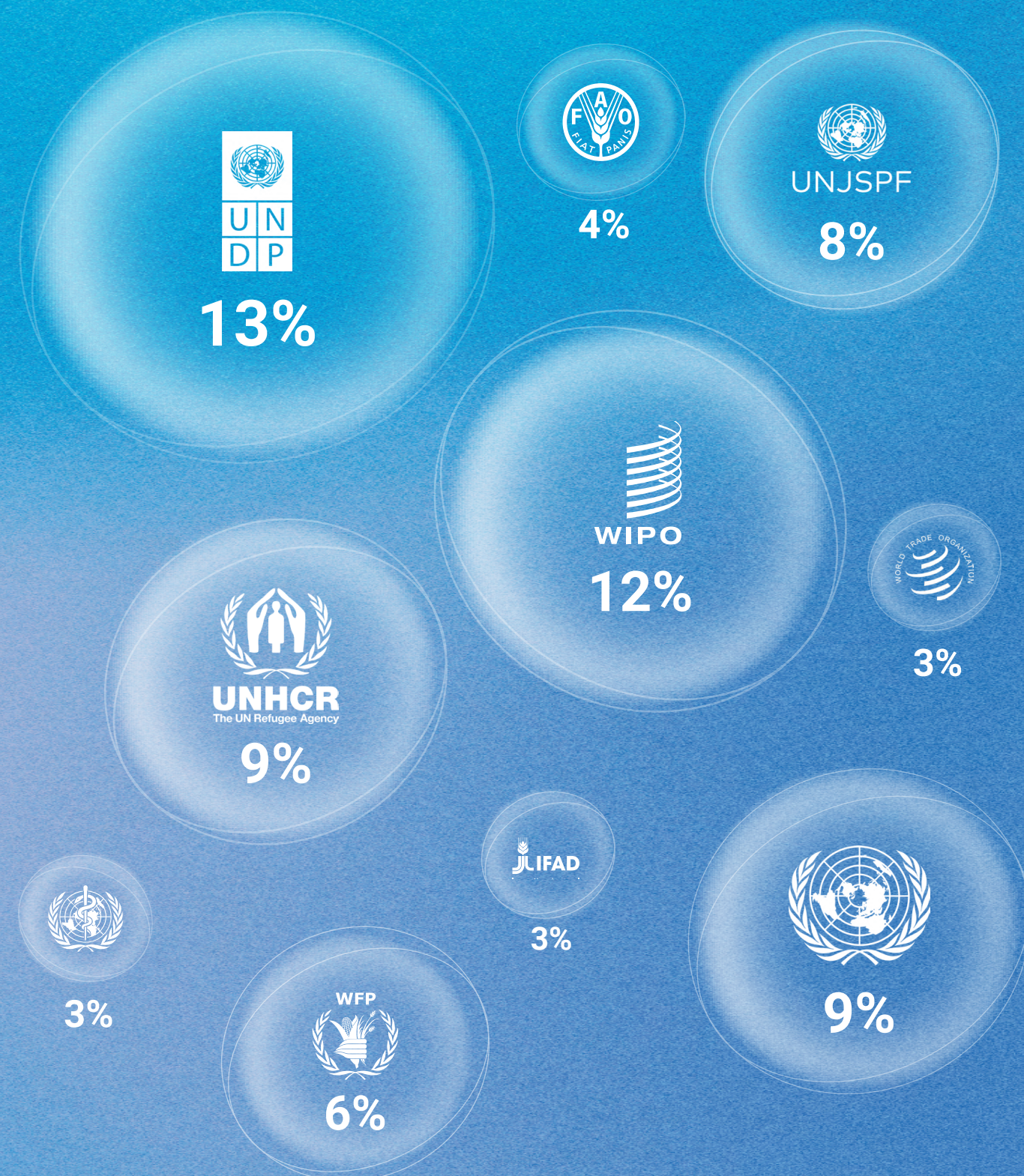
Cybersecurity

Network & Infrastructure Services

Platform Services

4

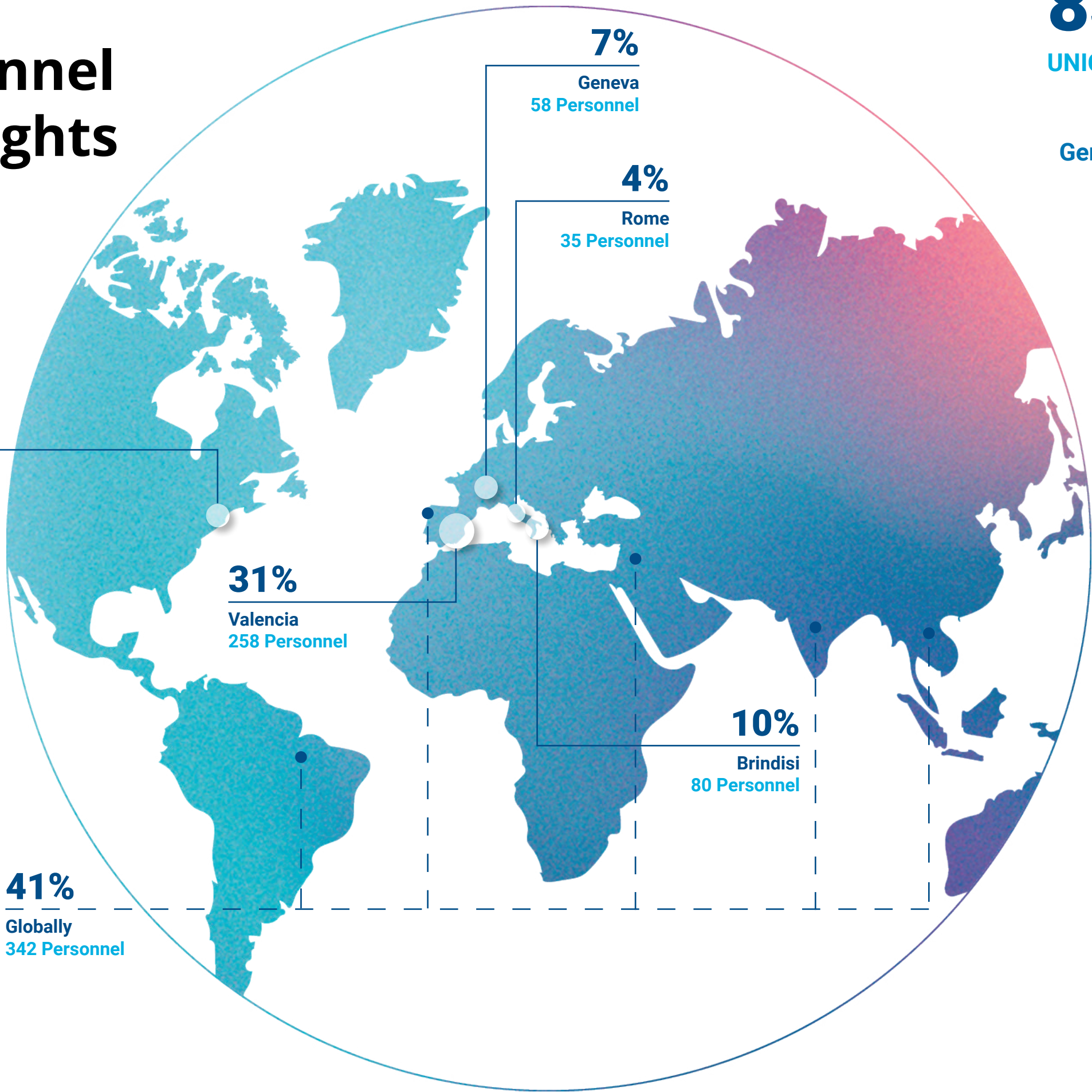
Industry Certifications



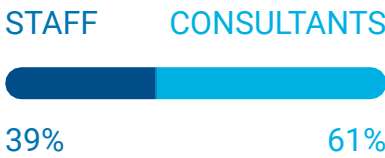
2022 Top 10 Partner Organizations by Funding Contributions

*UNDP, WIPO, UNHCR, UN OICT, UNJSPF, WFP, FAO, WHO, WTO, IFAD

Personnel Highlights



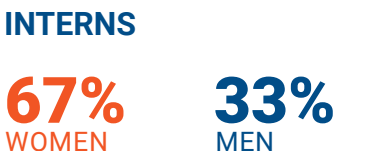
830 
UNICC Personnel



Gender Parity ●



12% ↑
more women compared to 2021



Diversity ●
51
Nationalities

TOP 10 STAFF NATIONALITIES

	Spain	86
	Italy	74
	India	21
	USA	20
	France	19
	Portugal	9
	UK	8
	Philippines	6
	Mexico	6
	Canada	5

History

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. The initial agreement explicitly encouraged other UN Agencies to join the newly born inter-Agency facility.

Once a small entity supporting three UN agencies with mainframe computers, infrastructure, networking, storage and computing, UNICC has grown to support more than 90 partners and delivers an entire spectrum of reliable digital solutions from five strategic locations around the world.

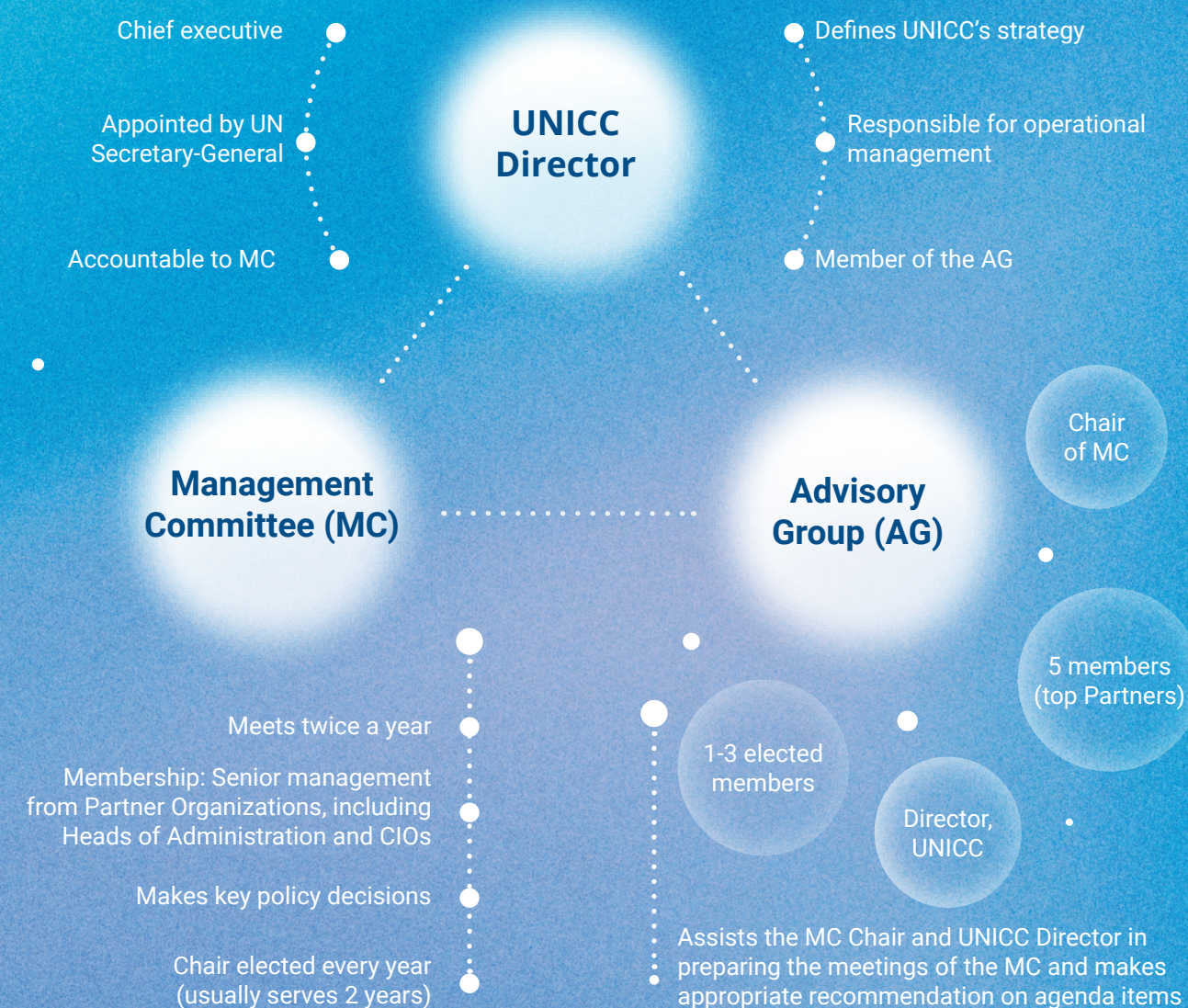
UNICC enables its partners to achieve their mandates and the Sustainable Development Goals (SDGs) Agenda through accelerated digital delivery, with support in technology areas spanning cybersecurity, analytics and data management, software services and cloud, network and infrastructure and other client services.

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Photos: UNICC

Governance



UNICC is governed by a Management Committee (MC) comprised of one representative from each of its Partner Organizations. All Partners meet twice a year and share responsibility for key decisions, providing guidance in charting UNICC's strategic direction and approving the Centre's budget, financial reports and service rates. The organization's Director oversees the day-to-day business and is advised by the Advisory Group.

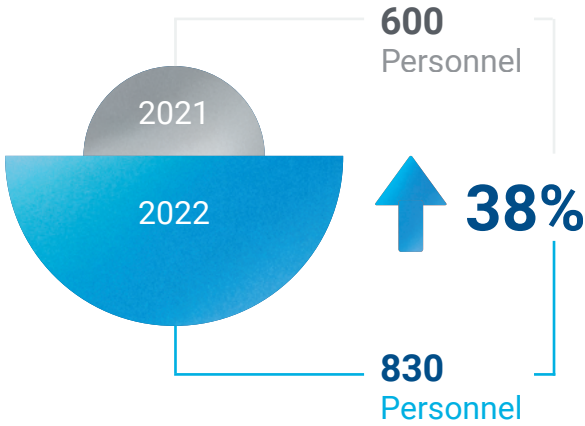
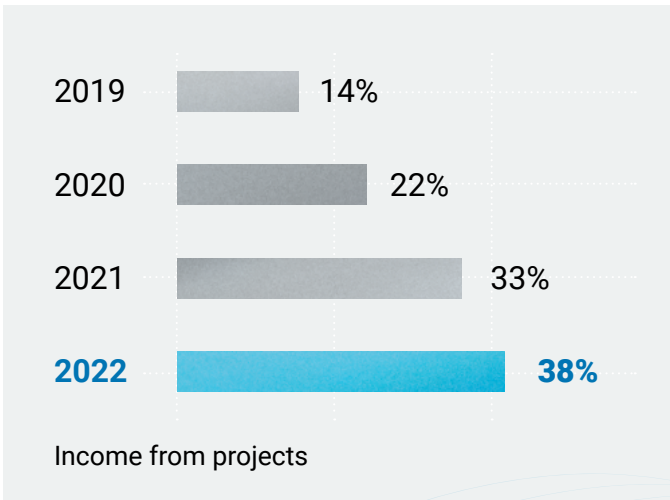
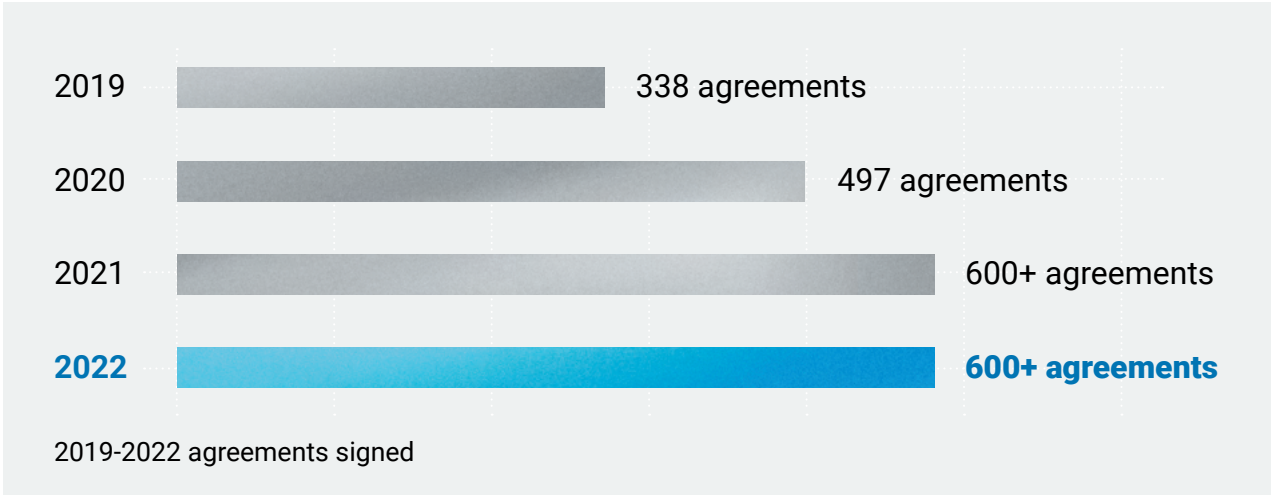
UNICC's Advisory Group is composed of the MC representatives of the top five contributors to UNICC plus one to three additional MC members suggested by the Chair of the MC and endorsed by the MC members. The Advisory Group works throughout the year with UNICC's Director to undertake preliminary work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

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Financial Overview

2022 was an exciting and eventful year for technology-oriented organizations. Digital processes and systems put in place as temporary solutions during the height of the pandemic became the new normal, consolidating flexible working arrangements with hybrid and remote modalities, virtual meetings and conferences and an increased cybersecurity awareness.

Some post-pandemic challenges remained, making businesses risk-aware and less venture-eager. At the same time, inflation and possible worldwide economic stagnation loomed on the horizon, adding to already difficult supply chain conditions. Nevertheless, UNICC managed to grow during these difficult times. With over **600** projects signed in 2022, the organization's estimated budget for 2022-2023 is higher than ever (**\$238 million**). This growth was confirmed by a significant increase in the number of personnel, reaching a total of **830** staff and consultants, **38%** more than in 2021.



TECHNOLOGY IN ACTION

Human Rights · Peace and Security · Climate Action

UNICC provides digital solutions and cybersecurity services to the UN system that directly contribute to underpin key pillars of the work of the UN system organizations such as **human rights, peace and security and climate action** to more than 90 partners. Guided by the principles of the Sustainable Development Goals, our work on Artificial Intelligence (AI), data and analytics, digital ID, Robotic Process Automation (RPA) and virtual conferencing, among other areas, has played a critical role in the digitalization of the UN system.



Technology can be a powerful force for good. UNICC's innovative technology solutions are reaching people in every corner of the world and assisting in the implementation of the SDGs. From humanitarian workers, courts and judges, security experts and decision-makers, to teachers, environmentalists, activists and persons of concern. UNICC meets the needs of a diverse range of individuals and institutions by partnering with dozens of UN entities and other international organizations to identify systems gaps that can be bridged through technology, and ideate, design and implement technology solutions that streamline and de-duplicate mechanical processes.

Over the course of 2022, UNICC deployed solutions backed by trusted and state-of-the-art technologies like AI, blockchain, smart data and cloud computing, to both headquarters and in the field, to maximize the impact of technology by assisting organizations in their digital journey, creating easy-to-use portals, automatizing administrative processes, analyzing data for crises prevention, creating cloud-based solutions, or partnering with multiple stakeholders to create a regional contact centre for refugees fleeing the ongoing conflict in Ukraine.

UNICC creates economies of scale with solutions that are easily transferrable among UN entities, international organizations and more broadly through partnerships with Member States.

This section highlights a selection of use cases that show how, over the past year, UNICC has contributed to the digitalization of the UN family and supported key pillars of the work of UN system organizations such as human rights, peace and security and climate action. The stories included in the following pages spotlight the relevance of technology in multilateralism and illustrate how UNICC's digital solutions and cybersecurity services impact the UN family, Member States and, ultimately, all of us, citizens of the world.



Photos:
UNHCR/Mwancha (left)
UN Women (right)

TECHNOLOGY IN ACTION

Human Rights

Human rights are the backbone of the work of United Nations organizations. Since the Universal Declaration of Human Rights in 1948, they have been inextricably tied to the UN system, becoming one of the pillars of the organization and wider international multilateral community. The advocacy and protection of human rights are an aspiration to all nations.

Through delivering digital tools and technology solutions for the entire UN ecosystem, UNICC supports directly or indirectly the advocacy and promotion of human rights. Human rights are at the centre of UNICC's ideation, design, development and implementation of human-centric digital solutions that are inclusive, equitable and far-reaching, with the goal of leaving no one behind.

In 2022 UNICC partnered with several UN entities and related international organizations to provide digital solutions and cybersecurity services aimed at the empowerment of human rights in different nations. For instance, UNICC partnered with the Office of the High Commissioner for Human Rights (OHCHR), the Department of Conference Management of the UN Office at Geneva (UNOG) and the UN Refugee Agency (UNHCR) to automate systems and processes, allowing for a better use of resources while creating a greater impact in the field.

Mandate Review and Management System for Effective UN Collaboration

In the course of their work for UN intergovernmental bodies, delegates need to understand the cost implications of draft resolutions, hence relevant offices within the UN Secretariat collaborate to prepare oral statements of programme budget implications (PBIs). The PBI process is complex, requiring multiple stakeholders to add and review data, often across several entities within a tight timeframe.

UNICC has been at the forefront of delivering innovation and economies of scale for multiple digital projects across the UN family, notably with Microsoft 365 tools and integrated workspaces. With the development of a digital solution to streamline, unify and systematize the intricate PBI process and workflows emanating from the UN Human Rights Council (UNHRC) each year, UNICC

supported the UNHRC through the OHCHR and the Department of Conference Management of the UNOG.

The functionality built by UNICC now allows multiple UN Secretariat offices to cooperate in the costing, review, approval, and tracking of mandates for services related to conferences, travel, operational support, and legal services as well as human resources and human rights-related field missions support.

The Mandate Review and Management System is a wonderful example of teamwork and collaboration.

Johannes Huisman

Director, the Programme Planning and Budget Division, OPPFB, DMSPC

The Mandate Review and Management System (MRMS) is a testament to clear business benefits resulting from an effective collaboration of several entities in a forward-thinking process improvement exercise.

[More](#)



Photos:
UN Photo/Debebe (left)
ADB/Sulakauri (right)



Cloud-based Refugee Contact Centre for Ukrainian Refugees

UNHCR, the UN Refugee Agency, with the support of UNICC, has partnered with industry experts ServiceNow, British Telecom (BT) and Thirdera to set up a regional contact centre (RCC) to bring cloud-based technology to call centres in Hungary and Poland to support refugees from the war in Ukraine.

Bringing together the best of Service Now, BT, Thirdera and UNICC's digital expertise and solutions, the new UNHCR RCC solution offers refugees a user friendly, multilingual platform to access vital information on emergency services, assistance and psychosocial counselling services as well as identifying vulnerable refugees and referring them to specialists for follow up support. The RCC also provides information on education, employment, healthcare, housing and legal support.

The RCC platform offers a cost-

effective, accountable, cloud-based solution for UNHCR's efforts in the field. It is built around a solution integrated with case management from Thirdera, using ServiceNow's Customer Service Management (CSM) application, to build and keep interaction records with callers and identify and refer vulnerabilities to UNHCR and its partners for follow up and response.

The service, which is a cost-free phone calling system, is now available in Hungary and Poland and can be scaled up to other countries in the region, depending on needs. The RCC is operated by teams based in Poland and Hungary, who speak both Ukrainian and Russian. With a global blueprint in mind, this RCC solution is designed to be used in other situations and to be rapidly deployed to support UNHCR and partner UN organizations dealing with emergencies elsewhere around the world.



Photos:
UNHCR (top)
UNDP/Ratushniak (bottom)

TECHNOLOGY IN ACTION

Peace and Security

Peace and security are fundamental to sustainable development and a requirement for any society to thrive. The UN system leverages technology in operations to restore, sustain and promote peace and security, with digital tools that directly impact millions of lives around the world.

UNICC has been at the forefront of delivering innovative digital solutions for peace and security to specialized UN agencies, funds and programmes across the UN family and related international organizations. The solutions and tools are designed to be easily and rapidly deployed in different scenarios, creating economies of scale and a greater impact.

Data Management and Advanced Analytics for the UNDP Crisis Bureau

UNICC has been working with the United Nations Development Programme (UNDP) since 2016 to provide data warehouse management and Business Intelligence services to their Crisis Bureau, including support in the areas of advanced analytics operations and platform migration to the cloud.

Dashboard (CRD) aggregates real-time data to support monitoring, analysis and planning of anticipatory action for crisis prevention. The platform and its advisory services allow UN system decision-makers to gather and visualize crisis data from around the world for evidence-based action and adaptive programming in changing conditions.

The UNDP Crisis Bureau's Crisis Risk

Use cases of interest include:



● Election Monitoring in Malawi

The CRD helped identify a large number of human rights violations committed by the police in 2019, an insight that led to UNDP supporting capacity building for police, reducing the number of human rights violations during 2020 elections.

● Early Warning in Tunisia

The CRD was used by UNDP and the Peace and Development Advisor team in Tunisia at the tenth anniversary of Arab Spring uprisings to track and visualize how protest movements were developing over time.



[More](#)

iReport, an Early Warning and Response Solution for the EC-UNDP Joint Task Force on Electoral Assistance

UNDP and the European Union (EU), through the EC-UNDP Joint Task Force on Electoral Assistance, partnered with UNICC to develop an early warning and early response solution: the iReport.

This web platform and mobile app allows relevant national authorities and non-governmental organizations to jointly report risks and incidents of electoral and/or gender violence for prompt and coordinated verification and, ultimately, response, enhancing decision-making processes in real time.

The iReport solution is flexible and responsive, ensuring its suitability for a variety of contexts. Since the iReport's initial deployment in early 2021, it has been utilized in elections in Ethiopia, Zambia and Honduras, with plans

of imminent release in Liberia and other countries.

Over the course of the past two years, as product development continues, improvement follows. The iReport platform for Liberia has interesting new developments oriented towards providing a publically accessible front-end for citizens to be aware of latest developments. The risk forecasting section allows users to check and compare current risks with forecasted risks, calculated through an algorithm. Lessons learned from each country are continuously leveraged to inform new implementations in new countries.

[More](#)

Photo:
EC-UNDP JTF



Disaster Risk Reduction and Climate Change Adaptation through the CADRI Tool

UNICC has been working with CADRI, the Capacity for Disaster Reduction Initiative, to provide digital solutions for disaster resilience. Founded by three UN organizations (UN Office for the Coordination of Humanitarian Affairs, UN Department of Political Affairs and UN Office for Disaster Risk Reduction), CADRI is a global partnership led by the United Nations and the International Red Cross and Red Crescent Movements systems that gathers 20 humanitarian and development organizations.

UNICC has helped CADRI custom-build

and host a tool for capacity diagnosis and planning. The CADRI Tool is used to guide assessors and planners in the application of an analytical frame to identify critical capacity gaps and create development interventions to address them.

The CADRI Tool guides teams to conduct capacity diagnosis processes at the country level. It provides users with a wealth of thematic resources to support countries in implementing disaster risk reduction and climate change adaptation initiatives.

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Photo: UN Photo/Garten



TECHNOLOGY IN ACTION

SDGs: Climate Action

Prosperity is only possible with sustainable development, the pillars of the work of the UN system organizations. There have been numerous UN resolutions supporting development and climate action, and the latest concerted effort in the multilateral system is the 2030 Agenda for Sustainable Development, which includes the 17 Sustainable Development Goals (SDGs).

Technology permeates every aspect of human life, including supporting sustainable development everywhere and for everyone. The digitalization of the UN system has accelerated the implementation of the SDGs: UN entities are leveraging digital solutions to promote their mandates and Member States are using technology to reach further and offer better governance to their citizens.

In 2022, UNICC partnered with several UN entities and related international organizations to provide digital solutions and cybersecurity services to address climate-related challenges.



Photos:
UN Photo/Dicko (top)
UN Photo/ Debebe (middle center)
UNDP/Jonathan (middle right)
UN Photo/Garten (bottom left)

UNESCO's Man and the Biosphere Portal

The United Nations Educational, Scientific and Cultural Organization (UNESCO) partnered with UNICC to build the Man and the Biosphere (MAB) portal, contributing to **SDG 13: Climate Action**.

The MAB programme develops the basis within the natural and social sciences for the rational and sustainable use and conservation of the resources of the biosphere and for the improvement of the overall relationship between people and their environment. It predicts the consequences of today's actions on tomorrow's world and thereby increases people's ability to efficiently manage natural resources for the well-being of both human populations and the environment.

UNICC worked with UNESCO to build the MAB solution as a pilot to highlight UNESCO's contribution on key objectives such as biodiversity conservation and sustainable use, by integrating data from different sources and ensuring that this data is available on a web platform.

This biodiversity portal brings one global and streamlined way to use its rich database as its website. The portal and data schema were developed by UNICC through a collaborative and engaged process with UNESCO, built with three key objectives in mind:

- a) Integrating existing data sources into a single data repository that can scale in the future
- b) Building a data model and making data available for consumption on the web platform
- c) Developing a high-fidelity click-through prototype which represents the business vision of a mature portal.



Cybersecurity Services and Data Solutions at the UN Climate Change Conference COP27

UNICC provided cybersecurity services and data solutions to the United Nations Framework Convention on Climate Change (UNFCCC) at the conference COP27, in Sharm El Sheikh, Egypt.

UNICC was part of the Security Operations Centre (SOC) team that supported UNFCCC and the Government of Egypt during COP27. UNICC vetted the cybersecurity arrangements in place and participated in security operations during the event to ensure a safe information and cyber environment for participants and delegates.

UNICC also provided data and analytics services to support the coordination of UNFCCC's Conference Affairs, ICT and Operations teams, optimizing information on participants, enhancing data quality, and providing sophisticated insights that allowed data-driven decision-making. The team on-site also responded to ad-hoc requests, building and updating dashboards with participant information such as vaccination status and exceptions lists.

[More](#)



Photos:
UNFCCC/Worth (left)
UNICC (right)

Cloud-based Solution to Track and Manage Unsustainable Trade of Wild Species

The Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) is an international agreement between governments that aims at ensuring that international trade of specimens of wild animals and plants does not threaten their survival.

UNICC, together with the Secretariat of CITES, developed a system to track and manage the Review of Significant Trade (RST) process, which identifies species that may be subject to unsustainable levels of trade and determines recommendations and solutions to address this issue.

The cloud-based solution is designed, developed, hosted and managed by UNICC. It improves the transparency of the process and allows stakeholders to track the status of recommendations and receive alerts on outstanding actions. It also provides a portal for Parties to communicate with the CITES Secretariat on progress in the implementation of these recommendations.

[More](#)



UNICC IN ACTION

Digitalization of the United Nations System

The United Nations system is experiencing digital transformation at every level. Cloud-based solutions are improving business workflows and providing cost-efficiencies. New technologies are powering smart solutions, and cybersecurity is helping ensure a safe environment for the UN system's enterprise applications, information and data.

The [Secretary-General's Strategy on New Technologies](#) offers a roadmap for digital transformation in every corner of every organization. This strategy, together with the [Secretary-General's Data Strategy for Action by Everyone, Everywhere](#), sets out a new course to maximize efficiencies and effectiveness across the UN family.

UNICC remains one of the main contributors to the digitalization of the UN system and has been at the forefront of delivering innovation, with hundreds of projects to deploy digital solutions and cybersecurity services to over 90 UN entities and related international organizations in 2022.

Service Management Solution for WTO

The digital transformation the World Trade Organization (WTO) Secretariat relies on how well the transformation contributes to its mandate and how this will function internally. Similar to other international organizations, WTO Members States expect the Secretariat to optimize the value they are getting from their contributions and to unleash the talent of its staff.

This is where WTO tapped UNICC to deliver its integrated, cost-efficient service management solution, assessing and assisting with updating a ten year old system. The UNICC ServiceNow solution, with full cloud security, UN system cost-efficiencies through its strategic agreements and full business process support, allows organizations like WTO to digitize and automate siloed processes, dramatically improving the service management experience across the organization.

The platform optimizes processes, connects data and organizational entities and accelerates innovation at scale with a single platform for digital business. On top of this, monitoring and reporting tools mean that WTO has metrics at their fingertips to meet indicators with quality performance data. Coupled with a procurement effort to source the service centre with a lower cost base, WTO is well on the way to a real digital transformation in how internal business solutions and services are delivered to its staff.

[More](#)

Photo: WTO

ICAO's ICT Strategy and Digital Transformation

The International Civil Aviation Organization (ICAO) has been in the process of modernizing its ICT systems and practices using leading benchmarks from industry frameworks and UN guidelines. As a key advisor and partner, UNICC has been entrusted with the mission to design and then advance ICAO's vision, by supporting the implementation of key aspects of ICAO's Digital Transformation agenda.

UNICC's approach has been structured on two levels. First, on a strategic level, UNICC helped ICAO create a sound and actionable ICT Strategy and Digital Transformation Action Plan 2022-2025 that was approved by Member States and endorsed by external auditors. ICAO's ICT Strategy is more than just the implementation of an array of new technologies. ICAO's digital transformation is equally concerned with streamlining operations, addressing security and compliance requirements and better managing the direction of technology in the organization.

On a tactical level, UNICC was entrusted with the mission to ensure stability and reliability of ICAO's ICT organization and systems. In this regard, the two organizations have been working hand-in-hand on several foundational projects, including the governance model, migration to M365, enhanced infrastructure operations, business continuity and disaster recovery and building a cloud base.

[More](#)

UNICC contributes to WIPO migration to Microsoft 365

WIPO, the global forum for intellectual property services, information, policy and cooperation, is among the top three Partner Organizations by services consumed from UNICC and they are also part of UNICC's Advisory Group.

During 2022 UNICC supported WIPO to successfully complete the first two milestones of their digital workplace roadmap, transitioning to Microsoft 365 as the main collaboration tool for their workforce. The projects included migrating WIPO users to the M365 email service and replacing Skype for Business with M365 Teams. By moving almost three thousand mailboxes to the cloud, and unleashing M365 Teams collaboration capabilities, WIPO enabled its staff to work effectively regardless of locations or equipment, improve internal and external collaboration while at the same time decreasing the carbon footprint of its collaboration services. These were long anticipated projects for WIPO, which contributed to the achievement of one of the Expected Results of WIPO's Medium Term Strategic Plan, that is "A Secretariat that ... is provided with the right resources and training to work effectively, collaboratively and innovatively."

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FAO's Virtual and Hybrid Council Session

UNICC partnered with the Food and Agriculture Organization (FAO) to plan, set up and integrate a reliable, scalable and user-friendly virtual conference platform for FAO's 170th Council session. On June 13th, 2022, the first day of the Council, the hybrid platform setup ensured that representatives attending in person at FAO's headquarters in Rome, Italy, and others joining virtually had a seamless conference experience.

Leveraging FAO's previous conferencing platform and experience, UNICC worked with 6Connex, a leading virtual event platform, to provide FAO's Meeting Services Branch (CSGM) with a virtual conference environment with UNICC project management and support services essential to hosting Council sessions. More than 600 delegates attended the Council through the virtual platform during the five days of the Governing Body.

During the conference, UNICC's Conference Support team helped to expand FAO's channels to support remote delegates by operating a multilingual live-chat module which the joint team tailored to FAO's requirements and integrated into the Council's conference virtual environment.

[More](#)



2022 Highlights

Common Secure: Cybersecurity Solutions for the UN Family

Today, UNICC is *de facto* the primary provider of shared cybersecurity services to UN system organizations. As a member entity of the UN family, UNICC is intimately familiar with the needs and requirements of the system and manages a cybersecurity service catalogue of over two dozen cybersecurity services used by more than 50 UN organizations, agencies, and entities.

Furthermore, its shared services model translates to lower costs for each client with every additional subscription to its services. UNICC has experienced a 500% increase in the consumption of its cybersecurity services over the past four years, yielding significant economies of scale, naturally promoting a coordinated and needs-based approach to its service offerings and contributing to the coherence, consistency and complementarity of its services to augment existing capacities and efforts within its client and partner organizations.

UNICC currently has – by a tenfold margin – more cybersecurity experts than any other UN agency or entity in the system. With over 200 cybersecurity practitioners focusing on building, implementing and managing cybersecurity solutions. With over 50 years of experience as a key strategic technology partner to UN system organizations, UNICC functions as a hub for cybersecurity expertise and operational capacity to deliver solutions to shared challenges within the UN system.

UNICC hosts an annual [Common Secure](#)

[Conference](#) with the goal to bring its cybersecurity partners together to increase the UN family circle of trust, share intelligence on cyber practices and provide feedback on UNICC Common Secure services. The multi-day workshop blended UN Agency participation with Member States, academic, regional and vendor participants and speakers with feedback, presentations and input from closed and public sessions.

The [2022 Conference](#) was a joint partnership with UNDP's Cybersecurity for Developing Nations programme and Forum of Incident Response and Security Teams, including a jam-packed week of specialized and public events held from 3 to 7 October in Valencia, Spain, where UNICC's Cybersecurity Centre of Excellence is located.

Goals of the conference were to share cybersecurity thought leadership and best practices, enhancing collaboration within the UN system and with national and international Computer Emergency Response Teams (CERTs).

The conference witnessed attendees (physically and virtually) from nearly 40 UN organizations, keynote speakers and guests from CERTs, academic institutions and top technology companies to share cybersecurity issues, opportunities and solutions, including discussions on cybersecurity threats impacting the UN system and the measures taken to mitigate these threats.

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Photos: UNICC (all)

Gender, Diversity and Inclusiveness

Ending discrimination is crucial to an equitable, sustainable future and it is an accelerator towards meeting the Sustainable Development Goals (SDGs). UNICC has therefore made gender, diversity and inclusiveness central to its mission.

Internally, the organization is focusing on increasing its gender parity and its diversity. UNICC's Director Sameer Chauhan is a member of the International Gender Champions (IGC) network. Under his leadership, the organization is implementing the Gender Parity Strategy, designed to achieve gender parity across UNICC by 2028. In 2022, the organization reached **35%** representation of women among staff, with **55%** of new hires being women.

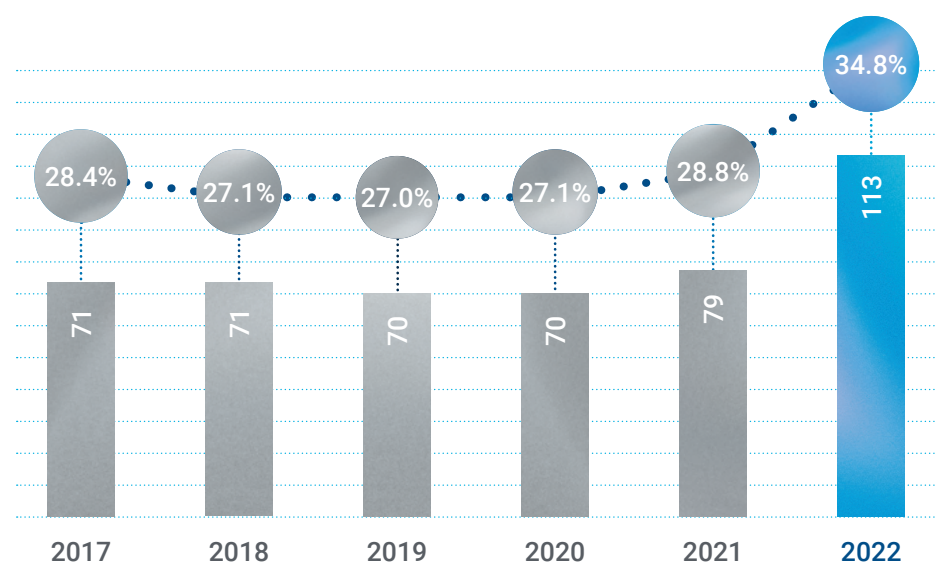
UNICC also champions gender, diversity and inclusiveness in its outreach and advocacy, through strategic partnerships and alliances with a growing number of organizations and in collaborative activities worldwide.

As an extension of UNICC's commitment to fostering partnerships with academic institutions, the organization collaborated with Columbia University to bring together students, alumni and experts from around

the world to the [SDG global challenge Think-a-Thon](#), aimed at finding solutions to contribute to SDG 5: Gender Equality and SDG 13: Climate Action.

UNICC co-hosted both an [International Day of the Girl](#) event and [International Girls in ICT Day](#) that convened women thought leaders, university students and girls in high school in New York City, organized in partnership with the International Telecommunication Union (ITU), the United Nations Office of the Secretary-General's Envoy on Youth, World Intellectual Property Organization (WIPO), NYC Mayor's Office for International Affairs, New York University, UN Women, Infosys Foundation USA and Micro:bit Educational Foundation.

UNICC is also collaborating with the United Nations Population Fund (UNFPA) and the [Equity 2030 Alliance](#), an initiative to build an equitable future for all by including the gender perspective in the design of science, technology and financing solutions. The Alliance seeks to accelerate actions to normalize gender equity by introducing data-driven arguments and strategies for an inclusive, sustainable, and gender-equitable future where women's voices are heard, their needs are met and their potential is fulfilled.



UNICC women staff gender ratio evolution (last 6 years)

Greening UNICC-Sustainable Technology

After launching a collaboration with UN Environment Programme (UNEP) in 2021, UNICC is proud to be contributing to the Greening the Blue initiative and providing inputs on the organization's carbon footprint and greening measures.

One of the main focuses of UNICC's sustainability efforts is its four data centres, all of which are actively monitored and reporting on emissions. Factors such as green procurement practices, the use of energy-efficient products, sourcing sustainable energy, efficient cooling solutions and even balanced server placements in the racks all contribute towards green data centres. UNICC as an organization has been net neutral since 2020 based on UNEP Greening the Blue guidelines.



Photos: UNICC/Ouyang



High-Level Week of the UN General Assembly 77

UNICC's Director Sameer Chauhan attended a social impact event sponsored by UNDP and Github called 'Accelerating National Digital Transformation Through Data: Beta Launch the Digital Development Compass.' At this UNGA side-event focusing on a new and innovative Digital Development Compass dashboard, Chauhan met with representatives from other UN entities as well as high-level executives from Microsoft.

The Director also took part in a Roundtable on Digital Cooperation hybrid event with the UN Secretary General's Envoy on Technology Amandeep Gill and other stakeholders regarding the Global Digital Compact process and other priorities on the global digital cooperation agenda. The Permanent Mission of the Republic of Singapore, the World Wide Web Foundation and the Office of the Envoy on Technology convened the event, attended by representatives of various UN entities, Member States and NGOs. This roundtable featured an open floor discussion for all participants to share digital priorities in the multilateral and international space.

The Way Forward

Digital technologies can help make our world more peaceful and more just. As the UN system embarks on a new chapter in its digitalization journey, looking forward to the UN Common Agenda's Global Digital Compact led by the UN Secretary-General's Envoy on Technology and the Summit of the Future in September 2024, UNICC remains a decisive stakeholder in this process.

Following concerted efforts for the digitalization of UN system organizations, UNICC is committed to continue fostering strategic partnerships across the UN technology landscape and delivering innovative, forward-looking and reliable system-wide solutions, which are designed to be easily and rapidly deployed in different scenarios, creating economies of scale and a greater impact.

UNICC is putting emerging technologies and trusted solutions into action to support the different mandates of our partners in the UN ecosystem, specifically deploying emerging technologies to

accelerate the implementation of the SDGs and development efforts of our almost 100 partners. Thanks to our mezzanine view of the UN ecosystem, UNICC is driving change for sustainable development, fostering digital cooperation and contributing to closing the global digital gap.

UNICC is also playing a key role in the digitalization of the UN system from the ground up. We are designing, developing and deploying solutions in the areas of Artificial Intelligence (AI), application development, biometrics, blockchain, cloud computing, data and analytics, digital identity, mobility, Robotic Process Automation (RPA) and other innovative technologies that streamline business workflows and provide cost-efficiencies in a safe and secure environment.

Drawing on our expert and intimate knowledge of the UN system, UNICC has developed a suite of shared cybersecurity services to ensure that the system is more secure for all. As cybersecurity threats rise

and continue to target the UN family, they will continue to be met head-on by domain experts and state-of-the-art cybersecurity services provided by our Cybersecurity Centre of Excellence and Common Secure Operations Centre (CSOC).

It is difficult to conceive of cybersecurity in the United Nations system today without considering the role and contribution of the [United Nations International Computing] Centre.

Cybersecurity in the United Nations System Organizations Report, Joint Inspection Unit (JIU/REP/2021/30)

All these efforts would not be possible without the hard work and support of our most valued assets: our dedicated, curious and talented personnel. To every single one of my colleagues, I want to thank you for making this possible.

The potentials for digitalization are

enormous, but they must reach everyone, everywhere. 2.7 billion people, roughly one-third of the global population, are still not connected to the Internet. The digital gap is even more pronounced among women: only 63% of women around the world used the Internet in 2022. It is urgent to address gender parity in data and technology, with solutions designed and developed by and for girls and women.

The next years will be defined by how quickly the UN system can embrace sustainable technologies and put them to good use for the benefit of the people we serve. There is only one way forward: through digital cooperation and strategic partnerships, and I am confident that UNICC will be pivotal in this journey, championing digital technologies as the world's greatest enabler of sustainable development.

Truly yours,



Sameer Chauhan





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