INDICO.UN SUMMER CAMP 2022
08 AUGUST 2022

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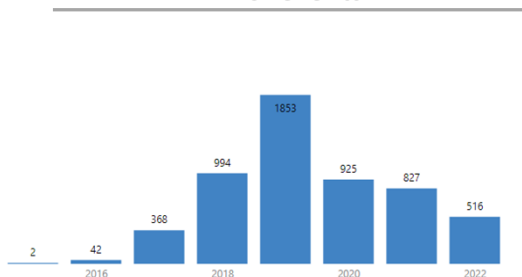
indico.UN in numbers (as of April 2022)

5,500+ events/conferences
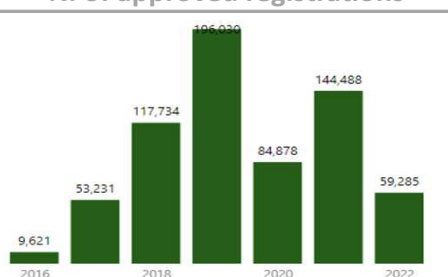
750,000+ registrations

650,000+ approved participants

> Events and approved participants increasing by approximately 30% compared to last year (April 2021)

N. of events

2016		2018		2020		2022
2	42	368	994	1853	925	827	516

N. of approved registrations

2016		2018		2020		2022
9,621	53,231	117,734	196,030	84,878	144,488	59,285

500,000+ accounts

100+ client entities*

- Large (>100 events held): WHO, UNCTAD, OHCHR, DGC, ECE, ODA, UNEP
- Medium (10> events held >100): UNFCCC, UNHCR, DESA, UNAIDS, ESCAP, ESCWA, OCHA etc.
- Small (<10 events held): UNIDO, UNESCO, OPCW, ECA etc.

* Number of Indico.UN client entities are defined based on the n. of categories. The concept of categories is used by Indico (Core) to group events under a common event management group

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AGENDA

1. **Statistics**

2. **Indico.UN Project updates**
   a) Introduction & Timeline

3. **Completed roadmap deliverables - focus**
   a) Disaster Recovery Exercise
   b) Analytical Module: update
   c) Integration with Zoom
   d) C-Cure

4. **Roadmap deliverables planned in the next 3 months - focus**
   a) Integration efforts with Umoja
   b) Decommissioning of Indico.UN version 1

5. **Project Budget Expenditure**

6. **What to expect in 2023**

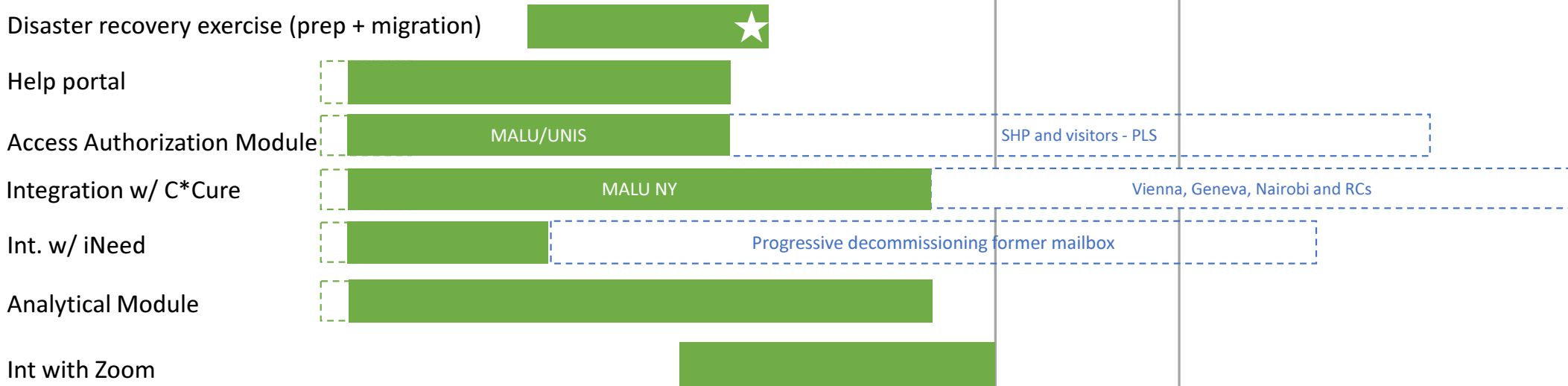7. **Q & A**

Indico.UN Project updates:

- **Achievements of 2022**
    - Code freeze for version 1 of Indico.UN in place
    - Analytical module deployed for all users along with a web service for clients
    - Disaster recovery exercise successfully conducted
    - New and transparent cost recovery mechanism implemented for non-secretariat clients
    - Several entities including ECE and UNCTAD fully migrated to Indico.UN version 2; others in progress, e.g. OHCHR, WHO, DESA etc.
    - Access authorization module for long-term accreditation deployed for MALU and UNIS Geneva
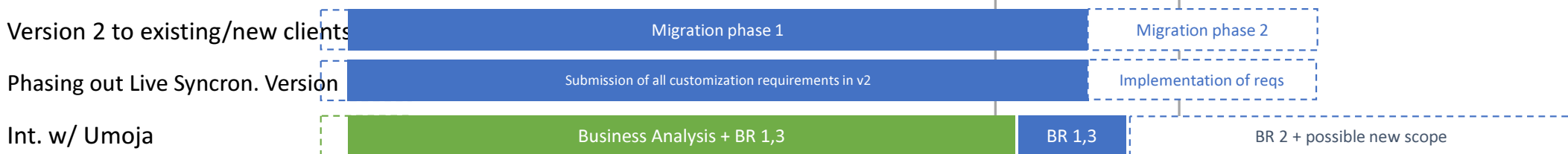   - ESCAP, ESCWA and ECA onboarded and using Indico.UN version 2

Timeline 2022

In progress
Completed

Completed so far

today   Jul 2022

Disaster recovery exercise (prep + migration) ★

Help portal

Access Authorization Module — MALU/UNIS   SHP and visitors - PLS

Integration w/ C*Cure — MALU NY   Vienna, Geneva, Nairobi and RCs

Int. w/ iNeed — Progressive decommissioning former mailbox

Analytical Module

Int with Zoom

To be completed in the next 3 mos

Version 2 to existing/new clients — Migration phase 1   Migration phase 2

Phasing out Live Syncron. Version — Submission of all customization requirements in v2   Implementation of reqs

Int. w/ Umoja — Business Analysis + BR 1,3   BR 1,3   BR 2 + possible new scope

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Jun '21   Sep '21   Dec '21   Mar '22   Jun '22   Sep '22

Roadmap deliverables completed – additional details on DRx, Analytical Module, Zoom
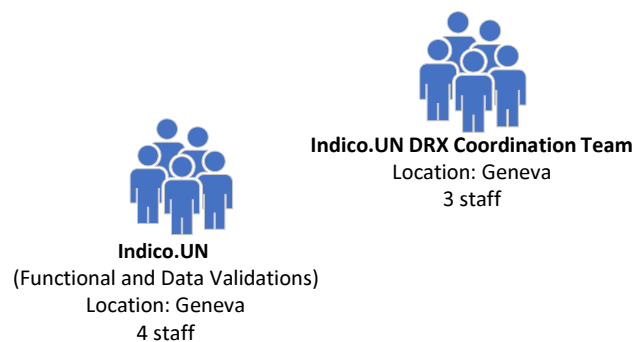
Indico.UN – Disaster Recovery Exercise (DRX)

- Goal of the DRX: Determine whether the *recovery objective* is achievable by following the *procedures* and strategies in place.

- Recovery objectives for Indico.UN:
  - Recovery Time Objective: 4 hours.
  - Recovery Point Objective: 10 minutes (in case of DRX it is 0 minutes).
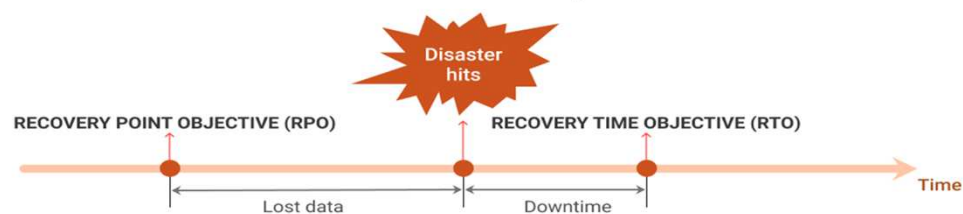
- Procedure: documented in the Information System Contingency Plan (ISCP).

- Test was scheduled on 8th January involving everyone with DR responsibilities.

Indico.UN – Overview and Teams involved in DRX

ISCP document

DRX Coordinator
Location: Valencia

Indico.UN DRX Coordination Team
Location: Geneva
3 staff

Indico.UN
(Functional and Data Validations)
Location: Geneva
4 staff

Infrastructure Support Teams
Service Operations, Network, Servers,
Storage, Monitoring, Mail
Location: Brindisi, Bangkok and Valencia
15+ engineers

Enterprise Data Centres (on-premises)

Valencia → Brindisi

Indico.UN size	Figure
Number of servers	13
Connections between systems	> 70
Amount of data	> 4 TB

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Indico.UN – DRX results and lessons learned

- The DRX was successful but took longer than expected (8 hours and 44 min in total).

  RPO ✔️   RTO ❌

- Event chronology:

8:30 CET	9:00 CET	11:14 CET	17:44 CET
Pre-checks	*Failover to Brindisi*	*Validations*	

- Lessons learned and remediation actions documented in Indico DRX Report - 08 Jan 2022 - Final.pdf

Major issues	Corrective action
Corruption of a file system used to share information (NAS).	New enterprise level NAS solution deployed to replace the internal NAS (Power Scale).
Connectivity issues.	Missing connections were implemented. Connections not working were fixed.
Connection to some internet services was not working.	Proxy configuration has been reviewed and standarized.

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Analytical Module

Officially launched

PBI standard dashboards for the whole client base

Daily data refreshes shared with all UN and **non-UN domain clients**

Visualizations **tailored** to the clients requirements

Visualization for **projection and past trends** for Indico.UN

Data **restricted** by client

Infrastructure **allowing for collaboration** with other reporting tools, such as gData (templates based on gData)
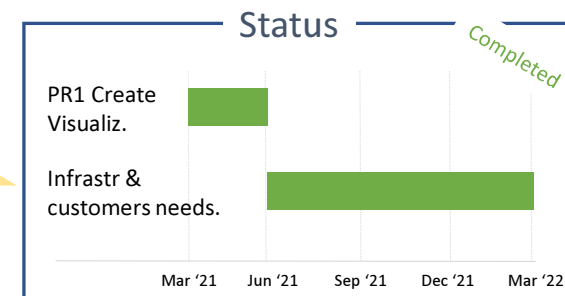
KPIs to ease event **reporting** and planning process

Dec 2021: Workspace in production
Q1 2022: User acceptance testing, training sessions for users, layout and data sync improvements
25 April 2022: launch**!!!**
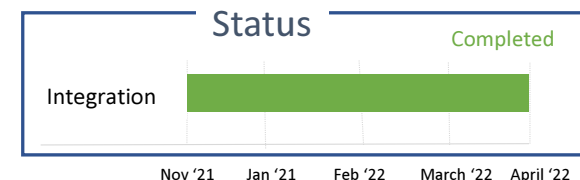
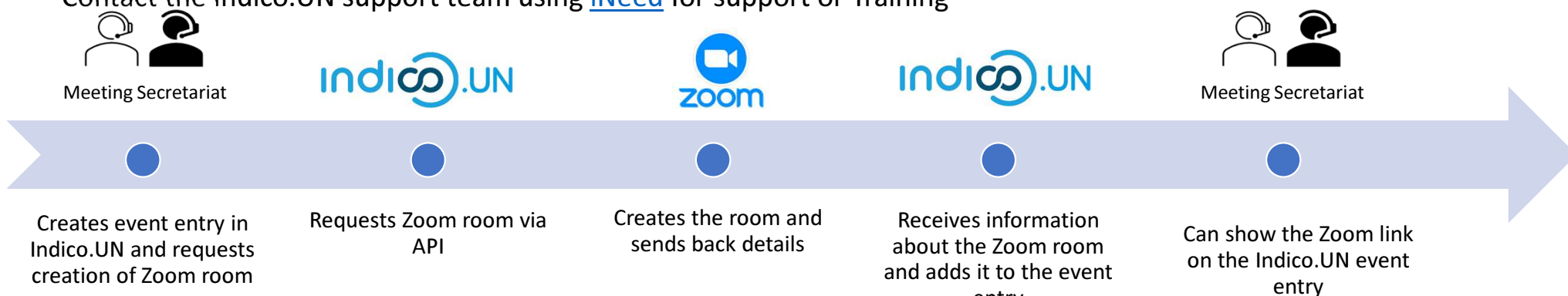**Call for nominations ... followed up by training sessions**

Status — Completed

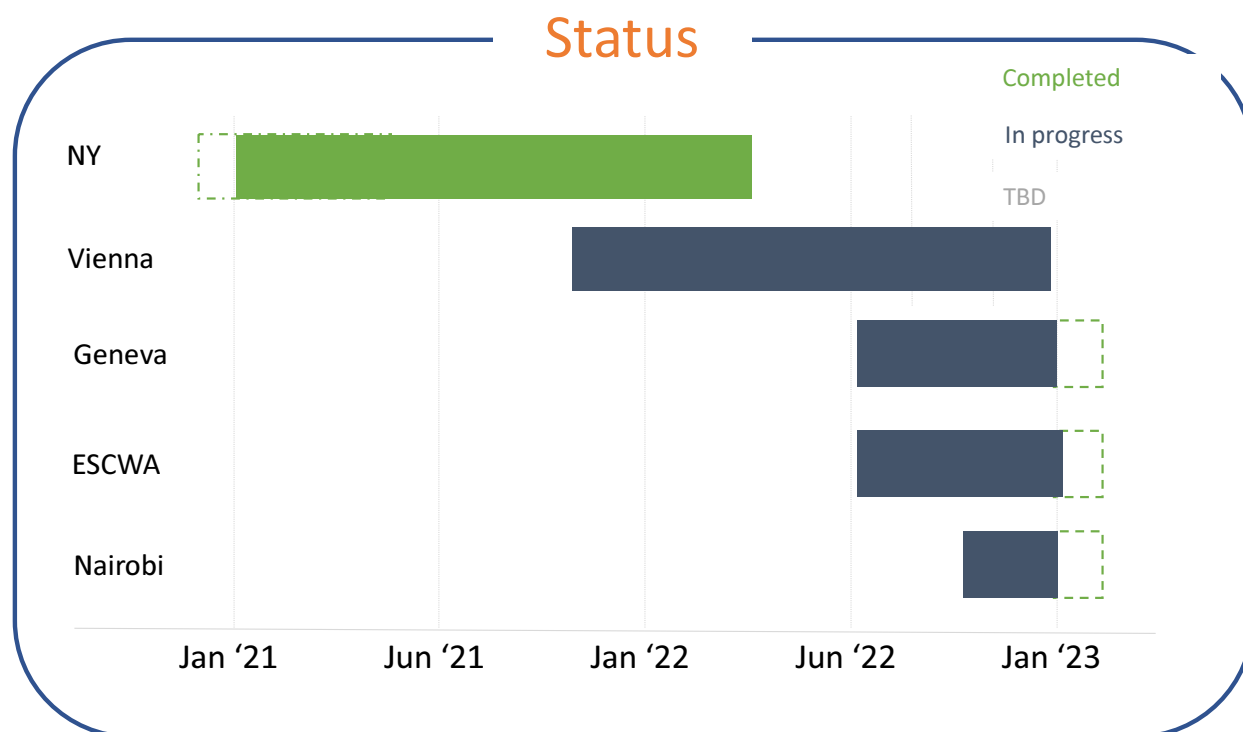|	Mar '21	Jun '21	Sep '21	Dec '21	Mar '22
PR1 Create Visualiz.					
Infrastr & customers needs.					

Integration with Zoom

- Indico.UN developers have created an integration between Indico.UN and Zoom to create a Zoom room directly in Indico.UN by authorized users

- Each organization in Indico.UN can use its own corporate Zoom account

- Access control to create Zoom rooms managed by focal points in Indico.UN

- Naming convention for Zoom participants allowing for automatic identification of event participant in the following format : Reptype-Entity represented (5 characters)-Firstname (1st letter). Lastname
 E.g: Gov-France-P.Dupont

- Contact the Indico.UN support team using iNeed for support or Training

Meeting Secretariat   indico.UN   zoom   indico.UN   Meeting Secretariat

| Creates event entry in Indico.UN and requests creation of Zoom room | Requests Zoom room via API | Creates the room and sends back details | Receives information about the Zoom room and adds it to the event entry | Can show the Zoom link on the Indico.UN event entry |

Project updates: C*Cure

- Status of roll out with MALU
- Status of roll out with Geneva

Roadmap deliverables planned in the next 3 mos – Umoja, Decommissioning of version 1 (client migration to v2 and phasing out LSV)

Integration efforts with Umoja

BUSINESS CASE: Events providing financial assistance to participants

EVENT CREATION and PARTICIPANT MANAGEMENT

SECURITY
BADGING AND CHECK IN

BR 1,3

EVENT MANAGER + EVENT TEAM
SET UP EVENT AND POST UMOJA CODE
CONFIGURE REGISTRATION FORM &
OPEN REGISTRATION

TRAVELLER
SUBMIT REGISTRATIONS
(PERSONAL DATA, BANKING
DETAILS & TRAVEL DETAILS)

EVENT MANAGER
VET REGISTRATIONS
& SHARE UMOJA
EVENT CODE

EVENT TEAM
REQUEST PROOF OF
TRAVEL DOCs

TRAVELLER/STAFF
SUBMIT POST-TRAVEL DOCS

BR2

NEW SCOPE

NEW SCOPE

Legend
Under implementation
In progress
Possibly new scope tbd
Not impacted
Streamlined activities

TRAVEL ADMINISTRATOR*
REQUEST TRAVELERS DATA (NEW
SCOPE) AND TRAVEL DETAILS (BR 2)
CREATE EVENT IN UMOJA (BR 1)
CREATE AND SUBMIT TRAVEL
REQUEST

TRAVEL ADMINISTRATOR*
REQUEST TRAVELERS PROOF OF
TRAVEL
CREATES AND SUBMITS TRAVEL
EXPENSE REPORT

TRAVEL REQUEST

**TRAVEL & SHIPMENT APPROVER (TSA)
&TRAVEL PROCESSING OFFICER (TPO)**
TSA APPROVES TRAVEL REQUEST & SUBMITS
TR TO TPO

TPO ESTABLISHES ENTITLEMENT, APPROVES
TRAVEL REQUEST, SENDS AUTHORIZATION TO
CWT

TRAVEL AGENT
• SENDS ITINERARY TO
TRAVELLER STAFF
• ISSUE TICKET

SYSTEM
DISBURSES THE TRAVEL
ADVANCE UPON
APPROVAL OF TRAVEL REQUEST

EXPENSE REPORT

**TRAVEL & SHIPMENT APPROVER
(TSA) & TRAVEL CLAIMS
PROCESSOR**
REVIEWS & APPROVES TRAVEL
EXPENSE REPORT

Integration timeline

Business

| BR 1 submission and approval | Implementation | Roll-out… |

Business analysis & FSG involvement

| BR 2 creation | submission | FSG Review |
| BR 3 creation | submission | Implementation |

New Scope

Feb 2021   Aug 2021   Oct 2021   Jan 2022   Jun 2022
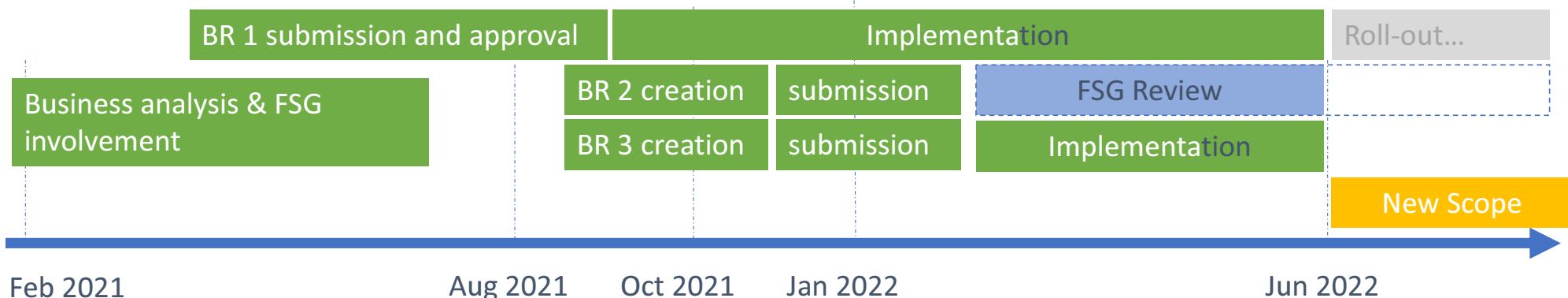
ERPSD /FSG

Initiative	Description	Review/ Valid. FSG/ERPSD	Design FSG/ERPSD & Indico.UN	Build FSG/ERPSD & Indico.UN	Test FSG/ERPSD & Indico.UN	Deploy FSG/ERPSD & Indico.UN
BR 1 - Event Code Interface	Event Code Interface [4000000401]					
BR 2 - Travel Integration	Travel Integration – creation of travel request in Umoja based on Indico.UN request [4000000902]					
BR 3 - City & Location Interface	City & Location Interface [4000000893]					

Legend
Completed
In progress
Possible new scope tbd
TBD

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Decommissioning of Indico.UN version 1

What users need to know and do

Indico.UN version 2
& Live Synchronized
Versions (LSV)
deployed

Cut-off date for
requests of features
in version 2

**Decommissioning
of version 1**

Dec 2020

15 July 2022

1 Oct 2022

**Entities and <u>events not yet</u>
<u>migrated</u>** to be migrated to
Indico.UN version 2 **ASAP.**

**No event <u>ending after Oct 1st</u> to be
created in version 1**

- Event creation
- Link sharing
- Registration

Customizations requested before
Jul 15th and prioritized on a first-
come-first-served basis

Event details and
registration data of v1
events will be available in v2

Save event customizations (e.g., spec. badge
templates, spec. rep types, event home page
pictures, etc.)

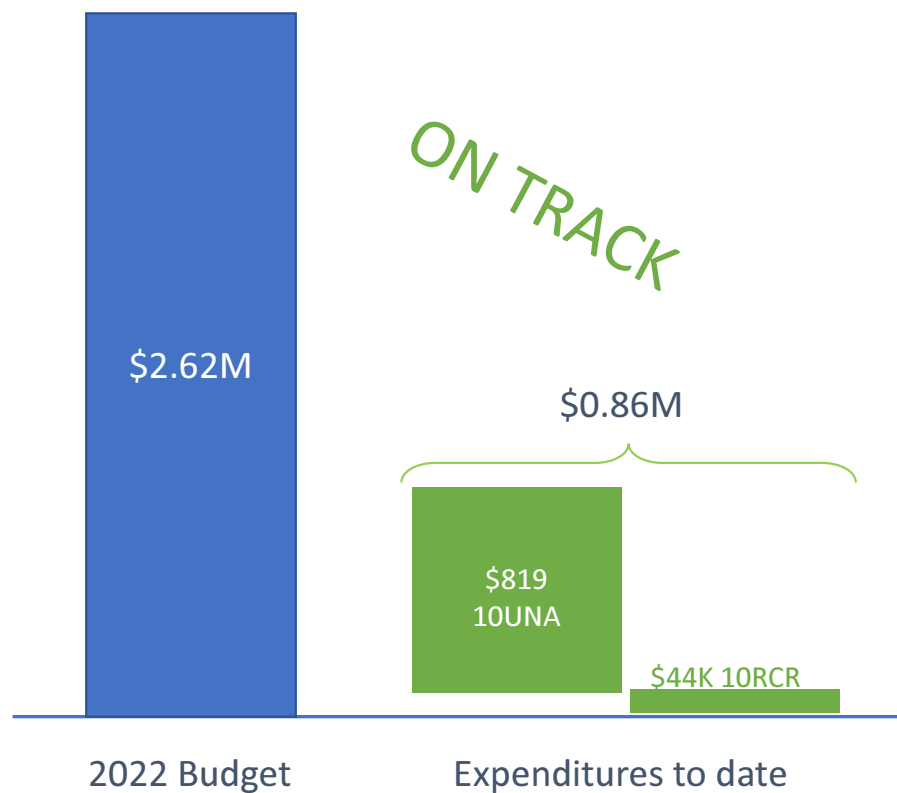Avoid that events after Oct 1st be
created by **gMeets**, if you are still
in Indico.UN version 1.

Indico.UN budget expenditure

ON TRACK

$2.62M

$0.86M

$819
10UNA

$44K 10RCR

2022 Budget

Expenditures to date

$0.86M expenditure to date (April 2022) corresponding to 33% of the overall approved budget

13.15 FTEs staff, 7 consultants/contractors

0.5 FTE staff (Feb 1st) and 1 contractor (Apr 4st) onboarded

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Important announcements

1. **Info**: Indico.UN bulletins (monthly(ish), Indico.UN Newsletter (every 3 months starting mid May)

2. **Maintenance window** every Wednesday from 12:00-13:00 CET (6-7 am EST, 7-8 pm GMT+7)

3. **New release**: every fist Wed of the month

4. **Next stakeholders** meeting in September before the migration to Indico.UN version 2

5. support.accreditation@un.org **will be gradually phased out** and replaced by iNeed

6. **Decommissioning** of Indico.UN version 1

   - The cut-off date for the request of features in version 2 is the 15th of July 2022

   - Indico.UN version 1 will be decommissioned on the 30th of September 2022

   - We will share a paper with you on the decommissioning

What to expect in 2023

1. **Multilingualism**

2. **Accessibility**

3. **Python version 3**

4. **2 Factor Authentication**

5. **Further improvements in Access Authorization Module**

6. **More UMOJA integration**

7. **...**

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