# Indico
# Stakeholders Meeting

7 February 2019

# Agenda

- Team

- Work done in 2018

- Current Status

- Indico and UE2 CEM

- Future plan

- Q&A

# Indico Team

- Frank Moser, Project Manager, UE2 MPM
- Uta Steckhan, Project Manager, UE2 CEM
- Rebecca Rellstab, Communications
- Giorgos Tsiamitas, Service Manager
- Indico Development Team (Giorgo Pieretti, Giuseppe Di Bona, Mario Ruggier, Vu Tran)
- Training and Support Team – (Deirdre Windsor, Houria Chouari, Sehar Shahzad, Nzete Da Sama Itoua )

# Agenda

- Team

- **Work done in 2018**

  - Service activity report

  - Project activity report

  - Indico and Umoja Extension 2

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# Service Activities Report

## Maintain existing functionality, apply improvements

- ✓ 789 enhancements/changes/bug fixes
- ✓ 19 versions released

## Provide user support

- ✓ 9560 user support requests (through email)
- ✓ 7543 support responses (through email)
- ✓ 300 expressions of appreciation

## Upgrade infrastructure

- ✓ Minor upgrades and security strengthening in the UNOG data center
- ✓ [in progress] Migration to the Enterprise Data Centers (Valencia & Brindisi).

# Project Activities Report

## Done

- ❖ **Segregate data access for Security Services**: Fully implemented, security services have now access to events of their own location only.

- ❖ **Centralise Media Accreditation at UNOG**: Implemented, UNIS now have automatic access to approve media registrations of UNOG events. UNOG Security are alerted when journalists are approved by other managers than UNIS.

- ❖ **Enhancement requests**: Implemented enhancements for SSS, UNCTAD, WHO, UNHCR, HRC, UNIS, UNEP, UNCCD, DESA, UN Women, Permanent Missions, …

## In progress

- ❖ **Go-live with remaining UNOG entities**: in progress with OCHA, UNECE, UNISDR

- ❖ **Upgrade to version 2** (based on CERN Indico version 2)

# Project Activities Report

**To-do**

- ❖ Unite Identity integration (following OICT direction)

- ❖ Repeat Information Security assessment

- ❖ UNOG website Calendar of Events integration

**Postponed**

- ❖ Crisis management integration (Postponed for version 2)

- ❖ Mobile application (postponed for 2020, after version 2 is deployed)

- ❖ Integration with conference room displays (postponed for 2020)

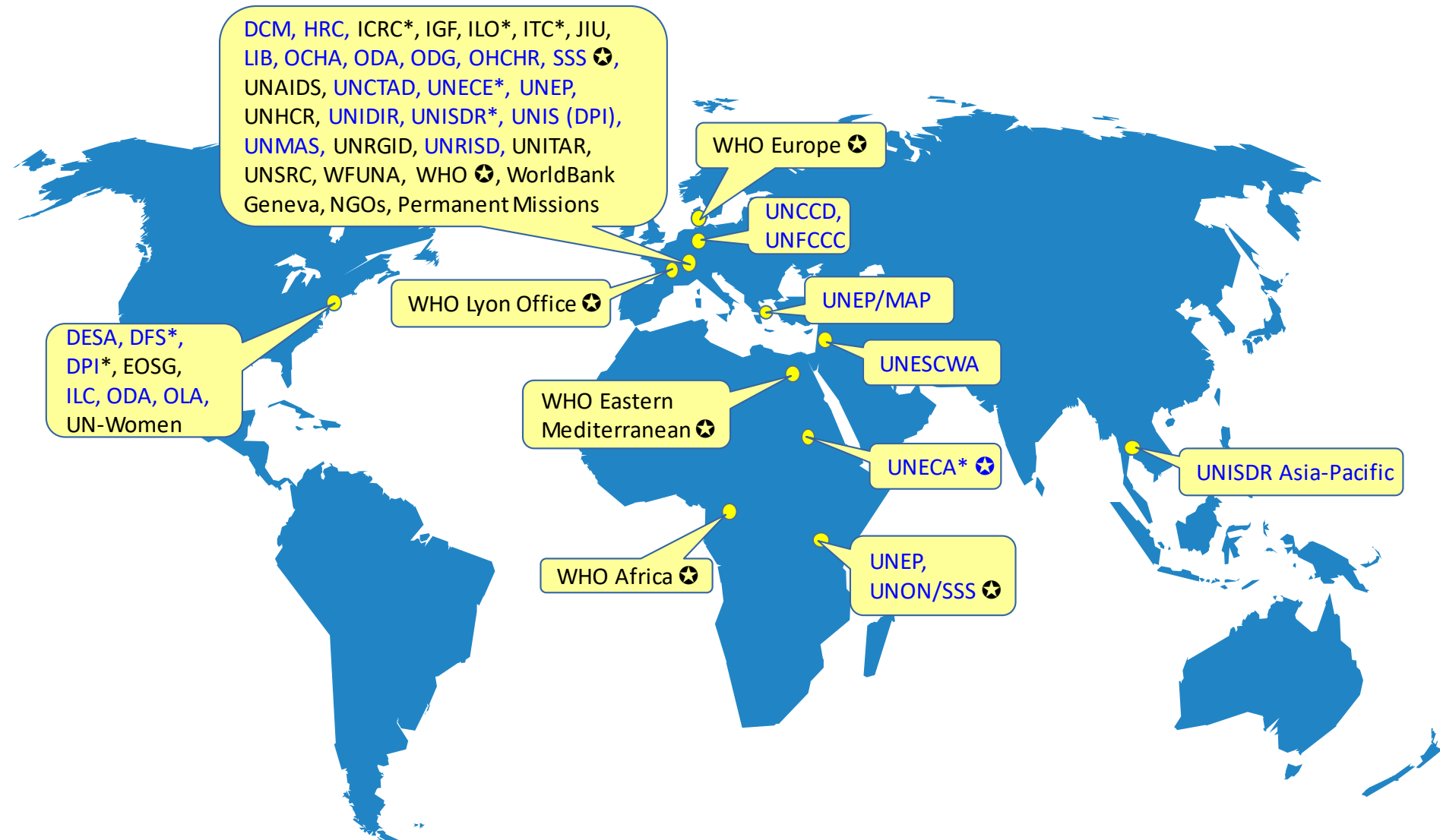- ❖ Indoor navigation, room access control (postponed for 2020)

**Dropped**

- ❖ ODS integration (will revisit in 2020; depends on the future of ODS)

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# Users of UNOG Indico – January 2019



DCM, HRC, ICRC*, IGF, ILO*, ITC*, JIU, LIB, OCHA, ODA, ODG, OHCHR, SSS ✪, UNAIDS, UNCTAD, UNECE*, UNEP, UNHCR, UNIDIR, UNISDR*, UNIS (DPI), UNMAS, UNRGID, UNRISD, UNITAR, UNSRC, WFUNA, WHO ✪, WorldBank Geneva, NGOs, Permanent Missions

WHO Europe ✪

UNCCD, UNFCCC

WHO Lyon Office ✪

UNEP/MAP

DESA, DFS*, DPI*, EOSG, ILC, ODA, OLA, UN-Women

UNESCWA

WHO Eastern Mediterranean ✪

UNISDR Asia-Pacific

UNECA* ✪

WHO Africa ✪

UNEP, UNON/SSS ✪

**\*** pilot / go-live in progress / adoption under consideration          ✪ Security Service          ■ Umoja Extension 2 scope

# Statistics
## March 2016 – January 2019

**218 336**    **Registrations**

**195 073**    **Approvals**

**121 468**    **Badge Prints**

**1 461**    **Conferences**

**11 953**    **Sessions**

**132 470**    **Accounts/Profiles**

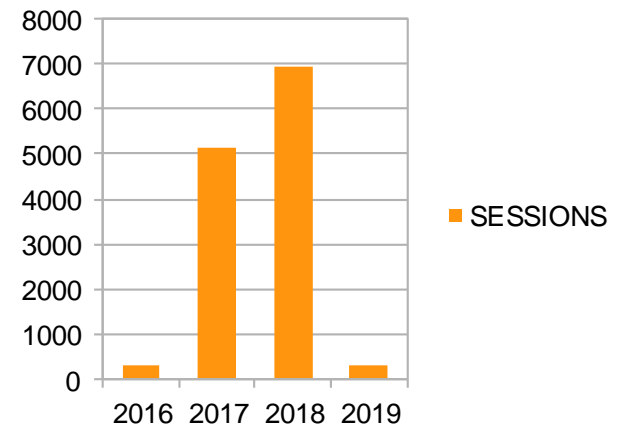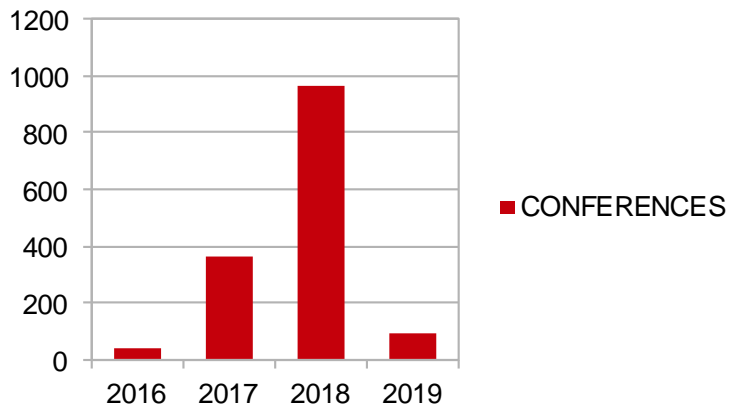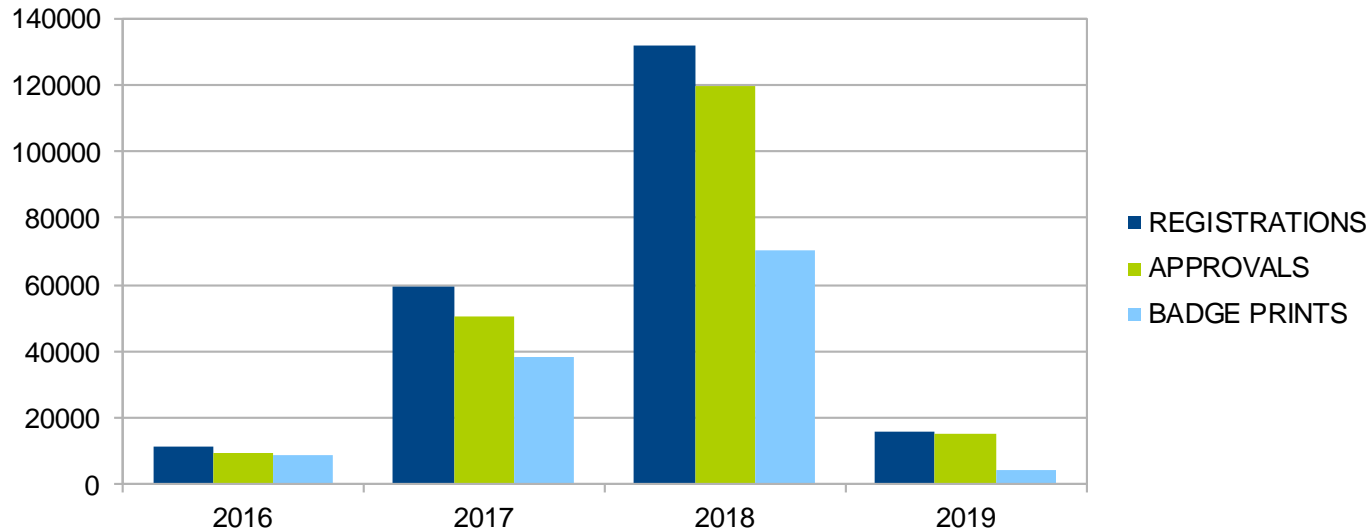**1 040**    **UN staff accounts**
965 event managers, 66 security, 9 admins

**4 289**    **Registrars**

# Statistics
## March 2016 – January 2019



\* registrations & approvals in 12 duty stations ; badge prints in 7 duty stations
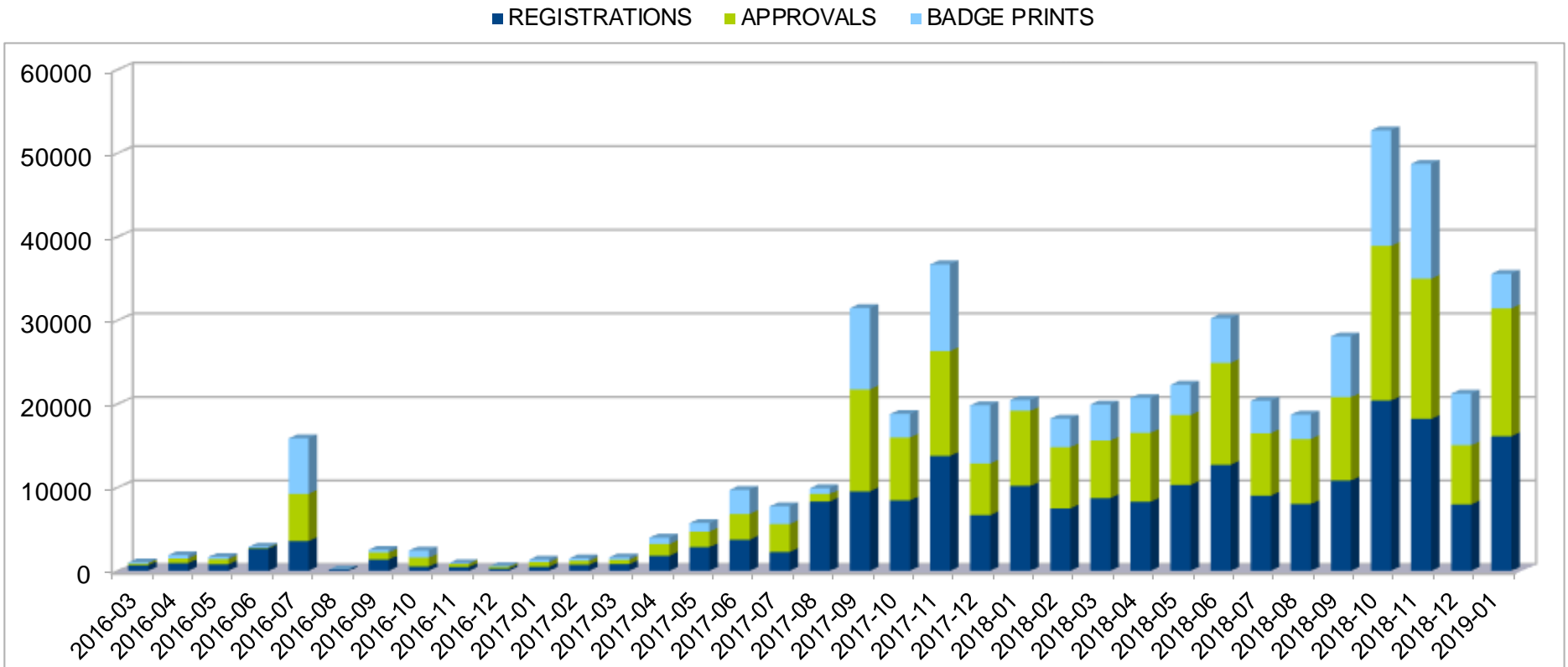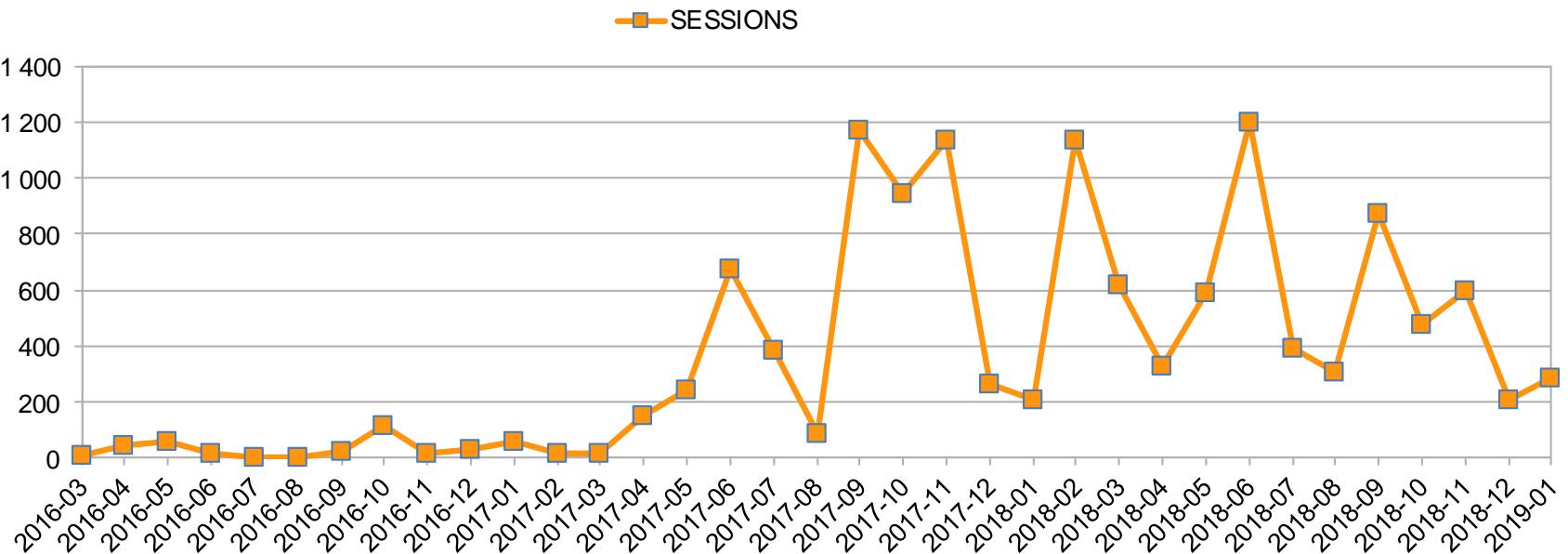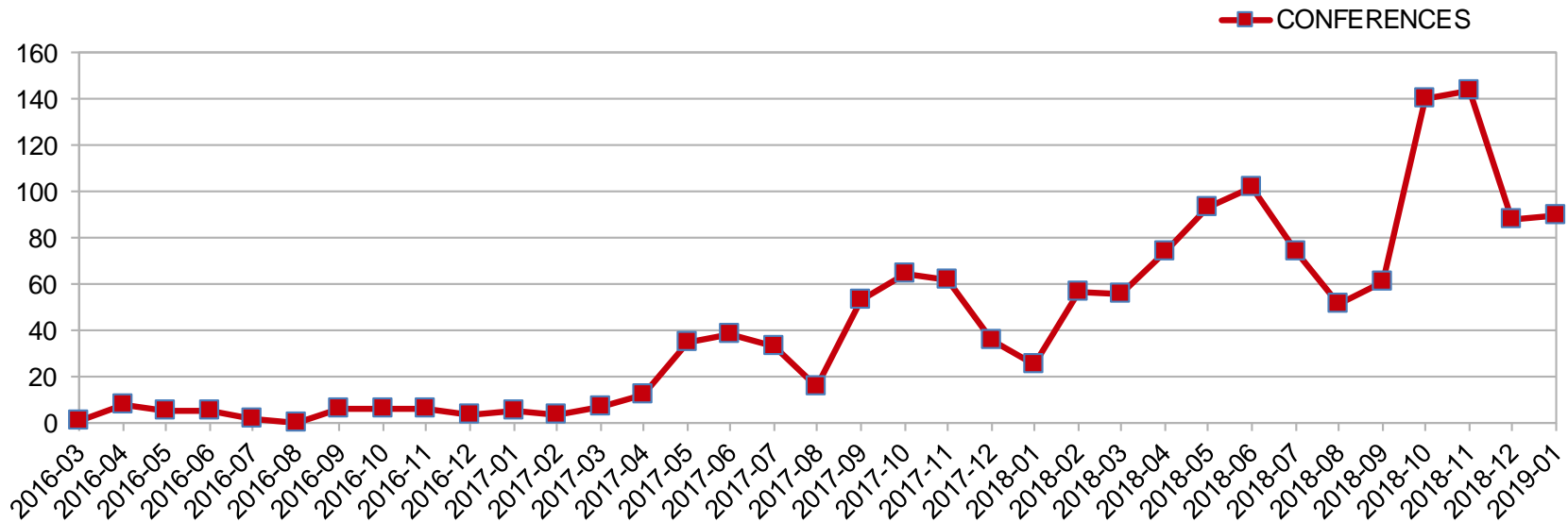
# Statistics
## March 2016 – January 2019



* registrations & approvals in 12 duty stations ;  badge prints in 7 duty stations

# Statistics
## March 2016 – January 2019

# Statistics
## March 2016 – January 2019

**Top-10 conference registrations**

| Organisation | Conference Title | Start | End | Location | Registrations |
|---|---|---|---|---|---|
| UN Women | 63rd Session of the Commission on the Status of Women (CSW63) | 11/03/2019 | 22/03/2019 | UNHQ | 9222 |
| UN Women | 62nd Session of the Commission on the Status of Women (CSW62) | 12/03/2018 | 23/03/2018 | UNHQ | 8947 |
| UNCTAD | UNCTAD XIV | 17/07/2016 | 22/07/2016 | UNON | 7049 |
| UNCTAD | World Investment Forum | 22/10/2018 | 26/10/2018 | UNOG | 5897 |
| UNCCD | United Nations Convention to Combat Desertification - 13th session of the Conference of the Parties to the Convention and meetings of subsidiary bodies | 06/09/2017 | 17/09/2017 | Ordos, China | 5089 |
| UNEP | Third session of the United Nations Environment Assembly | 26/11/2017 | 06/12/2017 | UNON | 4919 |
| IGF | 13th Annual Meeting of the Internet Governance Forum (IGF) | 12/11/2018 | 14/11/2018 | | 3604 |
| HRC | 37th Session | 26/02/2018 | 23/03/2018 | UNOG | 3469 |
| IGF | 12th Annual Meeting of the Internet Governance Forum (IGF) | 18/12/2017 | 21/12/2017 | UNOG | 3389 |
| OHCHR | Forum on Business and Human Rights 7th Session | 26/11/2018 | 28/11/2018 | UNOG | 2980 |

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# Indico and Umoja Extension 2 (UE2)

- Over 46,500 users across 420 locations use **Umoja** for a broad range of functions - Finance, Payroll, HR, Procurement, Travel, Logistics, Real Estate, etc.

- **Umoja Extension 2 (UE2)**, comprising **41% of all Umoja processes**, will cover areas not previously automated and extend the user base.

- One of these areas is **Conference and Event Management (CEM)**.

- **Meetings Participant Management (MPM)** is one of 16 processes covered by UE2 CEM.

- **Indico** is the **UN Secretariat's UE2 CEM MPM solution**.

- Indico standardised by OICT as enterprise-class solution for Participants Management

- UE2 provided additional development resources for migration to Enterprise Data Centers and upgrade to version 2

- Additional support resources under recruitment for deployment of version 2 to entities under the Umoja scope
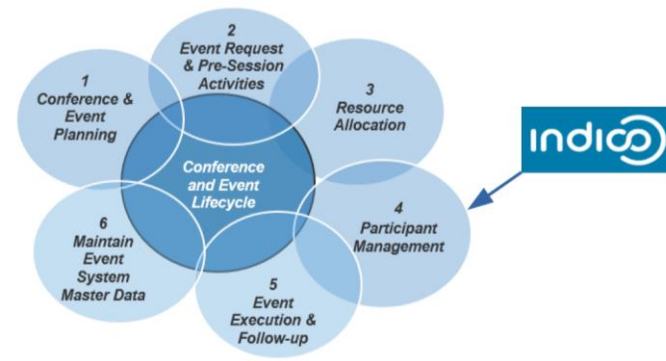
# Indico as part of UE2 Project
## "Conference and Event Management"

**UE2 Projects**

### Strategic Planning, Budgeting and Performance Management

Leveraging a diverse suite of products, Strategic Planning and Performance Management will give managers new tools to plan top-down and bottom-up, proactively track deliverables and key performance indicators, and blend internal and external data to communicate the results of programmes to diverse stakeholders.

### Implementing Partner Management

New capabilities for managing the entire life-cycle of dealing with implementing partners (UN agencies, NGOs, etc.) as well as beneficiaries of grant-awards, by allowing them online access to apply for partnership, request payments, report progress, and submit documentation.

### Fundraising and Donor Relationship Management

Fundraising will facilitate managing donor relations, launching and managing appeals for voluntary contributions and integrate with existing functionality for managing contribution agreements.

### Supply Chain Management

Transportation Management will improve the management of the movement of troops, contingent-owned and UN owned equipment, and vendor deliveries. Demand Planning and Supply Network Planning will introduce demand and supply planning tools and the optimization of inventory, including safety stocks. UE2 Track and Trace will enable tracking and tracing the location of all UN assets.

### Conference and Event Management

Meeting Participant Management will enable self-service registration and approvals, streamline access to premises including through passes on mobile devices, and facilitate communications with participants before, during and after events for the thousands of participants in over 33,500 UN conferences and events every year. Current Meetings Management Systems will also be integrated gradually.

### Reimbursements and Payments to Troop/Police Contributing Countries

The Payments/Reimbursements to Troop/Police Contributing Countries (T/PCCs) solution will consolidate multiple non-integrated systems to provide an end-to-end solution for payments to T/PCCs, including for contingent-owned equipment.

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https://umoja.un.org/about

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- **Future plan**
  - Service activities
  - Project activities

- Q&A

# Service Activities
## 2019 work plan

## Maintain existing service and functionality

➢ Bug fixing will continue

## Provide user support

➢ Support participants with technical issues only

➢ Support conference managers with technical issues and go-live activities

➢ Communications team to improve client and participant outreach/education materials

## Upgrade infrastructure

➢ Migration to the Enterprise Data Centres (Valencia & Brindisi).

• Negotiate SLA to match Indico requirements for service availability

• Test functionality and performance

• Migrate; unavailability may be necessary for up to 2 days (weekend)

# Project Activities
## 2019 work plan

# Upgrade to version 2

➢ Migrate custom functionality from v1.x to v2

➢ Certain improvements and change requests postponed from the previous project plan will be incorporated into v2

# Freeze changes for the current system (version 1.x)

➢ Team needs to focus on version 2

➢ During code freeze, no enhancements to v1.x are planned

• Bug fixes will continue to keep system fully functional

# Prepare UE2 deployment

➢ Organise deployment of Indico to entities under Umoja scope who do not use Indico already (DSS, DGACM, DFS, DPI, DPA, UNON, UNOV, ECLAC, ESCAP, etc.)

➢ Extend capacity for user support

# Indico UE2 MPM project milestones & timeline
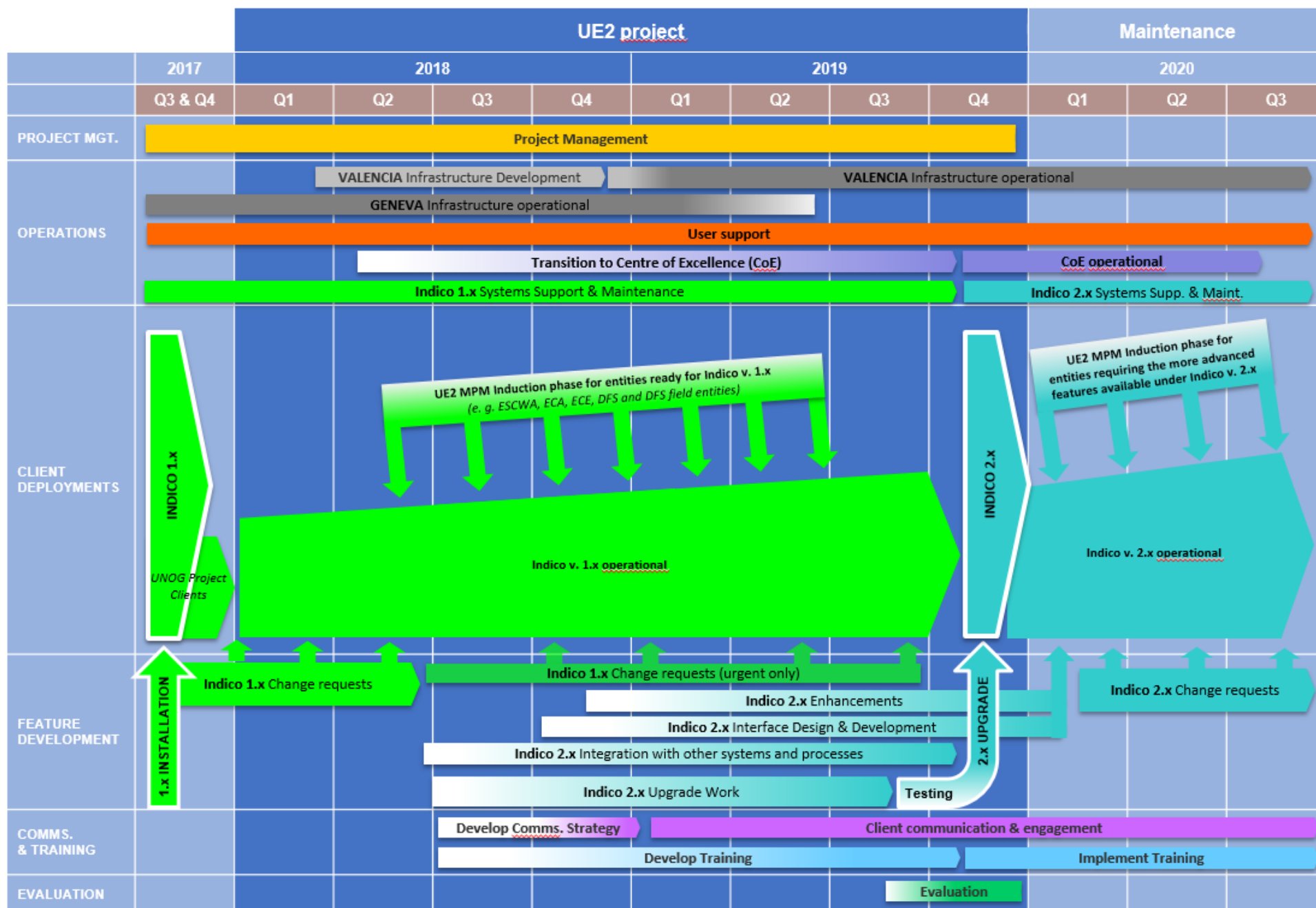
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support.accreditation@un.org


support.accreditation@unog.ch

# Back up

# Benefits realisation

| Before Indico | After Indico | Benefits |
|---|---|---|
| 3-5 minutes to issue a badge ( UNOG/SSS ) | 30 seconds to issue a badge ( UNOG/SSS ) | • Shorter queues at the security gate ( UNOG/SSS )<br>• Improved services to meeting participants |
| Multiple and redundant registration systems | 8 registration systems discontinued or to be phased out ( UNOG/SSS, UNCTAD, OHCHR, UNIS, DESA, UNEP, UNCCD, UNHCR ) | • Compliance with ICT Strategy for defragmentation and cost reduction |
| Disparate conference management processes | Streamlined processes | • Process harmonisation<br>• Improved services to meeting participants<br>• Improved statistics |

# Indico integrations in Umoja Extension 2
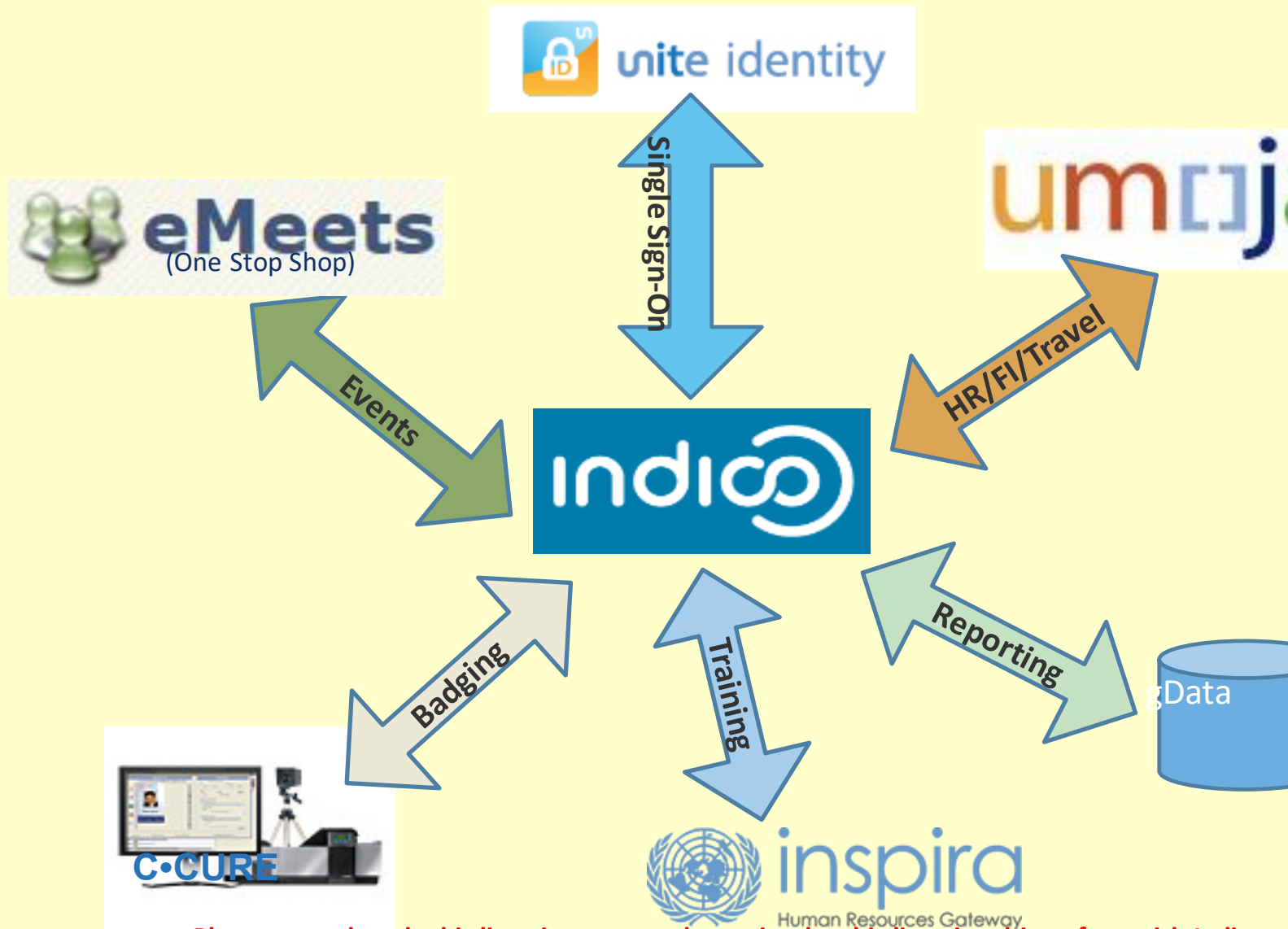


Please note that the bi-direction arrows do not imply a bi-directional interface with Indico