UNITED NATIONS

UNOG Indico

General Presentation

15 January 2019

The Problem

- Long queues by conference participants at the Pregny Gate (Palais des Nations, UNOG)
- Overhead for Security Service
- Inadequate IT systems to handle participant volume
- Unsatisfactory service to participants
- Multiple registration methods (spreadsheets, contact databases, emails, etc)
- Poor UN image

The Project

- Mandated by the UNOG DG
- Supported by UNOG/SSS
- Conceived in 2015
  - improve IT systems
  - modernise processes
- Implemented by UNOG/DCM/ITS and UNOG/DOA/ICTS

Expected Benefits

- Shorter and faster queues at the Pregny Gate
- Increased efficiency by Security
- Expanded services to conference participants
- Modernised business processes
- Improved UN image
- Support for remote venues
- Analytics & Statistics
- Harmonisation and rationalisation of IT systems

The Solution

Indico (Integrated Digital Conference)

- Developed and used by CERN since 2004
- Free and Open Source
- Used by 40+ institutions & organizations globally
- Customisable and scalable

Enterprise-class

Direct cost 0$

World-wide 40+

Modular 100%

Some features...

Out of the box

- Online registration and approval
- Information sharing and collaboration (documents, recordings, web pages, etc)
- Resource booking (rooms, services) and meeting planning
- Paper reviewing and abstracts management
- Badge design
- Surveys
- Payment gateway

Customisation and improvements by UNOG

- Adaptation to UN workflows and automation of procedures (invitations, notifications, approval, etc)
- Security automation: QR-code scanning, passport & ID scanning, check-in, badge printing, blacklisting, calendar views
- On-behalf registrations, bulk registrations
- Integration with conference management systems (iCSO, eMeets, gDoc, ODS)
- Statistics

The Pilot and Phase 2

- Pilot with UNCTAD XIV in Nairobi in July 2016
  - ~7000 participants registered
  - ~6600 badges issued
- Full implementation at UNOG
  - from Sep. 2016 to Dec. 2017
- Information Security strengthening
  - Audit by independent external company
- Infrastructure improvements
  - UNOG data center

Benefits Realisation

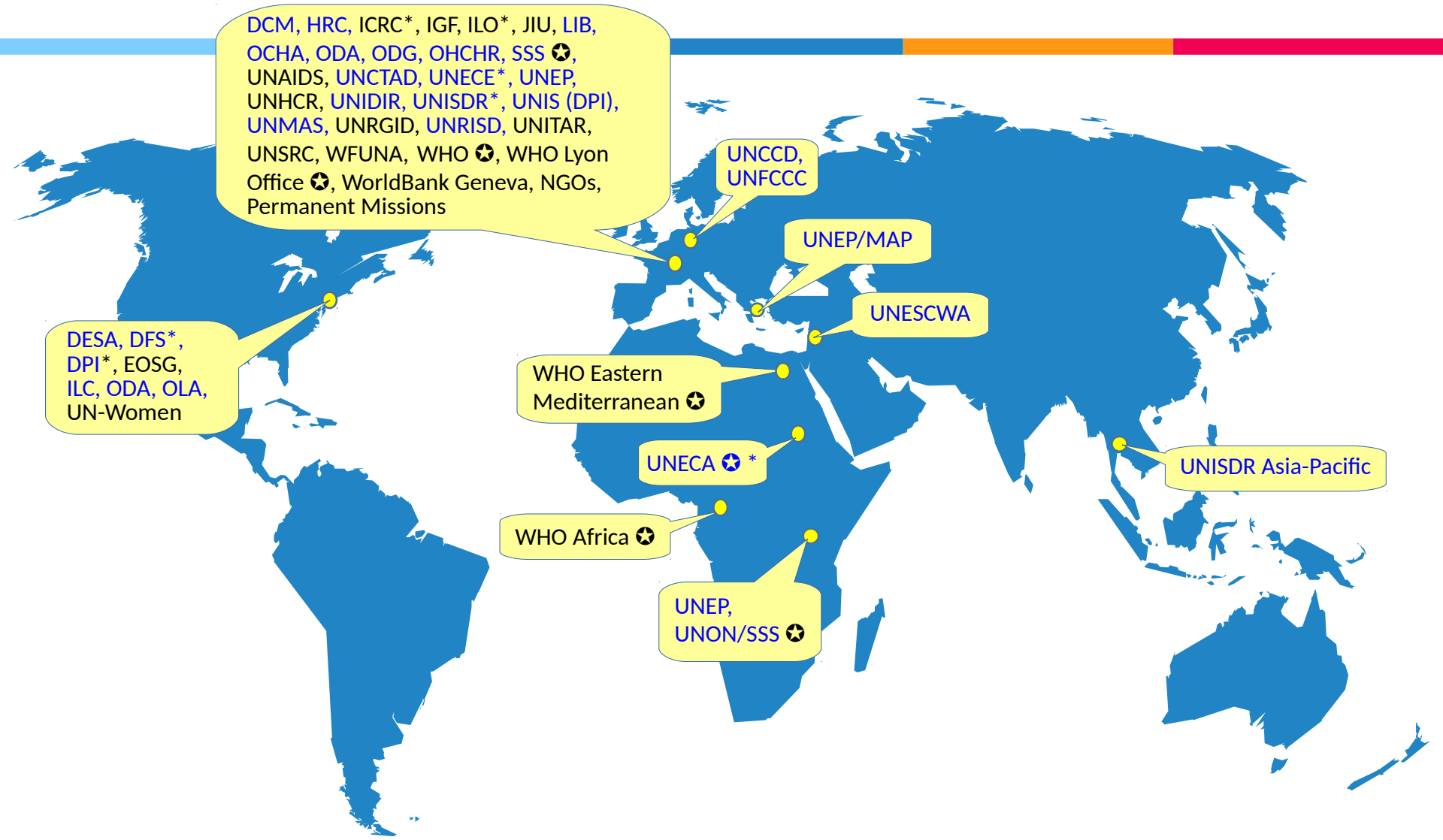
Before Indico	After Indico	Benefits
3-5 minutes to issue a badge (UNOG/SSS)	30 seconds to issue a badge (UNOG/SSS)	• Shorter queues at the security gate (UNOG/SSS) • Improved services to meeting participants
Multiple and redundant registration systems	8 registration systems discontinued or to be phased 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 • Improved services to meeting participants

The Future...

- Adopted by umoja for Meeting Participants Management (Umoja Extension 2), to be deployed for all UN Secretariat entities in 2019
- Standardisation by OICT/ARB in 2018 [done]
- Migration to Enterprise Data Centers in 2018 [in progress]
- Pilots with entities in Umoja Extension 2 scope in 2018 [done]
- Upgrade to v2 from CERN in 2019 [in progress]
- Feature extension

  Integrations, indoor navigation, mobile app, room & service booking, etc.

Users of UNOG Indico – December 2018



* pilot / go-live in progress / adoption under consideration

✪ Security Service

■ Umoja Extension 2 scope

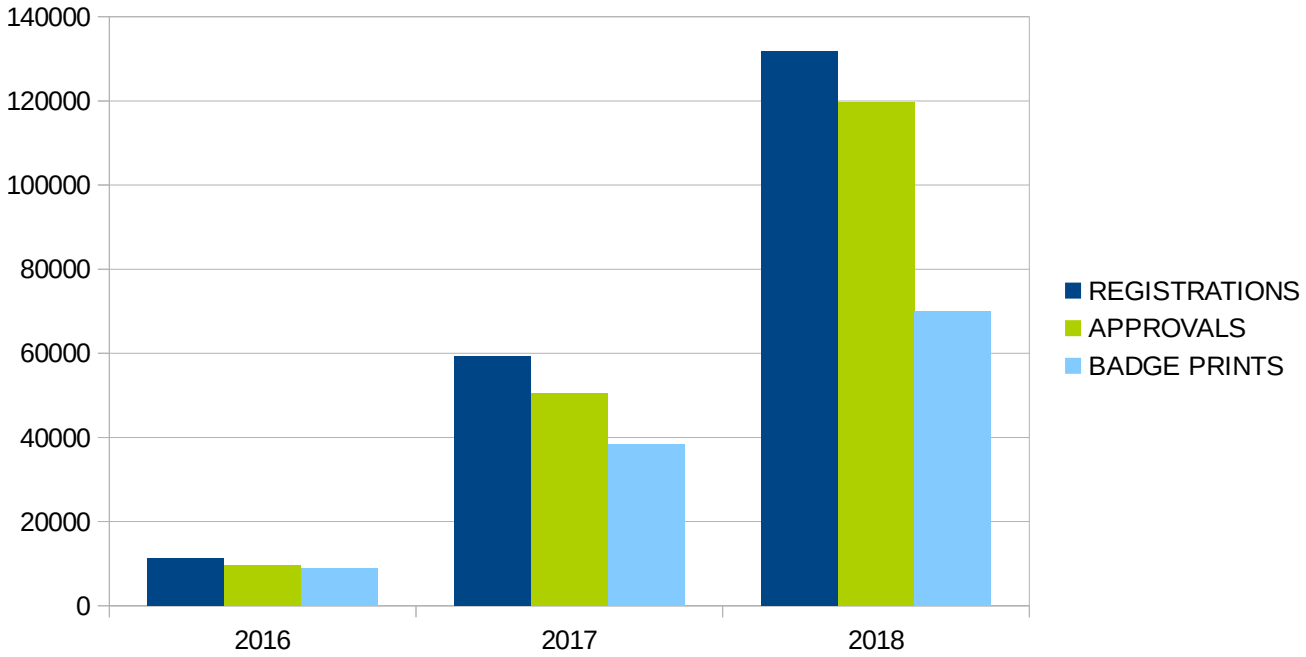
Statistics

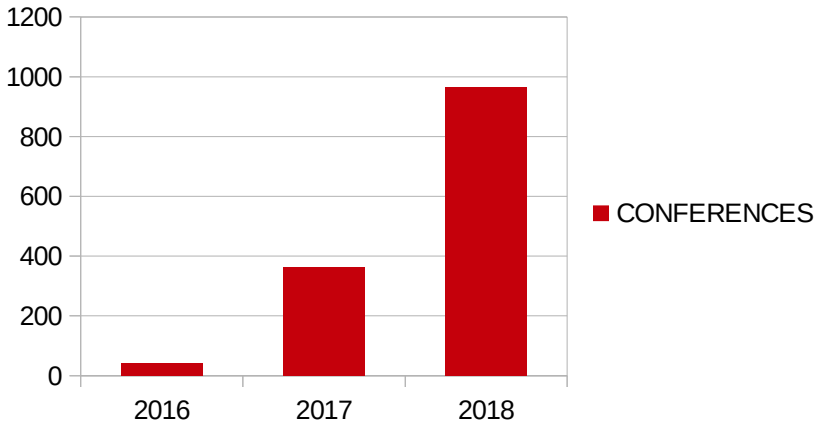
March 2016 – December 2018

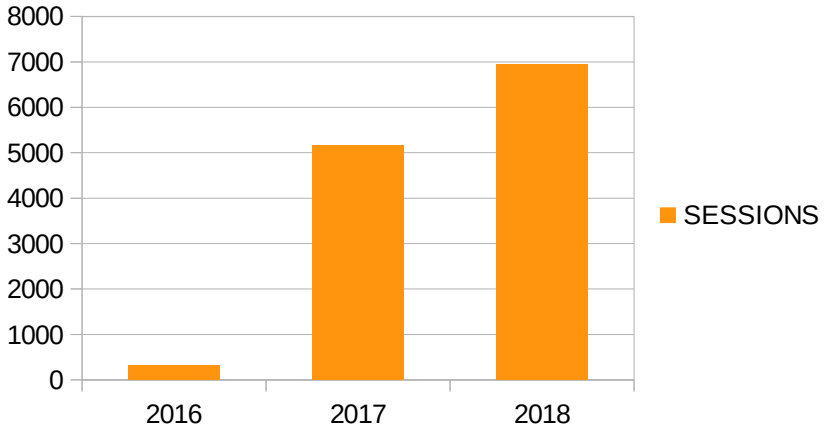
202239	**Registrations**
179778	**Approvals**
117325	**Badge Prints**
1371	**Conferences**
12413	**Sessions**
112968	**meeting participant accounts/profiles**
~2000	**UN staff accounts** (event managers, security, admins)

Statistics

March 2016 – December 2018







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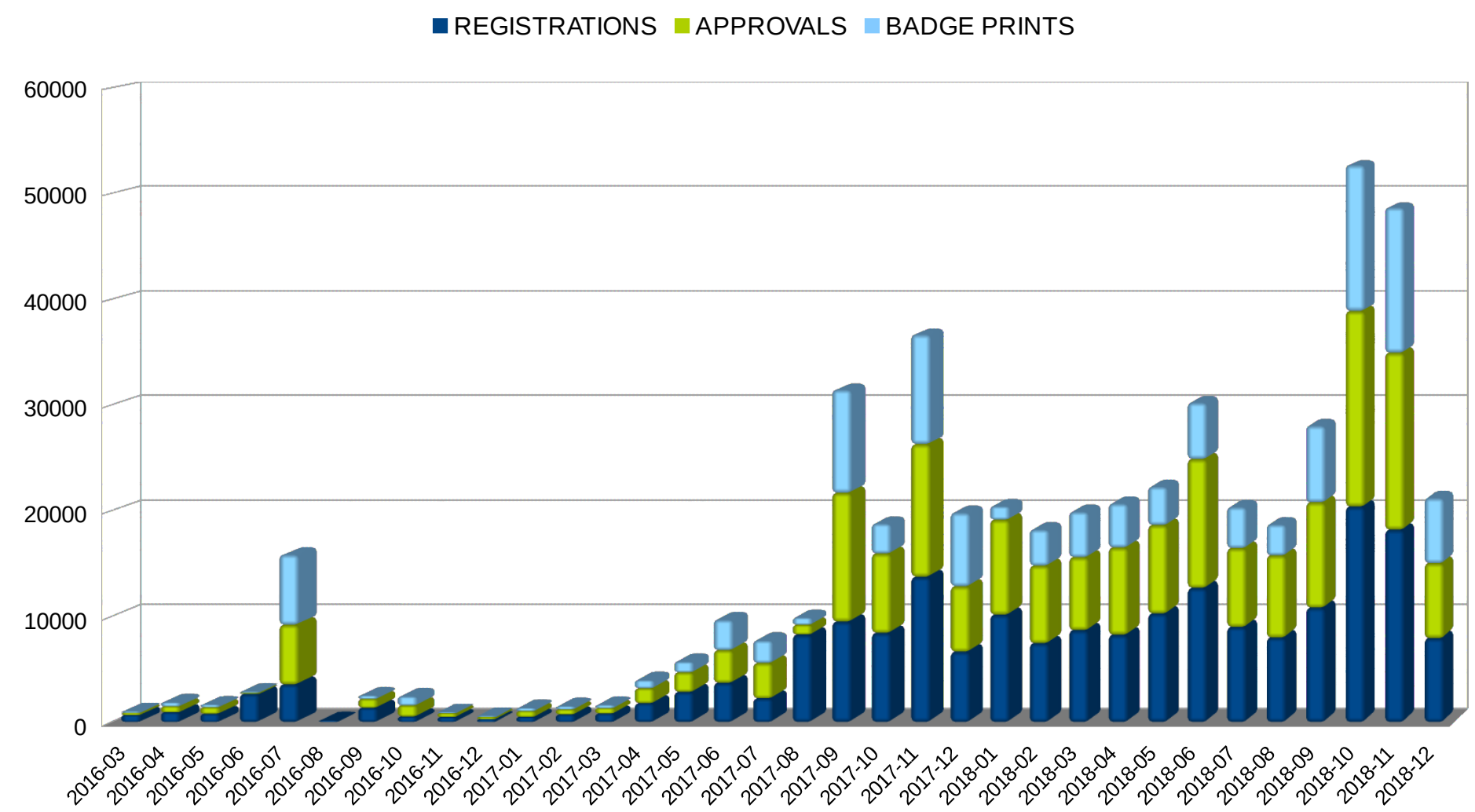

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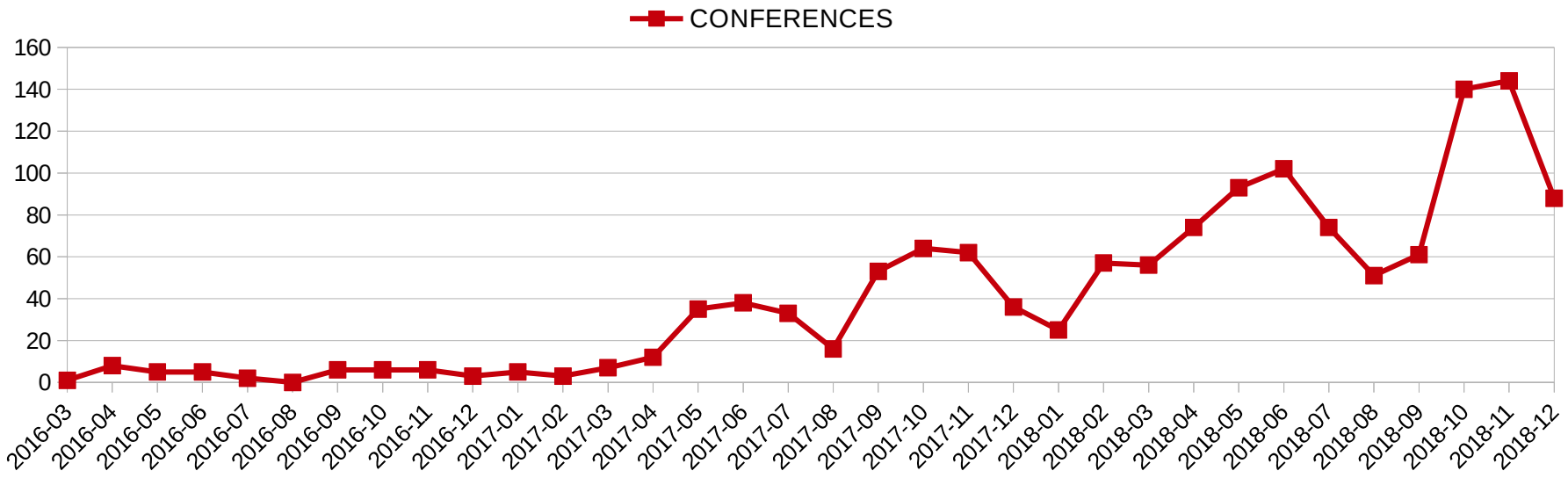
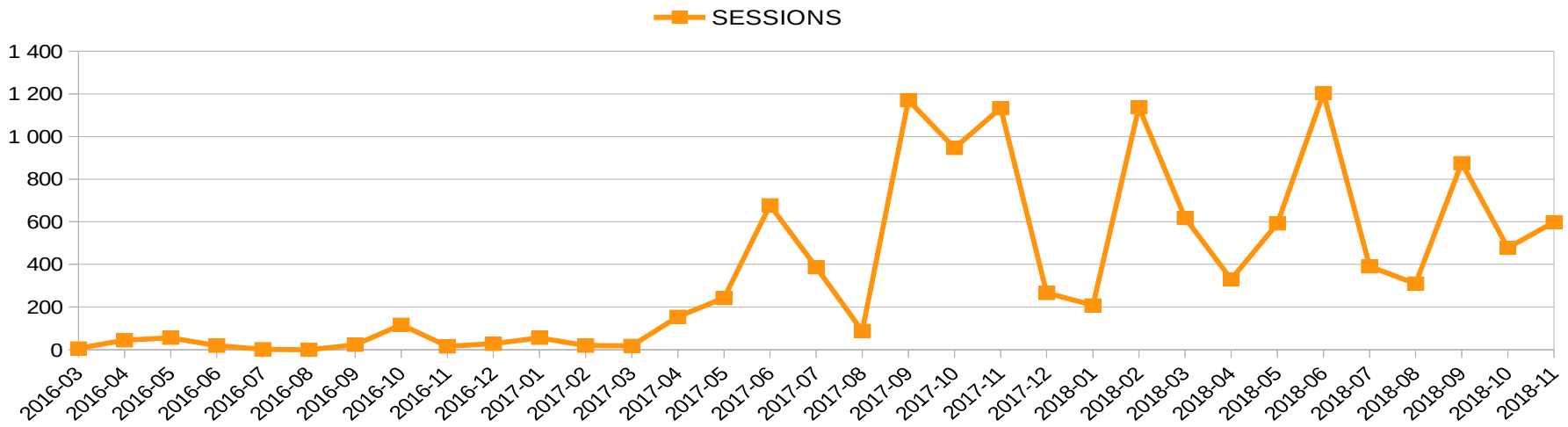
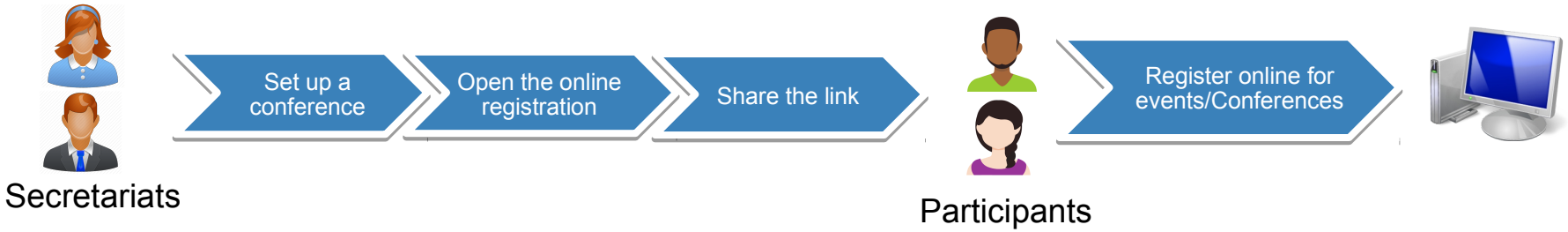
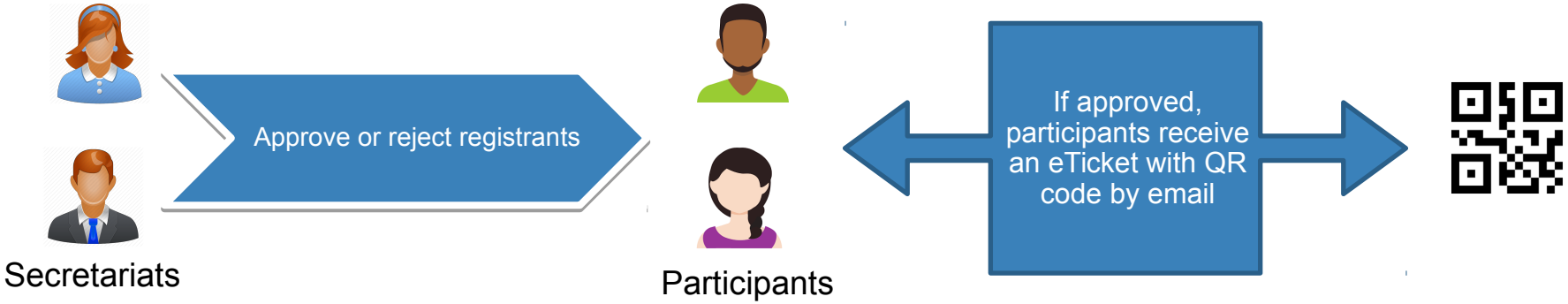




Basic Indico Workflow 1/2





Basic Indico Workflow 2/2

Participants come to the venue with QR code and ID or Passport

- QR code printed

  Use QR code gun or mobile app to scan and print badge
  → Print badge using mobile app

- QR code on mobile

- No QR code

  Search participant by name or by scanning passport
  → Print badges

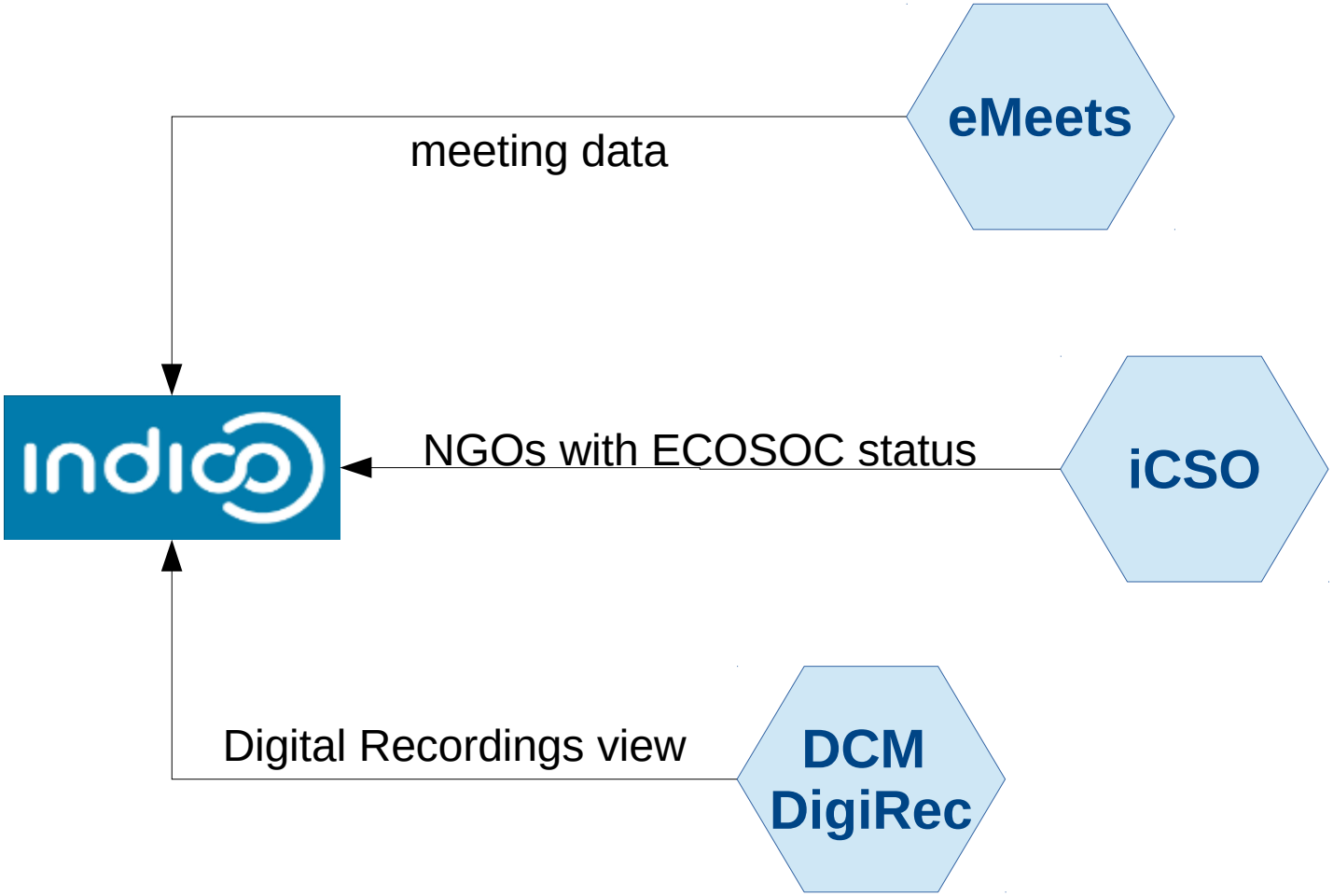
- Participant has not registered.
  So, no e-Ticket

  Kiosks or laptops to allow participants to register on the fly

Indico features for Conference Managers

- ✓ Event websites
- ✓ Document sharing & reviewing
- ✓ Custom registration forms
- ✓ Approval workflows
- ✓ Custom statuses & Tags
- ✓ Email communication, visa letters, official invitations
- ✓ Self-registration, on-behalf registration, bulk registration
- ✓ Official List of Participants
- ✓ Import & Export
- ✓ Statistics & Analytics
- ✓ Surveys
- ✓ Logs, Protection & Permissions

UNOG Indico integrations



Indico features for Security Officers

- ✓ QR code scanning
- ✓ Passport scanning
- ✓ Badge printing
- ✓ Check-in / check-out
- ✓ Calendar views
- ✓ Forecast of participants and badges to print (daily, weekly, monthly)
- ✓ Black-listing
- ✓ VIP management
- ✓ Site access management
- ✓ Statistics & Analytics
- ✓ Mobile application (scanning, printing and check-in)

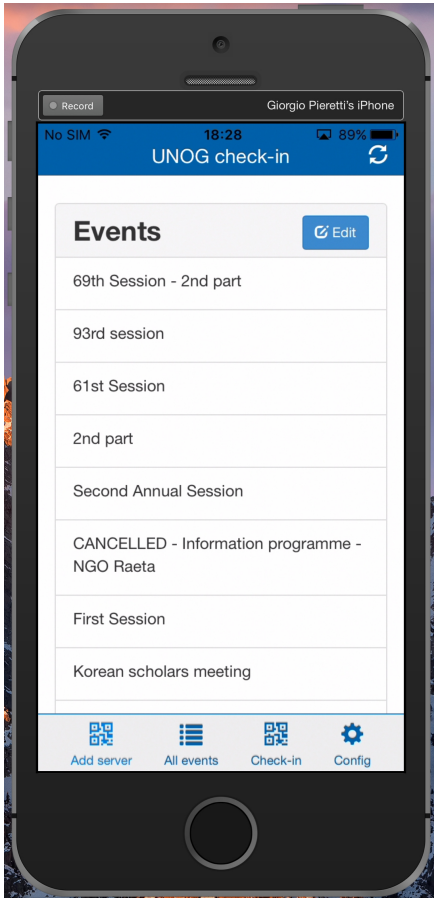
Security Equipment

Passport Reader
3M™ AT9000 MK2

ID Document Reader
3M™ - CR100

QR code scanner gun
CHAMPTEK IG610

Mobile app for Smartphones
to scan QR-codes
and print badges

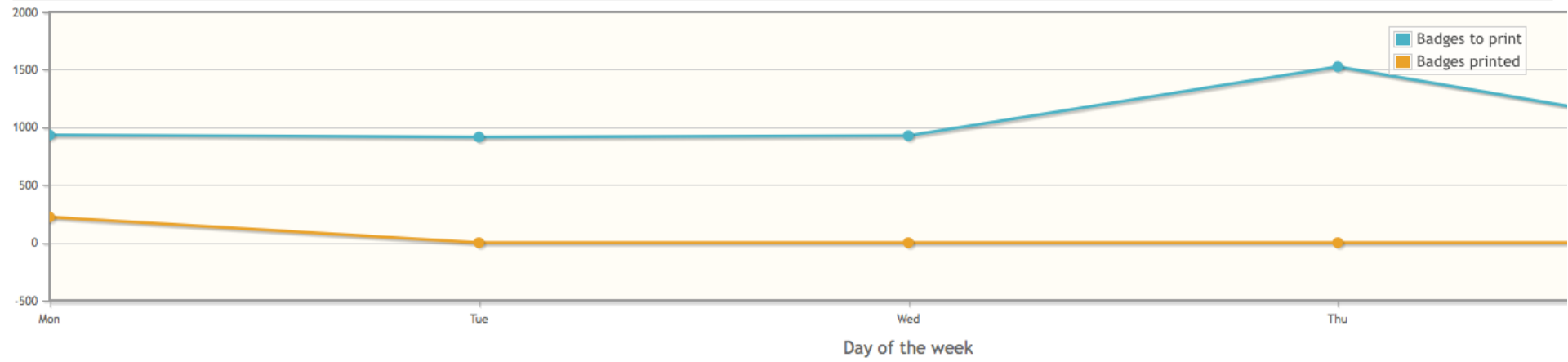


UNITED NATIONS

Forecasting & planning

< Monday 18 September 2017 – Sunday 24 September 2017 >

Mon 18/09	Tue 19/09	Wed 20/09	Thu 21/09	Fri 22/09
08:00 HRC36 | Side- & other events (Palais des Nations)	08:00 HRC36 | Side- & other events (Palais des Nations)	08:00 HRC36 | Side- & other events (Palais des Nations)	08:00 HRC36 | Side- & other events (Palais des Nations)	08:00 Test WHO (Palais des Nations: E.74)
10:00 64th session (Palais des Nations: Room XVII)	09:00 Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	09:00 Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	09:00 Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	events (Palais des Nations)
10:00 62nd session (Palais des Nations: Room XVI)	10:00 64th session (Palais des Nations: Room XVII)	10:00 64th session (Palais des Nations: Room XVII)	10:00 64th session (Palais des Nations: Room XVII)	10:00 64th session (Palais des Nations: Room XVII)
10:00 ASYCUDA Coordination meeting Turkmenistan Kazakhstan (hidden) (Palais des Nations: Annex Bocage A1-92)	10:00 62nd session (Palais des Nations: Room XVI)	10:00 62nd session (Palais des Nations: Room XVI)	10:00 62nd session (Palais des Nations: Room XVI)	10:00 62nd session (Palais des Nations: Room XVI)
10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	10:00 Meeting ASYCUDA with Japan customs (hidden) (Palais des Nations: Annex Bocage A1-94)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)
14:15 PCP Presentation to students (hidden) (Palais des Nations)	10:00 NGO Briefing to Member States: The New York declaration: one year on (Palais des Nations: Room IX)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	16:30 Geneva Peace Talks 2017 (Palais des Nations)	
15:00 MGG Academy Study Trip (hidden) (Palais des Nations: E.10116)		15:15 Truth and Reconciliation (Palais des Nations: Communal Space)		
Approved: 2907 - Non Processed: 480	Approved: 2862 - Non Processed: 485	Approved: 2874 - Non Processed: 484	Approved: 3474 - Non Processed: 489	Approved: 2828 - Non Processed: 508



Participant's UN Pass

- Example of a UN Pass for participants
- The UN Pass is a PDF attached to the approval email
- Can be downloaded from the participant's dashboard

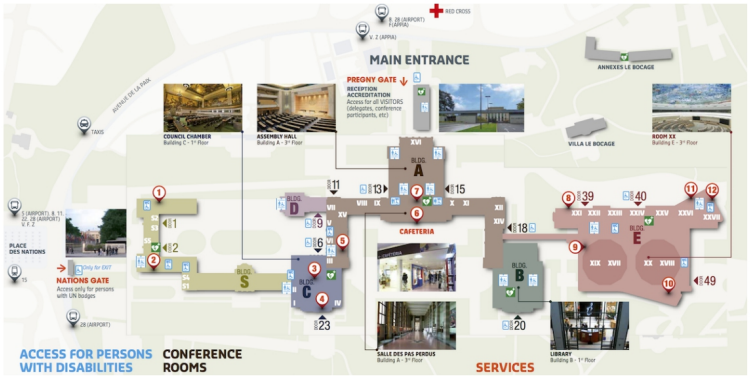
Tests

Test WHO

Monday, 10 July 2017 - Friday, 29 September 2017
Palais des Nations - E.74

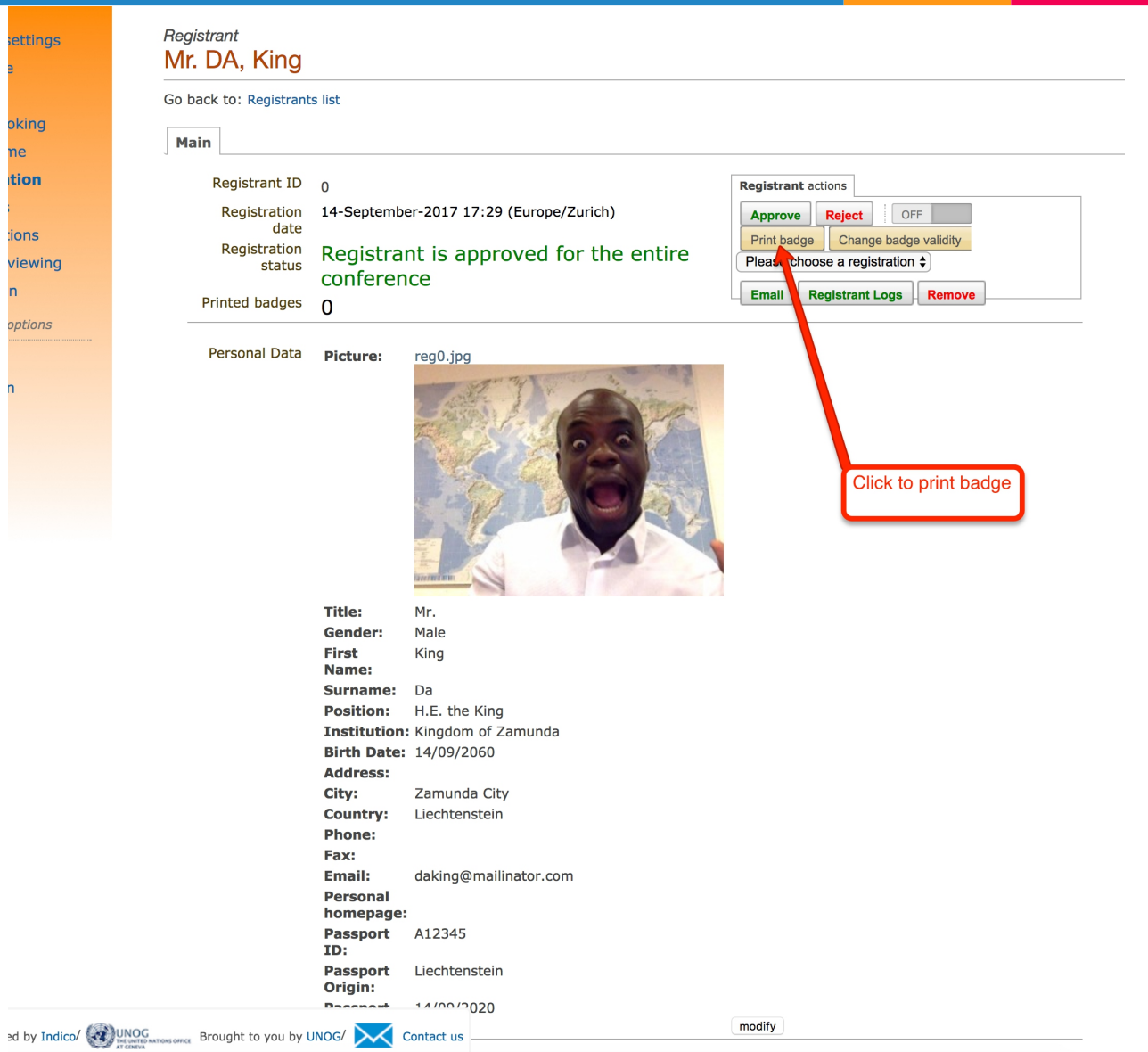
UN PASS

Mr. DA-SAMA-ITOUA, Nzété
IT Officer Great
United Nations Office in Geneva
Delegate



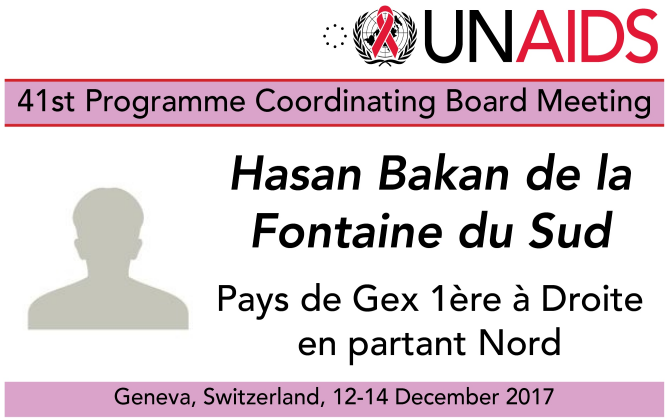
Participant's profile

- After QR code scanning the Security officer lands on this page
- Checks that the participant is approved
- Scans his passport and updates his info based on the passport
- Changes the participant`s photo, if needed.
- Prints badge or Reject the participant for security reasons



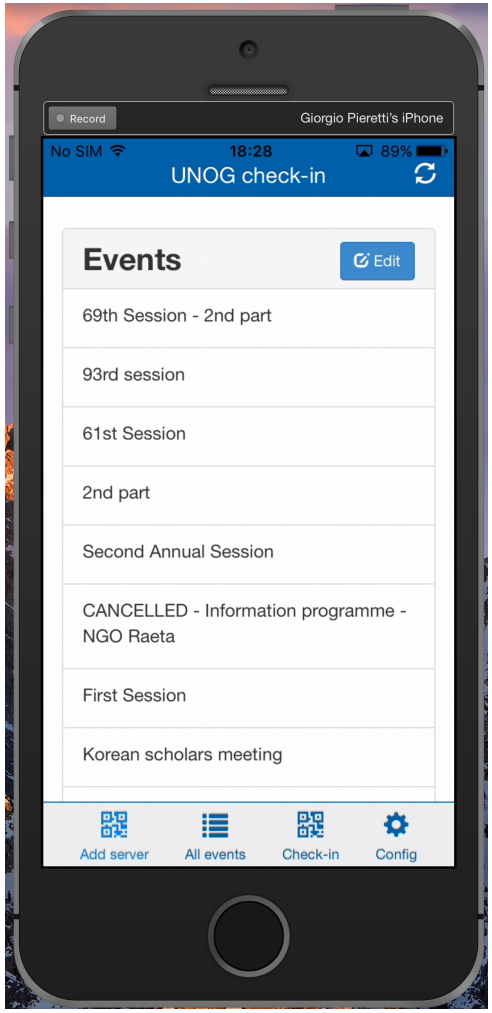
Participant's badge

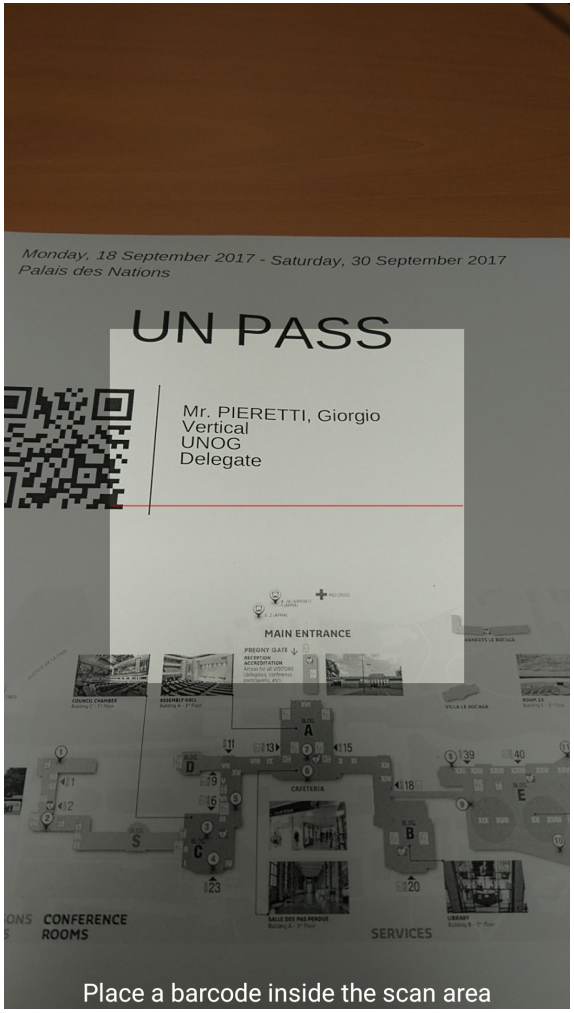
- Badges are based on the representation type and sub-type
- Example: D and green for delegate, S and blue for staff, etc.
- Badges are fully customisable in content and format

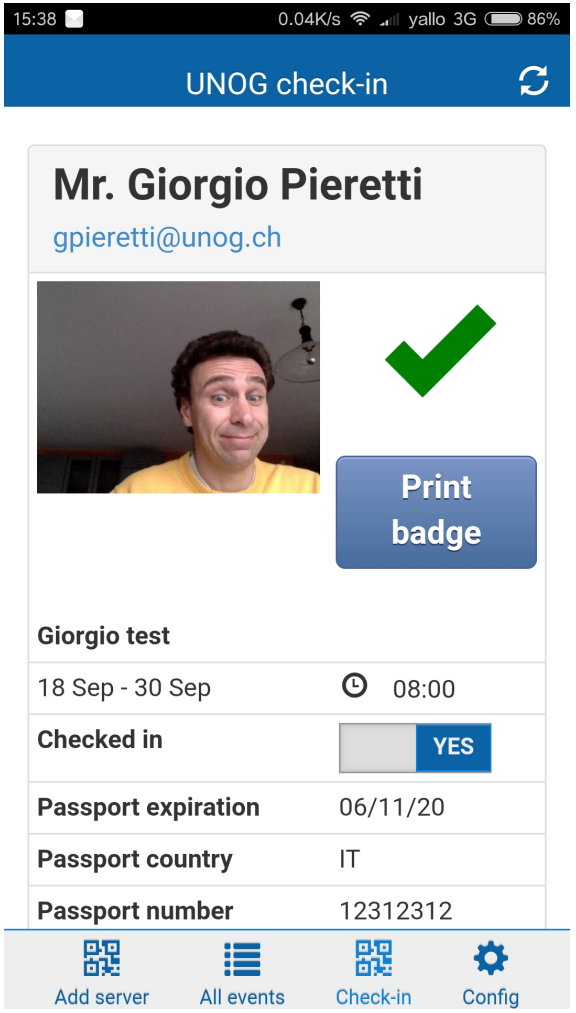


Indico security app

Browse events/meetings → Find & verify participant → Print Badge & Check-in







Thank you!

For more information, please contact

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SUPPORT.ACCREDITATION@UNOG.CH

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