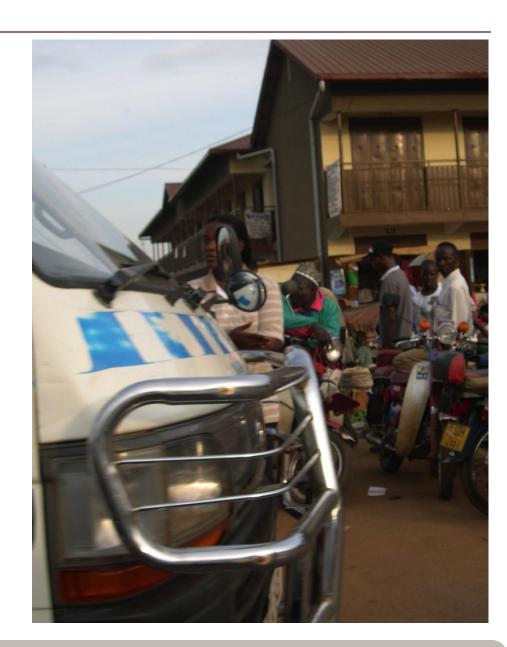
Introduction to UNICC



Agenda

- Overview of UNICC
- Jurisdictional Framework
- What UNICC Does



Overview of UNICC

UNICC









We have been the UN's Shared Service IT Organization since 1970

The mission of UNICC is to:

- Provide ICT services to the UN Family
- Maximise the sharing of infrastructure, systems and skills
- Generate economies of scale to the benefit of our Partners

Data Centres in Geneva, New Jersey, Valencia – within UN jurisdiction

UNICC History

 Created by a resolution of the U.N. General Assembly in 1970

- Initially, UNICC provided services to UN, UNDP, WHO for:
 - Mainframe processing
 - Basic data communications

Tracking Infectious Diseases

Overview

Transforming the World The Team In Their Words



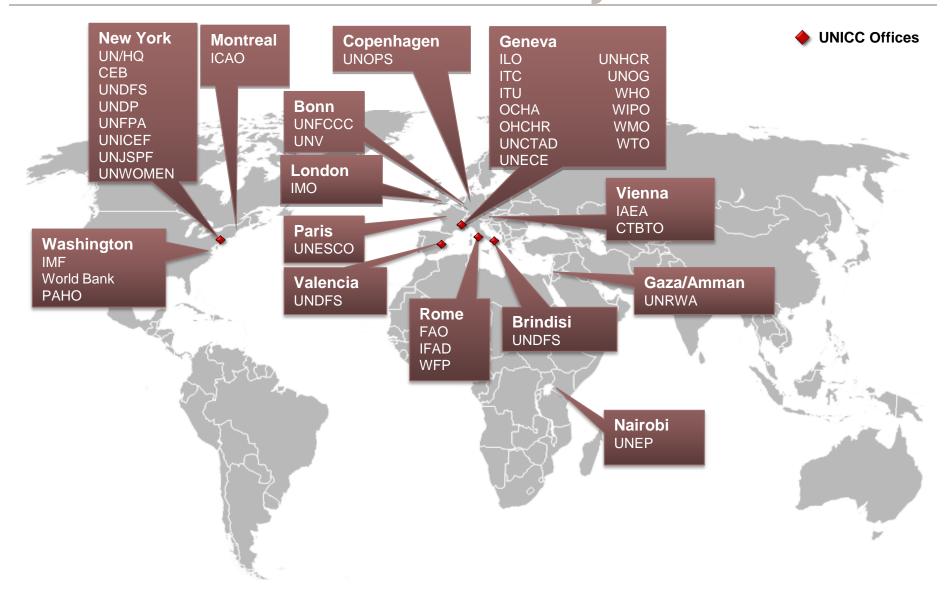
In 1976, the World Health Organization (WHO) used an IBM ® System/370 at the United Nations' International Computing Center in Geneva to precisely map trends and outbreaks of smallpox so it could best allocate its limited personnel and resources to the locations most in need. This effort contributed to the eventual eradication of the disease in the general population a few years later.

FROM THE IBM ARCHIVES



Source: IBM

UNICC and its Partners today



Jurisdictional framework

How UNICC Does Business

Mandate

Memorandum of Understanding

Service Delivery Agreement

- Jurisdiction
- Structure, Secretariat and Governance
- Arrangements for Service Provision
- Funding and Cost-Recovery Process
- Liabilities
- Safeguards
- Generally signed at Exec Dir/ASG level
- Service Management
- UNICC and Partner Management Roles and Responsibilities
- Confidentiality and Security
- Payments

- Scope
- Service Description
- Roles and Responsibilities
- Cost Estimates and Duration
- Service Metrics and Operational Levels (OLAs)

Governance of UNICC

Management Committee

Advisory Group

Director

- Meets twice a year
- Membership: CIOs/IT Directors of Partner Organizations
- Chair elected every year (usually serve 2 years)
- Makes key policy decisions
- Approves prices
- Membership:
 - > 8 members (5 top-users + 3 elected members)
 - Chairman of MC
 - Director, UNICC
- Assist the MC Chairman and UNICC Director in preparing the meetings of the MC and make appropriate recommendations on agenda items
- Chief Executive
- Responsible for operational management
- Appointed by UN Secretary-General
- UNOG employee
- Appoints UNICC staff (as WHO employees)
- Accountable to Management Committee

Unique Characteristics

UN Jurisdiction

- Privileges and ImmunitiesConfidentialityTax and Duty exemption

- Win-win relationship
- Principles

 Cost recovery i.e. no profit
 Economies of scale

 - Cost savings returned to Partners

- Governance role of Safeguards

 Management Committee

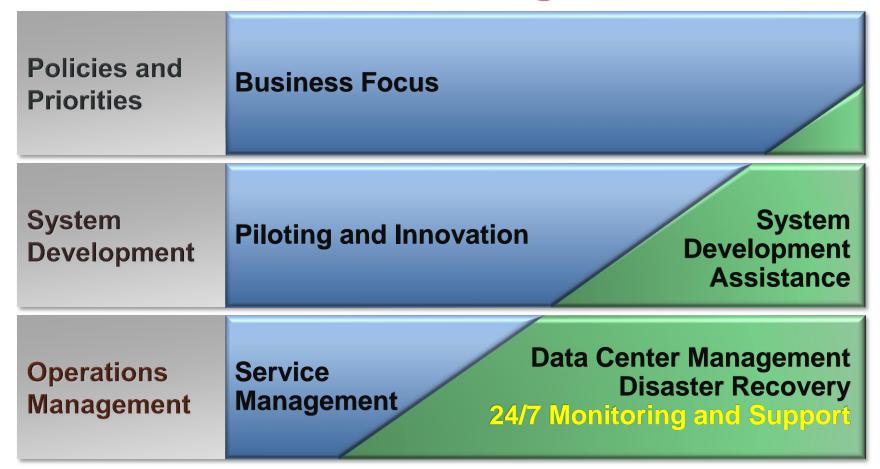
 Benchmarks

 Independent audits

What UNICC Does

Relationship with Partners

Partner Organization



UNICC

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Services

Enterprise oplication Hosting	Mainframe Services	Internet, Messaging & Networking Services	Managed Hosting Services	Managed Storage Services	Remote Access Services	Consulting & Professional Services	ICC Common Secure	Training Services	IT Advisory Servi
ECS – ICC Cloud	z/OS Systems	Monitoring as a Service Lotus Notes PassThru	Physical Servers	Enterprise Backup	Global Roaming Access	Strategic Consulting	Information Security Baseline Services	Training Services	
ECS – ICC Cloud For Small Enterprises	Virtual Linux Servers	OneICT Box Service for Field Offices VPN Gateway to UN Extranet	Virtual Servers	Storage on Demand	VPN Client	IT Subject Matter Expert	Threat Intelligence		Cutter Consortium Forrester
ECS - 0365		Internet Access Site to Site VPN	Server Support	Enterprise File Sync and Share		Consulting ICC Consulting	Malware Analysis		Research Gartner
ECS Oracle & SAP		Email Security Service Blackberry Gateway	VMWare Support Services			Services	Off/On-site		InfoTech McLean & Company
Managed Services		Mailing List SQL Database	ICC Cloud Support Services			Professional Services	Response Support Vulnerability		Company
Shared Oracle ER P Administration		File Transfer Load Balancing					Scanning		
Enterprise SharePoint Service		Domain Name and Registration Mobile Device Management)				Enterprise Notification		
(SP2013) Business Intelligence (BI) Option		Secure Website Hosting Common Connect)				Two Factor Authentication Optional Services	/	
Customer Specific SharePoint		Website Traffic Analysis							
Service SharePoint		Analysis					CISO as a Service		

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UNICC Data Centres

- Primary Data Centre (Geneva)
 - 1,000 sq m (10,764 sq ft)
- Secondary Data Centre (Geneva)
 - 170 sq m (1,830 sq ft)
- North American Data Centre (Piscataway NJ)
 - * 60 sq m (646 sq ft)
- New Data Centre (Valencia Spain)
 - c. 200 sq m (2,150 sq ft)









Key differences from commercial vendors

- Cost recovery, not-for-profit
- No sales operation
- Prices set by Management Committee
- Privileges and Immunities
- UN system staff
- Mandate/MOU/SDA rather than contracts
- Investigations

Website: http://www.unicc.org

