



UNODC

United Nations Office on Drugs and Crime



INFORMATION TECHNOLOGY SERVICE

CATALOGUE OF SERVICES



GLOBAL PRODUCTS FOR MEMBER STATES



CORPORATE SERVICES



More than 1.5 million IMIS transactions per year

More than 8,000 calls were logged by the Helpdesk per year

More UN21 Awards and Commendations than any other UN team



"There is no doubt in my mind that goCASE is the market leader"

Anthony Slessor, Director of Joint Affairs and Liaison Office, Office of the High Representative in Bosnia-Herzegovina



goAML: "one-stop", fully integrated software solution that meets the IT needs of any FIU (Financial Intelligence Unit)

The Pre-Export Notification System (PEN Online): Recipient of UN21 Commendation

UN.GIFT.HUB: Recipient of UN21 Award in the ICT/Knowledge Management category

Systematic approach to software testing following a detailed Quality Assurance Plan



NDS: Recipient of UN21 Award in the Substantive Programmes category

More than 12,000 personnel movements recorded daily by the RFID readers

More than 200 enterprise application modules developed for corporate users



ProFi: Recipient of UN21 Commendation in the Process Reengineering category
83% of respondents indicated that ProFi considerably improved their project monitoring capabilities.

FOREWORD

The role of Information Technology has changed dramatically over the years. The IT department of today is no longer just a provider of PCs, email services and phones: the IT department of today designs, supports and enables intricate systems, which can be political, administrative, operational, or technical.

The UNODC Information Technology Service (ITS) has elevated the use of technology by providing innovative, efficient and cost effective solutions to support internal UN activities such as business workflows and project life cycles. ITS also assists governments by providing IT tools to address some of the complex tasks and issues involved in fighting the war on drugs and crime.

New ITS software products being utilised by Member States are contributing significantly to drug control, statistical reporting and monitoring, criminal justice reform and countering money laundering. ITS is committed to continuing to extend the productivity gains achieved in UNODC internal work processes and to enhancing the implementation of the drugs and crime conventions and mandates of UNODC through IT.

UNODC ITS aims at providing continued high-level corporate support as well as developing, delivering and supporting systems that integrate the technical know-how and best practices of UNODC substantive areas. These services contribute to achieving several goals of the Millennium Declaration, including bridging the digital divide among Member States, developing sustainable capacities to utilize modern technologies and the introduction of standardized best practices. I commend Member States for their efforts in making full use of these services.



Phillip Kruss
Chief, Information Technology Service

WHY INFORMATION TECHNOLOGY SERVICE (ITS)?

Government agencies of some Member States rely on commercial firms to build software solutions for their use. However, these firms usually do not have the necessary subject matter knowledge to build effective solutions in a cost effective manner. UNODC, with their team of developers working for government agencies in the area of drug and crime software development for many years, have acquired specialization in the subject. Hence, the software solutions produced by ITS match very well with governments specialized needs, including those of intelligence and law enforcement agencies.

BEST PRACTICES IN ACTION

UNODC ITS applies an approach we refer to as best practices in action. First, a common standard system developed by UNODC ITS is deployed to Member States (with flexible adjustments easily applied to cater to individual Member States needs). Through the sharing of this common platform, best practices - identified by the Member States themselves through the use of the systems - emerge, which are then in turn refined, integrated and engraved into the ITS standard system, thus producing a constantly evolving, improved system better serving the interests of all Member States.

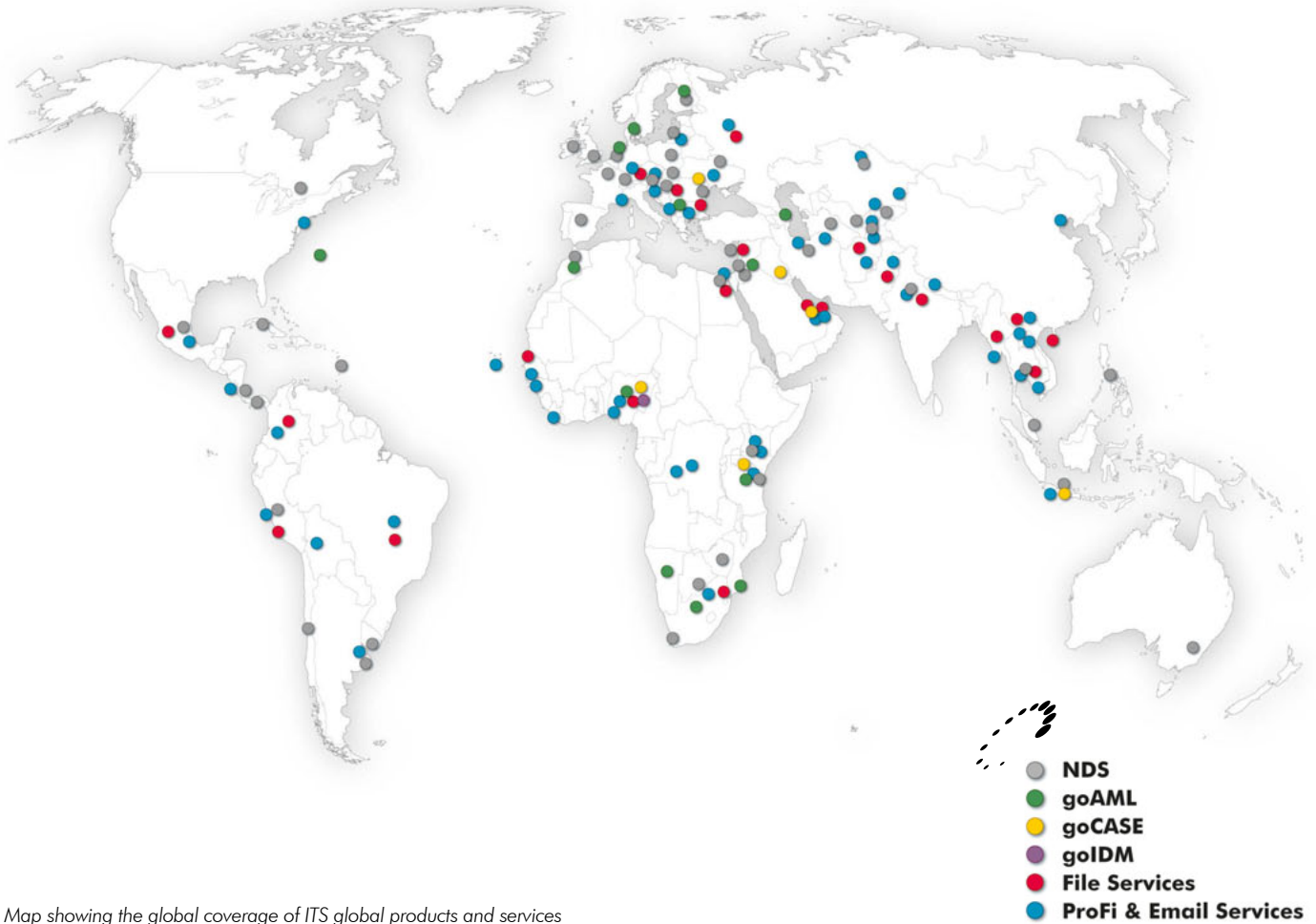
An example to illustrate how productive this process is comes from the financial crimes software systems designed by ITS for the Financial Intelligence Units of Member States to help them analyse complex patterns of financial transactions to counter money laundering, terrorist financing and other serious crimes in their jurisdictions.

In this example, through its use of the anti-money laundering “goAML” system, country x has detected a new technique being used to launder money in their jurisdiction. The identification of this pattern would in turn trigger the ITS system to incorporate/offer this detection technique to all other countries in the goAML community, thus foiling the efforts of expert money launderers. This model, consistently applied many times over, would tangibly improve Member States’ ability to counter innovative attempts to work around monitoring and control systems already in place to counter money laundering: best practice in action!

In this way, software solutions developed by UNODC have already shown tangible, measurable results in assisting governments to counter sophisticated, modern-day crimes and criminals, and with its increasing product portfolio and extended services tailored to the individual needs of jurisdictions or Member States in general, UNODC can continue to take a leading role in providing such solutions at an affordable cost.

GOING GLOBAL

The Information Technology Service (ITS) provides ICT services to government agencies in more than 40 Member States. ITS also provides services to more than 50 UN agencies and Field Office locations worldwide.



Map showing the global coverage of ITS global products and services

EXECUTIVE SUMMARY

The ITS Catalogue of Services (CoS) highlights the two major categories of services provided by ITS: Global Products for Member States and Corporate Services. The objective of the ITS CoS is to provide information on services, the functional areas in which ITS operates and its methodology and philosophy.



GLOBAL PRODUCTS FOR MEMBER STATES

ITS contributes significantly towards the development, deployment and support of global products driven by and responding to the specialized needs of Member States in their war against drugs and crime. The Global Products section provides an overview of all ITS premium software products available to Member States in support of UNODC's mandates and technical cooperation activities.

- **goAML (Anti-Money Laundering)** system: one of UNODC's strategic responses to financial crime including money laundering and terrorist financing.
- **goCASE (Case Management)** system: facilitates law enforcement, investigative, prosecution and regulatory agencies to conduct and manage investigations, prosecutions and regulatory actions of any kind.
- **goLearn:** a Global Learning Management System providing online accessibility to UNODC substantive eLearning training courses; it also allows for local implementation in offline learning centers.
- **goIDM (Infrastructure and Data Center Model):** a standardized ICT infrastructure and data center model for government agencies requiring well-designed ICT Infrastructure.
- **goPRS (Public Procurement Review Software):** a substantive system that will address the monitoring and oversight of public procurement for Member States.
- **goEFS (Electronic Fingerprint Solution):** integrates existing technologies, namely goIDM (ICT Infrastructure and Data Centre Model) and an Automated Fingerprint Identification System (AFIS) to provide a complete electronic fingerprint solution.
- **goASSESS (Assessment)** toolkit: IT-based tool for compiling "Detailed Assessment Reports" of countries' compliance with the anti-money laundering (AML) requirements and countering the financing of terrorism (CFT) requirements.
- **goINTEL (Intelligence)** system would be a key solution for the construction of a centralized platform that provides an efficient means to streamline the identification, prevention and investigation of criminal and terrorist activities.

- **goATR (Asset Tracking and Recovery)** system would be built and tailored to the specific needs of agencies engaged in case work involving the identification, tracking, restraint, management, forfeiture or recovery of criminally derived or stolen assets.
- **CJAT (Criminal Justice Assessment Toolkit):** standardized and cross-referenced set of tools designed to enable UN Agencies and government officials engaged in criminal justice reform to conduct comprehensive assessments of criminal justice systems in accordance with the UN standards.
- **NDS (National Drug Control System)** assists Member States in preventing the diversion of controlled drugs into illegal channels.
- **Pre-Export Notification System (PEN Online)** supports exchange of information between Member States on shipments of chemicals required for the manufacture of illegal drugs before and which could be directed to illicit drug manufacturers.
- **International Import Export System (I2ES)** allows national competent authorities real-time exchange of import and export authorizations between importing and exporting countries in a safe and secure environment.
- **ADAM (Automated Donor Assistance Mechanism):** an Internet-based tool for the coordination of donor's technical assistance funds in any of the UNODC mandated or technical cooperation areas.

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CORPORATE SERVICES

Delivering reliable and innovative ICT services to many UNOV, UNODC and UN sister organizations worldwide is the thrust of ITS Corporate Services. These services include all activities in support of internal processes, ICT core services, development and implementation of customized software solutions, as well as specialized services sustaining all these processes.

Software Solutions:

- **ProFi** (Programme and Financial Information Management System) provides and manages financial and substantive information on all aspects of the implementation of UNODC programmes, projects and field operations.
- **IMIS** (Integrated Management Information System) supports the UN Secretariat wide ERP system to meet core unique business processes.
- **Conference Management Team (CMT)** offers expertise in the analysis, development, maintenance and support of a suite of applications used by Conference Management Service (CMS). Services that are addressed by this suite are meeting planning and coordination, interpretation, documentation, publishing, correspondence, referencing, terminology, and translation memory management.
- **Web Development Services** comprise enhancement, development, management and maintenance of websites and Web applications.
- **Administrative Application Development Services** provide key enterprise solutions for daily business operations.
- **Safety and Security Services** administer the access to, and security of, the Vienna International Center through the use of innovative access control devices and applications.

Specialized Services:

- **Project Coordination and Management Services** ensure an efficient and effective execution and implementation of UNODC ITS projects.
- **Quality Assurance Services** ensure the quality and enhancement of software-based solutions throughout the entire software lifecycle.

- **Training Services** are driven by the organizations' specific IT training needs and the rapidly changing technological environment.

Core Services:

- **User Support Services** act as a primary point of contact for users requesting technical support and access to ICT Resources.
- **Network and Infrastructure Support Services** focus on providing a stable ICT infrastructure which include essential services like Storage Management and Remote Access, both in Vienna and all 70+ UNODC field locations.
- **Communication Services** provide an efficient email system and deliver complete remote meetings services from simple online meetings to audio and video conferencing.
- **Business Continuity and Disaster Recovery** facilitate the continued operation of critical processes in the event of a disruption and provide real-time monitoring of ICT services to ensure that key applications are delivered at peak performance.

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AWARDS/ACHIEVEMENTS/RECOGNITION



Mr. Alexey Neudachin, ProFi System Coordinator, receives his UN21 Award from Secretary-General Mr. Ban Ki-moon

UN21 AWARDS

UN21 Awards were established in 1996 by the former UN Secretary-General Kofi Annan to provide recognition to staff members for innovation, efficiency and excellence in the delivery of the organization's programmes and services. Since its inception 12 years ago, the UN21 programme has expanded to reward initiatives in many areas – from information technology applications and administration to knowledge management, productivity and staff morale.

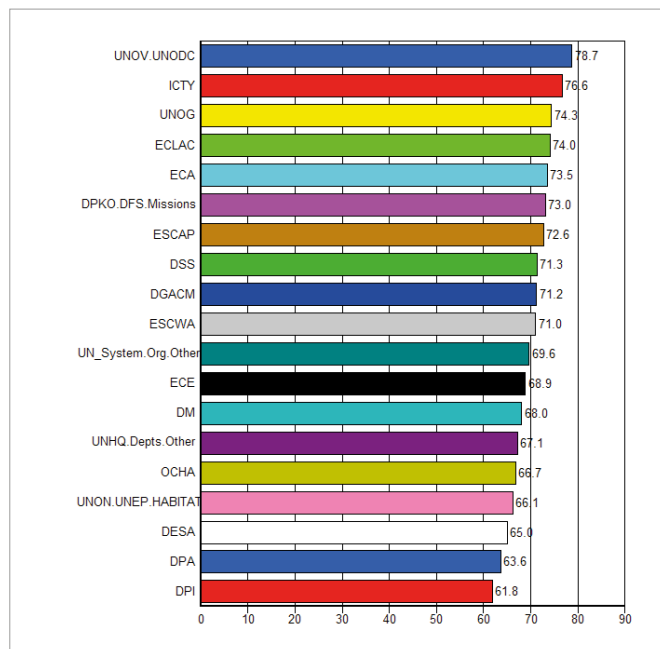
Several applications developed by ITS have been nominated for the UN21 Awards. Two ITS applications receiving UN21 Awards: The National Drug Control System (NDS) in the category of Substantive Programmes and The Online Clearance for Separating Staff in the category of Process Reengineering. ITS personnel were a part of the Global Telephone Directory team that was awarded the UN21 Award in the category of "Improvements in Working Environment and Morale" category. The Removal of all Fax Machines project also received a UN21 award and ITS personnel were part of the UN.GIFT, HUB UN21 award team.

UN21 COMMENDATION AWARDS

The Pre-Export Notification System (PEN Online) was awarded a UN21 Commendation in the "Substantive Programmes" award category, as was the Mobile Office in the category of "Improvements in Working Environment and Morale". The Programme and Financial Information Management System (ProFi) also received a UN21 commendation for "Process Reengineering". The very special "Special Messages" applications also reached Finalist status under the revamped UN21 scheme under the category "Climate Change/Greening".

ICT USER SATISFACTION SURVEY

In yearly surveys of user satisfaction with ICT services undertaken for the Secretariat by the Chief Information Technology Officer (CITO), Vienna's ITS services have consistently received highest rankings among the more than 19 UN offices worldwide surveyed. Results from 2009 cited overall ICT satisfaction as 81.8% for UNODC and 78.2% for UNOV, compared to an average of 71.1% for the UN system worldwide. In 2008, ITS was ranked 1st in 9 of the 11 IT service categories surveyed.



User Satisfaction Survey 2008:

Overall ICT services – ITS ranked number 1 by users

EVALUATION OF UNODC SUPPORT MECHANISMS FOR TECHNICAL COOPERATION

An evaluation was carried out by external consultants in cooperation with the UNODC Independent Evaluation Unit in March 2008. In the report entitled "Evaluation of the UNODC Support Mechanism for Technical Cooperation", the evaluation team observed that:

- staff in the Field Offices were very satisfied with the support services offered by Vienna Headquarters and in particular, with the training they received on the Programme and Financial Information Management System (ProFi);
- the evaluation team acknowledged that ITS had been proactive in identifying the needs of Field Offices and in ensuring that they had the necessary systems and staff in place;
- in this regard, it was suggested that the approaches adopted by ITS to backstop Field Offices could be considered best practices in UNODC.



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1. GLOBAL PRODUCT PORTFOLIO

The Information Technology Service (ITS) specializes in the development, deployment and support of software applications for use by Member States in a range of UNODC focus areas. Over the years, ITS has acquired a broad and recognized experience in helping governments to build efficient, comprehensive and tailor-made IT solutions. Each ITS project is driven by Member States needs and includes the evaluation of existing resources, gap analysis and the provision of IT infrastructure where such infrastructure or systems do not exist or need improvement. ITS projects are designed in line with the United Nations Millennium Development Goals (MDGs) particularly “making available the benefits of new technologies – especially Information and Communication Technologies”.

ITS works closely with the substantive sections within the organization, UNODC country and Regional Offices worldwide, as well as with governments of Member States to implement the IT component of technical cooperation and capacity building projects and to develop substantive software solutions which align with the UNODC mandates.



1.1 ANTI-MONEY LAUNDERING SYSTEM (goAML)

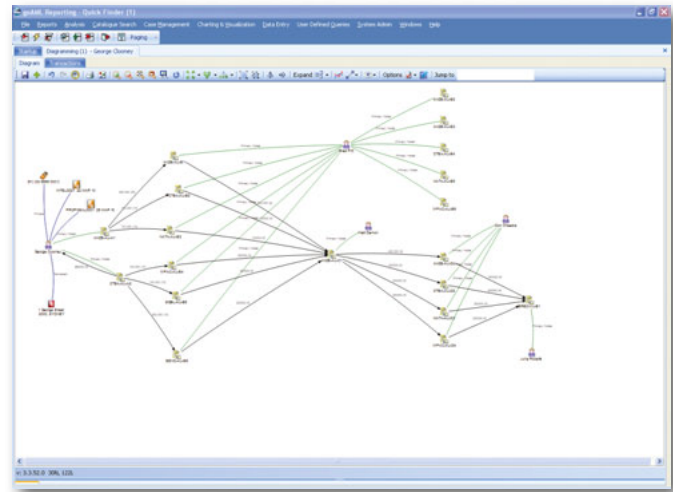
The goAML application is one of UNODC’s strategic responses to financial crime including money laundering and terrorist financing. It is designed specifically for use by Financial Intelligence Units (FIU) and is the only “off the shelf” IT application of its kind. The primary objective of UNODC in developing goAML is to enhance the capacity of countries to detect crime, especially money laundering and terrorist financing, and to meet international standards on anti-money laundering and terrorist financing. A major motivation for developing goAML is that many countries, particularly those in the developing world, are required by various international instruments to establish FIUs. Yet they simply do not have the financial capacity or IT expertise to develop the type of IT capacity they themselves need. FIU operations are necessarily

IT intensive and without significant IT capacity an FIU is simply unable to effectively carry out its mandated tasks. Consequently many FIUs exist in name only. The majority of FIUs in the world simply cannot afford to develop IT capacity that caters for all their data collection, analytical, reporting and management functions. goAML has been developed as a “one stop”, fully integrated software application that meets the IT needs of most FIUs, irrespective of its size or the volume of data it handles. goAML has been successfully deployed in a number of FIUs worldwide and interest in goAML is increasing.

Key Features:

The goAML solution is executed in three steps: data collection, analysis (rule-based analysis, risk-score and profiling) and dissemination (escalate to law enforcement and seek feedback). It integrates 14 different components which, when used together fulfil all the IT requirements of an FIU including:

- data collection;
- data evaluation and clean-up;
- ad-hoc queries and matching;
- statistical reporting on information/reports received and processed;
- structured analysis at both tactical and strategic levels;
- profiling tool; rule based analysis;
- workflow engine;
- task assignment and tracking;
- document management with full text search capability;
- intelligence file development and management system;
- data acquisition/integration from external sources;
- integrated charting and diagramming;
- intelligence report writer tool.



“The United Nations Office on Drugs and Crime’s goAML system is a comprehensive integrated solution to specifically address the requirements of Financial Intelligence Units (FIUs). The goAML client provides a user-friendly, feature-rich environment for users who are familiar with Microsoft Windows™ applications. The base functionality of the client is considerable and impressive, enabling the users to ask almost any question of the underlying data. Although not all features of the system were ready to be evaluated by AUSTRAC and FINTRAC, the core features of the product appear to fulfil many of the requirements of an FIU.”

Evaluation Report compiled by the Australian Transactions Reports and Analysis Centre (Austrac) and the Financial Transactions and Reports Analysis Centre of Canadian (FINTRAC) on behalf of the IT Working Group (ITWG) of the Egmont Group, October 2008.

The screenshot shows a detailed view of a transaction in the goAML Reporting - Primary Transaction window. The window title is 'goAML Reporting - Primary Transaction (1)'. Below the title bar, there are several tabs and a search bar. The main content area is a table with columns for 'Transaction No.', 'Contributor', 'ID', 'Beneficiary', 'Source Party', 'Source Entity', 'Amount Local', 'Source Currency', 'Source Account Foreign', 'Dest. Primary Person', and 'Dest. Entity'. The table contains multiple rows of data, with some rows expanded to show details for 'Primary Person' and 'Dest. Party'. The interface includes a menu bar at the top with options like 'File', 'Options', 'Database', 'Calendar Search', 'Case Management', 'Charting & Visualization', 'Data Entry', 'User Defined Queries', 'System Admin', and 'System'. Below the menu bar is a toolbar with various icons for navigation and analysis. The table data is as follows:

Transaction No.	Contributor	ID	Beneficiary	Source Party	Source Entity	Amount Local	Source Currency	Source Account Foreign	Dest. Primary Person	Dest. Entity
Trans. Detail 22.91.0988		ES3				1,226,974				
Primary Person		ES3				288,086				
Primary Person: Mary James Bennett		ES3				848,291				
Primary Person: Robert Henry Smith		ES3				248,588				
Dest. Party: 29157748218		ES3				248,588				
Dest. Party: 29157748218		ES3				248,588				
Trans. Detail 23.91.0988		ES3				4,963,482				
Primary Person		ES3				872,876				
Primary Person: 61283887917		ES3				872,876				
Primary Person: James Patricia Smith		ES3				714,269				
Dest. Party: James Patricia Smith		ES3				714,269				
Primary Person: James Patricia Smith		ES3				636,338				
Dest. Party: 29274892926		ES3				636,338				
Dest. Party: 29274892926		ES3				636,338				
Primary Person: James Patricia Smith		ES3				636,338				
Dest. Party: 29274892926		ES3				636,338				
Trans. Detail 24.91.0988		ES3				3,744,089				
Primary Person		ES3				821,887				
Dest. Party: 29423282519		ES3				114,291				
Dest. Party: 29423282519		ES3				114,291				
Dest. Party: 29423282519		ES3				807,596				
Dest. Party: 29423282519		ES3				807,596				
Trans. Detail 25.91.0988		ES3				576,170				
Primary Person		ES3				1,815,769				
Primary Person: James Robert Johnson		ES3				1,815,769				
Dest. Party: James Robert Johnson		ES3				251,362				
Dest. Party: James Robert Johnson		ES3				251,362				
Trans. Detail 26.91.0988		ES3				1,982,685				

1.2 CASE MANAGEMENT SYSTEM (goCASE)

The goCASE solution facilitates the collection and development of intelligence, investigation and prosecution processes that constitute the front-end of most criminal justice or regulatory systems. It is the single solution that addresses the most essential requirements needed by authorities in the intelligence and criminal justice arenas, whether to support analysts in developing inferences and hypotheses and producing strategic or tactical outputs, or to support front-line officers and investigators in identifying and reacting to investigative leads, or to support prosecutors in handling court cases.

goCASE can seamlessly interface with other data management systems employed in the Criminal Justice System process, including court administration and correction systems.

As with other UNODC IT solutions, goCASE can be provided to Member States either as a “stand-alone” solution or can be integrated with others to form one global solution at substantially less cost to Member States than commercial software solutions.

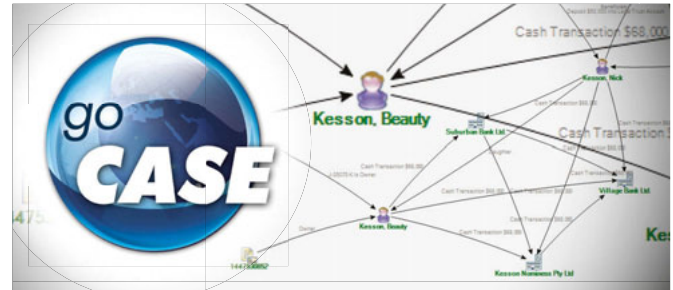
Unlike many other products, goCASE is an “integrated” case management system that combines all necessary functions needed by law enforcement professionals into one IT product. It is one solution that can often replace many systems.

Key Features:

- goCASE’s competitive feature is the Integrated Workflow Engine, which drives the case life cycle according to established standard operating procedures within an agency;
- provision for automatic alerts for action taken and reminders for follow-up activity;
- a built-in Investigator Actions Checklist to support decision-making and adherence to guidelines;
- robust and flexible reporting capabilities to find trends and patterns.
- advanced security features such as multiple security layers, case level security and history logs.

Key Benefits:

- goCASE’s intuitive portal allows quick access to information and tools, which empowers case officers with swift and efficient case handling;
- the user interface of goCASE and its reference tables have been designed to support various languages;
- a robust and flexible reporting module offers a rich list of reports grouped by operational requirements;



“There is no doubt in my mind that goCASE is the market leader.”

Anthony Slessor, Director of Joint Affairs and Liaison Office
Office of the High Representative in Bosnia-Herzegovina

“... and I am sure that the goCASE application is the solution for our Case Management docket problems.”

Edward G. Hoseah, Director General
Prevention and Combating of Corruption Bureau, Tanzania

1.3 INFRASTRUCTURE AND DATA CENTRE MODEL (goIDM)

goIDM has been developed to assist Member States to make informed and rational decisions regarding IT infrastructure requirements, to provide a practical model for the utilization of well designed and tested infrastructure to allow for efficient and where necessary decentralized electronic communications, to provide Member States with the capacity to manage all types of information ranging from basic human resources data to highly confidential information and to monitor and manage performance and quality control. The goIDM model was developed by UNODC with financial assistance of the European Union (EU). It has been deployed in Nigeria, in the Economic and Financial Crimes Commission (EFCC) and the Nigerian Judiciary, as part of UNODC project NGAS08, to support the government of Nigeria's fight in combating economic and financial crime.

Key Features:

- designed to provide 24 x 7 x 365 availability;
- provides secure Internet access and high performance communications infrastructure;
- provides physical and network access security and surveillance;
- includes fire suppression and early warning smoke detection systems;
- provides adequate cooling of electronic devices via access flooring, specialized racks and other ducting methods.

Key Benefits:

- goIDM follows the five core values that form the foundation of an ICT infrastructure and Data Centre design philosophy – simplicity, flexibility, scalability, modularity and sanity;
- the goIDM model has been successfully implemented in three EFCC sites and, as a result, will be further deployed to a total of 19 sites in Nigeria;
- the goIDM model has wide applicability for almost any type of Government agency.



goidm.unodc.org

1.4 PUBLIC PROCUREMENT REVIEW SOFTWARE (goPRS) – UNDER DEVELOPMENT

goPRS is a substantive system that will address the monitoring and oversight of public procurement for Member States. It is designed specifically to automate the complex mandate of Public Procurement Regulatory Authorities (PPRA) in order to combat public procurement corruption. goPRS will also promote harmonization of international standards of public procurement and consider the provisions of various different laws and guidelines (e.g. the UNCITRAL Model Law, the Agreement on Government Procurement of the WTO, European Union directives, the UNCAC, the World Bank guidelines for procurement and consultants).

Key Features:

- oversight of individual procurements;
- review of specific contract awards;
- increase in efficiency of the procurement process in terms of both time and money;
- guaranteed compliance with the UNCITRAL principles of accountability, fairness, transparency and equality;
- monitoring of individual procurements;
- organizing of data and information to ensure a better management of the procurement process as a whole;
- prevention and detection of procurement corruption based on goPRS' approach to collect and analyze data on the experience of corruption.

Key Benefits:

- goPRS facilitates interactions between Public Procurement Regulatory Authority (PPRA) and Ministries, Departments, and Agencies (MDAs) in a country;
- improves PPRA's internal review and monitoring of the procurement approval process;
- kicks-off PPRA's oversight on budget appropriations versus reported procurement actions;
- manages and publishes internal databases (vendors, price list, etc.) to support the procurement process.



gopr.s.unodc.org

1.5 ELECTRONIC FINGERPRINT SOLUTION (goEFS) – TO BE DEVELOPED

goEFS integrates existing technologies, namely goIDM (ICT Infrastructure and Data Centre Model developed by UNODC ITS) and an Automated Fingerprint Identification System (AFIS), to provide a complete electronic fingerprint solution.

1.6 ASSESSMENT TOOL (goASSESS) – TO BE DEVELOPED

The goASSESS application will be designed as an IT-based tool for compiling “Detailed Assessment Reports” of countries’ compliance with anti-money laundering (AML) and countering the financing of terrorism (CFT) requirements. The goASSESS solution will provide a comprehensive assessment framework, allowing evaluators to enter their evaluation criteria, customize them according to a specific country’s profile, and build Detailed Evaluation Questionnaires and Detailed Assessment Reports. It will cover all phases of the process, including preparation of interviews before evaluators’ missions, drafting of the report by all members of the team during the mission, post mission review, and final report production. This solution will be tailored to the needs of entities undertaking these types of assessments such as the IMF (International Monetary Fund), World Bank, FATF (Financial Action Task Force) Style Regional Bodies.

1.7 INTELLIGENCE SYSTEM (goINTEL) – TO BE DEVELOPED

goINTEL (Intelligence) is a key solution for the construction of a centralized platform that provides an efficient means to streamline the identification, prevention and investigation of criminal and terrorist activities.

goINTEL will bring distributed and heterogeneous information sources and human expertise together in a combined and cooperative electronic environment to combat crime and threats to security.

The goINTEL “National Community” is the group of national competent authorities (law enforcement agencies, investigative and intelligence bodies, prosecutorial services, private sector entities, public sector offices) that benefit from, or contribute to, goINTEL services within the established legal frameworks and data protection laws of the environment in which they operate.

It will provide a secure and collaborative environment for sharing information and intelligence within established national legal frameworks or within the frameworks of multilateral, regional or international agreements.

1.8 ASSET TRACKING AND RECOVERY (goATR) – TO BE DEVELOPED

goATR is a software application to be developed by UNODC that will be tailored to the specific needs of agencies engaged in case work involving the identification, tracking, restraint, management and forfeiture or recovery of criminally derived or stolen assets.

goATR will be available as a stand-alone application, but will also be able to be integrated with goCASE to provide a comprehensive case management system with a specific focus on asset forfeiture and recovery.

Key Features:

- fully customizable document and process templates;
- intuitive and user-friendly windows-based user interface;
- allows automated generation and tracking of correspondence and documents;
- can acquire and integrate data from external sources;
- a charting and diagramming module is integrated in the system.

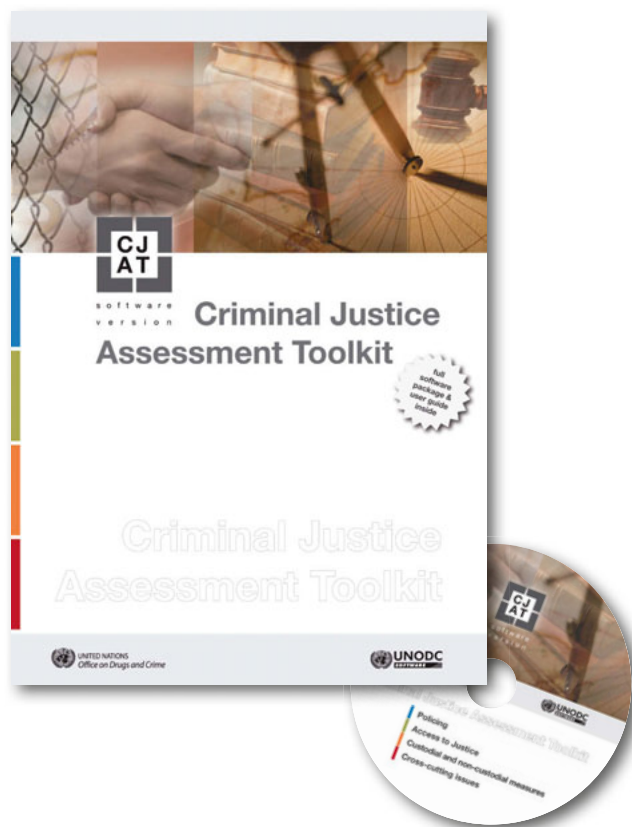
Key Benefits:

- the ability of systems to interface with each other encourages inter-agency and cross-border cooperation and information sharing at the national, regional and international levels;
- an integrated system designed as a stand-alone product but can be combined with other “go” family products.



1.9 CRIMINAL JUSTICE ASSESSMENT TOOLKIT (CJAT)

CJAT is a standardized and cross-referenced set of tools designed to enable UN Agencies and government officials engaged in criminal justice reform, as well as other organizations and individuals, to: conduct comprehensive assessments of criminal justice systems; identify areas of technical assistance; assist agencies in the design of interventions that integrate UN standards and norms on crime prevention and criminal justice; and assist in training in these issues. An important aim of the assessment tool is to ensure that the UN standards and norms on crime prevention and criminal justice are integrated fully into the technical assistance interventions.



Key Features:

- live links used extensively in the application, which refer to international standards and norms;
- each tool provides a practical and detailed guide to the key issues to be examined, the relevant United Nations Conventions, Standards and Norms, as well as customary international law;
- annexes are included in the Toolkit, which provide an overview of legal systems and legal concepts to the users;
- assessments reports can either be printed or saved in PDF format from within the application;
- the provision of an Assessor's Notes window allows the assessor to add his/her own text regarding the thematic topic of his/her choice;
- the map in the application (a graphic representation of the decision points in the Criminal Justice Process) is helpful for the assessors to get an overall picture of the decision points in the Criminal Justice Process.

Key Benefits:

- the level of detail used in the tools allows assessors to gain an understanding of the depth and complexity of a Criminal Justice System;
- it is a dynamic set of tools, that will continue to meet the needs of assessment as they evolve;
- the tools are organized thematically to ensure ease of use and to assist the assessor in understanding the key issues confronting the system being assessed;
- the tools are designed to help inform and frame the assessor's thinking and line of inquiry; the detailed sets of questions should provoke thought about, and provide insight into, any aspect of the criminal justice system.

cjat.unodc.org

1.10 NATIONAL DRUG CONTROL SYSTEM (NDS) PROGRAM SUITE

The National Drug Control System (NDS) Program Suite was built to assist Member States in achieving compliance with all UN drug control conventions. The NDS project has developed a Management Information System (MIS) for national and international drug control that: automates a range of day-to-day drug control activities (import/export permits, licensing of companies, domestic transactions, company management); automates compliance with drug control conventions on narcotics, psychoactive substances and precursor chemicals; enables exchange of data electronically at the national and international levels and fosters interoperability between different systems (using the XML standard); produces automated reports as required by the International Narcotics Control Board (INCB); and interfaces with the Pre-Export Notification System (PEN Online).

NDS strives to ensure that medical products containing controlled drugs are available for patients and that the control regime prevents the diversion of these controlled drugs into illegal channels. NDS sets standards for drugs control and assists national competent authorities in regulating and monitoring all transactions and activities involving controlled substances. It facilitates the daily management of licit movements, production, distribution and consumption as well as International trade in all controlled substances in both raw material forms as well as in the form of pharmaceutical preparations.

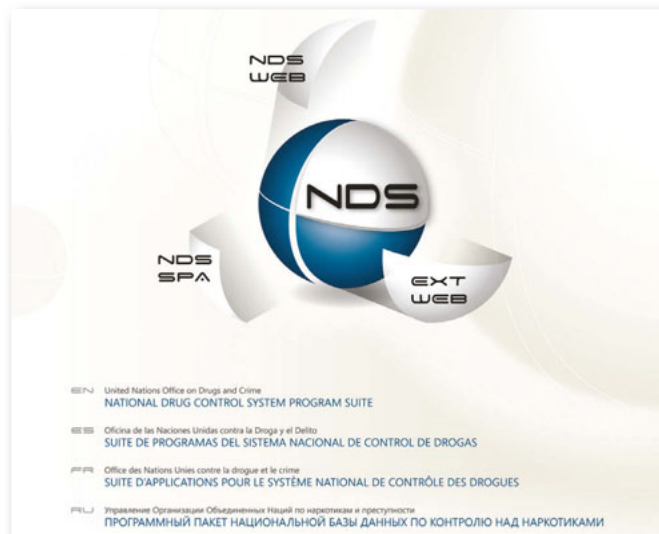
Key Features:

- acts as an electronic repository of companies dealing with both controlled substances and all their different forms;
- tracks all kinds of transactions that are performed by the registered companies involving these substances;
- automates and improves the timely exchange of information between all involved parties at both international and national levels;
- offers electronic data exchange (XML) within and between countries as well as to and from INCB/UNODC;
- **NDS WEB** - supports domestic licenses and authorizations via the Web;
- automates the issuing and tracking of domestic licenses, import/export authorizations, certificates and Pre-Export Notifications from international licit trade to domestic distribution using the specific national format and language of each user State.

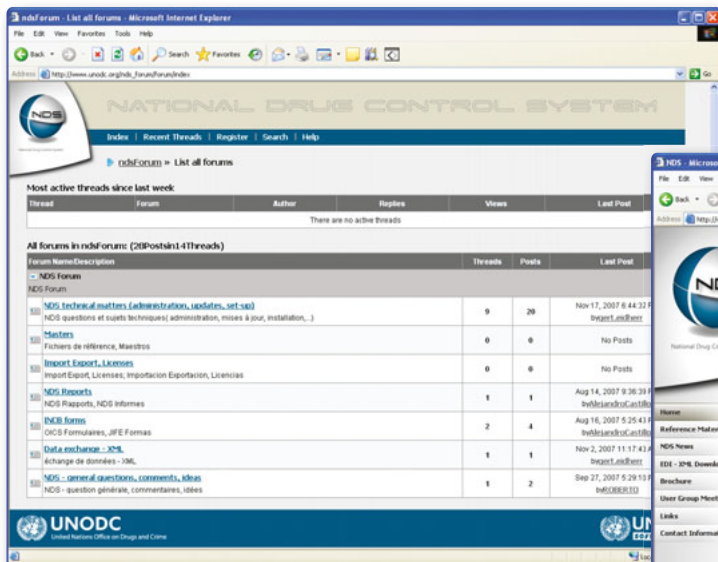
- **NDS SPA (Statistics Processing & Analysis)** - application will facilitate data comparison between data sent by domestic traders against data existing in NDS database used by local drug control authorities.

Key Benefits:

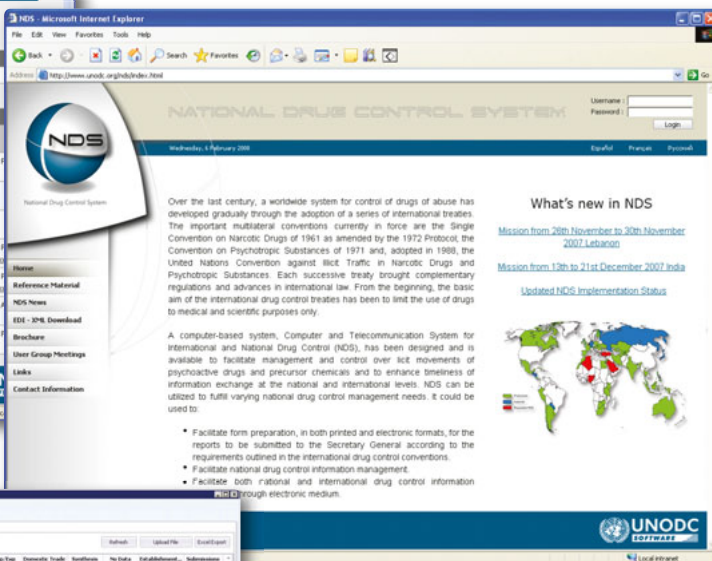
- with the global coverage of NDS, it facilitates the monitoring of 88% of the world licit production of opium and ensures that it is not diverted for illicit use;
- facilitates the control of 212 substances, more than 800 chemical forms of these substances and thousands of medical products;
- it is available in 5 languages with the provision for many more;
- the Organization of American States (OAS) has mandated that NDS be used as a standard tool for drug control management in its Member States;
- the use of Internet by the Central American countries to access the application at OAS headquarters in Washington makes it very convenient for the users, such regional arrangements could be implemented elsewhere.



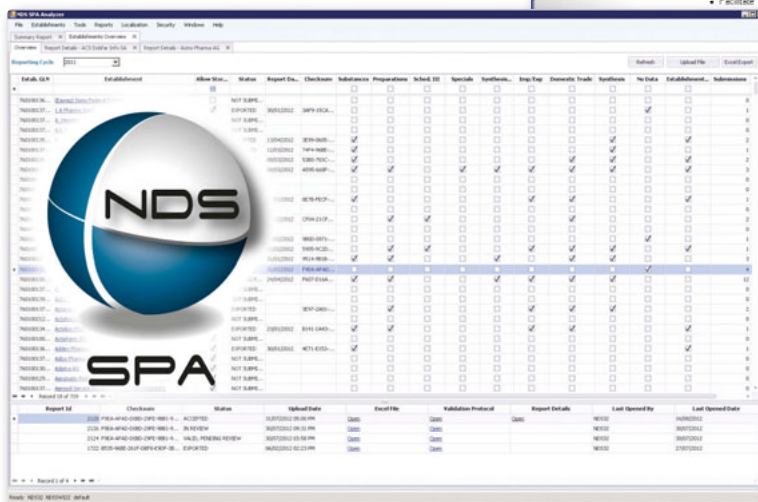
unodc.org/nds



NDS webforum for online information exchange



NDS website



NDS SPA analyzer



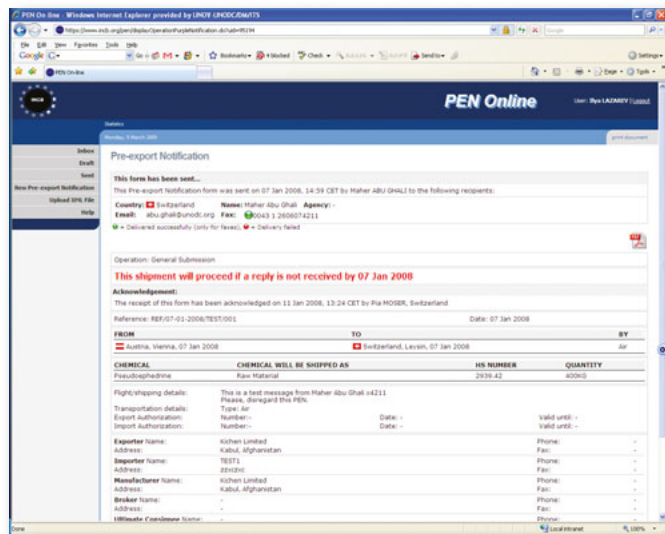
1.11 PRE-EXPORT NOTIFICATION SYSTEM (PEN ONLINE)

The Pre-Export Notification System (PEN Online) was developed by UNODC in partnership with the International Narcotics Control Board (INCB) and is used by Member States that export precursor chemicals to alert the national competent authorities in the importing countries about details of the export transaction.

The PEN Online System enables easy online exchange of information between Member States on shipments (import and export) of the chemicals required for the manufacture of illegal addictive drugs such as heroin, cocaine and amphetamines and to provide the ability to raise alerts to stop suspect shipments before they reach illicit drug manufactures.

The system facilitates fully electronic replies to acknowledge receipt and notify the exporting country of clearance to export before the shipment actually departs. An electronic copy is automatically sent to INCB (The International Narcotics Control Board).

PEN Online was the recipient of a UN 21 Commendation Award in 2007.



www.incb.org/pen

Key Features:

- automates the alert process and exchange of information on persons and entities involved;
- facilitates the feedback confirmation/stop shipment alert;
- facilitates easy online exchange of data between authorities in XML format;
- interfaces with the NDS (National Drug Control System).

Key Benefits:

The success of the system is indicated by usage statistics. At the end of its first year of operation (2006), 22% of all global transactions were processed via PEN. By July 2012 this figure had increased to 95% and this level has been maintained since then.

- 130 Member States are now voluntarily registered with PEN Online;
- Two-way communication between the competent authorities in countries and export/import authorities makes the process more effective than previous processes;
- as a web-based system, it has cross platform compatibility;
- being a web-based system, it needs to be installed only on the server, and places minimal requirements on the end-user workstation.

1.12 INTERNATIONAL IMPORT EXPORT SYSTEM (I2ES) – UNDER DEVELOPMENT

The I2ES (International Import Export System) is designed to allow national competent authorities to work more effectively when fulfilling their obligations under the relevant provisions of the international drug control conventions. It will facilitate the real-time exchange of import and export authorizations between importing and exporting countries in a safe and secure environment. It will also provide other important functions such as automatically verifying whether the quantity involved in the transaction exceeds the latest estimate or assessment of a particular substance before processing the authorization, and endorsing the quantity of a shipment upon its arrival at its destination. Furthermore, it will help the national authorities track and compile statistical reports of international trade in narcotic drugs and psychotropic substances and submit them to INCB, as required by the 1961 Convention, the 1971 Convention and relevant ECOSOC resolutions.

1.13 AUTOMATED DONOR ASSISTANCE MECHANISM (ADAM)

The Paris Pact Initiative is a UNODC-led partnership of more than 50 countries and international organizations to combat Afghan opiates trafficking and consumption. ADAM (Automated Donor Assistance Mechanism) has been developed within this framework.

The Automated Donor Assistance Mechanism (ADAM) is an Internet-based tool for the coordination of donors' funding of technical assistance in any of the UNODC mandated or technical cooperation areas. ADAM is designed to automatically provide funding partners with essential information in order to avoid the duplication of activities and projects, as well as coordinating donor assistance. ADAM offers a unique opportunity to provide partners with real-time assessment of assistance needs.



adam.unodc.org



Key Features:

- automated and secure data upload functionality from partner technical assistance databases into ADAM;
- allows intuitive searches by a number of variables e.g., geographic location, etc.;
- up-to-date news feeds from around the region into ADAM;
- project partners can generate reports on the project information stored in ADAM, which makes it easy to assess current levels of technical assistance and see who is doing what and where in the field of counter-narcotics;
- assistance is provided by a network of ADAM experts in UNODC;
- scalable system that can be developed for other areas of assistance.

Key Benefits:

- offers a unique opportunity to provide partners with a real-time assessment of assistance needs;
- is a key tool for partners to ensure efficient and effective gathering of information on technical assistance and to avoid duplication of projects and activities;
- aims to facilitate a strategic and synergistic approach in the planning of technical assistance projects, hence ensuring most effective use of resources.

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1. SOFTWARE SOLUTIONS

1.1 PROGRAMME AND FINANCIAL INFORMATION MANAGEMENT SYSTEM (ProFi)

ProFi is a comprehensive and proven solution for UN agencies which allows management of all aspects of the implementation of their programmes, projects and field operations. It provides and manages information on supporting the project life cycle from start to finish and providing online, real-time information and documents, both financial and substantive, to Member States, Headquarters and Field Offices around the world.

Key Features:

- the ProFi Portal is the launch pad for all users to easily start all ProFi applications, accomplish tasks and access ProFi web reports;
- ProFi Financials supports accounting and financial management capturing and delivering all relevant financial data from 1972 to date;
- ProFi Substantive manages the workflow and the document management repository addressing the non-financial aspects of UNODC project activities, capturing the stream of substantive information and documents from start to finish. It includes online collaborative drafting, project approval; logframe creation, results-based progress reports, evaluations;
- ProFi Transactions offers user-friendly workflows and ledgers enabling UNODC Field Offices to record, track, monitor and report all financial transactions through local bank account arrangements or through external counterpart agencies (e.g. UNDP);
- ProFi web reports provide a full suite of user-friendly web reports accessible to all staff at HQ and the field, as well as to Member States and Donors, thus supporting all aspects of project and programme delivery from financial, substantive and results-oriented perspectives;
- Financial Statements of UNODC Drugs Fund since 2002.

Key Statistics:

- Winner of the 2005 UN21 Commendation Award in the category of "Process Reengineering". The UN21 Commendation was earned in recognition of the impact ProFi has made in introducing innovative solutions and improving the way UNODC works;

- selected by the UN Mine Action Service to support UNMAS's extensive headquarters and field operations for donor tracking and reporting needs;
- cited in UNODC's Independent Evaluation Brief (2008) as a best practice for Field Office support and training;
- savings of more than \$4m in external agency fees annually;
- timely online reports on project implementation available in all UNODC offices around the world: more than 100,000 web reports are accessed each year.
- December 2008 ProFi survey results from 253 respondents:
 - 87.6% indicated that ProFi had resulted in a definite improvement in UNODC processes and procedures.
 - 88.3% indicated that ProFi considerably increased access to information.
 - 83.0% indicated that ProFi considerably improved their project monitoring capabilities.



1.1.1 SOLUTIONS AND SERVICES TO INTERNAL AND EXTERNAL AGENCIES

Comprehensive solutions are developed and provided for enterprise resource planning (ERP), document management, knowledge management, reporting and automated workflow functionality to support project life cycle reporting and management, administrative solutions, Member States support, Field Office administrative solutions and information management. Among the internal customers at UNODC Headquarters and Field Offices are senior management, programme

and project managers, finance and administrative staff, project assistants and coordinators, fundraising officers and operations staff. External agencies that use these applications include the UN Mine Action Services (UNMAS), Member States, Donors and Internal and external Auditors.

- system analysis to provide detailed assessment and identification of agencies' needs, activities and workflows to assist in Business Process Reengineering as well as providing a "Quick Win" implementation strategy;
- systems configuration and implementation provided according to each organization's unique set-up; ProFi complete or selected suites of applications are available;
- providing systems support and maintenance activities including software upgrades in line with new solutions/requirements, daily back-up of all data and transfer to offsite disaster recovery facilities, regular performance reports;
- targeted training on ProFi is provided based on end-user needs.

1.1.2 FIELD OFFICE OPERATIONS SUPPORT AND SOLUTIONS

Specific online systems/modules, workflows and knowledge databases are designed to meet individual and collective Field Office (FO) requirements. Modules include:

- the FOML (Field Office Management Ledger): a valuable tool designed for recording all Field transactions, monitoring project expenditures against approved budgets, mapping of every transaction against a pledge or activity, providing a complete picture of project execution;
- the FO Leave Application helps track, monitor, record and report all staff leave in the Field Offices;
- the FO Vendor Information (FOVI) system records the information of any vendor providing goods or services to UNODC; it is the backbone of the finance-related applications like FOML/ FOIN/FOIF;
- the FO Inventory system (FOIN) records inventory of property belonging to UNODC which supports IPSAS standards for PP&E recording of Assets;
- the FO Imprest Fund Management application manages the Imprest Accounts in Field Offices;
- the FO Staff Information and Contract Management system (FOSI) records staff and contractual profiles of all staff of UNODC in Field Offices. Contract management is embedded in the FOSI application and is used for recording the contract information of all Field Office staff;

- the FO IT Requests system helps to access, track and monitor applications as well as access equipment requests;
- the FO Supplies system (FOSUP) for recording, tracking, requesting, issuing and maintaining the stocks of stationery, publications, house-keeping, etc. that are required in day-to-day Field Office work;
- the ASR (Agency Service Request) portal handles the reconciliation of FOML and UNDP e-IOVs (electronic Inter-Office Vouchers). A separate sub-module is dedicated to processing and reconciliation of all payroll records from UNDP (Payroll Portal).

1.1.3 BUSINESS INTELLIGENCE (BI) PLATFORM

Originally introduced as a web-based budget and expenditure reporting tool providing a myriad of reports for ProFi users worldwide, the Business Intelligence platform (BI) has expanded to become a solution for data warehousing, reporting and data analysis needs of UN Vienna management and stakeholders. BI clients include finance, procurement, security and human resources, as well as 20+ UNODC field offices around the world. In addition to the traditional reporting functionality available online and in print, BI enables creation of business intelligence dashboards – quick data “mash-ups”. Reports can be retrieved ad-hoc or scheduled for recurring delivery. The BI project takes pride in the fact that the system is built exclusively using free and open-source components. BI comes with a complete chain of tools required for subject area experts and business analysts to effectively design and deploy reports – with very little training required. Finally, the system offers an API for simple integration of reporting into existing IT systems.



profi.unodc.org

1.2 INTEGRATED MANAGEMENT INFORMATION SYSTEM (IMIS)

IMIS is the UN Secretariat-wide enterprise resource planning (ERP) system meeting the core unique business processes of the United Nations. It has evolved over the years and includes the features of an online transaction/processing system; an online information system; a support tool for decision-making; a monitoring tool for managers and the central administration. Based on stable technologies, the application has been augmented with IMIS Web, a web-based version of several of the IMIS modules. UNODC ITS provides the overall IMIS maintenance and user support for the Vienna community.

Key Features:

- IMIS Human Resources module supports Personnel Actions processing; Post Management; Non-Staff Persons processing; Roster and Skills Management; Applicant Information processing; Insurance and Entitlements processing;
- IMIS Budget and Finance module supports Fund Distribution and Execution; General Ledger maintenance; Accounts Payable, Accounts Receivable processing; Disbursements processing; Banking and Cash Management; Inter-fund and Inter-office transactions processing;
- IMIS Support Services manages Requisitions and Obligations processing; Purchasing operations; Receiving processing; Vendor Management; Travel and Transportation processing;
- IMIS Payroll module performs integrated Payroll processing based on the HR data (Staff Profile, Appointment data, Post Incumbency, Post Data), Entitlements automatically calculated by the system, Finance data (Advances/Recoveries, Receivables, Payables, Person Disbursements), Insurance, Time & Attendance, Rental Subsidy data;
- IMIS Global Controls module supports Security and User Authorization; Account Code Structure maintenance; Reference tables maintenance.

Key Services:

- maintenance of Hardware and Network Infrastructure (HP-UX server environment);
- provision of reliable operations and high availability of the system;
- provision of second and third level application support especially in troubleshooting and resolving data issues and application security;
- coordination with UNHQ for upgrades to the application and also to the underlying technologies;
- remote access to the system via Citrix;
- web services for IMIS data retrievals;
- support several IMIS environments: Production, Diagnostic and Development.

The screenshot shows the 'Status of Funds' report in the IMIS system. The report is titled 'Status of Funds' and includes a search bar with the following criteria: 'FY: 2000', 'No. of P.R.P.: 2000', 'Fund: 250', 'Sub-account of UN CPCT Fund', 'Proj/Mission: (247) M2508', and 'Support to the Economic & Fin.'. The report is filtered by 'Reg. Unit: 2576 Information Technology Service Program 2534 Anti-corruption' and 'Aid. Sec.'. The data is presented in a table with columns for Class, Allocation, Sub-Allocation, Pre-encomb., Obligation, Expenditure, Total Committed, and Available. The total available amount is 1,474,453.00.

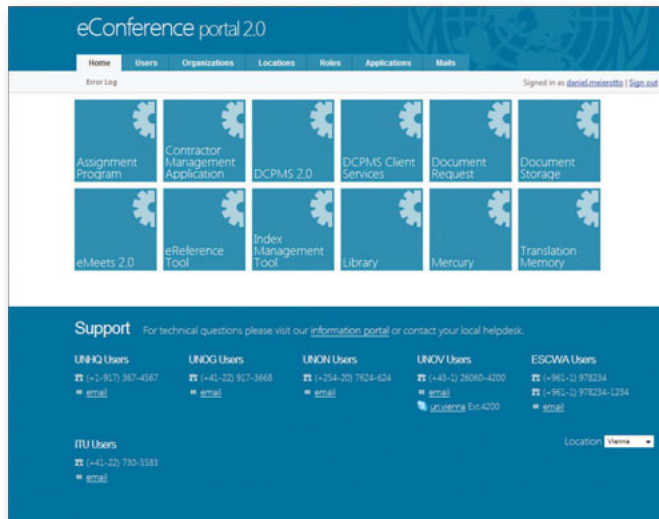
Class	Allocation	Sub-Allocation	Pre-encomb.	Obligation	Expenditure	Total Committed	Available
401	1,100,000.00	0.00	0.00	147,578.00	27,578.00	1,375,148.00	1,000,000.00
402	180,000.00	0.00	0.00	3,000,000.00	0.00	3,000,000.00	1,000,000.00
404	100,000.00	0.00	0.00	14,805.44	0.00	1,484.77	10,314.25
405	40,000.00	0.00	0.00	0.00	0.00	16.40	40,000.00
Total	2,120,000.00	0.00	0.00	185,383.44	27,578.00	2,158,236.17	1,474,453.00

Key Statistics:

- 2 IMIS installations are in production: UNOV/UNODC and CTBTO (The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization);
- more than 850 active users are served;
- more than 1.5 million document transactions processed per year.

1.3 CONFERENCE MANAGEMENT SUPPORT SERVICES

ITS supports the Conference Management Service (CMS) by providing a full range of information and communication technology services, from infrastructure, through servers, databases, communications, helpdesk to several advanced services not offered at other Secretariat locations. One example of such advanced services is remote access to all applications and documents, thus enabling CMS to implement an ambitious programme for offsite translation. Further, ITS provides expertise in the analysis, development, maintenance and support of a suite of applications in the areas of meetings management, interpretation management, documents management, reference, terminology and translation memory management. The design and development of web-based conference management applications are collaborative efforts between ITS software engineers in Vienna and IT colleagues from New York, Geneva and Nairobi.



Key Services:

1.3.1 MEETINGS AND INTERPRETATION MANAGEMENT SOLUTIONS

A variety of different applications fall in this category, including the eAPG (Electronic Assignment Program), eMeets (Electronic Meetings Management), the Meetings Information Touch Screen Kiosk and the Monitors System. Providing meeting organizers with online meeting requests aims at increasing efficiency and decreasing workload; in-depth request workflow functionality eliminates the need for phone calls and emails to service providers.

- The Electronic Meetings Management Program (eMeets) is a Web-based application used for handling the electronic booking and approval of Meeting Requests and Meetings. This integrated application is a standard for conference management across all UN duty stations which support global standardized business processes and requirements. eMeets provides means for global online booking of meeting rooms and conference services; providing conference planners and clients with on-line registration and self-servicing capabilities.
- The Electronic Assignment Program (eAPG) is a web application used by Interpretation Services Section to manage and assign interpreters to meetings. It allows interpreters themselves to manage details online and has capabilities to automatically assign meetings on a given date using statistical data that measure capacity, workload and optimization;
- The Meetings Info Touch Screen is a web application used by the Vienna International Centre to help conference participants obtain information regarding current and upcoming meetings serviced by the Conference Management Service;
- The Monitors System is a web application for displaying current and upcoming meetings serviced by Conference Management Services in the Vienna International Centre;

1.3.2 DOCUMENT MANAGEMENT SOLUTIONS

Document Management is used to track and store documents pertaining to the organization in an electronic format for current and future reference;

- The Documents, Conference and Production Management System (DCPMS) is an online, transactional application used by the Conference Management Service (CMS) to generate and store electronic requests for document services, monitor jobs as they move through CMS, generate contracts and rosters for external contractors, monitor stock flow and inventory and produce a wide range of statistical reports;
- The Contractor Management Tool is a web-based application used by the Contractual Services Unit to store data about individual contractors working for CMS in a single roster, which can be used by the four United Nations duty stations;
- The Correspondence Management Tool is a web application for managing the UNOV correspondence team workflow. It maintains the correspondence database that has mailing lists and addresses and collects and prepares correspondence and documentation using attachment template files;

1.3.3 REFERENCE, TERMINOLOGY & TRANSLATION MANAGEMENT SOLUTIONS

These tools were developed in-house to support and facilitate translation work and to make it more efficient.

- VINTARS (Vienna Internet Terminology and Reference System) is a web application designed to manage terminology and references in all six United Nations official languages, plus the host country language, German, to support the work of translators, editors and interpreters in Conference Services;
- The eReference Tool is a web application designed to electronically produce referenced documents in all six UN official languages;
- Mercury is a Web-based translation memory tool that enables translators to review, edit and accept automatically-translated text

1.4 WEB DEVELOPMENT SERVICES

ITS Web Development Team offers a variety of services to enhance, develop, manage and maintain websites and web applications. These services offered by ITS include web hosting, website development and web content management.

Key Services:

1.4.1 WEB HOSTING

ITS provides a highly reliable and feature-rich hosting platform in the secure network environment. Clients benefit from uninterrupted availability of services through fail-safe infrastructure and 24/7 monitoring. As a part of the web hosting service, ITS offers a managed SSL infrastructure, a high-quality web search appliance and web content and user management services.

- web hosting infrastructure powered by best-of-breed open source components;
- real-time multi-source availability monitoring of clients' websites and system components;
- deployment of a Google™ Search Appliance for the delivery of fast search results across all corporate content;
- comprehensive web access statistical reports.

1.4.2 WEB APPLICATIONS AND WEBSITE DEVELOPMENT

These services provide Secretariat-wide clients with the design and implementation of web-based solutions for a variety of applications and business needs, from small to large scale organizational websites over the Intranet to external communication portals, eLearning websites and online document libraries.

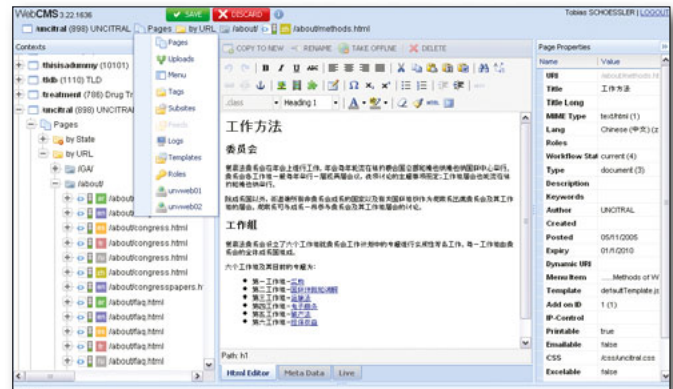
- highly customizable web applications and websites featuring appealing and professional designs;
- emphasis is placed on user-friendly interfaces and intuitive navigational schemes;
- solutions supporting all 6 official UN languages as well as German.



1.4.3 WEB CONTENT MANAGEMENT

Central to this service is the Web Content Management System designed and built by ITS to allow non-technical personnel to create, edit and publish web content. It is a set of tools designed to give clients control over their websites.

- browser-based management of all website-related tasks in a rich, desktop-like environment;
- integrated File and Image Manager and comfortable drag & drop uploading of documents and images;
- online image manipulation and Web optimization;
- multi-faceted document categorization by tags, folders and meta data;
- easy to use version control, archiving and document life cycle capabilities.



1.5 ADMINISTRATIVE APPLICATION DEVELOPMENT SERVICES

The enterprise applications that support the daily business operations of offices in Vienna and Field Offices are developed, managed and maintained by ITS. ITS continuously monitors organizational information needs and translates them into new or enhanced functionalities in ICT systems. Application development services are also positioned to assist with the implementation of applications developed by external vendors and integration of 3rd party software. A series of key enterprise solutions for human resources management, financial resources management and safety and security systems have been developed by ITS.

Key Services:

1.5.1 SPECIALIZED APPLICATIONS

These services include providing exclusive software development services, testing and deploying new systems that use UNODC standard IT technologies (e.g., Lotus Notes, .Net, Powerbuilder etc.) These standard application development tools are used in the production of workflow and systems which streamline administrative processes and contribute towards creating a paperless office. A broad variety of specialized applications developed in-house ensures that users work more efficiently in their substantive areas. Additionally, these systems allow users to collaborate intuitively with colleagues outside their department boundaries.

1.5.2 CORE APPLICATIONS

A set of core applications form the basis for a large number of substantive applications, developed in-house. One such example is the Central Registry of Information, which functions as an information repository for all UNOV/UNODC staff. It also functions as a telephone book from which one can dial numbers with a single mouse click via the IP-telephones, and has many more functionalities as listed below:

- emergency addresses of each staff for security purposes;
- staff details;
- information about users' private mobile numbers for emergency sms service;
- information indicating whether staff are signed-in/out, on leave, on mission and their date of return;
- group-calendar function and group-leave and attendance details;
- instant messaging.

Other core applications include a central interface to the UN's ERP system, a central error logging and monitoring system, source and version control tools, a change management system and our workflow-engine.

Billing	Status	Telephone #	Contact Person	Calls	# All	Start	End
09 September							
	Completed	062014595100	Thomas MAYERL	104	104	01/09/2008	30/09/2008
	Declined	06648303849	Thomas MAYERL	75	75	01/09/2008	30/09/2008
10 October							
	Declined	06648303849	Thomas MAYERL	0	322	16/10/2008	24/09/2008
	Declined	062014595100	Thomas MAYERL	60	111	01/10/2008	31/10/2008
11 November							
	Declined	06648303849	Thomas MAYERL	0	563	09/11/2008	29/11/2008
	Declined	062014595100	Thomas MAYERL	57	113	01/11/2008	30/11/2008

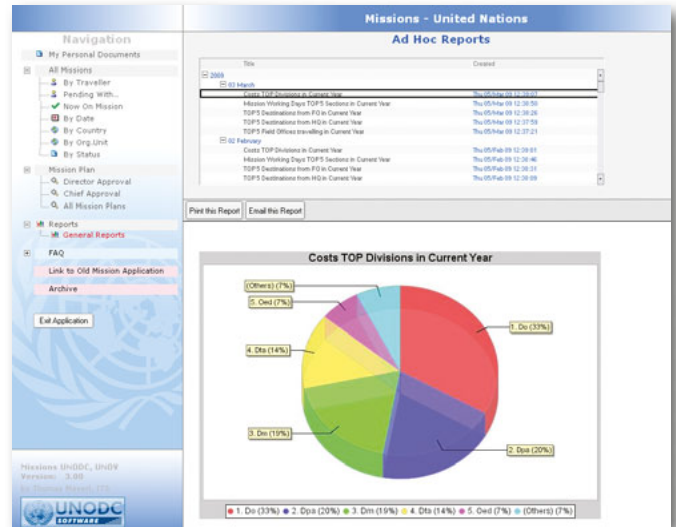
1.5.3 WORKFLOW APPLICATIONS

Workflow applications developed for Headquarters and Field Offices assist in tracking and processing numerous administrative tasks, including the management of staff contracts, grounds pass issuance, mission requests and approvals, leave requests, procurement workflows, to name but a few. All these applications have built-in mechanisms to ensure follow-up, monitoring and completion of tasks, and share a powerful reporting component which provides consolidated results and indicators for management and stakeholders that can be generated and distributed automatically.

In line with ITS' portal strategy, all administrative applications are centrally accessible over a customizable portal that offers different views for respective user groups.

Key Statistics:

- 190 enterprise applications and application modules are in production, serving more than 1,500 UNOV, UNODC, UNON, UNOG and UNHQ (NY) users;
- The UNODC Lotus Notes Development team was awarded the Teamstudio Spotlight Award for its design of the Lotus Notes Workflow Engine;
- Online Clearance for separating staff was awarded the UN21 Award in the category of Process Reengineering.



1.6 SAFETY AND SECURITY SERVICES

Since the beginning of 2009, the UN Security and Safety Service in Vienna enhanced its access control policies to ensure a high level of security. As a result, the access administration systems were modified to incorporate these new changes. New access control devices, including both handheld and fixed solutions, were deployed. The applications running on these devices are being developed, maintained and distributed by ITS.

ITS provides on a daily basis a range of management statistics used for security management, and assists security with contact information in cases of emergency.

KEY SERVICES:

1.6.1 VIC ACCESS CONTROL ADMINISTRATION SYSTEMS

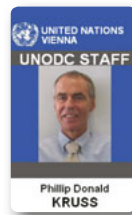
The following systems administer access to the Vienna International Center (VIC) premises.

Badge System

Provides badges for staff, family members, ambassadors, permanent mission staff and consultants. Badges are equipped with an RFID (Radio Frequency Identification) chip for improved security. RFID access control procedures can report any unauthorized access and initiate alerts.

Features:

- records staff details, takes the person's picture and prints the badge;
- facilitates the request for Austrian Legitimation Cards;
- controls access to Commissary facilities;
- provides a dossier in case of investigation;
- integrates with the different personnel systems.



Conference System

This application provides badges for participants attending the numerous conferences held at the VIC.

Features:

- as with the badge system, a picture is taken or imported, and the badge printed;
- a similar mobile system exists for use at conferences organized outside the VIC premises.



Visitor's Checkpoint System

This application provides a temporary label for all visitors entering the VIC premises, and is being integrated with the RFID technology.

Features:

- contains information about the visitor and the purpose of the visit.
- records the details of the staff member that was visited.

Garage Administration System

This application provides different categories of RFID stickers for access to the VIC Garage and Commissary parking.

Features:

- registers details of the car and its owners;
- registration details of the vehicles are scanned and kept in the garage database;
- issues and records car RFID stickers of different colors;
- records violations to the VIC garage rules;
- records the cars belonging to the Permanent Missions

1.6.2 RFID BASED VIC ACCESS MONITORING APPLICATIONS

These applications are used to assist in identifying the RFID (Radio Frequency Identification) card holder who enters, leaves or is present in the VIC premises.

RFID Handheld Application

A monitoring device that assists Security to check the credentials of a card holder and cars on the spot.

The application can also be used as a backup for the other access control systems.



RFID Fixed Stations

The application is similar to the handheld application and is currently used for access control at the main gates.

FlexTime

FlexTime is a Web-based leave and work life policy management system designed to accurately capture staff attendance and absence – who's in, who's out, who's on leave, etc. and thus to support the flexible work life policies of the United Nations.

Day	In	Out	Break	Planned	Actual	Over/Under	Comments
Thu 03							
Fri 04	08:00	17:00					
Sat 05							
Sun 06							
Mon 07	08:00	17:00					
Tue 08	08:00	17:00					
Wed 09	08:00	17:00					
Thu 10	08:00	17:00					
Fri 11	08:00	17:00					
Sat 12							
Sun 13							
Mon 14	08:00	17:00					
Tue 15	08:00	17:00					
Wed 16	08:00	17:00					
Thu 17	08:00	17:00					
Fri 18	08:00	17:00					
Sat 19							
Sun 20							
Mon 21	08:00	17:00					
Tue 22	08:00	17:00					
Wed 23	08:00	17:00					
Thu 24	08:00	17:00					
Fri 25	08:00	17:00					
Sat 26							
Sun 27							
Mon 28	08:00	17:00					

1.6.3 SUPPORT, MAINTENANCE AND CONFIGURATION OF 3RD PARTY ACCESS CONTROL SYSTEMS

C-Cure System

C-Cure 800/8000 is an access control and alarm monitoring system. It is used by UNOV/UNODC to monitor people's access to the Vienna International Centre premises. The system operates with RFID (Radio Frequency Identification) technology.

1.6.4 VIC EMERGENCY CONTROL

ITS manages the procedures that makes presence and contact details available off site in case an emergency occurs at the VIC.

Key Statistics

- badge system: There are currently more than 15,000 active badges; on average, approximately 100 badges are issued or re-issued daily;
- conferences: up to 400 conference badges are issued daily when conferences, seminars or other events are being held;
- visitor's checkpoint system: an average of 250-300 visitors are recorded and provided with temporary access on a daily basis;
- RFID monitoring systems: More than 12,000 movements are recorded by the RFID readers daily;
- garage admin system: Approximately 3,000 vehicles are registered to enter the VIC premises with about 2,300 vehicle movements in and out of the premises occur daily.

2. SPECIALIZED SERVICES

2.1 PROJECT COORDINATION AND MANAGEMENT SERVICES (PCMS)

The PCM Services provide proven know-how and leadership, together with the best-of-breed tools and methodology honed from numerous successful UNODC ITS project implementations.

Key Services:

2.1.1 PROJECT MANAGEMENT

PCMS ensures that projects are executed efficiently and effectively in order to achieve project objectives on time, and to the specified cost, quality and performance level defined from the outset.

- development of project plans, which includes defining project goals and objectives, specifying tasks, defining resource requirements, and associating budgets and timelines for completion;
- ensuring that projects are implemented according to project plan and all change requirements are carefully managed to account for budgetary, resource and time constraints;
- Project Coordination Management Services is user-driven and focused on long-term sustainability;
- PCMS addresses Project Strategy, Project Leadership, Methodology, Project Planning, Project Deliverables Definition, Resource Management, Communication Strategy, Risk Assessment, Budgetary Controls, Feasibility Study, User-Focused Results, Documentation Strategy, Implementation Framework, Project Monitoring, Change Management, Project Evaluation, Support & Maintenance Planning and Sustainability Strategy.

2.1.2 SERVICE LEVEL MANAGEMENT

Service Level Management (SLM) ensures cost-effective and accurate provision of agreed levels of service to internal clients, governmental agencies and other UN organizations. SLM processes provide a framework by which scope of the services and roles are defined formalizing the basic principles, deliverables and responsibilities into a legally binding document i.e. the Service Level Agreement.

- identifying business requirements by working with business units;
- establishing the scope of services, timeliness and service performance;
- translating business requirements into IT requirements;
- performing gap analysis between business requirements and available services;
- identifying skilled resources for the services needed, determining the costs related to services;
- drafting, negotiating and refining SLAs with the business units, ensuring business requirements are met and agreed upon by all parties involved;
- implementing SLAs, measuring SLA performance, reporting results and adjusting as necessary.

Sample Projects:

- NGAS08 is an example of a \$15.8m five-year project managed by PCMS, aimed at building the Nigerian Economic and Financial Crime Commission's (EFCC) IT capacity;
- goLEARN is the UNODC Global Learning Management System (LMS) developed and managed by ITS. This eLearning platform provides for online accessibility to UNODC substantive training courses, such as the Smuggling of Migrants, Human Rights in the Community, Crime Scene First Responders, etc. goLEARN also allows for local offline implementation in various learning centers distributed throughout the world;
- SLAs cover IT solutions being delivered for several UN offices, including UNON, UNOG, UNPA, CTBTO, IAEA, as well as substantive offices within UNODC.

2.2 QUALITY ASSURANCE SERVICES

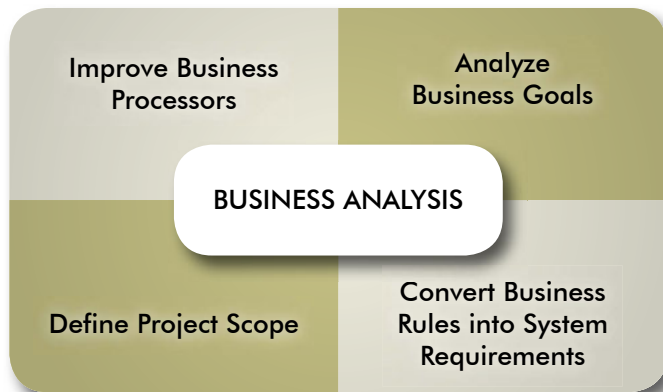
These services provide support throughout the entire software lifecycle from the definition of requirements through acceptance testing to maintenance, support, training and marketing. The main aim of the quality assurance services provided by ITS is to help enhance the quality of software-based solutions and their surrounding documents, thus increasing the user experience and satisfaction.

Key Services:

2.2.1 BUSINESS ANALYSIS

As organizational processes become increasingly complex and the portfolio of software applications increases, the business analysis service enables ITS to assess business models and their integration with technology with the aim to better align IT with business. Business analysis is a critical service towards developing a superior software and delivering it on time.

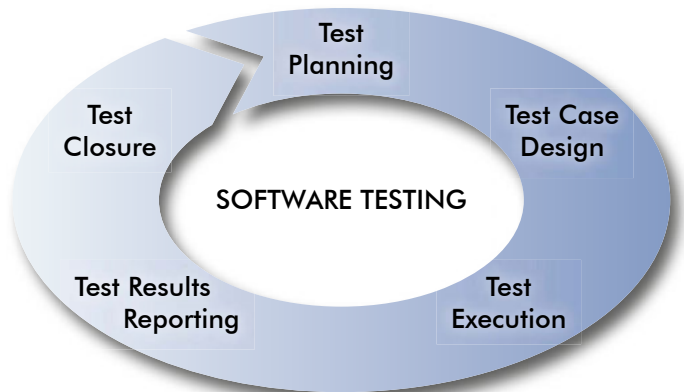
- analyzing business goals and project objectives;
- identifying project issues and risks and seeking prompt resolution;
- converting detailed business rules into system requirements;
- ensuring that project scope is clearly defined and agreed with all stake holders;
- producing Requirements Specification as a precursor to the software development phase;
- improving business processors through proven best practices.



2.2.2 SOFTWARE TESTING

Increasing user expectation for fault-free applications has made software testing a critical activity. A systematic approach is followed by ITS in accordance with a detailed Quality Assurance Plan for software testing.

- applying proven software testing and quality assurance methodologies and techniques;
- designing test strategies around the entire development lifecycle;
- determining quality requirements and implementing optimized test plans;
- creating and executing test cases for different types and level of testing;
- communicating deviations and enhancements in a transparent and reproducible way;
- maintaining error reports and recommending solutions;
- providing detailed overview of the overall quality of the software;
- managing critical test processes to reduce the total cost of producing quality software.



2.2.3 TECHNICAL WRITING

Leveraging its software development and training experience, ITS is well positioned to understand the complexities of software while, at the same time, viewing the systems from the users' perspective. The aim is to produce documentation that is well-structured and addresses the needs of its audience.

- analyzing the information needs of the documents' target audience;
- creating well-structured, easy-to-read user documentation;
- creating technical documentation;
- producing context-sensitive online help;
- reviewing and managing Web content.



2.2.4 GRAPHICS DESIGN

A technically good system no longer necessarily meets the full needs of users and guarantees returns on investment if the product is not visually appealing and dynamically packaged. ITS' Graphics Design Service ultimately contributes to the success of any project.

- developing software identity branding;
- managing the lifecycle of the design process from design concept to final product;
- creating an intuitive and consistent graphical user interface (GUI) design;
- designing software logos and applications icons;
- producing marketing material e.g. brochures and posters;
- managing the printing and production process.



Key Statistics:

- 50 software releases of premium products are executed per year
- more than 100 graphics design deliverables are created each year
- an average of 50 deliverables within the scope of business analysis and documentation are produced every year

2.3 TRAINING SERVICES

Increased reliance on ICT is making IT training more critical than ever. ITS training services are driven by the organization's IT training needs and a rapidly changing technological environment. The IT team identifies and assesses IT training needs and responds by building staff skills and competencies accordingly. These services cover the current needs of the organization as well as predicting future training needs in anticipation of changing technologies.

Key Services:

2.3.1 JOB RELATED TRAINING

The objective of job-related training is to align training needs with business objectives. Learning objectives are agreed jointly between training clients and the training specialists, with job related-training designed in such a way that upon completion, a specific role or task has been achieved. Use of on-line exercises and exams encourage full participation and commitment, whilst also providing a means of measuring training results.

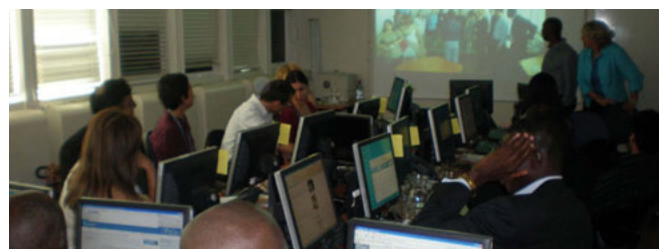
- Induction Training targets new staff with know-how on new and deployed IT tools in accordance with the competencies and skills required for a specific job;
- workflow applications training is geared towards learning efficient use of in-house administrative and workflow applications;
- ProFi (Programme and Financial Management Information System) training provides end-users in Vienna, Field Offices, Project Offices and Permanent Missions with hands-on skills to use the application to its full potential for managing and monitoring their technical cooperation projects and activities.



2.3.2 TARGETED TRAINING

The ITS training team offers a range of innovative and effective training programs on our standard office productivity software. This type of training is specifically targeted to identify and teach those features of the software truly applicable to the daily work of UNODC staff.

- training covers general PC skills for using MS Windows, etc., as well as advanced, tailored sessions on the different Lotus Notes tools;
- courses are designed in a way that they have immediate and practical application to the work being done;
- the training team designs and maintains up-to-date training materials including manuals, instructor guides/evaluations, workbooks, etc., to ensure that the training content is aligned to UNOV/UNODC strategies.



2.3.3 COACH TRAINING

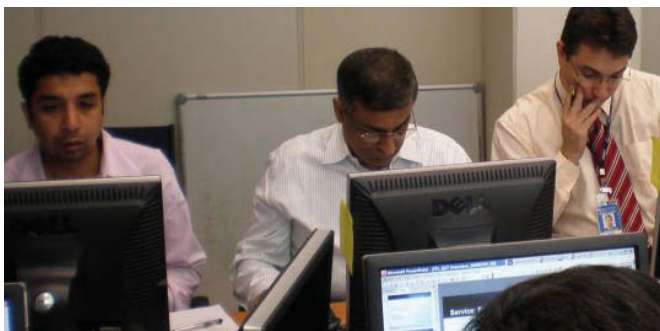
This training targets our senior managers and staff. Course requirements are communicated to the training team in advance so that a tailored training program that fully meets the audience's business needs can be prepared.

- one-to-one instructor sessions allow ITS to tailor the course specifically to the manager's needs;
- the trainer and the trainee jointly agree on the training schedule or frequency so that it is self paced;
- it is often self-directed and provides maximum benefits for minimum time invested.

2.3.4 e-LEARNING

e-Learning is offered where it is identified that technology will add value to the training.

- use of Web and other Internet technologies to deliver training;
- self-paced training;
- emphasis on communication, collaboration and knowledge-sharing between trainers and the trainees;
- e-Learning is also blended with classroom training in some cases so that they complement each other;
- Webinars, which are short, instructor-led targeted training sessions are provided over the Web.



2.3.5 BITE-SIZE WEEKLY TRAINING

The ITS Training team extends its training services to HQ and Field Offices in the form of bite-size weekly ITS tip. Recognizing the limited training resources in many locations, these tips provide a way for ITS to inform users in offices worldwide on changes, best practices and new services.

- IT tips in bite-sized chunks with graphics and easy-to-follow instructions for easy retention;
- tips are posted once a week via email. On-line links to the tips are stored in a central repository for easy access and reference whenever needed;
- tips cover a wide range of topics, including Lotus Notes workflow applications, MS Word and Excel applications, internet usage, etc. – all targeting the “how to” complete specific tasks.



Key Statistics:

In the last 18 months,

- more than 500 staff trainings were provided to UNOV/UNODC personnel
- 72 Field Office staff, 49 Headquarters staff and 61 colleagues from Permanent Missions were trained on the Programme and Financial Information Management System (ProFi)
- 27,403 users in Field Offices and Headquarters read the 81 weekly tips provided
- The Top 5 ITS Weekly tips were read an average of 716 times each. Average number of times each ITS tip was read: 339.

3.CORE SERVICES

3.1 USER SUPPORT SERVICES

User Support Services act as the primary point of contact through which users request technical support and access to ICT resources. It is the first stop for all IT related matters.

Key Services:

3.1.1 HELPDESK SERVICES

The Helpdesk is the first line of support that receives calls and records and tracks incidents. Technical support is mostly provided remotely and instantly, reducing the time taken to resolve issues. The small percentage of calls that cannot be resolved by the first level support team are escalated to second level support.

- Helpdesk services and Helpdesk calls management;
- proactive services and remote support to users;
- troubleshooting technical issues and solutions;
- hardware distribution and automated software distribution;
- support to conferences, Enterprise Resource Planning (ERP) systems and in-house applications;
- evaluation of and recommendations for new hardware and software models as well as support for actual procurement and installation.



3.1.2 GLOBAL FIELD OFFICE SUPPORT SERVICES

These services include providing assistance in setting up the IT infrastructure at new Field Offices and project locations, monitoring and troubleshooting the IT infrastructure and day-to-day support to all offices. Each remote office is brought into the scope of Headquarters (HQ) by setting up a four pillar system composed of a Lotus Notes server, a Novell Branch Office server, a VoIP (Voice over Internet Protocol) device and security with the necessary routers and Internet connections.

- setting up new Field/Project offices and assisting with the procurement and installation of hardware, software and Internet services;
- upgrading hardware and software when necessary;
- serving as the focal point for selection and procurement of IT equipment through a global systems contract and training users on software and other applications;
- monitoring and troubleshooting servers, routers, VoIP and Internet connections on a regular basis.

Key Statistics:

- 67% of all calls are closed within 1 hour and 75% are closed remotely;
- more than 12,000 Helpdesk calls were received in 2011;
- in 2011, 200 additional IP phones were installed, bringing the total to 1300.

3.2 NETWORK & INFRASTRUCTURE SUPPORT SERVICES

Due to the increasing complexity of network structures, stable, secure and scalable networks require a considerable commitment of time, resources and expertise to administer. ITS provides a secure network infrastructure that supports the business processes of those that it serves. Apart from providing secure network services in Headquarters, ITS extends its network services to other Vienna Based Organizations and Field Offices in 50 locations. Network services include the design and support of the network architecture, the management of servers and storage devices and the provision of remote access to a mobile workforce.

Key Services:

3.2.1 NETWORK INFRASTRUCTURE

These services include provision of IT Infrastructure, network security, voice and data communications for the operational business of UNOV/ UNODC and other organizations. In a complex environment, the infrastructure has a fail-over configuration which provides the required level of redundancy by having four independent locations within VIC (Vienna International Centre) to ensure minimum downtime and service interruptions. This infrastructural backbone enables the communication and data management between 50 different locations.

- network design for UNOV/UNODC's complex user environment;
- design and implementation of data centres;
- integration of voice mail systems with email systems;
- implementation of VoIP (Voice over Internet Protocol) and IP telephony systems;
- providing firewall Web content filtering and anti-spam services;
- providing Voice over IP communications between UNODC HQ, Vienna, and Field Offices worldwide.

3.2.2 SERVERS AND STORAGE MANAGEMENT

Due to continuously increasing demand for extensive and reliable disk storage, a mirrored Storage Area Network (SAN) has been established that serves most of the storage requirements of all user organizations. Servers are clustered to provide maximum reliability and redundancy.

- installation and support of NetWare servers and Novell Branch Office;
- installation and support of Linux servers and Windows servers;
- centralized software and configuration distribution to the desktop through ZENworks and configuration manager;
- server consolidation through virtualization using VMware infrastructure.

3.2.3 REMOTE ACCESS

The ability to connect to core applications and access important documents is critical to productivity, especially when working remotely. ITS Remote Access Services have the flexibility to meet the diverse communications needs of remote and mobile workers. From anywhere in the world, with an Internet connection, staff can access what they need as if they were working at their offices in Headquarters or in the field. The use of remote services is also part of UNODC's business continuity planning, allowing key personnel access to vital information and critical applications remotely in case of disaster or emergency.

- Webmail provides access to email from any PC connected to the Internet;
- remote folder access allows staff to access documents from the network and shared drives;
- remote desktop access allows staff secure access to Lotus Notes applications, Enterprise Resource Planning (ERP) systems, office applications and the Intranet.

Key Statistics:

- 54 major meetings and several expert meetings in 2011 supported;
- more than 1,000 users have been issued with remote access tokens;
- network availability of 99.999%.

3.3 COMMUNICATION SERVICES

These services include the provision of a reliable and stable communication platform to provide an effective and efficient email system. Wherever possible, use has been made of innovative telecommunications solutions to make communications cost effective and efficient. The recent switch from desk phones to IP Internet Protocol based phone systems is a good example of value added services.

Key Services:

3.3.1 EMAIL

ITS provides an efficient email system from a reliable and stable communication platform, based on IBM Lotus Notes Domino Servers. A team of specialized Lotus Notes experts manages over 110 Domino Servers in 46 countries.

- centralized administration and management from Vienna of all Domino servers including UNODC Field Offices;
- secure Instant Messaging chat feature available for all Lotus Notes users including the Field Offices;
- access to email over the Internet using Webmail Ultra Light for locations with narrow bandwidth;
- hosting of Lotus Notes based applications;
- Lotus Notes email management and services to non Vienna based offices such as UNON, ESCWA, UNICRI, UNMAS, OIOS and DGACM New York;
- Integrity Awareness Service Project;
- Lotus Notes Traveler Service provided to currently 625 devices/users; LN Traveler allows user to synchronize their official Email, calendar, contacts to their private iPhone, Android, Nokia or Windows based mobile device.



3.3.2 PHONE AND FAX

ITS currently runs a hybrid telecommunications system utilizing both a Meridian switch and, more recently, CISCO call manager. ITS is in the process of switching completely to IP phones. The IP-based phone system share the same data network as the local area network (LAN) which was built with sufficient redundancy and QoS (Quality of Service) to ensure that users don't miss the stability of the old system and consequently take advantage of the new IP based system with its many features. Faxes are sent or received through Lotus Notes email. This feature has been provided using the Kofax product, which is integrated with Lotus Notes.

- switchboard services for all of Vienna based UN organizations and for UNODC Field Offices;
- an integrated billing system;
- maintenance of an up-to-date electronic telephone directory;
- audio and video conferencing services;
- creation and distribution of lock-codes for official and private phone-calls;
- Mobile VPN service to most of the Vienna based organisations.



Key Statistics:

- in 2011 840,000 outgoing phone calls and faxes were processed and billed;
- in 2011 1,150 users were supported in the computer based faxing system (870 UNOV/UNODC and 280 UNIDO);
- in 2011 470 Videoconferences were arranged and carried out and 435 Audio conferences took place;
- in 2011, 1020 mobile VPN users from CTBTO, UNOV/UNODC and UNIDO were supported.

3.4 BUSINESS CONTINUITY AND DISASTER RECOVERY SERVICES

This service is fundamental to the business continuity of any organization. The system consists of a series of processes that aim to reduce exposure to risks by methodical risk identification, improving understanding of the business through risk analysis and reducing downtime by identifying alternative processes and workarounds. Identifying compliance issues, protecting vital records, improving operational effectiveness through a forced programme of business process reengineering, designating alternates to support key processes, defining and documenting recovery processes, protecting both the physical and knowledge assets of the organization and improving security are all parts of the business continuity and disaster recovery services.

Key Services:

3.4.1 BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS

All Business Continuity (BC) and Disaster Recovery (DR) plans encompass details of how staff will communicate and continue to do their jobs in case of an unforeseen and serious event. It is vital to ascertain the business continuity needs and requirements of each and every unit within the organization as the scope and size of every unit may vary considerably.

- Business Impact Analysis: Identification of the impacts resulting from interruptions to ICT systems that can affect UNOV/UNODC using evidence-based assessment criteria;
- Threat and Risk Analysis: Analysis of the threats and risks faced by UNOV/UNODC ICT infrastructure and services utilizing empirical techniques;
- Solutions Design: Re-engineering of ICT solutions from the ground up to build in the necessary redundancy, data protection and mitigation strategies, using technologies such as virtualization;
- BCDR Planning: Work with ICT Teams to develop, implement and test BCDR plans taking into account the results of business impact analysis, and the threat and risk assessment employing industry best practices.

3.4.2 REAL-TIME MONITORING OF ICT SERVICES

ITS provides broad capabilities for monitoring ICT infrastructure components and application services in real-time, ensuring that key applications remain available and are delivered at peak performance. Real-time monitoring enables ITS to implement a proactive action plan to avert system outages or performance degradation.

- active real-time monitoring of ICT services including email;
- SMS notification of critical events and acknowledgements via email and SMS;
- Network, application & service-level monitoring.

Key Statistics:

- average availability of services exceeded 99.8% in 2008;
- in 2008, 5,227 services were monitored in Big Brother (BB), a system and network monitoring tool and 226 services in MON, an alert management monitoring tool.





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UNODC

United Nations Office on Drugs and Crime



INFORMATION TECHNOLOGY SERVICE (ITS)

ITS provides Information and Communications Technology (ICT) services to the United Nations Office at Vienna (UNOV) and the United Nations Office on Drugs and Crime (UNODC), as well as to other United Nations Secretariat departments/offices, international organizations and government offices of Member States located worldwide.

ITS is committed to providing innovative IT solutions to combat drugs, crime and terrorism.

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