



International  
Labour  
Organization

# ► Information and Technology Management Department (INFOTEC)

Department Overview

## ▶ Introduction

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The ILO is increasingly dependent on information and technology to effectively deliver its mandate.

The [Information and Technology Management Department \(INFOTEC\)](#) is responsible for providing modern, secure data, processes and technologies, applications and services to meet the needs of the ILO staff and other stakeholders in the efficient and effective delivery of the strategic, administrative and substantive work of the Office.

The Department is accountable to the Director-General for delivering on the [IT Strategy](#) as approved by the Governing Body. The IT Strategy establishes a vision and roadmap to leverage rapidly evolving technology to more effectively support the delivery of Office-wide reforms, strategies and initiatives.

INFOTEC reports to the Deputy Director-General of Management and Reform.

## ▶ Structure

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INFOTEC is headed by the ILO's Chief Information Officer (CIO) and Director.

The Department is [organized into the following branches and units](#):

### Branches

- Applications Management Services (AMS)
- Information Management Services (IMS)
- Technology Management Services (TMS)

### Units

- Information Security and Assurance (ISAS)
- Project, Governance and Management Services (PGMS)
- Records and Archives Management Services (RAMS)

## ▶ Roles and Functions

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### Application Management Services Branch (AMS)

AMS purchases, designs, develops, tests, configures, implements and manages software which automates and supports ILO administrative and substantive processes; improves financial controls; facilitates management decision-making and reporting; facilitates increased productivity of staff; and streamlines the flow of data, information and knowledge across the Office.

AMS is responsible for the following general categories of enterprise software:

- Enterprise Resource Planning and other Administrative Applications
- Business Intelligence and Reporting Solutions
- Records, Document and Web Content Management
- Data Warehousing and Analytics
- Knowledge Sharing, Collaboration and Social Media
- Digital Media Management, and
- Search

AMS provides business and technical expertise throughout the software design and development lifecycle and manages the ILO's portfolio of applications.

AMS ensures that software being deployed throughout the office conforms to ILO standards.

AMS is led by the ILO's Chief Digital Officer (CDO).

## Information Management Services Branch (IMS)

IMS establishes and manages the policies for governance, classification, creation, storage, retention, use, retrieval, archival and deletion of ILO content. This includes the processes, roles, standards and metrics that ensure effective use of information in enabling the Office to achieve its goals.

IMS is responsible for the following:

- Institutional Repository of all ILO publications in electronic and print formats.
- Office's collection of reports, legislation, statistics and other documents on labour and social issues since 1919.
- Research and information services and tools to internal and external audiences.
- Specialized research services to author units preparing flagship and major publications and other policy documents.
- ILO Taxonomy, ILO Thesaurus, and Office-wide master controlled vocabularies.
- Guidance and assistance on the tagging of ILO publications and documents across major applications, public website and Intranet.
- Centralized acquisition of information products.
- Digitization of historical documents.
- Global Online Access to Legal Information programme, providing access to academic legal resources to institutions in low- and middle-income countries, part of the Research4Life partnership.

IMS works closely with information and communications staff located in ILO Regions to promote the dissemination of ILO knowledge and research to constituents and the public.

IMS is led by the ILO's Senior Librarian.

## Technology Management Services Branch (TMS)

TMS manages the ILO's underlying core IT infrastructure (servers, networks, telecommunications, storage arrays, operating systems, mobile devices, databases, desktops, laptops, etc.).

TMS is responsible for the following:

- Ensuring that the IT infrastructure is monitored, reliable, secure, backed up and performing well to meet the needs of the Office.
- Ensuring that IT services are available according to established service level agreements.
- Providing IT operational support for email, databases, file systems and web applications.
- Ensuring continuity of IT operations in the Field.
- Management of the global ILO WAN.
- Provision and securing of end user devices.
- Meeting room audio/video equipment management.
- Microsoft Azure and 365 cloud service management.
- Printing devices and services.
- Maintaining and testing the Disaster Recovery plan for critical IT systems.

TMS is also responsible for the INFOTEC Service Desk. The Service Desk functions as a single point of contact for users of information technology services and works closely with the user community to identify, troubleshoot and resolve IT and IRIS issues. The Service Desk also maintains the INFOTEC intranet.

TMS is led by the ILO's Chief Technology Officer (CTO).

## Information Security and Assurance Unit (ISAS)

ISAS works closely with the IAO, JUR and the ILO's Risk Manager to establish information security governance and risk management frameworks.

ISAS is responsible for the following:

- Establishing information technology security policies and controls in compliance with widely recognized information security regulations and standards.
- Developing a strategic vision for the security program.
- Ensuring effective assignment and acceptance of information and technology security-related roles and responsibilities; and defines the ILO's enterprise information security architecture.
- Ensuring effective identity and access management are implemented.
- Controlling security threats.
- Conducting vulnerability assessments.
- Organizing digital forensics.
- Managing incident response.
- Establishing an IT security awareness program.

ISAS is led by the ILO's Chief Information Security Officer (CISO).

## Project, Governance and Management Services Unit (PGMS)

PGMS functions as an IT governance advisory body responsible for validating the business case and quantifying the costs and benefits underpinning proposed IT-related investments. This information is used to facilitate selection, funding and prioritization of IT-related initiatives. PGMS establishes policies, processes, standards, templates and tools for working through the lifecycle of IT-related projects.

PGMS is responsible for the following:

- Maintaining ILO benchmark data used to estimate total cost of ownership for proposed IT-initiatives.
- Monitoring and reporting on the status of all approved IT-related projects.
- Escalating issues and risks requiring management attention.
- Coordinating large-scale Office-wide IT projects that cross organizational and geographical boundaries.
- Providing and administrative support for the Department.
- Assisting with information and technology governance, strategy formulation and work planning.
- Administering and monitoring the Department's use of funds.

PGMS is led by the ILO's Senior Project Management Specialist.

## Records and Archives Management Services Unit (RAMS)

RAMS develops ILO policies, standards and procedures for records management and archives throughout its lifecycle and monitors its compliance.

RAMS is responsible for the following:

- providing advice, training and assistance to staff in the appropriate creation, management, protection, retention and destruction of records, including the establishment of file plans and retention schedules for appropriate record keeping.
- preserving and making available the ILO's historical archives, including photographic and audio-visual collections, and providing support to academic researchers.
- routing and indexing official ILO correspondence.
- preserving the personnel records (ILO P-Files) and ensuring their privacy and protection.
- providing ILO history tours.
- maintaining the inventory of ILO gifts, artefacts and awards.

RAMS is led by the ILO's Senior Archivist.

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