

ILO IT Strategy 2018-21
2019 Workplan (Year 2 of Strategy)
Summary of IT Initiatives

Strategy Outcome / Cross Cutting Driver	GB Output	Activity Title	Beneficiary	Category	Status	
Outcome 1	Output 1.1: Increased scope and availability of IT services "on the go"	Always On	OFFICE: ALL	New Service Offering	Completed	
		Field Wi-Fi	OFFICE: ALL	New Service Offering	In-Progress	
		HQ Wi-Fi Phase 3	OFFICE: HQ	New Service Offering	Completed	
		Infrastructure for Small Offices	DDG/FOP: FIELD OFFICES	New Service Offering	Completed	
		LaborDoc/Primo Single Sign-on	OFFICE: ALL	Process/App/Technology Improvement	Completed	
		Library EZProxy Upgrade	DDG/FOP: FIELD OFFICES	New Service Offering	Completed	
		Remote Desktop Access Study	OFFICE: ALL	Management/Administration	Completed	
		Swisscom Mobile Plan	OFFICE: ALL	Operational Sustainability	Completed	
		Output 1.2: A more enriched and secure desktop experience	HQ Windows 10 Upgrade - IT Devices	OFFICE: HQ	Operational Sustainability	Completed
			SharePoint Intranet Single Sign-On	OFFICE: ALL	Process/App/Technology Improvement	Completed
	VPN for Laptops on Loan		OFFICE: ALL	New Service Offering	Completed	
	Output 1.3: More "fit for purpose" applications	IRIS: Automated User Account Creation	OFFICE: ALL	Process/App/Technology Improvement	Completed	
		APEX Single Sign-On	OFFICE: ALL	New Service Offering	In-Progress	
		Audit Tracking Application Enhancements	DG/REPORTS: TREASURER	Process/App/Technology Improvement	Completed	
		Automation of CEAR and CFA - Phase I	DDG/POL: NORMES	Process/App/Technology Improvement	In-Progress	
		Carte de Legitimation - Phase I	OFFICE: HQ	New Service Offering	Completed	
		Carte de Legitimation - Phase II	OFFICE: HQ	New Service Offering	Completed	
		Education Grant Claims Processing	OFFICE: ALL	New Service Offering	Completed	
		Financial Reporting for Development Cooperation	DDG/MR: FINANCE	Process/App/Technology Improvement	In-Progress	
		HIIS: Payment Auto-Reconciliation	DDG/MR: FINANCE	Process/App/Technology Improvement	Completed	
		HIIS: Registration Form	OFFICE: ALL	New Service Offering	In-Progress	
		HIIS: Retirees	OFFICE: ALL	Process/App/Technology Improvement	In-Progress	
		ICSC Post Adjustment Revision	OFFICE: ALL	Operational Sustainability	Completed	
		ILO IT Services Portal	OFFICE: ALL	New Service Offering	In-Progress	
		IRIS Security Update	OFFICE: ALL	Risk Management/Mitigation	Completed	
		IRIS: Africa Region Rollout - Wave 1	DDG/FOP: AFRICA REGION	Process/App/Technology Improvement	Completed	
		IRIS: Africa Region Rollout - Wave 2	DDG/FOP: AFRICA REGION	Process/App/Technology Improvement	Completed	
		IRIS: Africa Region Rollout - Wave 3	DDG/FOP: AFRICA REGION	Process/App/Technology Improvement	Completed	
		IRIS: Citibank Auto-reconciliation	DDG/MR: FINANCE	Process/App/Technology Improvement	Completed	
		IRIS: Citibank Bank Accounts	DDG/MR: FINANCE	Process/App/Technology Improvement	Completed	
		IRIS: Consolidated Reconciliation Item Report	DDG/MR: FINANCE	New Service Offering	In-Progress	
		IRIS: Donor Change of Annexes	DDG/MR: PROCUREMENT	Process/App/Technology Improvement	Completed	
		IRIS: LTA Templates	DDG/MR: PROCUREMENT	Process/App/Technology Improvement	In-Progress	
		IRIS: PA Validation - Contract Duration	DDG/MR: HRD	Process/App/Technology Improvement	In-Progress	
		IRIS: SM-IR Enhancements	DDG/MR: PROGRAM	Process/App/Technology Improvement	Completed	
		IRIS: SM-P&B Enhancements	DDG/MR: PROGRAM	Process/App/Technology Improvement	Completed	
		IRIS: UNDP Interface (ASCA)	DDG/MR: FINANCE	Process/App/Technology Improvement	In-Progress	
		P&B 2020-21 Structure Changes	OFFICE: ALL	Operational Sustainability	In-Progress	
		Procurement Planning Application	DDG/MR: PROCUREMENT	Process/App/Technology Improvement	In-Progress	
		PRODOC Form 60	DDG/MR: INTSERV	Process/App/Technology Improvement	Completed	
		RELMEETINGS Interpreter's Application - Mass Hire	DDG/MR: FINANCE, HRD	Process/App/Technology Improvement	Completed	
	SHIF Self-Service Application	OFFICE: ALL	New Service Offering	Completed		
	TC 1% Levy	DDG/FOP: PARDEV	New Service Offering	In-Progress		
	Outcome 2	Output 2.1: Improved quality and use of ILO data	Travel Planning Application	OFFICE: ALL	New Service Offering	Completed
			Intranet Metadata Standards	OFFICE: ALL	Strategy/Governance/Policy	In-Progress
			Library Primo VE Migration	DDG/MR: INFOTEC	Process/App/Technology Improvement	Completed
			Master Data Management - Employees	OFFICE: ALL	Process/App/Technology Improvement	Completed
Master Data Management - Excols			OFFICE: ALL	Process/App/Technology Improvement	Completed	
Master Data Management - ILO Publications			OFFICE: ALL	Strategy/Governance/Policy	In-Progress	
Master Data Management - Person/Identity			OFFICE: ALL	Process/App/Technology Improvement	Completed	
Taxonomy & Thesaurus Migration			OFFICE: ALL	Process/App/Technology Improvement	Completed	
Information Security KRI Dashboard			OFFICE: ALL	Risk Management/Mitigation	In-Progress	
IT Operations Log Analysis			OFFICE: ALL	Operational Sustainability	Completed	
Oracle Business Intelligence Upgrade			OFFICE: ALL	Operational Sustainability	Completed	
User Behaviour Analytics			OFFICE: ALL	Risk Management/Mitigation	In-Progress	
Output 2.3: More "fit-for-purpose" web-based dashboards			EPLEX Web Services/Site Revamp	DDG/POL: INWORK	Process/App/Technology Improvement	Completed
			FINANCE Dashboard Phase I	OFFICE: ALL	New Service Offering	Completed
			ILO Manager Dashboard	OFFICE: ALL	New Service Offering	Completed
		NORMLEX Map Charts	DDG/POL: NORMES	New Service Offering	Completed	
		Oracle Business Intelligence Security	OFFICE: ALL	Process/App/Technology Improvement	Completed	
		Project Monitoring Reports Phase II	DDG/MR: PARDEV, FINANCE	New Service Offering	Completed	
		Travel Dashboard - Field Offices	DDG/FOP: FIELD OFFICES	New Service Offering	Completed	

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	Output 2.4: Better managed enterprise content	Eval Management Dashboard Release 2	DG/REPORTS: EVAL	Process/App/Technology Improvement	Completed		
		IATI Enhancements (Phase I)	DDG/FOP: PARDEV	Process/App/Technology Improvement	Completed		
		Eval Discovery Tool Enhancements	DG/REPORTS: EVAL	Process/App/Technology Improvement	Completed		
		Library Digitization Programme	OFFICE: ALL	Operational Sustainability	Completed		
		Library GB Collection	OFFICE: ALL	New Service Offering	In-Progress		
		Library Institutional Repository	OFFICE: ALL	New Service Offering	Completed		
		Library Primo Integration	OFFICE: ALL	Process/App/Technology Improvement	Completed		
		SharePoint Upgrade - Development Framework and Sites	OFFICE: ALL	Operational Sustainability	Completed		
		SharePoint Upgrade - Technology Platform	OFFICE: ALL	Operational Sustainability	Completed		
		SKILLS Chatbot	DDG/POL: EMPLOYMENT	New Service Offering	Completed		
		SKILLS Migrant Tool	DDG/POL: EMPLOYMENT	New Service Offering	In-Progress		
		Outcome 3	Output 3.1: Enriched collaboration tools in support of substantive delivery	NORMES CEACR Document Repository	DDG/POL: NORMES	New Service Offering	Completed
				NORMES CFA Document Repository	DDG/FOP: NORMES	Process/App/Technology Improvement	Completed
			Output 3.2: Improved Internet	Intranet Site: JNC	DDG/MR: HRD	Process/App/Technology Improvement	In-Progress
Intranet Site: SECURITY	DDG/MR: INTSERV			Process/App/Technology Improvement	Completed		
ILO Intranet Accessibility Compliance	OFFICE: ALL			Process/App/Technology Improvement	Completed		
Intranet Multilingual Content Framework	OFFICE: ALL			Process/App/Technology Improvement	Completed		
Intranet Site: CABINET	DG/REPORTS: CABINET			Process/App/Technology Improvement	In-Progress		
Intranet Site: FINANCE	DDG/MR: FINANCE			Process/App/Technology Improvement	In-Progress		
Intranet Site: HR/OPS	DDG/MR: HRD			Process/App/Technology Improvement	Completed		
Intranet Site: HR/POL	DDG/MR: HRD			Process/App/Technology Improvement	In-Progress		
Intranet Site: IGDS	OFFICE: ALL			Process/App/Technology Improvement	Completed		
Intranet Site: INFOTEC	DDG/MR: INFOTEC			Process/App/Technology Improvement	Completed		
Intranet Site: INTSERV	DDG/MR: INTSERV			Process/App/Technology Improvement	Completed		
Intranet Site: MEDSERV	DDG/MR: HRD			Process/App/Technology Improvement	Completed		
Intranet Site: MULTILATERALS	DDG/FOP: MULTILATERALS			Process/App/Technology Improvement	Completed		
Intranet Site: PROCUREMENT	DDG/MR: PROCUREMENT			Process/App/Technology Improvement	Completed		
Intranet Site: PRODOC	DDG/MR: INTSERV			Process/App/Technology Improvement	Completed		
Intranet Site: PROGRAM	DDG/MR: PROGRAM			Process/App/Technology Improvement	In-Progress		
Intranet Site: RELMEETINGS	DDG/MR: RELMEETINGS			Process/App/Technology Improvement	In-Progress		
Intranet Site: TRAVEL	OFFICE: ALL		New Service Offering	Completed			
Output 3.3: Improved Public-facing Websites	Decent Jobs for Youth Knowledge Base		DDG/POL: EMPLOYMENT	Process/App/Technology Improvement	Completed		
	Employment and Labour Markets Policies Database		DDG/POL: EMPLOYMENT	Process/App/Technology Improvement	In-Progress		
	GSO Questionnaire		DDG/POL: GOVERNANCE	Process/App/Technology Improvement	Completed		
	Library Centenary Historical Collections		OFFICE: ALL	New Service Offering	Completed		
	Public Website: Alliance 8.7 Enhancements		DDG/POL: GOVERNANCE	Process/App/Technology Improvement	Completed		
	Public Website: EPIC Enhancements		DDG/POL: WORKQUALITY	Process/App/Technology Improvement	Completed		
	Public Website: ETHICS		DG/REPORTS: ETHICS	Process/App/Technology Improvement	Completed		
	Public Website: FINANCE		DDG/MR: FINANCE	Process/App/Technology Improvement	Completed		
	Public Website: IAO		DG/REPORTS: IAO	Process/App/Technology Improvement	Completed		
	Public Website: ILO 100		OFFICE: ALL	New Service Offering	Completed		
	Public Website: INFOTEC		DDG/MR: INFOTEC	Process/App/Technology Improvement	Completed		
	Public Website: LABADMIN/OSH		DDG/POL: GOVERNANCE	Process/App/Technology Improvement	Completed		
	Public Website: SKILLS Toolkit for Quality Apprenticeship		DDG/POL: EMPLOYMENT	New Service Offering	In-Progress		
	Public Website: SPORTS & LEISURE	OFFICE: ALL	Process/App/Technology Improvement	Completed			
Other	Management and Administration	Audit and Risk Management	DDG/MR: INFOTEC	Management/Administration	Completed		
		ERP Tech and WebCenter LTA Rebid	DDG/MR: INFOTEC	Management/Administration	Completed		
		Generic Job Descriptions for Field IT Staff	DDG/FOP: FIELD OFFICES	Management/Administration	Completed		
		ILC and GB Preparation	OFFICE: ALL	Operational Sustainability	Completed		
		ILO 100 Support	OFFICE: ALL	Management/Administration	Completed		
		ILO Centenary Souvenirs	OFFICE: ALL	Management/Administration	Completed		
		IRIS: Hosting RfP	OFFICE: ALL	Operational Sustainability	Completed		
		Library Alma and Primo Certification	DDG/MR: INFOTEC	Operational Sustainability	Completed		
		Mobile Device Management Study	OFFICE: ALL	Management/Administration	In-Progress		
		Restructure 2018-19 Accounts	DDG/MR: INFOTEC	Management/Administration	Completed		
		Restructure 2018-19 Connectivity Costs	DDG/MR: INFOTEC	Management/Administration	Completed		
		CC Driver 1	Change Management	Information Security Awareness Campaign	OFFICE: ALL	Risk Management/Mitigation	Completed
				IRIS: Global Super User Workshop	DDG/FOP: FIELD OFFICES	Operational Sustainability	Completed
				IT Field Workshops	DDG/FOP: FIELD OFFICES	Operational Sustainability	Completed
CC Driver 2	External Partnerships	GOALI CRM and Helpdesk	OFFICE: ALL	Operational Sustainability	Completed		

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CC Driver 3	Information Security	Active Directory Upgrade	OFFICE: ALL	Operational Sustainability	Completed
		Cloud Computing Security	OFFICE: ALL	Risk Management/Mitigation	In-Progress
		Desktop Operating System Security	OFFICE: ALL	Operational Sustainability	Completed
		HQ LAN Security (NAC)	OFFICE: HQ	New Service Offering	Completed
		ILO Archives - Physical Security	DDG/MR: INFOTEC	Risk Management/Mitigation	Completed
		ILO Network Security	OFFICE: ALL	Risk Management/Mitigation	Completed
		Intrusion Detection Services	OFFICE: ALL	Risk Management/Mitigation	Completed
		ISMS ISO 27001 Audit	OFFICE: ALL	Strategy/Governance/Policy	Completed
		IT Security Penetration Tests	OFFICE: ALL	Risk Management/Mitigation	Completed
		Security Operations Centre	OFFICE: ALL	Operational Sustainability	Completed
		SSL Automation	OFFICE: ALL	Process/App/Technology Improvement	Completed
		Unix Server Security	OFFICE: ALL	Process/App/Technology Improvement	Completed
		Centralised PC Replacement - 2019	OFFICE: ALL	Operational Sustainability	Completed
		JMS Replacement	DDG/MR: HRD	Operational Sustainability	In-Progress
CC Driver 4	Risk Management	MS Office 2016 Upgrade	OFFICE: ALL	Operational Sustainability	Completed
		Oracle Discoverer Migration	OFFICE: ALL	Operational Sustainability	Completed
		RELMEETINGS Templates Upgrade	DDG/MR: RELMEETINGS	Operational Sustainability	Completed
		Windows Server Upgrade - Field	OFFICE: ALL	Operational Sustainability	Completed
		Windows Server Upgrade - HQ	OFFICE: ALL	Operational Sustainability	Completed
		UNICC Emergency Notification Services	OFFICE: ALL	Risk Management/Mitigation	Completed
		Apex Upgrade	OFFICE: ALL	Operational Sustainability	In-Progress
		BRP Phase 3 - Equipment Moves	OFFICE: HQ	Operational Sustainability	Completed
		BRP Phase 3 - Office Moves	OFFICE: HQ	Management/Administration	Completed
		BRP Phase 3 - Network Upgrade	OFFICE: HQ	Operational Sustainability	Completed
CC Driver 5	Infrastructure and Service Management	ILO Network Configuration - Field	DDG/FOP: FIELD OFFICES	Operational Sustainability	Completed
		ILO Network Enhancements	OFFICE: ALL	Operational Sustainability	Completed
		IRIS: Database Upgrade	OFFICE: ALL	Operational Sustainability	Completed
		IRIS: Hardware Migration	OFFICE: ALL	Operational Sustainability	In-Progress
		Network File Restructuring	OFFICE: ALL	Operational Sustainability	In-Progress
		Server Deployment - Field	DDG/FOP: FIELD OFFICES	Process/App/Technology Improvement	Completed
		DC Project Proposal IT Framework	DDG/MR: INFOTEC	Operational Sustainability	Completed
		HPSM Procedures	OFFICE: ALL	Strategy/Governance/Policy	In-Progress
		IGDS: Cloud Computing	OFFICE: ALL	Strategy/Governance/Policy	In-Progress
		IGDS: End User Computing Devices	OFFICE: ALL	Strategy/Governance/Policy	Completed
CC Driver 6	Governance	IGDS: IT Governance	OFFICE: ALL	Strategy/Governance/Policy	Completed
		Information Security Governance, Risk and Assurance Manual	OFFICE: ALL	Strategy/Governance/Policy	In-Progress

Status	Total
Completed	121
In-Progress	37
Grand Total:	158

Category	Total
New Service Offering	31
Process/App/Technology Improvement	65
Operational Sustainability	34
Risk Management/Mitigation	10
Strategy/Governance/Policy	8
Management/Administration	10
Grand Total:	158