

ILO IT Strategy 2018-21
2020 Workplan (Year 3 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"	COVID: ILO Emergency Notification System Enhancements	OFFICE	Process/App/Technology Improvement	Completed
		COVID: ILO VPN Enhancements	OFFICE	Process/App/Technology Improvement	Completed
		COVID: INTSERV Staggered Worktime Platform	OFFICE	New Service Offering	Completed
		COVID: MEDSERV Flu Vaccination Scheduler	OFFICE	New Service Offering	Completed
		COVID: MEDSERV/HR RTO Clearance Platform	OFFICE	New Service Offering	Completed
		COVID: Teleworking Infrastructure & Support	OFFICE	Process/App/Technology Improvement	Completed
		COVID: Travel Monitoring & Reporting	OFFICE	New Service Offering	Completed
		COVID: Virtual Meeting Infrastructure & Support	OFFICE	Process/App/Technology Improvement	Completed
		COVID: Zoom Video-Conferencing Software Implementation	OFFICE	New Service Offering	Completed
		Mobile Application Management	OFFICE	New Service Offering	Completed
		Mobile Device Management	OFFICE	New Service Offering	Completed
		Office 365 Email Migration	OFFICE	Process/App/Technology Improvement	Completed
		One Drive Migration - Personal Network Drives	OFFICE	Process/App/Technology Improvement	In-Progress
		Output 1.2: A more enriched and secure desktop experience	Anti-Spam Software Replacement	OFFICE	Process/App/Technology Improvement
	McAfee to Microsoft End-point Security Migration		OFFICE	Process/App/Technology Improvement	In-Progress
	Windows 10 Field Implementation		DDG/FOP	Risk Management/Mitigation	Completed
	Output 1.3: More "fit-for-purpose" applications	Constituent Relationship Management Implementation	DDG/MR	Process/App/Technology Improvement	In-Progress
		FINANCE: Fixed Assets Reporting	DDG/MR	Risk Management/Mitigation	Completed
		HIIS: Enhancements	DDG/MR	Process/App/Technology Improvement	In-Progress
		HIIS: Henner Interface	DDG/MR	Operational Sustainability	Completed
		HIIS: Separated Employees	OFFICE	Process/App/Technology Improvement	Completed
		HP Project and Portfolio Management Tool Replacement	DDG/MR	Process/App/Technology Improvement	In-Progress
		Information Security Awareness Software Upgrade	OFFICE	Risk Management/Mitigation	Completed
		IRIS: AP Invoices Entry Form	OFFICE	Operational Sustainability	Completed
		IRIS: Bank Reconciliation Reporting	DDG/MR	New Service Offering	Completed
		IRIS: Citibank Interfaces and Auto-reconciliation	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: Exchange Equalization Account (EEA)	OFFICE	New Service Offering	In-Progress
		IRIS: LTA Releases Changes	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: LTA Templates	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: PA Validation - Contract Duration	DDG/MR	Process/App/Technology Improvement	In-Progress
		IRIS: Project Locations Rollout	DDG/FOP	Process/App/Technology Improvement	In-Progress
		IRIS: Rejected Payments	DDG/MR	Process/App/Technology Improvement	In-Progress
		IRIS: Separation Payments	DDG/MR	Operational Sustainability	In-Progress
		IRIS: SM Web Logic Study	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: SM-IR Enhancements	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: SM-P&B Enhancements	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: Standard Chartered Bank Auto-load and Auto-Reconciliation	DDG/MR	New Service Offering	Completed
		IRIS: UN Volunteers	DDG/MR	Operational Sustainability	Completed
		IRIS: UNDP Interface (ASCA)	DDG/MR	Process/App/Technology Improvement	Completed
		NORMES CEACR Digitalization	DDG/POL	Process/App/Technology Improvement	Completed
		NORMES CFA Digitalization	DDG/POL	Process/App/Technology Improvement	In-Progress
		P&B 2020-21 Structure Changes	OFFICE	Operational Sustainability	Completed
		Procurement Planning Application	DDG/MR	Process/App/Technology Improvement	Completed
		PRODOC Form 60	DDG/MR	Process/App/Technology Improvement	Completed
		Public Website Software Replacement	OFFICE	Process/App/Technology Improvement	In-Progress
		RELMEETINGS Interpreter's Application - Mass Hire	DDG/MR	Process/App/Technology Improvement	Completed
RELMEETINGS Templates Upgrade	DDG/MR	Operational Sustainability	Completed		
Service Manager Ticketing Application	OFFICE	Process/App/Technology Improvement	In-Progress		
SHIF Online for Retirees	OFFICE	Process/App/Technology Improvement	Completed		
SKILLS Chatbot	DDG/POL	New Service Offering	Completed		

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		TC 1% Levy	DDG/FOP	New Service Offering	In-Progress
		Thesaurus and Taxonomy Software Implementation	DDG/MR	Operational Sustainability	Completed
Outcome 2	Output 2.1: Improved quality and use of ILO data	Electronic Holdings Publishing to Google Scholar	OFFICE	New Service Offering	Completed
		End-user Capacity Development	OFFICE	Operational Sustainability	In-Progress
		EPLEX Web Services Restructuring	DDG/POL	Process/App/Technology Improvement	Completed
		IATI Data Publishing	OFFICE	Strategy/Governance/Policy	Completed
		ILO Author Digital Standards	OFFICE	Strategy/Governance/Policy	In-Progress
		ILO Filesystem Restructuring	OFFICE	Operational Sustainability	In-Progress
		ILO Publications Altmetrics	OFFICE	New Service Offering	In-Progress
		ILO Publications Metadata Sharing	OFFICE	New Service Offering	In-Progress
		Indexing Manual Update	OFFICE	Strategy/Governance/Policy	In-Progress
		Institutional Repository Collection Management	OFFICE	Strategy/Governance/Policy	In-Progress
		Institutional Repository Discovery	OFFICE	Process/App/Technology Improvement	Completed
		International Labour Review Metadata Harmonization	OFFICE	Strategy/Governance/Policy	In-Progress
		Research Guides and Digital Collections On-Demand	OFFICE	Operational Sustainability	Completed
		Output 2.2: Enhanced and actionable business intelligence	COMPT Financial Statement Reporting	DDG/MR	Process/App/Technology Improvement
	Research Support - ILO Liaison Programme		OFFICE	Operational Sustainability	In-Progress
	Output 2.3: More "fit-for-purpose" web-based dashboards	COMPT Reporting Dashboard - Phase 1	OFFICE	New Service Offering	Completed
		DDG and Regional Directors Dashboard	OFFICE	New Service Offering	Completed
		DDG/POL Flagship Dashboard	DDG/POL	New Service Offering	In-Progress
		Development Cooperation Financial Reporting	DDG/MR	Process/App/Technology Improvement	Completed
		Employment and Labour Markets Policies Database	DDG/POL	Process/App/Technology Improvement	Completed
		GSO Data Visualization	DDG/POL	Process/App/Technology Improvement	In-Progress
		ILO Employee Dashboard	OFFICE	New Service Offering	Completed
		ILO Manager Dashboard	OFFICE	New Service Offering	Completed
		OBW Dashboard	OFFICE	New Service Offering	In-Progress
		Travel Dashboard for Field Offices	DDG/FOP	New Service Offering	Completed
		Output 2.4: Better managed enterprise content	Business Taxonomy Tagging	OFFICE	Strategy/Governance/Policy
	Countries and Territories List		OFFICE	Strategy/Governance/Policy	Completed
	Document and Publication Type Mapping		OFFICE	Strategy/Governance/Policy	In-Progress
	ILO Thesaurus Update		OFFICE	Strategy/Governance/Policy	In-Progress
	Institutional Repository Interface to PRODOC		OFFICE	Process/App/Technology Improvement	In-Progress
	Microsoft Teams - Pilots		OFFICE	New Service Offering	Completed
	OCLC Hosted Ezproxy Enhancements		OFFICE	Operational Sustainability	Completed
	Research Services Platform (Esploro)		OFFICE	New Service Offering	Completed
Outcome 3	Output 3.1: Enriched collaboration tools in support of substantive delivery	COVID: FOP Collaboration Site (INFOFOP)	DDG/FOP	New Service Offering	Completed
		JournalTocs Replacement - Browzine	OFFICE	New Service Offering	Completed
		Lean Library Plug-in	OFFICE	New Service Offering	Completed
		UN Federated Access to Library Resources	OFFICE	Process/App/Technology Improvement	In-Progress
	Output 3.2: Improved Intranet	ILO Branding	OFFICE	New Service Offering	In-Progress
		Intranet Site: BIU	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: CABINET	DG/REPORTS	Process/App/Technology Improvement	In-Progress
		Intranet Site: COVID-19 Portal	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: FINANCE	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: Greening the ILO	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: HR/POL	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: HR/TALENT	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: ILO Forms Portal - INFOTEC Forms	OFFICE	Process/App/Technology Improvement	Completed
		Intranet Site: JNC	DDG/MR	Process/App/Technology Improvement	Completed

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		Intranet Site: LIBRARY	OFFICE	Operational Sustainability	Completed
		Intranet Site: Mission Reporting Platform	OFFICE	New Service Offering	In-Progress
		Intranet Site: MULTILATERALS Shared Workspace with UNDP	DDG/FOP	New Service Offering	Completed
		Intranet Site: PARDEV MOPAN Platform	DDG/MR	New Service Offering	Completed
		Intranet Site: PROGRAM	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: RELMEETINGS	DDG/MR	Process/App/Technology Improvement	Completed
	Output 3.3: Improved Public-facing Websites	SKILLS Knowledge Sharing Platform Renewal	DDG/POL	Process/App/Technology Improvement	In-Progress
		Trade and Decent Work Platform	DDG/POL	New Service Offering	In-Progress
CC Driver 1	Information Security	Centralized Password Management	OFFICE	Process/App/Technology Improvement	In-Progress
		Cloud Computing Security	OFFICE	Risk Management/Mitigation	In-Progress
		ILO Laptop Encryption	OFFICE	Risk Management/Mitigation	Completed
		Network Access Control Field Deployment	OFFICE	Process/App/Technology Improvement	In-Progress
		Network Intrusion Detection improvement	OFFICE	Risk Management/Mitigation	Completed
CC Driver 2	Governance	IGDS End User Computing Policy Updates	OFFICE	Strategy/Governance/Policy	Completed
		Information Security Governance, Risk and Assurance Manual	OFFICE	Risk Management/Mitigation	In-Progress
		ISO 27001 Certification Annual Review	OFFICE	Process/App/Technology Improvement	Completed
		Taxonomy, Thesaurus and Metadata Guidelines	OFFICE	Strategy/Governance/Policy	In-Progress
CC Driver 3	Service-Level Management	IRIS: Infrastructure Migration	OFFICE	Operational Sustainability	Completed
		IRIS: Responsibility Form and Workflow	OFFICE	Process/App/Technology Improvement	In-Progress
		SD-WAN Tender	OFFICE	Strategy/Governance/Policy	In-Progress
CC Driver 4	Change Management	Building Renovation Project Phase 2	OFFICE	Process/App/Technology Improvement	Completed
		Information Security Awareness Training	OFFICE	Risk Management/Mitigation	Completed
CC Driver 5	External Partnerships	GOALI CRM and Helpdesk	OFFICE	Operational Sustainability	Completed
		R4L Content Management and Technology Working Groups	OFFICE	Management & Administration	In-Progress
		Research4Life GOALI Capacity Development	OFFICE	Operational Sustainability	Completed
CC Driver 6	Risk Management	APEX Upgrade	OFFICE	Operational Sustainability	Completed
		Data Center Cleanup and Consolidation	DDG/MR	Operational Sustainability	Completed
		IRIS: Database Upgrade	OFFICE	Risk Management/Mitigation	In-Progress
		IRIS: Quarterly Security Patches	OFFICE	Risk Management/Mitigation	Completed
		IRIS: New Hosting Provider Migration	OFFICE	Operational Sustainability	Completed
		IRIS: Software Upgrade	OFFICE	Operational Sustainability	In-Progress
		Medical Services: JMS Replacement	DDG/MR	Operational Sustainability	In-Progress
		Microsoft Endpoint Manager Deployment	DDG/FOP	Operational Sustainability	Completed
		Netscaler Load Balancers	OFFICE	Operational Sustainability	Completed
		Office 365 Backup Solution	OFFICE	Risk Management/Mitigation	Completed
		Oracle Business Intelligence Upgrade	OFFICE	Operational Sustainability	Completed
		Oracle Database Upgrade	OFFICE	Risk Management/Mitigation	In-Progress
		RED Network Architecture Review	OFFICE	Operational Sustainability	In-Progress
		SAN Replacement	OFFICE	Operational Sustainability	Completed
		Skype for Business Replacement	OFFICE	Process/App/Technology Improvement	Completed
		Suse Linux Server Upgrade	OFFICE	Risk Management/Mitigation	In-Progress
		Windows 10 Upgrade	OFFICE	Risk Management/Mitigation	Completed
		Windows 2012 Upgrade	OFFICE	Risk Management/Mitigation	Completed
Other	Management & Administration	Audit, Incident and Risk Response	DDG/MR	Management & Administration	Completed
		IT Chargeback 2020-21 Implementation	DDG/MR	Management & Administration	Completed
		IT Chargeback 2022-23 Projections	DDG/MR	Management & Administration	Completed
		IT Consulting Services LTA Rebid	DDG/MR	Operational Sustainability	In-Progress
		IT Strategy Progress Update (2019)	OFFICE	Management & Administration	Completed
		P&B 2022-23 Preparation	OFFICE	Management & Administration	Completed
		Periodicals Supply Tender	OFFICE	Operational Sustainability	Completed

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Status	Total
Completed	97
In-Progress	53
Grand Total:	150

Category	Total
New Service Offering	32
Process/App/Technology Improvement	57
Operational Sustainability	28
Risk Management/Mitigation	15
Strategy/Governance/Policy	12
Management/Administration	6
Grand Total:	150