

ILO IT Strategy 2018-21
2021 Workplan (Year 4 of Strategy)
Summary of Initiatives

Strategy Outcome /Cross-cutting Driver	GB Output	Activity Title	Beneficiary	Category	Status
Outcome 1: A More Efficient ILO	Output 1.1: Increased scope and availability of IT services "on the go"	Active Directory Enhancements	Office	Process/App/Technology Improvement	In-Progress
		Digital Signature Pilot	Office	New Service Offering	In-Progress
		Meeting Room Equipment Replacement	Office	Process/App/Technology Improvement	In-Progress
		Mobile Application Management	HQ	New Service Offering	Completed
		Multi Factor Authentication	Field	New Service Offering	Completed
		O365 Web Applications	Field	Risk Management/Mitigation	Completed
		One Drive Migration - Personal Drives	Office	Process/App/Technology Improvement	Completed
		Skype for Business Replacement	Office	Process/App/Technology Improvement	Completed
	Output 1.2: A more enriched and secure desktop experience	ILO Laptop Encryption	Office	Risk Management/Mitigation	Completed
		Microsoft Edge Rollout	Office	Process/App/Technology Improvement	Completed
		Windows 10 Implementation - Field	DDG/FOP	Risk Management/Mitigation	Completed
	Output 1.3: More "fit-for-purpose" applications	Eval iTrack Rewrite	DG/REPORTS	Process/App/Technology Improvement	In-Progress
		INFOTEC Intranet Approval Workflow	OFFICE	Process/App/Technology Improvement	In-Progress
		IRIS: Bank Reconciliation Reporting	DDG/MR	New Service Offering	Completed
		IRIS: Citibank Interfaces and Auto-reconciliation	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: Database upgrade	OFFICE	Risk Management/Mitigation	In-Progress
		IRIS: LTA Releases Changes	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: PA Validations	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: Responsibility Configuration Automation	OFFICE	Process/App/Technology Improvement	In-Progress
		IRIS: Rollout to Project Locations	FIELD	New Service Offering	Completed
		IRIS: Separation Payments	DDG/MR	Process/App/Technology Improvement	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: Software Upgrade	OFFICE	Operational Sustainability	In-Progress
		IRIS: Standard Chartered Bank Auto-load and Auto-Reconciliation	DDG/MR	Process/App/Technology Improvement	Completed
		IRIS: UN Volunteers	DDG/MR	Process/App/Technology Improvement	Completed
		MEDSERV: JMS Replacement	DDG/MR	Process/App/Technology Improvement	In-Progress
		Mission Reporting Platform	OFFICE	New Service Offering	In-Progress
		NORMES CEACR Workflow Enhancements	DDG/POL	Process/App/Technology Improvement	Completed
		NORMLEX Online Reporting Platform - 1998 ILO Declaration	DDG/POL	New Service Offering	Completed
		PRODOC Form 60	DDG/MR	Process/App/Technology Improvement	Completed
		RELMEETINGS Interpreter's Application Rewrite - Mass Hire	DDG/MR	Process/App/Technology Improvement	Completed
		SKILLS Tracker	DDG/POL	New Service Offering	In-Progress

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Outcome 2: A More Insightful ILO	Output 2.1: Improved quality and use of ILO data	Google Scholar Publishing	OFFICE	New Service Offering	Completed
		IATI Data Publishing	OFFICE	Strategy/Governance/Policy	In-Progress
		ILO Filesystem Restructuring	OFFICE	Operational Sustainability	In-Progress
		Institutional Repository collection management	OFFICE	Strategy/Governance/Policy	Completed
		International Labour Review - harmonization of metadata	OFFICE	Strategy/Governance/Policy	Completed
		Measure impact of ILO Publications - Altmetrics	OFFICE	New Service Offering	Completed
		Metadata Enhancements for OCLC and Google Scholar	OFFICE	New Service Offering	Completed
	Output 2.2: Enhanced and actionable business intelligence	COVID-19 Vaccination Portal and Reporting	OFFICE	New Service Offering	Completed
		HUBBLE Financial Reporting Implementation	DDG/MR	Management & Overhead	Completed
		Liaison Programme Support for Research	OFFICE	Process/App/Technology Improvement	Completed
	Output 2.3: More "fit-for-purpose" web-based dashboards	DDG/P Flagship Dashboard	DDG/POL	New Service Offering	In-Progress
		Employment and Labour Markets Policies Database	DDG/POL	Process/App/Technology Improvement	Completed
		FINANCE - Accounts Reporting Dashboard Phase I	OFFICE	New Service Offering	Completed
		GSO Data Visualization Enhancements	DDG/POL	Process/App/Technology Improvement	Completed
		IRIS: TC 1% Levy	DDG/FOP	New Service Offering	In-Progress
		OBW Dashboard Implementation	OFFICE	Management & Overhead	Completed
		Procurement Dashboard	DDG/MR	New Service Offering	Completed
		Countries and territories list	OFFICE	Strategy/Governance/Policy	Completed
		Follow-up Research Services Platform (Esploro)	OFFICE	New Service Offering	Completed
Mapping of document and publication types across systems		OFFICE	Strategy/Governance/Policy	Completed	

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Outcome 3: A More Collaborative ILO	Output 3.1: Enriched collaboration tools in support of substantive delivery	FOP COVID-19 Site (INFOFOP)	DDG/FOP	New Service Offering	Completed
		Microsoft Teams Global Rollout	OFFICE	Process/App/Technology Improvement	In-Progress
		Microsoft Teams Pilots	OFFICE	New Service Offering	Completed
		Procurement Collaboration Workspace	DDG/MR	Process/App/Technology Improvement	Completed
	Output 3.2: Improved Intranet	Extranet Implementation	OFFICE	Process/App/Technology Improvement	Completed
		ILO SharePoint Migration to Azure	DDG/MR	Operational Sustainability	In-Progress
		Intranet Site: COSH	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: FACILITIES	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: HR/TALENT	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: ILO LIBRARY	OFFICE	Process/App/Technology Improvement	Completed
		Intranet Site: JAAB	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: Microsoft Teams intranet resource centre	OFFICE	New Service Offering	Completed
		Intranet Site: RELMEETINGS	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet Site: Staff Welfare Office	DDG/MR	Process/App/Technology Improvement	Completed
		Intranet: Navigation Redesign	OFFICE	Process/App/Technology Improvement	Completed
		Intranet: Homepage Redesign	OFFICE	Process/App/Technology Improvement	Completed
		Intranet: Migrate remaining legacy sites to SharePoint	OFFICE	Process/App/Technology Improvement	Completed
	Output 3.3: Improved Public-facing Websites	EIIP Interactive World Map for Public Works Programmes (PWP)	DDG/POL	New Service Offering	In-Progress
		MIGRANT Project Map	DDG/POL	New Service Offering	In-Progress
		Public Website Replacement	OFFICE	Process/App/Technology Improvement	In-Progress
SKILLS Knowledge Sharing Platform Renewal		DDG/POL	Process/App/Technology Improvement	Completed	
Trade and Decent Work Platform		DDG/POL	New Service Offering	Completed	

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CC Driver 1	Information Security	Centralized Password Management	OFFICE	Process/App/Technology Improvement	Completed
		Cloud computing security	OFFICE	Risk Management/Mitigation	Completed
		IT Security Compliance	OFFICE	Strategy/Governance/Policy	Completed
		McAfee to Microsoft End-point Security Migration	OFFICE	Process/App/Technology Improvement	Completed
		Network Access Control Deployment - Field	DDG/FOP	Process/App/Technology Improvement	In-Progress
		Threat and Vulnerability Management Project	OFFICE	Risk Management/Mitigation	Completed
CC Driver 2	Governance	FINANCE - Fixed Assets Reporting	DDG/MR	Risk Management/Mitigation	Completed
		ISO 27001 Recertification Audit	OFFICE	Strategy/Governance/Policy	Completed
		IT Chargeback 2020-21 Implementation - DC	OFFICE	Management & Overhead	Completed
CC Driver 3	Service-Level Management	Centralized Log Management	OFFICE	Operational Sustainability	In-Progress
		Cisco Maintenance Contract Evaluation	OFFICE	Operational Sustainability	Completed
		DB Upgrade to 19c for APEX and PLSQL Applications	OFFICE	Process/App/Technology Improvement	Completed
		Emergency Notification Migration to EverBridge	OFFICE	Process/App/Technology Improvement	Completed
		Field Office Capacity Building Workshops	DDG/FOP	Operational Sustainability	Completed
		HIIS: Technology Upgrade	DDG/MR	Operational Sustainability	In-Progress
		ILC Support	OFFICE	Management & Overhead	Completed
		IT Consulting Services LTA Rebid	DDG/MR	Operational Sustainability	In-Progress
		Laptop Distribution - White Gloves Implementation	DDG/FOP	New Service Offering	Completed
		Network Patching Redesign	OFFICE	Process/App/Technology Improvement	Completed
		OBIEE Database Upgrade	OFFICE	Operational Sustainability	Completed
		OBIEE DB Upgrade to 19c	OFFICE	Process/App/Technology Improvement	Completed
		Oracle Database v19 Upgrade	OFFICE	Risk Management/Mitigation	Completed
		R4L Content Management and Technology Working Groups	OFFICE	Management & Overhead	Completed
		RED Network Architecture Review	OFFICE	Operational Sustainability	Completed
		Service Manager Ticketing Software Replacement	OFFICE	Process/App/Technology Improvement	In-Progress
		Service Monitoring Enhancements	OFFICE	Operational Sustainability	Completed
		Suse Linux v11 Server Upgrade	OFFICE	Risk Management/Mitigation	In-Progress
		VMWare v7 Upgrade	OFFICE	Risk Management/Mitigation	Completed
CC Driver 4	Change Management	End-user Capacity Development	OFFICE	Strategy/Governance/Policy	Completed
		Research4Life and GOALI Capacity Development	OFFICE	Strategy/Governance/Policy	Completed
CC Driver 5	External Partnerships	GOALI CRM and Helpdesk	DDG/MR	Operational Sustainability	Completed
		UN Federated Access to Library Resources	OFFICE	Process/App/Technology Improvement	Completed

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CC Driver 6	Risk Management	Audit and Risk Management Follow-up	DG/REPORTS	Management & Overhead	Completed
		Data Center Cleanup and Consolidation	DDG/MR	Operational Sustainability	In-Progress
		Information Security Governance, Risk and Assurance Manual	OFFICE	Risk Management/Mitigation	Completed
		IRIS: Quarterly Security Patches	OFFICE	Risk Management/Mitigation	Completed
		Managed vulnerability scanning platform	OFFICE	Risk Management/Mitigation	Completed
		Security Awareness Training Improvements	OFFICE	Risk Management/Mitigation	Completed
		SharePoint Platform - Disaster Recovery Implementation	DDG/MR	Risk Management/Mitigation	In-Progress
		Windows 2012 Upgrade	OFFICE	Risk Management/Mitigation	Completed
Other	Management & Administration	IT Chargeback 2022-23 Projections	DDG/MR	Management & Overhead	Completed
		Management of Library collections during building renovation	OFFICE	Management & Overhead	Completed
		Prepare P&B 2022-23	DG/MR	Management & Overhead	Completed

Status	Total
Completed	89
In-Progress	30
Grand Total	119

Category	Total
Management & Overhead	9
New Service Offering	24
Operational Sustainability	13
Process/App/Technology Improvement	48
Risk Management/Mitigation	16
Strategy/Governance/Policy	9
Grand Total	119