

IT Strategy 2018-21
Progress Report of Outcome Indicators
(period covering 2020-21)

Outcome 1 – A more efficient ILO

Indicator 1.1	
Percent increase in the number of staff who feel that improvements in IT services, tools and applications have helped them to be more productive at work	
Criteria for success <ul style="list-style-type: none"> • effective communication to ensure staff are aware of IT services that are available • effective training • IT tools, systems and applications are fit for purpose and meet the needs of staff • global connectivity is sufficient to support all aspects of work over the internet in support of remote working 	Target 10% a biennium
	Baseline Established in January 2018 at 73.6%
	Means of Verification Biennial staff survey
<u>Progress</u> <p>An Office-wide survey (ILO Organizational Health Survey) was carried out in June 2021 which included customer satisfaction with IT services and tools provided during the 20 month period covering the global pandemic.</p> <p>The overall result of the survey was 88% of ILO staff very satisfied and another 7% of staff satisfied. Less than 5% of staff surveyed were dissatisfied with IT services provided in 2020-21.</p> <p>This represents an 11.2% improvement over the previous biennium (83.8%).</p>	
<u>Status</u> <p>Target of 10% increase per biennium fully met (11.2% increase).</p>	

Indicator 1.2	
Overall compliance to IT Key Performance Indicators and Service Level Agreements	
Criteria for success <ul style="list-style-type: none"> • clearly defined and communicated key performance indicators (KPI) and service level agreements (SLA) • tools are fully implemented to monitor KPI and SLA compliance 	Target 95% average compliance rate per quarter for candidate SLAs
	Baseline Not applicable.

<ul style="list-style-type: none"> negotiated and agreed-upon levels of acceptable performance are established with business units 	<p>Means of Verification</p> <p>Automated data collection and monitoring of IT infrastructure and support services</p>
<p><u>Progress</u></p> <p>Monthly meetings are held with key business units to discuss progress against IT projects, Workplan activities, Service Desk tickets and Departmental priorities.. Over 30 KPIs and SLAs were monitored during the biennium. The following is a representative sample of 12 candidate SLAs and KPIs assessed in 2020-21.</p> <p>SLA availability metrics for candidate services:</p> <ul style="list-style-type: none"> 99.95% ILO Box 99.95% Secure Remote Desktop 99.97% Email 99.97% Microsoft Teams 100.00% ILO VPN 100.00% Print Services <p>KPI* metrics for candidate services:</p> <ul style="list-style-type: none"> 71.24% Service Desk tickets solved at first level of support 94.12% Initial PMO assessment within 48 hours from the receipt of IT request 95.00% Percentage of staff who completed ILO Security Awareness Training 100.00% Percentage of business cases submitted to the ITGC and approved 100.00% Percentage of proposals submitted to the RIT scoped and costed 100.00% Percentage of excols/vendors invoiced within five work days of receipt <p>*KPI targets vary. For the 6 candidate services measured and reported, all targets were fully met during 2020-21.</p> <p><u>Status</u></p> <p>Target of 95% SLA compliance fully met (99.98%). All other candidate KPIs fully met.</p>	

<p>Indicator 1.3</p> <p>Percent of approved IT-related projects completed</p>	
<p>Criteria for success</p> <ul style="list-style-type: none"> effective project management timely decision making enforcing strict change control availability of project resources timely testing appropriate contingency planning 	<p>Target</p> <p>80% per biennium</p> <hr/> <p>Baseline</p> <p>Percentage of IT projects approved and by the ILO's governance process and completed during the biennium.</p> <hr/> <p>Means of Verification</p>

	Sign-off from business process owners and migration of solutions into the ILO production environment
<p><u>Progress</u></p> <p>274 IT projects were approved by the ILO's IT Governance framework during the 2020-21 biennium. Of these 274 projects, 190 (70%) were implemented in production.</p> <p>The global pandemic required a major shift in the IT priorities of the Office. A number of project had to be deferred until 2022. As a consequence, the Office fell short of it target.</p> <p><u>Status</u></p> <p>Target of 80% per biennium not met (70%).</p>	

Outcome 2 – A more insightful ILO

<p>Indicator 2.1</p> <p>The quality of critical reference data use at the ILO is improved</p>	
<p>Criteria for success</p> <ul style="list-style-type: none"> • relevance of the metric to improved business performance • determining and prioritizing which critical data has the most impact on administrative and operational activities • defining the rules to verify the quality of the underlying data 	<p>Target</p> <p>20% reduction in targeted critical reference data anomalies (e.g. accuracy, completeness, etc.) per year</p>
	<p>Baseline</p> <p>Identification of targeted critical reference data anomalies as of January 2018</p>
	<p>Means of Verification</p> <p>Yearly reporting on the number of targeted critical reference data anomalies</p>
<p><u>Progress</u></p> <p>Tracking of critical employee reference resulted in an 71% decrease in data anomalies during the 2020-21 reporting period.</p> <p><u>Status</u></p> <p>Target of 20% increase per year fully met (71% increase).</p>	

<p>Indicator 2.2</p> <p>Increased use of delivered web portals and dashboards for staff and constituents</p>	
<p>Criteria for success</p>	<p>Target</p>

<ul style="list-style-type: none"> including feedback loops during the design phase through use of mockups, question flows, etc. defining metrics that are meaningful to the business focusing on visual presentation of data ensuring graphics and data points are interactive ensuring dashboard data is near real-time ensuring dashboard is intuitive to use 	15% per biennium
	<p>Baseline</p> <p>Baseline established in January 2018 at 112 thousand page views/entrances/etc.</p>
	<p>Means of Verification</p> <p>Yearly assessment of web portal activity (i.e. page hits, time on website, number of return visitors, etc.)</p>
<p><u>Progress</u></p> <p>Key Dashboards were delivered during the 2020-21 biennium including the COMPT Reporting Dashboard, DDG and Regional Directors Dashboard, OBW Dashboard, Travel Dashboard for Field Office, FINANCE Accounts Reporting Dashboard, PROCUREMENT Dashboard and DC Financial Reporting Dashboard.</p> <p>Several web portals were also enhanced including the GSO Platform, SKILLS Knowledge Sharing Platform, Trade and Decent Work Platform and the Employment and Labour Markets Policies Database.</p> <p>Data analytics captured against delivered dashboards and websites showed a 21.3% increase in use (174,000 page views/entrances/etc.) during the 2020-21 reporting period..</p> <p><u>Status</u></p> <p>Target of 15% increase per biennium fully met (21.3% increase).</p>	

<p>Indicator 2.3</p> <p>Percent decrease in the number of documents being stored in physical archives</p>	
<p>Criteria for success</p> <ul style="list-style-type: none"> drafting an effective data handling and use policy implementation of effective retention and disposal policies implementing an ERMS system ensuring effective change management and training delivery simplifying and automating the creation of electronic records from existing digital content (emails, publications, project documents, etc.) 	10% per year
	<p>Baseline</p> <p>Baseline established in January 2018 at 75,500 documents pending archival.</p>
	<p>Means of Verification</p> <p>Yearly report on the number of physical archives created.</p>
<p><u>Progress</u></p> <p>The global pandemic restricted the number of personnel in ILO premises. As a result, there was limited ability for staff to manually archive the current backlog of physical documents, both historical as well as recent. Funding was not approved or allocated to implement an</p>	

electronic records management system (ERMS) during the biennium. Funding for an ERMS has been approved for the 2022-23 biennium. This will make it possible to automate the disposition, archiving and retention of ILO documents going forward.

Status

Deferred. The funding to implement an ERMS was not available during the strategy period.

Outcome 3 – A more collaborative ILO

Indicator 3.1	
Increase in percent of staff using team sites to collaborate on specific deliverables on a monthly basis	
<p>Criteria for success</p> <ul style="list-style-type: none"> ensuring each team site has an ILO staff member assigned as a facilitator ongoing support and training for team site facilitators senior management commitment and contribution to the site applying lessons learned to improve future sites 	<p>Target</p> <p>10% a biennium</p>
	<p>Baseline</p> <p>Baseline established in January 2018 at 1,720 users and 16,700 document uploaded.</p>
	<p>Means of Verification</p> <p>Yearly report on the number of individuals who have contributed content to selected team sites on a monthly basis</p>
<p><u>Progress</u></p> <p>During the 2020-21 biennium, 128 combined SharePoint and MS Teams collaboration sites were implemented to support Departments/Offices and various projects. 2,145 users uploaded approximately 110,000 documents during the biennium. The number of individuals who contributed content to these sites increased by 24.7% during the reporting period.</p> <p><u>Status</u></p> <p>Target of 10% increase per biennium fully met (24.7% increase).</p>	

Indicator 3.2	
Percent increase in use of targeted areas of ILO public website	
<p>Criteria for success</p>	<p>Target</p> <p>10% a year.</p>

<ul style="list-style-type: none"> identifying the target audience and tailoring the site to their needs identifying target areas of the ILO public website to measure ensuring the site is simple, clean and visually appealing ensuring content is kept up to date and relevant 	Baseline Baseline established in 2018 with the existing ILO public website at 30 million public page views/entrances/etc.
	Means of Verification Yearly assessment of visitor activity
<u>Progress</u> <p>The ILO Governing Body approved funding for replacement of the ILO public website for the 2020-21 biennium. Due to the global pandemic, the replacement of the ILO public website was deferred to the 2022-23 biennium.</p> <p>A number of improvements were made to the existing ILO public website as seven static sites were migrated to the current technology platform. In addition, the global pandemic and other related events resulted in a 20% increase in new users of the public website and a 7.4% increase (47.5 million page views/entrances etc.) in visitor activity during 2020-21.</p>	
<u>Status</u> <p>Deferred. Due to reprioritization of work as a result of the global pandemic, the replacement of the ILO public website was postponed until 2022-23.</p>	

Indicator 3.3 Percent decrease in the number of days ILO staff travel on mission	
Criteria for success <ul style="list-style-type: none"> ensuring effective communication in promoting features and benefits of Skype for Business, VoIP and video conferencing ensuring sufficient internet bandwidth in Field Offices senior management commitment to a “green” ILO by promoting virtual meetings over physical meetings wherever possible 	Target 5% per year.
	Baseline Baseline established in January 2018 at 16,000 total mission travel days.
	Means of Verification Yearly reporting of total mission travel days in locations that have IRIS
<u>Progress</u> <p>There was a 286.2% decrease in the total number of mission travel days for the 2020-21 period. This significant decrease over the previous biennium is a direct result of the global pandemic and the transition to virtual in place of physical meetings.</p>	
<u>Status</u> <p>Target of 5% reduction per year fully met (286.2% decrease).</p>	