



## Division of Information Systems and Telecommunications (DIST)

Reporting to the Deputy High Commissioner, the Division of Information Systems and Telecommunications provides a secure and evolving digital ecosystem for UNHCR across the globe, ensuring the right information and communications solutions are designed, developed and maintained in a cost-effective, timely and secure manner, enabling UNHCR to fulfil its mandate. Furthermore, in line with the UNHCR Policy on Emergency Preparedness and Response [UNHCR/HCP/2023/01], DIST is responsible for supporting information technology (IT) emergency preparedness and response, including provision of overall IT coordination capacity in line with the Refugee Coordination Model.

### Organizational Structure

DIST is a geographically dispersed division - with its workforce spread between Geneva, Copenhagen and Budapest - working closely with the IT workforce in the Regional Bureaux and countries to ensure global alignment and effective implementation of the Organization's IT strategy.

DIST is comprised of the Office of the Chief Information Officer (CIO) and three Services (**Business Relationship Management Service; IT Site and Emergency Support Service; and IT Operations Service**). The Division is led by the Director/CIO, who is responsible for the overall information technology direction of the agency. Other sections/units with direct reporting lines to the CIO include the IT Planning and Support Section; the Solution Engineering Section; the IT Project Services Unit; the Governance, Risk and Compliance Unit; the Chief Information Security Officer; and the IT Communications function.

The **Office of the CIO** is responsible for providing information technology leadership and support, encompassing IT strategy, communication, performance monitoring, policy development, investment planning, compliance and oversight, supplier relationship management, and resource management.

- The **IT Planning and Support Section** manages all operational support units within the CIO's Office. It helps to optimize UNHCR's use of strategic suppliers through innovative sourcing approaches and enhanced service delivery management to ensure that the workforce is provided with excellent back-office support. Within the Section:
  - The **Strategic Sourcing Relationship Management Unit** focuses on the contractual aspects of external supplier management, overseeing public tenders for IT goods and services, the vendor review and negotiation process, and interaction with UNHCR's legal and supply functions.
  - DIST's **Resource Management Unit** provides administrative, budgetary, financial, human resources, and supply support functions.
  - The **Cross Functional Unit** is responsible for a series of functions that span the three DIST services, including change management, asset management, and configuration management. It is also responsible for procurement, warehouse, and inventory management, particularly in support of operational emergencies.
- The **IT Project Services Unit** utilizes the UNHCR Project Management Life Cycle to provide a structured process and clear governance model for UNHCR's projects, enabling their successful delivery while remaining on schedule and within budget from Initiation to Closure. The team offers guidance to Project Managers during project execution, supporting on financial management and providing the tools necessary to mitigate risks related to

compliance.

- The **Governance, Risk and Compliance Unit** is responsible for risk management activities, audit reviews of IT systems and any follow-up recommendations and action plans. It carries out regular risk analysis and compliance reviews on existing IT systems, as well as coordinates the development and promulgation of IT Policies and Guidelines.
- The **Solution Engineering Section** is focused on optimizing the design, development, implementation and evolution of solutions with significant IT components and work with the business as well as external service providers to ensure that UNHCR solutions are fit-for-purpose.
- The **Chief Information Security Officer (CISO)** is responsible for establishing and upholding UNHCR's information security policies and strategies to ensure that information assets and associated technology, applications, systems, infrastructure and processes are adequately protected in the digital ecosystem in which UNHCR operates.
- The **Communications Officer** supports internal and external communications efforts for DIST both at headquarters and globally.

The **Business Relationship Management Service (BRMS)** builds strategic partnerships with Divisions and supports global operations in enhancing the use of IT to improve UNHCR's efficiency and effectiveness. The Business Relationship Officers work closely with Divisions, as well as specific leads for critical application areas. BRMS ensures application services provided by DIST are appropriate and effective in meeting the Organization's IT needs. Within this Service:

- The **Refugee Systems Section** delivers, maintains, and improves the portfolio of applications that support UNHCR's direct protection services to refugees, including registration, status determination, and resettlement.
- The **Enterprise Resource Performance (ERP) Management Section** delivers and maintains applications that support the core corporate functions, including Cloud ERP, Treasury Management, Human Resource Management and Results-Based Management.
- The **Collaboration and Communication Section** delivers collaboration, communication, and knowledge management systems, including the Intranet, Microsoft Teams, SharePoint, and eSAFE. This section also supports and manages Data and Integration services.

The **IT Site and Emergency Support Service** is responsible for ensuring that colleagues across UNHCR operations globally, using IT equipment and systems to execute their work, are provided with the adequate support they require, both in HQ locations and the field. It also supports the delivery of IT services to UNHCR and its partners in emergencies. Within the Service:

- The **Field Operations Support Section** is the direct link between DIST and the IT workforce in the field. Regional and Country based IT Officers, local field-based IT workforce, and managed service providers provide global on-site IT support services, ensuring that business-as-usual operations run smoothly.
- The **Emergency Preparedness and Response Section (EPRS)** is responsible for ensuring UNHCR has the capacity, processes, and resources in place to effectively support the Organization's preparedness for and response to displacement crises.
- The **HQ Site Support Unit** oversees day-to-day IT operations and coordinates the work of multiple support groups, both internal to UNHCR and Managed Service Providers, in all three Headquarters locations. It also provides project management and oversight for the implementation of new IT services and facilities at HQs.

The **IT Operations Service** is responsible for delivering the basic IT functions - Infrastructure, Security Operations, and Global Service Desk - that enable the provision of all services within DIST's sphere of operations. The Service oversees the day-to-day interaction with outsourced service providers through the service delivery management process.

- The **IT Infrastructure Operations Section** provides technical direction to ensure optimal operation and maintenance of UNHCR's corporate IT infrastructure.

Within the Section, the **Network Unit** is responsible for delivering network services on which all other IT services rely, including increasing the efficiency of internet connectivity and extending its reach to deep-field locations.

The **Cloud Unit** is responsible for managing the infrastructure cloud services in support of the UNHCR's "Cloud First" strategy. The Unit also manages the data centre hosting arrangements with outsourced service providers (UNICC, Safe\_Host, etc.) and ensures the agreed service levels are met while gradually migrating services from the data centres to the cloud.

The **End-User Devices Unit** is responsible for ensuring the efficient delivery of corporate applications through configuring, supporting, and defining common standards for infrastructure used by the UNHCR user community, including desktops, laptops, tablets, and other mobile devices globally.

- The **IT Security Operations Unit** develops and ensures compliance with policies and standards in relation to IT security for both applications and infrastructure. It also evaluates the existing security mechanisms and makes recommendations for improvements or corrective action.
- The **Global Service Desk Unit** is responsible for ensuring that all reported IT incidents are resolved, and that service or product requests raised by the user community are fully addressed. Global Service Desk analysts are available 24/7.